



TENDER DOCUMENT

TENDER NO: DTCB 028-2024

**PROVISION OF SECURITY SERVICES TO DIAMOND TRADING COMPANY
BOTSWANA**

TENDER CLOSING DATE: 21ST JUNE 2024

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.

Diamond Trading Company Botswana (DTCB) has adopted ISO 18788:2015, Private Security Management System. The Security Services Department (SSD) has a mandate to effectively manage security threats and risks, contributing towards the delivery of DTCB Strategy.

2. Introduction

SSD has a mandate to facilitate access into the DTCB site. This provides the foundation for DTCB to effectively manage threats and risks to ensure the security of employees, business partners, facilities, assets and products for both DTCB and DBGSS without unnecessarily encumbering their operations efficiency.

This is achieved by having a secure physical environment in which operations can be done without material risk. As an improvement DTCB requires a Company that has trained personnel with relevant experience to undertake the guarding service. DTCB upholds compliance to legal requirements, policies, procedures, processes and protocols.

3. Invitation to Tender

DTC Botswana invites suitably qualified 100% Citizen owned service providers to tender for the provision of personnel to provide security guard services at the DTC Botswana premises for a period of 24 months.

4. Scope of Required Services

- **DTCB POST**

DTCB has two (2) guard houses at entrances to its premises. The Security Service Provider contracted shall perform the security guarding at DTCB Facility entrances. Each guard house shall be manned by two (2) security guards on daily basis as from 0600hrs to 1800hrs (day guarding). The provider shall at any given time have four (4) security guards on site and deployed at the two guardhouses.

- 4.1 A supervisor shall always be deployed as one of the four guards.
- 4.1.1 The Security Services Provider contracted will be responsible for all security controls within their area of operation. Any faults or malfunctions shall be reported to DTCSB SSD as and when detected.
 - 4.1.2 Performing searching duties on vehicles entering or leaving the site.
 - 4.1.3 Performing searching on all goods in vehicles entering or leaving the site.
 - 4.1.4 Check validity of access cards on all drivers and passengers entering or leaving the site on vehicle/motorcycles.
 - 4.1.5 Respond to telephone and or intercom calls at the guardhouse.
 - 4.1.6 Open and close gates as and when required in line with DTCSB Security and emergency policies and procedures.
 - 4.1.7 Respond to emergencies as per emergency procedure.
 - 4.1.8 Responsible for facilitating access in and out of DTCSB/DBGSS site, including inspection of permits and access cards.
 - 4.1.9 Ensure that customers (employees, contractors and visitors) enter and leave the site smoothly.
 - 4.1.10 Carry out patrols within the site.
 - 4.1.11 Report any system malfunctions of and faults.
 - 4.1.12 The guards shall implement all security policies, procedures, processes and post instructions as required.

- **MARULAMANTSI COURT/RESIDENTIAL POST**

The scope of this Contract covers the provision of the following services:

- a) Provision of security guarding services to safeguard property against theft, burglary, malicious damage and any other act that may result in loss or damage of the property.
- b) Provide 24-hour patrols in and around the perimeters of the property, man the gate to Check the vehicles going in and out of the premises
- c) Working day and night shifts
- d) Deploy 4 security guards per shift (day and night); 2 males and 2 females during the day, 3 males and 1 female during the night.
- e) Monitoring movement of people entering and leaving the property and maintaining registers
- f) Maintaining occurrence register and reporting incidents to DTCSB Security Services within a reasonable time.

4.3 Security Risk Management

4.3.1 The Security Service Provider contracted shall be expected to implement the SSD objectives as elaborated below;

- Proactively identify, assess and minimize level of threat and risks to DTCB, its staff, its business partners under its control.
- Protect the DTCB facility, assets and any products contained in the building or within the DTCB/DBGSS diamond pipeline.
- Provide an environment that assures the protection and safety of DTCB personnel and its business partners.
- Provide agreed security services to DBGSS and other identified external entities

- **Additional Requirements**

- The security guards deployed shall undergo criminal record, background and credit check as condition of approval for deployment on site.

