

TENDER DOCUMENT

TENDER NO. DTCB 026-2024

**PROVISION OF CONSULTANCY SERVICES TO
CONDUCT A FEASIBILITY STUDY ON A FULLY
FUNCTIONAL RECORDS MANAGEMENT OFFICE
AND APPROPRIATE RECORDS MANAGEMENT
SYSTEM FOR DIAMOND TRADING COMPANY
BOTSWANA**

TENDER SUBMISSION DATE: 21ST JUNE 2024

CLOSING TIME: 1200HOURS

1. Overview

- 1.1 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.
- 1.2 The Company is implementing a new Strategy which seeks to transform DTCB into a High-Performing Organisation and our Document and Records Management must be aligned with the new organisation's ambitions and international best practices.
- 1.3 DTCB recognises that information is one of the most valuable resources for achieving its strategic and operational objectives and it is imperative to look into opportunities presented by information communication technologies to streamline operations, increase efficiency and improve the management of records to comply with relevant regulations and international standards.

2. Invitation to tender

The purpose of this request is to invite suitably qualified and experienced companies to partner with DTC Botswana to conduct a feasibility study for determining the appropriateness and suitability of establishing a fully functional Records Management office including appropriate and relevant records management system.

This invitation to tender is restricted to 100% citizen owned companies.

3. Scope of Work

The Company as part of its new strategy has established a Document Control function which is responsible for the management of documents and records regardless of format or medium throughout their lifecycle. It is against this backdrop that the Company would like to undertake a strategic feasibility study that prepares a practical roadmap for a fully operational document control function and to ascertain the potential to design and implement an Electronic Documents and Records Management System (EDRMS) to facilitate the management of corporate records.

The prospective bidder is expected to:

- Advise DTCB on practical steps needed to establish a viable business wide document and records management function to facilitate the management of documented Information, outlining the pros and cons / SWOT analysis with indicative costs, including a timeline covering phases and processes of implementation and methods used in each phase.
- Define the opportunity and value proposition for the recommended EDRMS solution.
- Provide detailed risk analysis, including socio-economic, logistical, and environmental risks as well as mitigating actions regarding the current document and records management practices in DTCB.
- Conduct assessment of any existing Information Communication Technology system at the DTCB with document and records management capabilities and identify possibility for functional expansion or integrations.
- Recommendations for capacity building measures necessary for sustainable utilization of the EDRMS solution.
- Determine current records management and systems interdependencies and recommend how those can be synchronised to have a centralised function.
- Provide any other information which may help the organisation in managing its documents and records.

4. REQUIREMENTS

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

Expertise

- Bidders should demonstrate experience in delivering similar services.
- Bidders should provide information on the relevant qualifications and experience 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. A fully descriptive 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 DTCB. DTCB reserves the right to request replacement of resources whose credentials are deemed not appropriate in its view.

5. REFERENCE SITES

Prospective bidders are 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.

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.
- The methodology and approach must clearly indicate assumptions that are being made.

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. TIMELINES

- Completion of feasibility study by **30th September 2024**.

9. LEGAL REQUIREMENTS

- 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.
- 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.

10. REQUIRED INFORMATION

The following are required in the proposal:

- Fully descriptive curriculum vitae
- Contact details: Physical and postal addresses, telephone numbers and other related information.
- List of clients previously or currently assisted with the same service.

11. TENDER VALIDITY PERIOD

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

12. TENDER EVALUATION

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

13. FORM OF TENDER

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

14. TENDER SUBMISSION AND AWARD

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

15. SUBMISSION OF PROPOSAL

Proposals must be emailed to tenders@dtcb.co.bw on or before the tender closing date.

16. MODIFICATION AND WITHDRAWAL OF TENDER

- 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.
- 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.

17. AMENDMENTS OF DOCUMENTS

- 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.
- 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.

18. CLARIFICATION OF ORDERS

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.

19. ENQUIRIES PRIOR TO TENDER CLOSING

Requests for clarification should be emailed to tenders@dtcb.co.bw. The deadline for submission of requests for clarification by bidders shall be by the **14th June 2024, 12 noon**. The deadline for responses to bidders' request for clarification shall be the **17th June 2024**, by midnight. Responses to bidders' request for clarification **shall be posted on the DTCB website.**

20. LATE DELIVERY OF TENDERS

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

21. AUTHORITY TO TENDER

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

22. ERRORS IN TENDER DOCUMENT

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

23. INCOMPLETE TENDERS

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

24. TENDER VALIDITY

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

25. 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 evaluation shall be carried out in four stages:

- **Stage 1:** Compliance
- **Stage 2:** Technical Evaluation
- **Stage 3:** Financial Evaluation
- **Stage 4:** DTC Botswana Security Vetting

STAGE 1: COMPLIANCE STAGE

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

- a) Copy of a Certificate Of Incorporation
- b) Shareholders and Directors' details. Submit CIPA extract
- c) Proof of citizenship of Shareholders. Submit certified nations ID's.
- d) Copy of a Valid Tax Clearance Certificate
- e) Proof of VAT registration or exemption thereof by the Botswana Unified Revenue Service
- f) Completed form of tender

STAGE 2: TECHNICAL EVALUATION

Compliant bids shall be evaluated to determine compliance to the set criteria. Technical evaluation shall account for 70% of the marks.

The following shall be considered at this stage:

- a) Demonstrate experience in similar work – **20%**
 - The company should have and demonstrate at least 5years of experience conducting similar work.
 - Submit list of similar projects successfully completed, including company name, project duration, contact details and scope of the assignment.

- b) Submit Proposed Key personnel curriculum vitae detailing their academic qualifications and experience in delivery of similar solutions.
- Submit detailed curriculum vitae of proposed key personnel describing their experience and academic qualifications relevant to the scope of work (Records Management, Information Technology, Business Administration or any other information related qualification and experience).
 - Submit Copies of relevant certified academic certificates and valid Certifications - **25%**
- c) Submit client reference letters where the company has previously been engaged or currently contracted to deliver similar services - **10%**
- Submit at least 3 relevant client references. References may be validated.
- d) Methodology / Approach and Execution-**30%**
- Submission of comprehensive methodology in line with the scope of work
- e) Project Plan – **15%**
- Submission of a comprehensive project plan showing deliverables and timeframes.

The total technical score above is 100%.

Bidders who get 70% and above will proceed to the next stage of evaluation.

STAGE 3: FINANCIAL EVALUATION

Technically compliant bids shall be subject to financial evaluation. This stage shall account for 30% of the marks. 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.

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:

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

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 (T_{Technical}), the Financial Evaluation (F_{Financial}) in the following formula:

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

STAGE 4: SECURITY VETTING

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.

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 DTCSB adhere to the following DTCSB Botswana SHE requirements:

1. SHE induction

Members shall attend SHE induction prior to commencing work provided by the DTCSB 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. 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

6. DTCSB Botswana SHE Policy

- ❖ The DTCSB 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 DTCCB:

1. Security Induction

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

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 DTCCB premises have been declared Precious Stones Security Area.

3. DTCCB 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 DTCCB 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 – SECURITY VETTING FORM

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



DTC Botswana

SUPPLIER/VENDOR VETTING FORM

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

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

Name..... Surname

Date: Signature

ANNEXURE F – 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 supply the goods in accordance with the tender documents for the sum of(amount in figures) Vat exclusive.
Amount in words.....Vat exclusive.

If our tender is accepted, we will deliver the project 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 of Company:

Name of Representative:

Title:

Tel No.....

Email Address.....

Date: