DTC Botswana

REQUEST FOR PROPOSAL

TENDER NO: DTCB 044-2023

PROVISION OF INFORMATION MANAGEMENT SERVICES

TENDER CLOSING DATE: 08TH SEPTEMBER 2023

CLOSING TIME: 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

DTCB intends to be a high-performing organization. This requires Information Management (IM) in other organizations commonly called IT department, to play a strategic enabling environment for IT users and customers.

To fulfil the above aspiration the IM department will use a combination of insourced and outsourced services to deliver its mandate. For these terms of reference, there is an intention to outsource the following services for the period of 36 months:

I.   Service Desk Coordination and support

II. Application administration and support including Database Administration (DBA)

III. Infrastructure administration and support including back office and networking support.

2.1   Current Environment

The current environment current support environment comprises of the following:

I.   Service Desk Coordination and support

The current IM Department has the Services section that includes outsourced Helpdesk service that comprises of a single Service Desk Agent and three outsourced support officers. The helpdesk service logs and responds to first line support calls from business users. It escalates to the Administrators and Analysts\Specialist for second level support.

II. Application administration and support including Database administration (DBA)

The current IM Department has internal staff performing roles of Applications

administration. The administrator's role includes user administration for various systems, second level user support, application monitoring, database administration. security and disaster recovery planning.

III. Infrastructure administration and support including Backoffice and networking support.

    a. The current IM Department has internal staff performing role of Infrastructure administration. The administrator's role includes second level support of;

    b. The Cisco network (WAN, LAN, WIFI, IP Telephony (VOIP)), network monitoring and troubleshooting, CISCO equipment replacement, Disaster recovery planning and network security

    c. Backoffice support which covers Windows server support, Virtualisation Infrastructure management (VMware), backup and disaster recovery, patch management and updates, troubleshooting and issue resolution.

2.2 Desired Future State

I. Service Desk Coordination and support

In this scope of work the current outsourced Helpdesk service will be revamped by replacing the Service Desk Agent with a Service Desk Analyst who will take full accountability for ensuring that all incidents are logged and responded to within the set Service Levels. The Service Desk Analyst will be supported by at least three support agents and at least three administrators. Their responsibilities will include staff supervision, reporting on Helpdesk activities, following up on escalated issues, monitoring and reporting on customer experience.

II. Application administration and support including Database administration (DBA)

In this scope of work the current insourced Application administrator will be displaced by an outsourced Applications Administrator whose responsibilities will be user administration for various Microsoft applications systems (D365 F&O, Dynamics AX, Sharepoint, IDIM (Bespoke), PowerApps, Power BI) second level user support, application monitoring, database administration. security and disaster recovery planning.

III. Infrastructure administration and support including Backoffice and networking support.

In this scope of work the current insourced Infrastructure administrator will be displaced by two outsourced Infrastructure Administrators whose responsibilities will be:

a. Network administrator:

Second level support of The Cisco network (WAN, LAN, WIFI, IP Telephony (VOIP)), network monitoring and troubleshooting, CISCO equipment replacement, Disaster recovery planning and network security

b. Backoffice administrator:

Second level support of the Backoffice environment which covers Windows server support, Virtualisation Infrastructure management (VMware), backup and disaster recovery, patch management and updates, troubleshooting and issue resolution.

3. Invitation to Tender

The purpose of this tender is to invite suitably qualified and experienced information management service providers to submit proposals for the provision information management support services to DTC Botswana for a period of three (3) years.

4. Scope Of Services

The scope of the outsourced IM support services is as follows:

4.1   Service Desk Coordination and support

Technical Competencies:

The outsourced Service Desk Analyst profile must include as a minimum the following technical competencies:

a.   Technical Support

Responding to user inquiries and resolving technical issues related to hardware, software, network, and other IT systems.

b. **Ticket Management**

Creating, updating, and managing support tickets to track and document user requests and incidents.

c. **Communication**

Interacting with users through various channels (phone, email, chat) to gather information, provide instructions, and offer solutions.

d. **Knowledge Base Maintenance**

Updating and expanding the knowledge base with relevant technical information, FAQs, and solutions to assist users in self-service troubleshooting. Documenting troubleshooting steps, resolutions, and any other relevant information to ensure effective knowledge sharing within the team and future reference.

e. **Escalation and Collaboration**

Collaborating with other IT teams or vendors to escalate complex issues that require further expertise or resources.

f. **Customer experience**

Ensuring that customer SLAs are adhered to and their concerns addressed.

g. **User Training**

Assisting users in understanding and effectively using IT systems and applications, conducting training sessions if required.

h. **Reporting and trend analysis on** both tickets and the operating model.

   i. **Behavioural competencies:**

   a. Customer Service Orientation

   b. Collaboration

   c. Business and Organizational Knowledge

   d. Execution

   e. Continuous Business Improvement

   f. Leading self and others

4.2 Application administration and support including Database Administration (DBA)

Technical Competencies:

The outsourced Applications Administrator profile must include as a minimum the following technical competencies.

a) **Database Installation and Configuration:**

DBAs are responsible for installing and configuring database management systems (DBMS) based on the organization's need and requirements.

b) **Database Design**

They participate in database design and planning, working closely with developers and stakeholders to create efficient and scalable database structures that meet the organization's data storage and retrieval needs.

c) **Data Modeling**

DBAs design data models, defining tables, relationships, and constraints to ensure data integrity and efficient data retrieval.

d) **Performance Tuning**

DBAs monitor and optimize database performance by fine-tuning queries, indexing data, and configuring caching mechanisms to ensure fast and reliable data access.

e) **Backup and Recovery**

They develop and implement backup and recovery strategies to safeguard data against accidental data loss, hardware failures, or disasters. Regular backups are crucial to maintain data integrity and availability.

f) **Security Management**

DBAs are responsible for implementing and enforcing security measures to protect sensitive data from unauthorized access. This involves setting up access controls, user privileges, and encryption mechanisms.

g) **User Management**

DBAs manage database user accounts, roles, and permissions, ensuring that users have appropriate access to the data based on their roles and responsibilities.

h) **Data Migration**

They may be involved in data migration projects, transferring data between different databases or systems while ensuring data integrity and minimizing downtime.

i) **Monitoring and Troubleshooting**

DBAs constantly monitor database performance, identifying and resolving issues, such as bottlenecks, slow queries, and system errors.

j) **Capacity Planning**

They forecast the future storage and processing requirements based on the organization's data growth, ensuring that databases can handle increasing loads without performance degradation.

k) **Patch Management and Upgrades**

DBAs are responsible for applying patches and updates to the database management system to ensure that it remains secure and up to date with the latest features and bug fixes.

l) **Applications Installation and Configuration**

Installing and configuring software applications on servers and end-user devices. This involves setting up the necessary parameters, user access, and integration with other systems.

m) **Applications Monitoring and Maintenance**

Monitoring the performance and availability of applications to identify and resolve any issues promptly. Regularly updating and patching applications to ensure they are up-to-date and secure.

n) **User Support**

Assisting end-users with application-related problems, troubleshooting issues, and providing technical support. This may involve direct interaction with users via email, phone or in person.

o) **Security Management**

Implementing security measures to protect applications and their data from unauthorized access, data breaches, and cyber threats.

p) **Data Management**

Ensuring data integrity and managing data backups for applications to prevent data loss in case of hardware failures or other emergencies.

q) **Applications Upgrades and Migrations**

Planning and executing application upgrades and migrations to newer versions or different platforms while minimizing disruptions to users.

r) **Documentation**

Creating and maintaining documentation related to applications, including installation guides, troubleshooting procedures, and user guides

s) **Performance Optimization**

Analyzing application performance metrics and identifying opportunities for optimization to enhance user experience and efficiency.

t) **Training and User Education**

Conducting training sessions for end-users to enhance their understanding of applications and improve their productivity.

u) **License Management**

Managing software licenses and ensuring compliance with licensing agreements.

v) **Applications Governance**

Adhering to organizational policies and procedures regarding application usage, access controls, and data privacy.

w) **Continuous Improvement**

Proactively seeking opportunities to improve the efficiency and effectiveness of application administration and support process.

x) **Incident/Problem Management**

Responding to and resolving incidents related to application outages or malfunctions, ensuring service restoration within agreed-upon service level agreements (departmental SLAs)

i. **Behavioural competencies:**

a. Customer Service Orientation

b. Collaboration

c. Business and Organizational Knowledge

d. Execution

e. Continuous Business Improvement

f. Leading self and others

4.3 IT Backoffice Administrator (Virtualization & Microsoft platform support)

Technical Competencies:

The outsourced IT Backoffice Administrator (Virtualization & Microsoft platform support) profile must include as a minimum the following technical competencies. This role is essential for maintaining a robust and efficient virtualized environment to support various business operations and services.

1. **Virtualization Management**

   Overseeing the virtualized environment, which may involve platforms like VMware, Microsoft Hyper-V, Citrix Hypervisor, or KVM. This includes creating, configuring, and maintaining virtual machines (VMs), managing virtual networks, and optimizing resource allocation.

2. **Microsoft Platform Support**

   Providing support and administration for various Microsoft products and technologies, such as Windows Server, Active Directory, Microsoft Exchange, SharePoint, SQL Server, and other components of the Microsoft technology stack.

3. **System Monitoring and Troubleshooting**

   Monitoring the performance and health of virtualized systems and Microsoft platforms. Identifying and resolving issues or anomalies that may impact system performance and user experience.

4. **Security and Compliance**

   Implementing security measures to safeguard virtualized environments and Microsoft platforms against potential threats. Ensuring compliance with relevant industry standards and regulations.

5. **Backup and Disaster Recovery**

   Configuring and managing backup solutions for virtual machines and Microsoft systems. Developing and testing disaster recovery plans to minimize data loss and downtime in the event of a failure.

6. **Patch Management**

   Applying updates, patches, and security fixes to virtualized systems and Microsoft platforms to maintain stability and security.

7. **Capacity Planning**

   They perform capacity planning to estimate future resource requirements based on business growth projections, ensuring the virtualized environment can handle increased demand.

8. **Documentation and Reporting**

   Maintaining comprehensive documentation of the virtualization environment and Microsoft systems. Generating reports on system performance, capacity planning, and incident analysis.

9. **Project Management**

   Participating in IT projects related to virtualization and Microsoft platform enhancements, migrations, or upgrades.

10. **Vendor Management**

    Interacting with vendors to procure software, hardware, or services related to virtualization and Microsoft platform support.

11. **Automation and Scripting**

    Implementing automation and scripting solutions to streamline repetitive tasks and improve efficiency.

12. **Continuous Improvement**

    Keeping abreast of emerging virtualization and Microsoft technologies, evaluating their potential benefits for the organization, and recommending improvements to existing systems.

    i. **Behavioural competencies**
    a) Customer Service Orientation
    b) Collaboration
    c) Business and Organizational Knowledge
    d) Execution
    e) Continuous Business Improvement
    f) Leading self and others

4.4 Network Administrator (Cisco Certified Network Administrator)

Technical Competencies:

Network Administrator, specifically a Cisco Certified Network Administrator (CCNA), involves managing and maintaining an organization's network

infrastructure. They are responsible for ensuring the smooth and efficient operation of the network, as well as implementing and supporting various networking technologies and protocols.

1. **Network Installation and Configuration**

   CCNAs are involved in setting up and configuring network devices such as routers, switches, and firewalls. They ensure that all devices are properly connected and configured to facilitate data transmission and network security.

2. **Network Monitoring and Troubleshooting**

   Network Administrators monitor network performance, identify potential issues, and proactively resolve them to minimize downtime. They use network monitoring tools to track network traffic, identify bottlenecks, and troubleshoot connectivity problems.

3. **Network Security**

   Security is a critical aspect of network administration. CCNAs implement security measures, such as access control lists (ACLs), firewalls, and VPNs, to protect the network from unauthorized access and cyber threats.

4. **Network Upgrades and Maintenance**

   As technology advances, Network Administrators are responsible for upgrading network hardware and software to ensure the network remains efficient and up-to-date. They also perform routine maintenance tasks, such as updating firmware and applying security patches.

5. **Network Documentation**

   Keeping accurate and up-to-date network documentation is essential. CCNAs maintain records of network configurations, diagrams, and other relevant information to aid in troubleshooting and future upgrades.

6. **Network Support**

   CCNAs provide support to end-users and other IT staff in resolving network-related issues. They communicate technical information effectively and provide solutions to network-related queries.

7. **Network Design**

In some cases, Network Administrators may participate in network design and planning activities. They work with network architects and engineers to implement new network solutions and expand existing infrastructure.

8. **Network Performance Optimization**

CCNAs continuously work on optimizing network performance, ensuring that the network meets the organization's requirements for speed, bandwidth, and reliability.

9. **Collaboration and Teamwork**

Network Administrators often collaborate with other IT teams, such as system administrators, security analysts, and helpdesk support, to ensure seamless integration and operation of various IT systems.

10. **Cisco Technology Expertise**

As a Cisco Certified Network Administrator, specific knowledge of Cisco networking technologies and products is expected. This includes proficiency in configuring and managing Cisco routers, switches, and other Cisco devices.

   i.   Behavioural competencies:
   a. Customer Service Orientation
   b. Collaboration
   c. Business and Organizational Knowledge
   d. Execution
   e. Continuous Business Improvement
   f. Leading self and others

5   **Submission of Proposal**

Proposals should be emailed to tenders@dtcb.co.bw on or before the tender closing date. Subject of the email should read "**RFP No. DTCB 044-2023 PROVISION OF INFORMATION MANAGEMENT SUPPORT SERVICES.**

Facsimile, telephonic submissions, late and incomplete submissions will not be accepted.

6   Enquiries prior to tender closing date

Prospective tenderers requiring any clarification of the tender document may notify DTCB in writing or by email to tenders@dtcb.co.bw . DTCB will respond in writing to any request for clarification of the tender document which it receives no later than **04ᵗʰ September 2023 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.

7   Tender Validity Period

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

8   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 should be in English.

9   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 in accordance with the Botswana laws. Tenderers are responsible to familiarize themselves with the laws of Botswana.

10 Compliance Requirements

Successful tenderer shall be expected to comply with the following:

  i.   DTCB Safety, Health and Environment requirements as detailed in **Annexure B**
  ii.   Business Integrity principles as detailed in **Annexure D**.
  iii.   Security Requirements as detailed in **Annexure E.**

11 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 DTCB 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.

12 Amendment of Documents

I. At any time prior to the deadline for submission of tenders, DTCB, 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, DTCB, at its own discretion, may extend the deadline for the submission of tenders.

13 Clarification of tenders

To assist in the examination, evaluation and comparison of tenders, DTCB 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 DTCB in its tender evaluation, comparison or contract award decision will result in the rejection of the tenderer's tender.

14 Authority of tender

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

15 Errors in the tender document

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

16 Tender Price

I. Tenderers are required to complete and submit bill of quantities contained in **Annexure L**. The total price should match the one in the form of tender.

II. Tax should be clearly indicated where applicable.

III.   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.

IV.   Price charged by the service provider to undertake the scope of work shall not vary from the price quoted in the tender document.

V.   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 nominated 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.

17 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.

18 Form of Tender

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

19 Work Permits

Successful bidder will be required to arrange work permits for their non-citizen personnel for the duration of the project.

20 Medical Emergency and Care

In the event of an injury to the service provider's employees or subcontractors while performing work at DTC Botswana, DTCB Botswana shall within a reasonable time evacuate the injured person to the nearest private hospital for temporary medical care. The service provider shall make its own arrangements should extended medical care be required. The cost for emergency evacuation and temporary medical care shall be borne by the service provider.

21 Security Vetting

Bidders who have satisfied all the tender evaluation stages shall be subjected to the DTC Botswana internal security vetting process before award decision is made. Bidders are required to **complete the security vetting form in Annexure C, attach copies of Directors' IDs, copy of CIPA certificate of incorporation including extract and submit with the proposal.**

22 Returnable Documents required for tender evaluation purposes

Bidders are required to complete and submit the following documents with the tender documents:

22.1   **Annexure F**: Tenderer's information

22.2   **Annexure G - J**: Credentials of proposed key personnel

22.3   **Annexure K**: Customer references

22.4   **Annexure L**: Financial Proposal

Excel softcopies of **Annexures F** to L is attached.

23   Tender Evaluation

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

24   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.

ANNEXURE A- TENDER EVALUATION CRITERIA

The tender shall be evaluated in four (4) stages:

Stage 1: Compliance

Stage 2: Technical Evaluation

Stage 3: Financial Evaluation

Stage 4: Security Vetting

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 (CIPA Certificate of Incorporation for Botswana registered companies)

b) Submission of a Copy of Company Directors' and Shareholders Details (CIPA extract for Botswana registered companies)

c) Submission of a Copy of a Valid Tax Clearance Certificate

STAGE 2: TECHNICAL EVALUATION

This stage shall account for eighty (**80%)** of the total evaluation score. The following shall be evaluated at this stage:

1. **Experience of the bidder in delivery of information management (IM) support services comprising of (25%):**
   - Service desk
   - Applications Administration
   - Back-office support
   - Network support

2. **Academic qualifications and experience of proposed key personnel.**
   Academic Qualifications (60%)
   I.   Service Desk Coordination and support

   a) Academic Qualifications:

- Degree in Computer Science/Information Systems Management or an equivalent qualification. Certified copies of academic certificates should be submitted.
- Certification in Service Management (e.g., ITIL)

b) Experience:

- Five (5) years post qualification experience in service desk coordination and support.

II. Application administration and support including Database Administration (DBA)

a) Academic Qualifications:

- Degree in Computer Science/Information Systems Management or an equivalent qualification. Certified copies of academic certificates should be submitted.

- Microsoft Certification, e.g., Power Apps, Power BI, MsSQL Server

b) Experience:

- Five (5) years post qualification experience in application administration and support including database administration.

III. IT Backoffice Administrator (Virtualization & Microsoft platform support)

Academic Qualifications:

- Degree in Computer Science/Information Systems Management or an equivalent qualification
- Virtualization Certifications: These certifications validate your expertise in virtualization technologies.
- VMware Certifications: VMware Certified Professional (VCP) or VMware Certified Advanced Professional (VCAP).
- Microsoft Certifications: Microsoft Certified: Azure Administrator Associate.

    Certified copies of academic certificates should be submitted.

b) Experience:

- Five (5) years post qualification experience in IT backoffice administration (Virtualization & Microsoft platform support)

IV. Network Administrator (Cisco Certified Network Administrator)

Academic Qualifications:

- Degree in Computer Science/Information Systems Management or an equivalent qualification
- Networking Certifications: These certifications validate your expertise in Cisco networking technologies.
- Minimum Cisco Certified Network Associate (CCNA) certification.

Certified copies of academic certificates should be submitted.

b) Experience:

Five (5) years post qualification experience in Network Administration (Cisco Certified Network Administrator)

3. Client references (letters from clients) where similar services have been rendered(15%) .

- Submission of at least three (3) references where the bidder has provided IM support services in line with the scope of work.

Bidders should attain a score of at least **80%** to be considered for further evaluation.

STAGE 3: FINANCIAL EVALUATION

This stage shall account for twenty (**20%**) of the total evaluation score.

Bidder's % score will be computed using the formula:

Lowest bid price/ bid price in consideration x 20

Technically compliant bids shall be subject to financial evaluation. 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.   Competitiveness of the quoted price.

STAGE 4: SECURITY VETTING

Bidders who have satisfied all the three (3) tender evaluation stages shall be subjected to security vetting before award decision is made.

The tender shall be awarded to the most compliant bidder 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. SHE Requirements
   - ❖ All members shall comply with the DTC Botswana requirements regarding ISO 14001:2015 and ISO 45001:2018. 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 - SECURITY VETTING FORM

Please complete the form below, attach copies of CIPA certificate of incorporation, company extract, copies of Directors' IDs and submit as part of the proposal before the tender closing date

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 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 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

5. DTCB-adopted International Standards & Principles that promote upholding and respect of Human Rights as listed below

    5.1 ISO 18788:2015 (Management system for private security operations)

    5.2 Voluntary Principles on Security and Human Rights (VPSHR)

ANNEXURE M: 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 project in accordance with the tender documents at a price of ………………………………………….(amount in figures) ………………………………….(amount in words) Vat exclusive.

If our tender is accepted, we will commence the contract within…………….. days 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 of the Company:………………

Name Of Representative: …………………………..

Title: ………………………………

Tel No…………………………..

Email Address…………………   .

Date: ………………………………