

**TENDER DOCUMENT**

**TENDER NO: DTCB 059– 2021**

**PROVISION OF CLINIC PERSONNEL TO DIAMOND TRADING COMPANY  
BOTSWANA**

**TENDER CLOSING DATE: 26<sup>TH</sup> NOVEMBER 2021 @1200HRS**

## **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. Introduction**

DTC Botswana has a clinic onsite, which provides a range of nursing services to approximately 600 employees. The services include primary health care, preventative, curative, pre medical examinations and hospital referrals. The clinic is located at the DTC Botswana premises at Plot 63018, Airport road, block 8, Gaborone. The company seeks to engage personnel to provide required services to its employees.

## **3. Invitation to Tender**

DTC Botswana invites suitably qualified service providers to tender for the provision of personnel to provide medical services at the DTC Botswana clinic for a period of 36 months.

## **4. Scope of Required Services**

The scope of services covers provision of the following personnel:

- I. Family Nurse Practitioner (FNP) on a full-time basis. Working from 0730hours to 1630hours on weekdays
- II. Receptionist on a full-time basis. Working from 0730hours to 1630hours on weekdays
- III. Peer Education Support Officer periodically
- IV. One(1) Nursing Personnel (Degree/Diploma level with 5 years' experience) for 5 days in a month( last week of the month )

### **4.1 Duties of the Family Nurse Practitioner (FNP)**

- I. Diagnoses, tests and treats patients in accordance with professional standards
- II. Prepares stock requisition for medical supplies and equipment for the clinic
- III. Dispenses medication
- IV. Refers patients for further management to places such as laboratory, generate practitioners and specialist when making referral
- V. Issues two days sick leave within a single visit

- VI. Schedules and conducts medical examinations for employees
- VII. Monitors health trends and advises the business through the office of the Employee Health and Wellness Manager
- VIII. Maintains accurate and confidential patient records and prepares statistics and reports
- IX. Prepares and delivers health education
- X. Prepares monthly reports for Ministry of Health in doing so, the FNP shall protect the confidentiality of all the patients seen by not stating their names
- XI. Provides pre and post HIV test and wellness counselling
- XII. Provides psycho-social and HIV and AIDS counselling
- XIII. Observes substance abuse patterns and recommends interventions
- XIV. Ensures clinical waste is disposed appropriately
- XV. Collect specimen for analysis in the laboratory
- XVI. Pays for private telephone made
- XVII. Ensures that all the necessary costs are recovered from the medical Aid providers
- XVIII. Complies with DTCEB Safety, Health and Environment policies and procedures
- XIX. Recovery of medical costs from medical aid providers

#### **4.2 Duties of a Receptionist**

- I. Meets and greets patients and visitors in a friendly and courteous manner
- II. Directs the patients to the consulting room
- III. Registers new patients and prepares their file
- IV. Answers the telephone and provides assistance as necessary
- V. Coordinates clinic appointments and referrals
- VI. Medical record keeping and retrieval
- VII. Follows strict confidential practices in handling patient information
- VIII. Assists in the opening and closing of the clinic at the end of each shift
- IX. Takes orders from the FNP regarding the daily running of the clinic
- X. Prepares and submits invoices to medical aids
- XI. Complies with Safety, Health and Environment policies and procedures
- XII. Assists in implementation of clinic events
- XIII. Assist with recovery of medical costs from medical aid providers

#### **4.3 Duties of Peer Education Support Officer (Diploma/Degree in Health Education)**

- I. Coordination of peer education activities
- II. Supervising peer educators

- III. Monthly health education talks (10 minutes per session for 12 sessions)
- IV. Providing template for health education and monthly awareness topics (Health and wellness)
- V. Generate monthly health topics (definitions, signs and symptoms and preventions, general management, contacts)
- VI. Monthly updates for peer education sessions and projects
- VII. Monthly reports and submissions of performance of peer educators
- VIII. Monthly/quarterly meetings

#### **4.4 Duties of Nursing Personnel**

- I. Drive the implementation of ISO 14001:2015 and OSHAS 18001:2015
- II. Monthly stock take
- III. Planned task observation
- IV. Updates of risk management plan
- V. Monthly reports
- VI. Updates of SHE file
- VII. Monthly inspections/checklist
- VIII. Ministry of Health reports and DeBeers group monthly reports
- IX. Recovery of medical cost from medical aid providers
- X. Daily consultation

## **5. Parties' Obligations**

### **5.1 Contractor's Obligations shall be as follows:**

- I. Ensure that the required personnel are present at all times to provide the services at the clinic
- II. Provide primary health care services and adheres to public health Act – Botswana
- III. Comply with clinical waste management and adhere to Pharmacy regulations
- IV. Ensure that staff working at the clinic wear full uniform with nametag at all times. Uniform and personal protective clothing will be at the cost of the service provider.
- V. Upon approval by DTCCB, the proposed personnel cannot then be changed without prior validation of their credentials and written approval given by DTCCB. DTCCB reserves the right to request for a replacement of resource(s) whose credentials are deemed not appropriate in DTCCB's view.

**5.2 DTC Botswana Obligations:**

- I. Provide clinic facility to use during working hours
- II. Provide required supplies and equipment for use at the clinic
- III. Provide lunch for personnel assigned at the clinic
- IV. Provide telephone line at the clinic
- V. Pay services providers' invoices within thirty(30) days

**6. Submission of Proposal**

Proposal must be submitted to [tenders@dtcb.co.bw](mailto:tenders@dtcb.co.bw) before the closing date on **26<sup>th</sup> November 2021, at 1200hours** and must be labelled /referenced as below;

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**7. Enquiries prior to tender closing date**

Prospective tenderer requiring any clarification of the tender document may notify DTCB in writing or by email to **tenders@dtcb.co.bw**.

**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 DTCB.
- IV. DTCB shall not be liable for the expenses incurred during preparation
- V. The proposals shall be written in English.

**10. Legal requirements**

- I. DTCB 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 and run 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. DTCEB Safety, Health and Environment requirements as detailed in Annexure B. Bidders are required to complete and submit the contractor appraisal questionnaire.
- ii. Business Integrity principles as detailed in Annexure C.
- iii. Security Requirements as detailed in Annexure D

### **11.1 Confinement to the building**

Both the FNP and Receptionist shall be confined to the building during working hours except in personal emergency situations. The FNP shall only be allowed to leave the building for reasons such as escorting a sick employee to the hospital or preferred Doctor, doing work related to the clinic and participation in health promotional activities.

### **11.2 Diamond Security**

Both FNP and Receptionist will be subjected to the provisions of the Precious Stones Industry (Protection) Act. Their engagement is subject to them being granted and retaining security access permit. In the event of permit withdrawal for any reason, their engagement with the company shall be terminated.

### **11.3 Searches**

Due to the nature of the company's operation, the FNP and Receptionist accept and agree to the searches for their person and any article in their possession including their vehicles for unlawful presence of diamonds or any article which is the property of the Company. Any search shall be carried out with strict regard for decency and by a member of the same sex as laid out in the Precious Stones Industry (Protection) Act.

### **11.4 Confidentiality**

Information relating to the company's operations is strictly confidential and both the FNP and Receptionist are prohibited from communicating or allowing it to be communicated unless authorised to do so.

**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. Requirements**

Prospective bidders are required to submit a comprehensive proposal outlining how they will deliver the scope of work including but not limited to:

### **17.1 Expertise**

Proposed personnel should have the following academic qualifications and expertise:

#### **Family Nurse:**

- I. Diploma or Degree in Nursing
- II. Family Nurse Practitioner Certificate at Diploma level
- III. OSHAS 1800:2015 awareness
- IV. ISO 14001 awareness
- V. Advanced life support/ Basic life support
- VI. Sexual reproductive health
- VII. Sexually transmitted infections
- VIII. Behaviour change programs
- IX. Malaria awareness
- X. Tuberculosis awareness
- XI. HIV/AIDS Kitso advanced
- XII. Should be registered with Botswana Nursing Council and has a valid practising license

#### **Peer Education Support**

- I. Diploma in Health Education or Nursing.
- II. Counselling Skills
- III. HIV/AIDS Awareness
- IV. Mental Health awareness
- V. Sexually transmitted infections
- VI. Multiple concurrent partnership
- VII. Tuberculosis awareness
- VIII. Safe male circumcision
- IX. Adherence counselling



**Certified Copies of academic qualifications, registration certificates and abridged CVs of all proposed personnel should be submitted with the tender document.**

## **17.2 Reference Sites**

Prospective bidder is expected to submit references written by clients where similar services have been or are being rendered by the proposed personnel. shortlisted bidders shall expect their client references to be contacted during the tender evaluation process.

## **18. Tender Price**

- I. Tenderers are required to submit a detailed price breakdown based on the scope of required services.
- II. 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 the cost of the work during the contract period.
- 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.
- IV. All prices should be inclusive of tax where applicable
- V. Price should be in the currency of the country where the bidder is currently operating.

## **19. Form of Tender**

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

## **20. Tender Evaluation**

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

## **21. Confidentiality**

All documentation and any other information produced will be the intellectual property of DTCB 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 DTCB.

**NB: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 services at DTC Botswana. The cost of medical examinations should therefore be included in the financial proposal.

**Work Permits**

Contractors are required to arrange work permits for their non-citizen personnel to be allowed access into the DTCCB building to provide the service. This cost should be included in the financial proposal.

**Health and Safety**

To reduce the spread of COVID-19 in the workplace, the contractors' employees, agents and subcontractors shall be required to produce COVID-19 negative test results not older than 72 hours to be permitted to access DTCCB facility. They shall further be required to adhere to all COVID-19 preventative measures adopted by DTCCB along with the National health protocols from the Ministry of Health and Wellness. In the event that DTCCB conducts COVID-19 testing, the contractors are expected to participate and adhere to the COVID 19 protocols if a positive case is identified.

## **ANNEXURE A- TENDER EVALUATION CRITERIA**

Bidders are advised that the following shall be taken into account during tender evaluation.

The evaluation shall be carried out 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)
- c) Submission of a Copy of Share Certificate(s)
- d) Submission of Company Directors' details
- e) Valid Copies of registration certificate with Botswana Nursing Council. Practising certificates should also be submitted

### **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 a Risk Management Plan

Submission of SHE appointees' credentials; abridged curriculum vitae containing their academic and/or professional qualifications and relevant experience

### **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) Company Profile
- b) Proposed team and their Academic qualifications, curriculum vitae and experience of all proposed personnel
- c) Methodology
- d) References written by clients where proposed personnel/service provider have rendered same services (at least 3)

## **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 B**

### **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 C**

### **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 D**

### **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 E– 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 provide the service in accordance with the tender documents at a price of .....(amount in figures) .....(amount in words) Vat exclusive.

If our tender is accepted, we undertake to offer the service within..... weeks from receipt of official purchase order.

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: .....

