



**TENDER TO PROVIDE MEAL SERVICES TO CONTRACTORS -
DIAMOND TRADING COMPANY BOTSWANA**

TENDER NO: DTCB 029-2024

CLOSING DATE: 21ST JUNE 2024@12 NOON

1. Background

The DTC Botswana building accommodates two companies, namely DTC Botswana with a complement of 415 and De Beers Global Sightholder Sales with 248.

Due to the nature of our business, employees are confined, and as such, there is a Cafeteria within the building which primarily provides a free lunch prepared in-house.

The services are also extended to other companies which from time to time conduct some of their activities within the DTC Botswana.

Current Situation

DTC Botswana has one kitchen connecting to the cafeteria located on the ground floor. The kitchen was constructed within the main building and commissioned in March 2008. In 2013 the cafeteria was refurbished in order to give it a new look expand its seating capacity to 176 customer per sitting.

At the time of refurbishing and expanding the seating capacity of the cafeteria, consideration was not made to include the kitchen in the scope. This resulted in the current kitchen layout and process flow not being sufficiently configured and resourced for the expanded cafeteria in terms of number of catering staff and equipment/machinery because of the limited space in the area.

Key Challenges

The challenges that currently exist that led to the need to develop the terms of reference is that the number of customers continue to increase with many projects that DTCCB has undertaken. With the advent of Covid-19 we had to reduce the seating capacity to 62 per sitting to allow for social distancing while the numbers of contractors on site has also increased.

2. Invitation to tender

DTCCB seeks to engage an independent 100% Citizen Owned Catering service provider for the provision of contractor's packed meals at their premises, located along the Airport Road, Block 8.

The scope of the contract is to provide balanced, healthy and appetizing packed lunch to all contracted companies.

3. Scope of work

- a) Period of Engagement: **24 months**
- b) Meals for 90+/- pax (packed meals)
- c) DTCCB Provide a serving and eating area (caravan/marquee). Chairs and tables to be provided by DTCCB
- d) Place of Delivery: **DTCCB Premises**

PACKED LUNCH MEAL REQUIREMENTS

- 2 protein to choose from
- 2 Starch to choose from
- 1 Vegetable
- 1 Seasonal fruit
- 1 drink per person

ADDITIONAL INFORMATION

- a) Service is for a packed nutritious lunch meal from Mondays to Fridays
- b) Requests shall be made in advance for special requirements such as weekends.
- c) DTCB has committed to no single-use plastics, accordingly the use of non-plastic plates, glasses, cups, forks, spoons, straws are a must when providing foods and beverages.
- d) Lunch shall be served between 13.00 to 14.00 daily.
- e) Menu: provide a four-week cycle menu.
- f) Prices shall be inclusive of all costs e.g. to include supply and delivery.
- g) The serving area shall be maintained in accordance with recognized best hygiene practice and to the standards laid down by respective authorities (GCC).
- h) Waste removal: DTCB will be responsible for the removal of the waste once it has been sorted and put into containers by the supplier

4. Submission of Proposal

Proposals should be emailed to tenders@dtcb.co.bw before the tender closing date on **21st June 2024 @12 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 tenders@dtcb.co.bw **before the 14th June 2024 @1500hrs.**

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) DTCCB reserves the right to amend or cancel this tender.
- b) DTCCB is not bound to appoint the lowest or any other tenderer.
- c) The decision on the award of the tender solely remains with DTCCB
- d) DTCCB 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 DTCCB 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 and submit form of tender contained in **Annexure F**.

15. Tender Evaluation

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

16. Expertise

- a. Bidder should demonstrate experience in providing the service
- 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 DTCCB. DTCCB reserves the right to request replacement of resources whose credentials are deemed not appropriate in its view.

17. 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

18. Work Permits

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

19. Cost and Payment Schedule

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

20. Security Vetting - **ANNEXURE B**

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

21. 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:** 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) Form 13/2 containing details of the Company's Director(s)
- Any bidder who does not comply with any of the above requirements shall be disqualified

STAGE 2: TECHNICAL EVALUATION

Compliant bids shall be evaluated to determine compliance to the set criteria.

The following shall be considered at this stage:

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 (Catering Services) – **20%**
- b) Capacity (resources and facility/equipments) – **(30%)**
 - Abridged curriculum vitae of proposed key personnel and team detailing their experience and academic qualification

- 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. **(20%)**
- 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

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:

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

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 (F_{Financial}) in the following formula:

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

ANNEXURE B – 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 addresses of directors and signatories	
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 C

SAFETY HEALTH AND ENVIRONMENT OBLIGATIONS

Every member of the Contractor's Team shall, whilst at DTCCB adhere to the following DTCC Botswana SHE requirements:

1. SHE induction

Members shall attend SHE induction prior to commencing work provided by the DTCC 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 DTCC 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. DTCC Botswana SHE Policy
- ❖ The DTCC Botswana SHE policy shall be the overriding SHE Policy on site

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 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 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 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:

