

Objectives selection criteria

A prospective service provider guideline

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At Innovation Group a minimum entry level criterion for repairers, suppliers and service providers is consistently applied to ensure that our customers and clients receive the best possible value at a fair industry related cost. The Objective Selection Criteria (OSC) is designed to be fair and transparent and is based on reasonable requirements.

To optimise the value chain for both the Service Provider and the Company (Innovation Group), factors such as total available spend within a specific commodity category and within a specific geographical region determines the number of service providers which can be accommodated on the Company's approved panel at any given time.

Minimum selection criteria

To ensure a smooth process, the Company requires that the Service Provider complies with the following minimum requirements:

1. The Service Provider must be a registered business entity and in good standing with SARS and all regulatory bodies.
2. All Service Providers should operate the services from a registered business premises duly equipped as per the Company's technical requirements for workshops and suitable for the type of services rendered. Operating from a residential home would not be permitted.
3. The Service Provider needs to be in a position to contract with the Company in order to ensure good governance, compliance and acceptance of the Company's standard terms and conditions.
4. Have an up to date and compliant B-BBEE certificate/affidavit. First preference will be given to Black owned businesses, Black Woman Owned businesses. This includes EME, QSE and Generic entities, as prescribed by the B-BBEE act Codes of Good Practice as amended from time to time.
5. The ability to accept negotiable, competitive and fair industry related rates and prices.
6. The Company requires Service Providers to have the necessary regulatory and conditional insurances in place to cover the Service Provider against liability claims that may arise during the Service Provider providing repairs, goods or professional services to the Company or their policyholders. (Eg: Defective workmanship, Public liability, Professional indemnity etc)
7. Have at least 3 industry related references.
8. Allow the Company to conduct credit and other reference verifications and due diligence processes. An adverse result received from the bureau will result in your application being automatically declined.
9. Be willing to accept the Company's terms and conditions and conclude a formal agreement for a minimum period of 24 months with annual reviews of services and conduct.
10. Once you have satisfied yourself that you meet the minimum criteria, you may apply to become an approved service provider to the Company by sending an email to dealers@za.innovation-group.com together with the following documentation:
 - 10.1. Company letterhead which includes all contact details (telephone number, fax number, physical and postal address & e-mail address)
 - 10.2. SARS – A valid letter of good standing and a current VAT certificate which clearly indicates the company's VAT detail.

- 10.3. A valid BEE certificate/affidavit which clearly reflects the company's BEE status, if part of a dealer group provides a subsidiaries annexure that comes with the certificate where the Service Provider is listed as a subsidiary.
- 10.4. CIPC document (Company registration certificate which clearly shows the Service Provider's registration number, Service Provider name, and list of directors and or members)
- 10.5. Proof of Service Provider banking details (a stamped letter from the bank in the Service Provider's name confirming the banking details). The letter from the bank must not be more than 3 months old.
- 10.6. Minimum of 4 clear photos of the workshop, reception area and general location of the workshop. An on-site inspection of the Service Provider's premises may be required upon the discretion of the Company.
- 10.7. ID and certificate of the qualified technician(s).
- 10.8. Utility Bill not older than 3 months.
- 10.9. Liability insurance for the business not less than R5 million.
11. Upon receipt of your application accompanied by all the relevant documentation, the Company will conduct a due diligence exercise, and your application will be processed based on the outcome of the due diligence process.
12. Innovation Group applies several internal criteria and considerations when reviewing and appointing repairers to our panel. Whilst all applications are evaluated fairly and against our requirements, it is important to note that meeting such requirements does not in itself guarantee appointment to our network.
13. In the event that your application is successful, a Network Management Specialist will conclude a written contract with you where after you will be issued with a Dealer Code and added to the Company's panel of Approved Service Providers

The assessment of the application to join Innovation Group repairer panel is a detailed and multistep process. The time required to complete the review may vary depending on the complexity of the application, the availability and accuracy of the supporting documentation and internal requirements, including when decisions are scheduled and finalised by the relevant committees and staff.

Accordingly, applicants are advised that the process may take a significant period and should not be regarded as immediate or guaranteed. Innovation Group is committed to ensuring each application is given fair and thorough consideration, and we appreciate your patience whilst this process is underway.

The application process is lengthy and may take up to a couple of days or weeks depending on the circumstances of the application and availability of the required documentation.