



**TERMS OF REFERENCE FOR THE PROVISION OF COACHING AND  
MENTORING SERVICES FOR IDENTIFIED DIAMOND TRADING  
COMPANY BOTSWANA EMPLOYEES**

**DTCB RFP- 050-2024**

**SUBMISSION DATE 29<sup>TH</sup> OCTOBER 2024 @ 1200HOURS**

## 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. The organisation has implemented a new strategy which is underpinned by an aspiration of becoming a High Performing Organisation.

1.1. Diamond Trading Company Botswana (DTC Botswana) is a 50/50 Joint Venture Partnership between the Government of the Republic of Botswana and ...

1.2. The DTCB "Strategy 2026", focuses on, among others, growing leaders, managing talent, capacitating employees and creating an engaged workforce in order to transform DTCB into a High Performing Organisation.

1.3. In line with the plan above, one critical intervention that is planned is for coaching and mentoring of select employees across all levels.

DTCB has identified managers both at Executive and senior leadership to provide coaching to employees.

## 2. INVITATION TO TENDER

The purpose of this request for proposal is to invite certified, qualified and experienced service providers who meet all the requirements to provide coaching and mentoring services to select employees across all levels covering operational, supervisory, middle management, senior management, and executive employee categories. Preference will be given to citizen owned consultancy companies. The required coaching is specifically on **personal mastery** and **personal effectiveness**.

## 3. SCOPE OF WORK

The scope covers the provision of the following:

- 3.1 Developing a coaching and mentoring approach that can capacitate employees on personal mastery and personal effectiveness.
- 3.2 The approach should be focused on the DTCB requirement to build a high-performance culture based on DTCB requisite leadership competencies.
- 3.3 Developing and implementing a coaching plan for select employees.
- 3.2 Effectively communicating with the coaches and mentees to help them develop in line with the objectives of the mentorship programme.

3.4 Doing analysis and reports for Management on the progress of the coaching plans adhering to applicable ethical standards and principles

3.5 The estimated number of employees to undergo coaching is;

3.5.1 2 members of the Executive

3.5.2 30 Managers (Band 6)

3.5.3 30 Supervisors (Band 7)

3.5.4 20 Employees (Band 8)

#### **4 REQUIREMENTS**

Prospective bidders are required to submit a comprehensive proposal outlining how they will deliver the scope.

##### **Expertise**

- Bidder should demonstrate experience in delivering similar services
- Bidder should provide information on the 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 led and/or undertaken such assignments. Abridged curriculum vitae will be required.
- It is a requirement to have full time dedicated resources assigned to this assignment until it is completed. Upon approval, the proposed resources cannot be changed without prior validation of their credentials and written approval given by DTCCB. DTCCB reserves the right to request replacement of resources whose credentials are deemed not appropriate in its view.

#### **5 REFERENCE SITES**

Prospective bidder is expected to provide the following:

- Company names and Contact details where similar work is or has been carried out
- Nature and scope of the assignment
- Personnel involved

Please note that shortlisted bidders shall expect their client references to be contacted during the tender evaluation process

#### **6 METHODOLOGY AND APPROACH**

The bidder must provide a detailed description of their proposed methodology and approach including full description of deliverables and timelines.

#### **7 COST AND PAYMENT SCHEDULE**

The prospective consultant is required to provide a breakdown of the fees for the assignment.

- Proposed payment schedule should be linked to deliverables. Please note that payment will only be made after completing the required deliverables.
- Taxes-clearly indicated for compliance purposes
- The fees schedule should include estimates of all costs e.g. reimbursable expenses, dry run presentation

## **8 LEGAL REQUIREMENTS**

- 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.
- The consultant should indicate any requirements that are necessary to enter into a contract.
- The contract shall be managed and run in accordance with the Botswana laws. Tenderers are responsible to familiarize themselves with the laws of Botswana.

## **9 COMPANY INFORMATION**

The following are required in the proposal:

- 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 etc.).
- Directors' / Partner's profiles
- Contact details: Physical and postal addresses, telephone numbers and other related information.
- List of clients previously or currently assisted with the same service

## **10 TENDER VALIDITY PERIOD**

The tender shall be valid for 90 days from the tender closing date.

## **11 TENDER EVALUATION**

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

## **12 FORM OF TENDER**

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

## **13 TENDER SUBMISSION AND AWARD**

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

### 13 SUBMISSION OF PROPOSAL

Kindly note that DTCCB has introduced the **DTCCB Vendor Portal**, a new platform that will provide an enhanced and more effective experience for our vendors. As a result, bid submissions will no longer be accepted through the email. The method of submission for the above captioned tender shall be through the DTCCB Vendor Portal. Bidders are therefore required to register and create accounts as DTCCB vendors on the portal, to facilitate successful bid submission. Bidders are encouraged to register before the submission deadline to allow the technical team to offer any assistance that may be required. Kindly do take the time to register on the link below;

<https://procurement.dtcbotswana.com/>

Proposals must be emailed on or before the tender closing date-29<sup>th</sup> **October 2024@12 noon**

### 14 MODIFICATION AND WITHDRAWAL OF TENDER

- The tenderer may modify or withdraw its tender after submission of the tender provided prior to the tender closing date.
- No tender may be modified after the deadline for submission of tenders.
- No tender may be withdrawn on the interval between the deadline for submission of tenders and the expiration of the period of tender validity.

### 15 AMENDMENTS OF DOCUMENTS

- 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.
- 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.

### 16 CLARIFICATION OF ORDERS

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.

### 17 ENQUIRIES PRIOR TO TENDER CLOSING

Prospective tenderer requiring any clarification of the tender document may notify DTCCB in writing or by email to [tenders@dtcb.co.bw](mailto:tenders@dtcb.co.bw) **before the 18<sup>th</sup> October 2024@1500 hrs**

**18 LATE DELIVERY OF TENDERS**

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

**19 AUTHORITY TO TENDER**

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

**20 ERRORS IN TENDER DOCUMENT**

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

**21 INCOMPLETE TENDERS**

DTCB will not consider tenders which it considers incomplete in any respect.

**22 TENDER VALIDITY**

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

**23 SECURITY VETTING - ANNEXURE F**

Bidders who have satisfied compliance, technical and financial requirements shall be subjected to the DTC Botswana internal security vetting process before award decision is made

**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- EVALUATION CRITERIA

### EVALUATION CRITERIA

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

- **Stage 1:** Compliance
- **Stage 2:** Technical Evaluation
- **Stage 3:** 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) CIPA Extract
- d) Submission of a completed form of tender

#### STAGE 2: TECHNICAL EVALUATION

Technical evaluation shall account for 70% of the marks.

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) -Bidders experience in the industry (Consultancy Services) – **(20%)**
- b) Key personnel for the assignment and team –Abridged curriculum vitae of proposed key personnel and team detailing their experience and academic qualification – **(40%)**
- 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. **(10%)**
- 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%**. The bidder has to score **70%** and above to proceed to the next stage.

### **STAGE 3: FINANCIAL EVALUATION**

Technically compliant bids shall be subject to financial evaluation. Bidders should be certain that price quoted is accurate before submitting their bids. Under no circumstances will DTCB accept any request for price adjustment on grounds that an error/mistake has been committed.

This stage shall account for **30%** 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:

$$FFinancial = \frac{30\% \times (\text{Lowest Financial Bid})}{(\text{Financial Bid of Tenderer})}$$

Weighting for Technical and Financial Proposals:

- The overall weight for financial score is 30%. The overall assessment shall be weighted as follows:
  - Technical Proposals = 70%
  - Financial Proposals = 30%

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 (Technical), SHE Evaluations, the Financial Evaluation (FFinancial) in the following formula:

○

**Total weighted score = TTechnical + SHE score + 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 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 BWP.....(amount in figures).In words.....Vat exclusive

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

Title .....

Tel No.....

Email Address..... .

Date: .....