- The service provider shall provide names of a minimum of 12 security guards for criminal record, background and credit checks.

- The service provider shall provide the security guards with uniform that they are expected to wear when on duty all the time.

- The security guards shall undergo training and/or induction on DTCB policies and procedures.

- Training

- Security guards deployed should have undergone Basic Security training course. (minimum one week).
- Service provider shall make available the course content for the Basic Security course attended by the guards.
- The service provider shall provide proof of attendance for the Basic Security Course for all guards to be deployed on site.

- Experience

- The security guards deployed shall have minimum two years guarding of high security area, and these are to be stated
-

The **Submission of Proposal**

Proposals must be emailed to tenders@dtcb.co.bw on the 21st June 2024 @12 noon.

Facsimile or telephonic submissions will not be accepted. Late and incomplete submissions will not be accepted.

5. Enquiries prior to tender closing date

Prospective tenderer requiring any clarification of the tender document may notify DTCB through email to **tenders@dtcb.co.bw** DTCB will respond in writing to any request for clarification of the tender document.

6. Tender Validity Period

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

7. 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 shall be written in English.

8. 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 and run in accordance with the Botswana laws. Tenderers are responsible to familiarize themselves with the laws of Botswana

9. Compliance Requirements

Successful tenderer shall be expected to comply with the following:

- i. DTCB Safety, Health and Environment requirements as detailed in Annexure B. Bidders are required to complete and submit the contractor appraisal questionnaire.
- ii. Business Integrity principles as detailed in Annexure C.

- iii. Security Requirements as detailed in Annexure D

9.1 Diamond Security

The security guards will be subjected to the provisions of the Precious Stones Industry (Protection) Act. Their engagement is subject to them being granted and retaining security access permit. In the event of permit withdrawal for any reason, their engagement with the company shall be terminated.

9.2 Confidentiality

Information relating to the company's operations is strictly confidential and the security guards are prohibited from communicating or allowing it to be communicated unless authorised to do so.

10. 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 DTCCB 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.

11. Amendment of Documents

- I. 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.
- II. 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.

12. 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

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

13. Authority of tender

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

14. Errors in the tender document

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

15. Requirements

Prospective bidders are required to submit a comprehensive proposal outlining how they will deliver the scope of work including but not limited to

15.2 Reference Sites

Prospective bidder is expected to submit references written by clients where similar services have been or are being rendered by the proposed personnel. shortlisted bidders shall expect their client references to be contacted during the tender evaluation process.

16. Tender Price

- I. Tenderers are required to submit a detailed price breakdown based on the scope of required services.
- II. 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.
- III. 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 account.
- IV. All prices should be inclusive of tax where applicable
- V. Price should be in the currency of the country where the bidder is currently operating.

17. Form of Tender

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

18. Tender Evaluation

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

19. 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

20. 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 shall 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

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

- a) Submission of a Copy of a Certificate of Incorporation
- b) Submission of a Copy of a valid Tax Clearance Certificate or Exemption thereof
(validation will be done on the BURS portal)
- c) Submission of a Copy of Share Certificate(s)
- d) Submission of Company Directors' details

STAGE 2: TECHNICAL EVALUATION

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

- a) Company Experience (bidder) – **20%**
- b) Consultancy firm's experience in the Security Industry) Abridged curriculum vitae of proposed personnel/Guards to be deployed detailing their experience and academic qualifications - **35%**
- c) Client reference letters where the company has previously been engaged or currently contracted to deliver similar services. **(15%)**
- d) Submission of at least 3 relevant client references. References may be validated. Capacity/Manpower -**30%**
 - this includes uniform and resources such as transport that will support them to do the work

The total technical score above is 100%.The technical threshold is 70% and above for the bidder to proceed to the next stage of evaluation

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:

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

Weighting for Technical and Financial Proposals:

- The overall weight for financial score is 0%. 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 = $T_{\text{Technical}}$ + 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 – 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 DTCCB 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 provide the service in accordance with the tender documents at a price of(amount in figures)(amount in words) Vat exclusive.

If our tender is accepted, we undertake to offer the service 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:

