

TENDER DOCUMENT

TENDER NO: DTCB 044 – 2020

CLEANING OF HIGH RISE WINDOWS

TENDER CLOSING DATE: 27TH NOVEMBER 2020

CLOSING DATE : 1200HOURS

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1. Overview

Diamond Trading Company Botswana (DTC Botswana) is a 50/50 Joint Venture partnership between the Government of the Republic of Botswana and De Beers. It is the world's largest and most sophisticated rough diamond sorting and valuing operation.

DTC Botswana sorts and values Debswana Diamond Company's rough diamond production. Debswana Diamond Company (Pty) Ltd is a 50/50 Joint Venture partnership between the Government of the Republic of Botswana and De Beers. The main purpose of DeBeers Company is to mine and recover diamonds optimally and responsibly.

2. Background

Diamond Trading Company Botswana (DTC Botswana) has a 3 storey office building situated at plot 63016, Block 8, Airport Road, Gaborone. There are areas in the building that are highly inaccessible for cleaning of windows and the void areas inside and out of the façade of the building. The dirt that has accumulated overtime on the windows, voids and façade does not present a good image of the company.

3. Invitation to Tender

Eligible service providers are invited to tender for the provision of high rise window cleaning at Diamond Trading Company (DTC) Botswana offices for a period of 36 months.

4. Site Visit

Prospective bidders are required to attend a compulsory site visit on **Wednesday 11th November 2020 at 0830hours**. DTC Botswana is situated at Plot 63016, Block 8, Airport Road, Gaborone. Those who will be attending site visit should provide their full names, ID(Omang) numbers or passport numbers (non citizens) and gender no later than **12 noon on Monday 09th November 2020**. Details should be emailed to tmaakwe@dtcb.co.bw. Prospective bidders are advised to arrive at **0800hours** to allow for completion of safety, health and security inductions.

5. Scope of Work

Detailed scope of work is in **Annexure A**.

6. Submission of Proposal

Proposals should be emailed to tmaakwe@dtcb.co.bw on or before the tender closing date. Facsimile, telephonic submissions, late and incomplete submissions will not be accepted.

7. Enquiries prior to tender closing date

Prospective tenderer requiring any clarification of the tender document may notify DTC Botswana in writing or by email to tmaakwe@dtcb.co.bw. DTCB will respond in writing to any request for clarification of the tender document which it receives no later than **24th November 2020 at 1500hours**. Written responses including an explanation of the query but without identifying the source of inquiry will be sent to all prospective tenderers that have been invited to tender.

8. Tender Validity Period

The tender shall be valid for 3 months (90 calendar days) from the tender closing date.

9. Tender Submission and Award

- I. DTCB reserves the right to amend or cancel this tender.
- II. DTCB is not bound to appoint the lowest or any other tenderer.
- III. The decision on the award of the tender solely remains with DTC Botswana.
- IV. DTCB shall not be liable for the expenses incurred during preparation
- V. The proposals should be in English.

10. Legal requirements

- I. DTC Botswana will enter into a formal contract with the awarded bidder prior to starting the work. It is a pre-requisite to ensure that the parties are both committed to the assignment.
- II. The contract shall be managed in accordance with the Botswana laws. Tenderers are responsible to familiarize themselves with the laws of Botswana

11. Compliance Requirements

Successful tenderer shall be expected to comply with the following:

- i. DTC Botswana Safety, Health and Environment requirements as detailed in **Annexure C**.
- ii. Business Integrity principles as detailed in **Annexure D**.
- iii. Security Requirements as detailed in **Annexure E**

12. Modification and Withdrawal of tender

- I. The tenderer may modify or withdraw its tender after submission of the tender provided that a written notice of the modification, including substitution or withdrawal of the tender is received by DTCCB prior to the deadline prescribed for submission of tender.
- II. No tender may be modified after the deadline for submission of tenders.
- III. No tender may be withdrawn on the interval between the deadline for submission of tenders and the expiration of the period of tender validity.

13. Amendment of Documents

- I. At any time prior to the deadline for submission of tenders, DTCCB, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer, may modify the tender document and send written amendments or addendum to all tenderers who have been invited to tender.
- II. In order to allow prospective tenderers reasonable time in which to take the amendments into account in preparing their tender, DTCCB, at its own discretion, may extend the deadline for the submission of tenders.

14. Clarification of tenders

To assist in the examination, evaluation and comparison of tenders, DTCCB may at its discretion, ask the tenderer for clarification of its tenders. The request for clarification and the response shall be in writing and no change in the prices or substance of the tender shall be sought, offered or permitted. Any effort by the tenderer to influence DTCCB in its tender evaluation, comparison or contract award decision will result in the rejection of the tenderer's tender.

15. Authority of tender

The Tender must be signed by a person duly authorised to do so.

16. Errors in the tender document

There shall be no erasing or overwriting for any mistake which is corrected in the tender document

17. Instructions to Tenderers

- I. Tenderers should provide training/qualifications in working at heights and years of experience of its key personnel including the Manager, Supervisor, Cleaners and First Aider.
- II. A list of proposed equipment to be used for cleaning should be submitted.
- III. Bidder should provide a comprehensive methodology of providing quality cleaning service in a safe manner.
- IV. Tenderers are requested to provide letters from at least three (3) companies where they have performed similar work or currently contracted and the details of a person whom can be contacted to get more information on the tenderer's performance on the engagement.
- V. All work should be carried out in a safe manner and relevant safety precautions incorporated in all activities. The tenderer will be responsible for the safety of its employees or subcontractors or any member of the public. Bidder shall comply with the Anglo American critical controls standards for working at heights in **Annexure G**. Proof of insurance cover for the employees (workmen's compensation) should be submitted.
- VI. The tenderer shall provide all necessary tools and equipment for the duration of the contract.
- VII. Tenderers shall provide all cleaning chemicals and consumables for the period of the contract.
- VIII. Material safety datasheets (MSDS) of all proposed cleaning chemicals and list of all proposed equipment should be submitted. The equipment should comply with a recognised international/national standard.
- IX. The tenderer shall be responsible for supervision of their employees or subcontractors.
- X. No variation, alteration or addition to the scope of work shall be made unless the written instruction of DTCCB has been obtained. DTCCB may increase the scope of the work and the contractor shall carryout the work at the agreed rates.
- XI. DTCCB is not bound to accepting the lowest tender and has the right to accept and reject any tender offers, award tender to a single contractor or split award between contractors.

18. Tender Price

- i. Tenderers are required to provide a detailed price breakdown which includes but not limited to labour costs, cost of consumables and any other costs. The price breakdown should also be aligned with the cleaning schedule in **Annexure A**.
- I. The contract price shall be fixed for the entire duration of the contract and the tenderer should allow within the scope of this tender for any variation subject to inflationary adjustments, which may affect price during the contract period.
- II. Price charged by the contractor to undertake the contract shall not vary from the price quoted in the tender document.
- III. Payment shall be made within 30 days from the date of receipt of an invoice. Payment shall be made through electronic funds transfer into the supplier's account.
- I. All prices should be stated in the currency of the country where the bidder is domiciled e.g Pula (BWP) for all Botswana based companies.

19. Withholding tax

DTC Botswana shall withhold tax on services provided in Botswana by non-resident companies. Withheld tax shall be in accordance with the prescribed rates in the statutory and double taxation agreement.

20. Form of Tender

Tenderers are required to complete and submit form of tender contained in **Annexure I**.

21. Medical Examinations

Successful contractor will be required to submit valid (less than 1 year) medical examination certificates for all its key personnel and sub-contractors who would be deployed to provide cleaning services at DTC Botswana.

22. Work Permits

Contractors are required to arrange work permits for their non-citizen personnel to be allowed access into the DTCB building to provide the service.

23. Security Vetting

Respondents to the tender shall be subjected to the DTC Botswana internal security vetting process. Prospective bidders are required to complete the security form in **Annexure F** and submit it with the tender documents.

24. Botswana Police Clearance

Botswana Police clearance shall be obtained for key personnel of the successful bidder before the contract starts.

25. Returnable Documents required for tender evaluation purposes

The tenderer **must complete and submit** the following documents with the tender documents:

- 25.1** Annexure J: Tenderer's Information
- 25.2** Annexure K: Qualifications and Experience of Key personnel
- 25.3** Annexure L: Customer References
- 25.4** Annexure M: Sub Contractor Information

Excel softcopies of **Annexures J to M** is attached.

26. Tender Evaluation

Tender evaluation criteria are contained in **Annexure B**.

27. Confidentiality

All documentation and any other information produced will be the intellectual property of DTCCB exclusively and should be treated as confidential. No information obtained by the Service Provider as a result of the consultancy shall be given or applied to a third party without written consent from DTCCB.

ANNEXURE A – SCOPE OF WORK

1 SCOPE OF WORKS

The scope of work shall cover the following:

- I. Site Establishment
Mobilise and demobilise a team from your site to Gaborone, Botswana
- II. Façade Cleaning -Southern facade
Clean windows Southern Facade externally only.
- III. Facade – Entrance Reception Area
Clean windows in reception façade internally
- IV. Cleaning of Artwork – Entrance Reception area
Recommend and Supply team and all necessary access equipment to clean art work, dust and clean with acceptable materials
- V. Facade Cleaning – Western façade
Clean windows western facade internally from below louvers.
- VI. Cleaning of the atrium duct
Supply team and all necessary and associated equipment to clean ducting, roofing structure & lighting (replace globes/bulbs). Dust and clean with recommended cloth.
- VII. North West Corner Internal Facade Cleaning
Clean windows on new extension internally and externally.
- VIII. Cleaning of Artwork – Atrium Area
Supply team and all necessary equipment to clean artwork on north facade, window sills. Dust and clean with recommended cloth.
- IX. façade Cleaning – Northern façade
Clean windows southern façade externally only.

ANNEXURE B- TENDER EVALUATION CRITERIA

Bidders are advised that the tender shall be evaluated in three stages:

Stage 1: Compliance

Stage 2: Safety Health and Environment

Stage 3: Technical Evaluation

Stage 4: Financial Evaluation

STAGE 1: COMPLIANCE

Proposals should satisfy the following compliance requirements to be considered for further evaluation:

- a) Submission of a Copy of a Certificate of Incorporation
- b) Submission of a Copy of a valid Tax Clearance Certificate or Exemption thereof (validation will be done on the BURS portal for Botswana registered companies)
- c) Submission of a Copy of Share Certificate(s)
- d) Submission of Company Directors' details.
- e) Proof of registration with a recognised working at heights or rope access association
- f) DTC Botswana Internal Security Vetting Outcome

STAGE 2: SAFETY HEALTH AND ENVIRONMENT ASSESSMENT CRITERIA

Proposals should satisfy the following SHE requirements to be considered for further evaluation:

- a) Submission of a SHE Policy.
- b) Submission of Material Safety Data Sheets of all proposed cleaning chemicals and list of proposed equipment which complies with international/national recognised standards.
- c) Submission of a Risk Management Plan specific to cleaning of high rise windows.
- d) Submission of Key Personnel's(cleaners(operatives), Manager, Supervisor, SHE appointee) competencies; abridged curriculum vitae containing their relevant training/qualifications and years of experience in working at heights.

STAGE 3: TECHNICAL EVALUATION

Compliant bids shall be evaluated to determine compliance to the set criteria. The following shall be considered at this stage:

- a) Experience of the company in the provision of high rise window services.
- b) Methodology for providing high rise window cleaning services in line with the scope of work.
- c) Submission of at least three (3) reference letters from clients where the company has delivered similar services.
- d) Proposed equipment and material to be used in the provision of cleaning services.

STAGE 4: FINANCIAL EVALUATION

Technically compliant bids shall be subject to financial evaluation. In the financial evaluation of the tender, the following will be considered:

- I. Arithmetic Check:
 - The tender will be checked for arithmetic errors. Tenderers will be notified in writing for any errors.
 - Where there is discrepancy between amounts in figures and in words, the amount in words will be the amount taken into account;
 - Where there is a discrepancy between a unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price quoted will be the price taken into account.
 - Amounts corrected as above will be binding on the tenderer. If the tenderer does not accept them, their tender will be rejected
 - Amount should include VAT if the tenderer is VAT registered

- II. Reasonableness of the quoted price

Tender award will be made to the most compliant bid based on the outcome of the four evaluation stages.

ANNEXURE C: SAFETY HEALTH AND ENVIRONMENT OBLIGATIONS

Every member of the Contractor's Team shall, whilst at DTCB adhere to the following DTC Botswana SHE requirements:

1. SHE induction
 - Members shall attend SHE induction prior to commencing work provided by the DTC Botswana SHE section. The induction will be in 2 parts, namely:
 - ❖ General induction
 - ❖ Site specific induction done in conjunction with the area line manager
2. Hazard identification and Risk Assessment (HIRA)
 - ❖ Individuals and groups shall conduct risk assessments in their areas of work and manage the identified risks.
3. SHE Training
 - ❖ Where required, individuals shall attend identified SHE training as per the training matrix and schedule.
4. Personal Protective Clothing (PPE)
 - ❖ Where required, every member shall wear protective clothing and keep same in the condition as stipulated in the PPE policy
5. OHSAS Requirements
 - ❖ All members shall comply with the DTC Botswana requirements regarding OHSAS 18001. These may include being asked to partake in the audits/inspections, incident investigations and being available for interviewing during inspections, audits or investigations
 - ❖ SHE procedures as amended and or reviewed from time to time shall be complied with
6. Incident Reporting and Investigation
 - ❖ All members of the Contractor shall familiarise themselves with and report incidents and accidents as and when they happen to them or in their area(s) of work as described in the incident reporting and investigation procedure
7. DTC Botswana SHE Policy
 - ❖ The DTC Botswana SHE policy shall be the overriding SHE Policy on site

ANNEXURE D : BUSINESS INTEGRITY PRINCIPLES

The Contractor and, where applicable, each member of the Contractor's team shall adhere to the following requirements, during the time this agreement is in place:

1. Comply with all applicable laws dealing with corruption.
2. Ensure that no offer, promise or gift of money or anything of value, is made to any employee of DTCB or anyone else, to influence action or inaction or to obtain an improper advantage from DTB, or for DTCB or a third party.
3. In the event that the Contractor or any member of its team becomes aware of any act or omission, that is or seems to be fraudulent, corrupt or improper, involving DTCB in any way, a report should be made to DTCB by the next working day.
4. Have an anti-corruption, ethics or business integrity policy.
5. Conduct business in an ethical manner.

ANNEXURE E: SECURITY OBLIGATIONS

The Contractor and each member of the team shall adhere to the following security requirements, whilst at DTCB:

1. Security Induction

The members of the team must all undergo a detailed security induction carried out by DTCB.

2. Precious and Semi-Precious Stones Act Cap 66:03

Comply with the Act, which regulates the rough diamond business in Botswana; in terms of which Debswana and DTCB premises have been declared Precious Stones Security Area.

3. DTCB Diamond Risk Management Policies as listed below

3.1 Access Control

The policy details the requirements for entry and exit of employees, visitors and contractors within the security area.

3.2 Goods Movement

The policy details the requirements for entry and exit of all goods and assets carried by employees, visitors and contractors within the security area.

3.3 Product Protection

The policy details the requirements for control of some specific activities within DTCB carried out by employees, visitors and Agreementors within the security area.

4. DTCB Diamond Risk Management Procedures as listed below

4.1 Access Control

4.2 Goods Movement

4.3 Product Protection

4.4 Diamond Audit

ANNEXURE F: SECURITY VETTING FORM

Please complete the form below and submit with the tender proposal. Attach copies of Directors' IDs



DTC Botswana

SUPPLIER/VENDOR VETTING FORM

1	Name of Supplier/Vendor/Contractor	
2	Business registration number or identity number of sole proprietor/partnerships	
3	Vat number	
4	Trade Name/s of business	
5	Nature of business i.e. Core Industry of business	
6	Type of business e.g. Sole Proprietor / Pty Ltd / CC / Partnership / Limited / Parastatal / Other (specify)	
7	Full name and surname of authorized signatory	
8	Designation of authorized signatory	
9	Domicilium address (i.e. this is your address at which you will accept service of legal notices/ documents)	
10	Physical address and Postal address	
11	Tele/cellphones and Fax numbers	
12	Email addresses of directors and signatories	
13	Holding company name and registration number	
14	Affiliations (Company name(s) and registration)	

I authorize and give consent to DTCB in obtaining information regarding me and my company

Name..... Surname

Date: Signature

ANNEXURE G: CRITICAL CONTROLS FOR WORKING AT HEIGHTS (ATTACHED)

**ANNEXURE H: PROPOSED CONTRACT- GENERAL TERMS AND CONDITIONS
FOR PROVIDING SERVICES (ATTACHED)**

ANNEXURE I: FORM OF TENDER

Diamond Trading Company Botswana
Plot 63016, Airport Road
Block 8
Gaborone

Having examined the invitation to tender (ITT) document the receipt of which is hereby duly acknowledged, we, the undersigned, offer to deliver the service in accordance with the tender documents at a price of(amount in figures)
.....(amount in words) Vat exclusive.

We agree to abide by this for a period of ninety (90) days from the date fixed for tender opening and it shall remain bidding upon us and may be accepted at any time before expiration of that period.

We understand that you are not bound to accept the lowest or highest or any tender you may receive.

On behalf of the tenderer

Name:

Title:

Tel No.....

Email Address..... .

Date: