



**TENDER TO PROVIDE AMBULANCE SERVICES TO DIAMOND
TRADING COMPANY BOTSWANA**

TENDER NO: DTCB RFP 040-2023

TENDER CLOSING DATE : 18TH AUGUST 2023
TENDER CLOSING TIME : 12 NOON

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1. Background

Diamond Trading Company (DTC) Botswana is a 50/50 Joint Venture partnership between the Government of Botswana and De Beers. It is the largest and most sophisticated rough diamond sorting and valuing operation in the world. It sorts and values Debswana Diamond Company's rough diamond production and subsequently sells these diamonds to Okavango Diamond Company and De Beers.

2. Invitation to Tender

The purpose of this tender is to invite reputable and experienced Service Providers to submit proposals to provide ambulance services to DTC Botswana.

3. Scope of work

Expectations from the Service Provider

- a) Provide Ambulance Services (an ambulance shall always be dispatched to DTCCB within 8 minutes of being called and accompanied by qualified personnel who can stabilise the person. (contract duration is 2 years).
- a) Provision of extra ambulances if there is a need for more than one ambulance.
- b) Emergency response, care and stabilisation of employee, contractors, visitors or any other person injured:
 - at the Diamond Cleaning Plant (DCP), or
 - by chemicals from DCP, or
 - by chemicals en-routed to or from the Diamond Cleaning Plant
- c) Evacuation of injured persons and transportation Gaborone Private Hospital or any other local hospital or a hospital in South Africa as may be appropriate.
- d) Provision of escort on transportation of hazardous chemicals from the boarder to DTCCB premises (Block 8, along airport road) namely Potassium Hydroxide, Hydrofluoric Acid, Citric Acid and Nitric acid within Botswana
- e) Provision of the Services on working days from 0700hrs until 1800hrs, and during overtime worked as advised by DTCCB.

4. Submission of Proposal

Proposals should be emailed to tenders@dtcb.co.bw before the tender closing date on **18th August 2023 at 1200 noon.**

5. Enquiries prior to tender closing date

Prospective tenderer requiring any clarification of the tender document may notify DTCB in writing or by email to oramopedi@dtcb.co.bw. DTCB will respond in writing to any request for clarification of the tender document, which it receives no later **11th August 2023 at 1200 noon**. 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 tender.

6. Late Delivery of Tenders

No Tender will be considered unless it is delivered by the closing date

7. Tender Validity

Tenders shall be valid for a period of ninety (90) days from the closing date.

8. Tender Submission and Award

- a) DTCB reserves the right to amend or cancel this tender.
- b) DTCB is not bound to appoint the lowest or any other tenderer.
- c) The decision on the award of the tender solely remains with DTCB
- d) DTCB shall not be liable for the expenses incurred during preparation and submission of bid
- e) The proposals shall be written in English.

9. Modification and Withdrawal of tender

- a) 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.
- b) No tender may be modified after the deadline for submission of tenders.
- c) No tender may be withdrawn on the interval between the deadline for submission of tenders and the expiration of the period of tender validity.

10. Amendment of Documents

- a) 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.
- b) In order to allow prospective tenderers reasonable time in which to consider the amendments in preparing their tender, DTCCB, at its own discretion, may extend the deadline for the submission of tenders.

11. 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.

12. Authority of tender

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

13. Errors in the tender document

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

14. Form of Tender

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

15. Tender Evaluation

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

16. Expertise

- a. Bidder should demonstrate experience in providing the services of Ambulance Services

- b. Bidder should provide information on the professional qualifications and experience of personnel to be used on the assignment. There must be clear and demonstrable evidence of the specialist skills including evidence of having delivered the services. Abridged curriculum vitae and certified copies of professional qualifications should be submitted.
- c. It is a requirement to have a full-time dedicated team assigned to this assignment until it is completed. Upon approval, the proposed resources would not be changed without prior validation of their credentials and written approval given by DTCB. DTCB reserves the right to request replacement of resources whose credentials are deemed not appropriate in its view.

17. Presentation of the proposal

Tenderers may be invited to make a presentation of their proposal to the Organisation at its premises. Details of the presentations will be discussed with selected tenderers following shortlisting. The purpose of this exercise will be to enable the Organisation to:

- a) Gain thorough understanding of how the bidders have proposed to meet the tender requirements
- b) Explore with the tenderer the potential of the proposal and approach as a means of enabling the Organisation to meet its objective

18. Reference Sites

Prospective bidder is expected to provide the following:

- a) Submit references written by clients where similar services has been delivered
- b) Nature and scope of the assignment
- c) Project Cost and when it was carried out

19. 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.

20. 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.

21. Quality Assurance

The bidder is required to outline how they will ensure that the work is done diligently and to the highest possible standard within the agreed cost and time.

22. Cost and Payment Schedule

The bidder is required to provide a breakdown of the fees for the assignment, which covers the following:

21.1 The 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 1-year contract period.

23. Legal requirements

- a) DTCCB 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.
- b) The contract shall be managed and run in accordance with the Botswana laws. Tenderers are responsible to familiarize themselves with the laws of Botswana.

Awarded bidder will be expected to comply with the following:

- I. Safety and Environmental Obligations
- II. Business Integrity Principles
- III. Security Obligations

24. Company information

The following are required in the proposal:

- a) The company/firm/consultant's profile – (when it was established, how long it has been operating, main line of business, the size of its operations in terms of manpower,

number of ambulances the company has, capacity of its personnel (qualifications/cv of those who will be undertaking the assignment).

- b) Directors' / Partner's profiles
- c) Contact details: Physical and postal addresses, telephone numbers and other related information.
- d) List of clients where similar service has been provided.

25. 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 and attach copies of Directors' IDs, copy of certificate of incorporation (CIPA registration and company extract for Botswana registered companies) and submit as part of the proposal.

26. 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:

TENDER EVALUATION CRITERIA

Bidders are advised that the following will be taken into account during tender evaluation. The evaluation shall be carried out in three stages:

- **Stage 1:** Compliance
- **Stage 2:** Technical Evaluation
- **Stage 3:** Safety Health Environment (SHE) Compliance
- **Stage 4:** Financial Evaluation

STAGE 1: COMPLIANCE STAGE

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

- a) Submission of a Certified Copy of a Certificate of Incorporation
- b) Submission of a Copy of a Valid Tax Clearance Certificate or Exemption thereof,
- c) Submission of a Certified Copy of Share Certificate(s)
- d) Submission of Company's Director(s) details

STAGE 2: TECHNICAL EVALUATION

This stage shall account for **70%** of the total score.

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

- a) Experience of the company(bidder) -Consultancy firm's experience in the industry (ambulance services) – **20%**
- b) Abridged curriculum vitae of proposed key personnel detailing their experience and academic qualifications - **15%**
 - Capacity or resources to deliver the services – **20%**

- c) Client reference letters where the company has previously been engaged or currently contracted to deliver similar services. Submission of at least 3 relevant client references. References may be validated. **(15%)**
- d) Methodology and Approach (Proposed methodology, approach to ensure quality delivery of the requirements of this tender -**30%**
 - Submission of comprehensive methodology in line with the scope of work

The total technical score above is 100%

Bidders who meet a minimum of 70% will proceed to financial evaluation stage.

STAGE 3: SAFETY HEALTH AND ENVIRONMENT ASSESSMENT CRITERIA (10%)

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

STAGE 4: FINANCIAL EVALUATION

This stage shall account for **20%** of the total score.

Evaluation Criteria:

- The Financial Proposals will be checked for the following:
- The tenderer must provide all prices and costs in their own currency

Arithmetic Check:

- The tender will be checked for arithmetic errors. Tenderers will be notified in writing of any errors and asked to provide clarifications or if they wish to stand by their original bid.

Qualifications made to the Tenderer's Financial Bid:

- Any qualifications made in a tenderer's financial bid will be evaluated. Should such a qualification have a material effect on the tender or on the performance of the contract, then it will be considered in the final

recommendations made for the appointment of the bidder and may result in the rejection of the bid.

The criteria for evaluating financial proposals will be as follows:

$$F_{\text{Financial}} = \frac{20\% \times (\text{Lowest Financial Bid})}{(\text{Financial Bid of Tenderer})}$$

Weighting for Technical and Financial Proposals:

- The overall weight for financial score is 20%. The overall assessment shall be weighted as follows:
 - Technical Proposals = 70%
 - SHE Compliance = 10%
 - Financial Proposals = 20%

Final Weighted Score:

- The assessed final weighted score will be calculated for each bid found to be admissible by using the tenderer's scores attained from the Technical Evaluation ($T_{\text{Technical}}$), SHE Evaluations, the Financial Evaluation ($F_{\text{Financial}}$) in the following formula:

$$\text{Total weighted score} = T_{\text{Technical}} + \text{SHE score} + F_{\text{Financial}}$$

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 undertake the assignment in accordance with the tender documents for the sum of(amount in figures).In words.....Vat exclusive

If our tender is accepted, we undertake to commence the work within..... weeks.

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:

Signature:.....

Title:

Tel No.....

Email Address.....

Date:

ANNEXURE D - 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.



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

