



COMPETITIVE TENDER 1163/17: PROVISION OF SHE TRAINING CONSULTANCY FOR MANAGERS

1. Background

As the organisation strives to develop its businesses, an effective SHE training is essential for the efficiency and effectiveness of it.

The amount of attention invested in managing Safety, Health and Environmental reflects Management's commitment and the subsequent output. Tel-One request to contract the services of a SHE Management Systems Consultant to take our management team through a one day SHE (Safety, Health and Environment) awareness training.

Once SHE is fully incorporated in the management style, we stand to reap the following benefits:

Benefits of such training

- Removing the existence of the "them and us" approach to work as employees will feel that management is as concerned about staff wellbeing as it is about productivity.
- Managers will be able to interact at their level and resolve common issues under the guidance of an independent person.
- SHE should be part of critical thinking and conformance in business.
- Increased awareness to the human resource.

Areas to be covered by Training

Cover Management involvement in establishing and maintaining SHE systems.

- The role of the manager in SHE awareness, implementation and being visibly felt.
- Resource provision and hazard compatibility.
- Working under pressure with no accidents.
- Inspection of tools, equipment, vehicles, premises and staff.
- Performance assessment and consequences of unsafe acts.

Target group

The training will target all Management employees **78**

Training will be at TCFL and participants will be broken into **3 groups**

Training dates **6-8 Dec 2017**

Duration of Programme

The Area Business Managers' training sessions shall be trained over THREE days at venues that shall be approved by Tel-One management in.

Justification

The objectives will be met through, coaching, formal teaching, and experiential learning within the competency framework. The facilitator also is supposed to provide external views and strategies to achieve results during the training programme.

2 INSTRUCTIONS TO TENDERERS

It is important that **Consultancy Services** providers should, in their own interest, carefully study and closely follow the general instructions together with any separate directions issued concerning the submission of the Tender. The submission of a Tender will be regarded as signifying acceptance by the bidder of the instruction and any special conditions that may have been imposed.

3. PRICE SCHEDULE

- a) The bidder shall quote the full price, unit price and total price per item including taxes stated separately.
- b) Prices to be quoted in United States Dollars.

4. FINANCIAL TERMS

Payment for services rendered shall be on a 30 days open account.

5. SPECIFICATIONS

While specifications of this tender are provided in the respective clauses herein it is expected that participating bidders shall have at least five years professional experience in the SHE Training Consultancy. In addition to the scope of tender in clause 1.0 various clauses specifying the tender requirements checklist specifications are provided in clause 9 under evaluation criteria to which bidders need to pay attention.

6. TAX CLEARANCE CERTIFICATE

Bidders are requested to submit together with their bids, current tax clearance certificates from Zimbabwe Revenue Authority.

7. TRADE REFERENCES

Bidders **must** submit together with their bids, **at least three written** trade references for similar work covered and successfully completed projects. (While three references shall be acceptable to 50% score, more scores shall be awarded for references in excess of three).

8. PERIOD OF VALIDITY OF TENDER

Bids shall be valid for a period of 60 days from the closing date of the tender. **Bidders are strictly required to state their bid validity period or indicate whether they comply with the specified 60 days bid validity period.** No tender shall be withdrawn or revised within a period of 60 days from closing date of the tender.

9.0 EVALUATION CRITERIA

Evaluation shall be done in three stages, namely Preliminary, Technical and Financial. Only bids that comply with the preliminary/mandatory requirements of the tender shall qualify for technical evaluation. Only bids that score at least **75%** at technical evaluation shall qualify for financial evaluation.

The tender shall be awarded to the lowest evaluated bid to specifications.

9.1 Preliminary evaluation

The preliminary evaluation shall consider bidders' compliance with the mandatory tender requirements by submitting:

- i) Tax Clearance Certificate
- ii) Bid validity period of 60 days (**Please state**)
- iii) Bidders **must** submit together with their bids, **at least two written** trade references for similar work covered.

Non compliance with any of the above mandatory requirements will lead to automatic disqualification.

9.2 Technical Evaluation

The technical evaluation shall consider bidder's compliance with the technical specifications of the tender. The technical specifications of the project are broken down into technical components which have been allocated maximum possible points as indicated in table below. Points in respect of the bidder's submission shall be awarded out of the maximum possible points indicated for each component in the table below:

	TECHNICAL ATTRIBUTE	MAXIMUM POSSIBLE SCORE	ACTUAL SCORE
1	CV's of Key Personnel	10	
2	Organization Profile	8	
3	Trade References	6	
4	Understanding of the terms of reference	10	
5	Consultancy Firm Experience in the required areas	15	
6	Approach/methodology for project	20	
7	Project plan/scheme of action	14	
8	Project milestones/timings	4	
9	Flexibility of payment terms	5	
10	Delivery period	8	
	Grand Total Score	100	

9.2.1 Technical Evaluation – Training Check list

Acceptable Standard	NC/C	Comment
I. Ablution Facilities		
Adequate natural lighting		
Adequate ventilation		
Adequate artificial lighting		
Running water is available		
Toilets and bathrooms are not blocked		
Cleanliness of walls		
Septic tank not overflowing		
Absence of offensive smell		
Flushing system in good working order		
Absence of leaks, taps, pipes etc.		
Toilet seat unbroken		
Sanitary facilities provided for		
Water supply and adequacy		
No water pools on floors inside and outside		
Sufficient cleaning implements		
Broom, brush, detergents		
PPE for cleaners, respirators gloves etc.		
Lockers clean and tidy		

II. Offices/ Exchanges

Floor and carpets must be clean and undamaged		
Windows , window panes, walls, roof must be clean and undamaged		
Availability of waste bins		
Adequate natural lighting		
Adequate artificial lighting		
Adequate ventilation		
Cupboards and shelves are stacked properly		

Articles stored at height are stable		
Walls, blinds, curtains are clean		
Electrical fittings are in good state of repair		
Tables, chairs, desks are clean and unbroken		
Ceiling clean and in good state of repair		
Emergency exits are well marked and unobstructed		
Fire points are marked and unobstructed		
No electrical, phone internet cables running across the floor		
Car park designation		
Fire guards in place with no combustibles		
Fire extinguishers marked and serviced		
Electrical fittings must be in good working order		
All electrical distribution boxes should be locked		
Timely removal of waste		
All waste bins to have covers		
No accumulation of waste in undesignated places		
Seats have correct height to desk		
All chairs have back rests		
Provision of First Aid Box and aider		
Water supply and adequacy		

III. Canteen and shops

Availability of hot and cold running water		
Adequate artificial lighting		
Adequate natural lighting		
Adequate ventilation		
Availability of fire extinguishers and blanket		
Clean walls and ceiling		
No smoking sign in the kitchen		
Waste collection is being done regularly		
Adequate and appropriate waste bins are provided for		
Floors are clean and undamaged		
Canteen has valid operating license		
Perishable and nonperishable products being stored separately		
All food items being used before their best before date		
Cold room/ fridges working properly		
Head gear which completely covers the hair is being worn by all staff.		
No nail varnish, long or artificial figure nails on all staff		
No open wounds(al open wounds are covered by water proof dressing)		
Lockers are provided for staff use		
Staff wearing uniform		
No wearing of jewelry i.e. watches, earrings, rings, brooches etc.		
Staff has valid food handlers certificates		
No broken furniture in dining halls		
Linen clean and dedicated storage space		

IV. Workshops

Walkways and working areas are clearly demarcated		
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No materials protruding into walkways		
Walk ways are not blocked		
Storage areas for materials are properly designated		
Materials being stored in designated areas		
No oil spill/ leaks around machines		
No material leaks, spills on to floors, surfaces		
Spill/ leak containment trays are in place at and around machines		
Adsorbent material is available for any spills		
Materials and spares practices conform to the requirements specified under Storeroom and Storage Practices		
Gas cylinders are properly handled and used as specified under Gas cylinders		
Ladders are properly handled as specified ladders		
Welding machines in good working condition		
Fire extinguisher provided for the welding machine		
Lifting equipment is properly handled and used as specified under lifting devices		
All machines and tools are maintained as specified under Machinery guarding and equipment and tools management		
No water or oil accumulation in inspection pits		
Adequate natural and artificial lighting available		
Windows are clean with damaged panes		
Waste management being done as specified in waste management		

V. Machinery guarding , equipment and tool management

A register for portable equipment must be available		
An inspection schedule for portable equipment must be available		
Supervisor uses and updates the register		
All electrical distribution boxes are locked		
All electrical cables are adequately insulated		
Storage condition for tools does not compromise their condition		

VI. Lifting devices

Safe work loads are clearly marked		
All rope must be in good working condition (kinks, tearing) with adequate lubrication.		
No lifting device shall be operated whilst people are standing under it.		
Inspection schedule for lifting equipment must be availed.		
Jacks that use hydraulic fluid must be checked for leaks		
hooks must have safety latches		

VII. Ladders

Straight ladder(check for the following)		
Loose rungs(move by hand)		

Loose nails, screw, bolts etc		
Loose mounting brackets		
Cracked, broken, spilt rungs or stiles		
Splinters on stiles or rungs		
Damaged or worn out non slip devices		
Step ladders		
Loose or bent hinge spreaders		
Faults on spreaders		
Loose hinges		
Extension ladders		
Defective extension locks		
Defective rope pulley		
Deterioration of rope(kinks, tearing)		
Fixed ladder		
Condition of ladder cage		
Loose rungs		
Corrosion of metal parts		
A register of ladders has to be compiled for the NSSA Inspector		
Inspections ladder for the ladders must be available		
All ladders are being inspected as planned and the register updated		
All ladders are stored under conditions that do not compromise their strengths(humidity, moisture, sunlight)		

VIII. Gas cylinders

Gas cylinders are properly painted to reflect contents Oxygen- black Acetylene- Maroon LPG- GREY Nitrogen- blue		
Gas cylinders are secured against a firm structure		
Gas cylinders are mounted on trolleys when used away from base		
A suitable fire extinguisher is attached to the trolley		
Gas cylinders have valve guards		
Gas cylinders have gauges that are in good working condition		
The hoses are suitably color coded to reflect the gas they transmit		
Hoses are in good condition(no cracks, cuts)		
Metal tubes are not used to join hoses		
Proper jubilee clips are used to join hoses, not wire		
Cutting or welding torches have flash – back arrestors		
Hoses should have hose protectors		
Storage of empty and full gas cylinders is segregated.		
Gas cutting and welding torches are in good condition.		

IX. Waste Management

Adequate and suitable bins are provided		
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Waste segregation is being practiced		
Timely removal of waste is being practiced		
Proper maintenance of waste collection locations and bins, cleaning, pest control, replacement of damaged bins being practiced		
All waste bins have covers		
No accumulation of waste in undesignated areas		
Employees knowledge of waste management is good		
Hazardous waste storage safeguards(bunding of storage areas, impervious floors, no drains in the vicinity of storage areas, spill containment trays are in place)		
Persons responsible for coordinating waste management are appointed		
Suitable containers for hazardous waste are available and properly labelled		
Waste containers are close to the source of waste		
Waste segregation is being practiced		
All materials that are no longer need is returned to stores		
Storage of materials does not cause further deterioration		

X. Yards/ Storeroom and Storage devices

Adequate and proper storage space, racks, shelves, bins and material handling equipment has been provided.		
Weekly safety inspection for the yard, department are being done		
Yards and scrap yards are being maintained clean, tidy and orderly		
No accumulation of materials in undesignated areas		
Unwanted vegetation in the yards is regularly cut		
Spills are managed promptly		
Adequate lighting is provided		

XI. Clinic

Floors , window panes and window seals must be cleaned and undamaged		
Appropriate waste bins must be in place		
Separate collection of waste must be practiced		
Adequate natural lighting is available		
Adequate artificial lighting must be available		
Adequate ventilation must be available		
Stationery must be properly stored		
Cupboards and shelves are neat and tidy		
Articles stored at heights are stable		
Walls are clean		
Electrical fittings are in good state of repair		
Chairs, tables and desks are clean and unbroken		
Ceiling in clean and in good state of repair		
Exits are clearly marked		
Appropriate fire extinguishers are available		

No cables laying across floors		
Current calibration records for all machines are available		
no expired drugs in stock		
Toilets in Good Working condition refer to1 - ablution facilities		
Drugs are stored in a secure place		
Security lights are in good working condition		
PPE is being used appropriately		
Clinic has valid registration		
Fridge for drugs is in good working condition		
Privacy of patients is guaranteed, during consultation and treatment		
Periodical medical surveillance for employees done		

9.3 Financial Evaluation

The financial evaluation shall consider the prices offered by respective bidders.

10.0 GENERAL CONDITIONS OF TENDER

10.1 Conditions

The tender shall be awarded to the lowest evaluated bid to specifications.

Tel-One reserves the right to reject any bidder who does not conform to these requirements and to cancel tender.

Tel-One also reserves the right to accept any tender in part or in whole.

10.2 Closing date of tender

The closing time and date for this tender shall be **1500 hours on Wednesday 15th day Of November 2017.**

Any queries regarding this tender should be made to:

The Secretary Purchasing Committee, Tel-One, P.O. Box CY331, Causeway, Harare, Zimbabwe.

E-mail: cladios.chenga@telone.co.zw or procument@telone.co.zw

Tel-One will respond in writing to any request for clarification of the tendering documents which it receives **no later than 2 days** prior to the copies of the Tel-One's response (including any explanation of the query) shall be sent to all participating prospective bidders who would have purchased the tendering documents.

10.3 Delivery of tender

Tenders and all accompanying documents are to be submitted in triplicate. These shall be enclosed in a sealed envelope bearing on the outside, the name and address of the bidder, the tender number and title of the tender. Tenders shall be delivered to:

**The Secretary Purchasing Committee,
Tel-One, P. O. Box CY331, 8th Floor, Runhare House;
107 Kwame Nkrumah Avenue, HARARE, Zimbabwe,**

by 1500 hours on Wednesday 15th day of November 2017.

Tenders received after 1500 hours will not be accepted.

11.0 CONDITIONS OF CONTRACT

11.1 Definition of terms

In the construing of these conditions and the specifications, the following shall have the meanings herein assigned to them unless there is something in the subject matter or context inconsistent with such construction:

The “**Purchaser**” shall mean the Tel•One Private Limited of Zimbabwe and shall include the Purchaser's legal personal representatives, successors and assigns.

The “**bidder**” shall mean any person or company who submits an offer in response to this document.

The “**Supplier**” shall mean the bidder whose tender has been accepted by the purchaser, and shall include the bidder's legal personal representatives, successors and assigns.

“**Services**” shall mean and include work, activities, materials and things of all kinds to be provided under the contract.

The “**Contract**” shall mean the agreement between Tel•One and the winning bidder (Consultant) for the provision of Consultancy Services, including therein the tender, the conditions of the contract, the specifications, the schedule, the drawings, and all documents to which reference may properly be made in order to ascertain the rights and obligations of the parties under the said agreement. It shall include:-

- Any alterations to the said agreement which may be agreed to, in writing between the Purchaser and the Contractor.
- All agreed specifications, plans, drawings and other documents which are prepared pursuant to the said agreement.

11.2 Subcontracting

No part of the contract is to be assigned or subcontracted by the consultant without the prior written permission of the purchaser. This permission, which will not be unreasonably withheld shall not in any way interpreted as releasing the consultant from his liabilities and obligations under the contract. In the event of the Consultant, assigning or making a subcontract contrary to this clause, the Purchaser shall be at liberty to terminate the Contract.

11.3 Inspection and rejection

The Purchaser shall have the right at any time to inspect work being undertaken in terms of this contract and to reject such work if it is found to be defective or inferior in quality or in non-compliance with the specifications of the Contract. Should any work be so rejected, then the Supplier, shall replace or make good to the satisfaction of the Purchaser, at his own expense, without alteration to any of the Consultant's liabilities and obligations under the contract. Before proceeding to execute any work, the Supplier shall, if so requested, obtain the Purchaser's approval of the manner in which the Consultant proposes to carry out any part of the work and shall furnish any information the purchaser shall require. The Supplier shall afford the Purchaser all reasonable facilities as may be required to carry out inspections. Any work rejected by the Purchaser shall be marked or segregated in a manner satisfactory to the Purchaser to ensure its identification as rejected work.

(a) Penalties for late delivery

If the **consultancy firm** fails to complete the project within the time specified, the **consultancy firm** shall pay the **purchaser** a sum equal to five percent (5%) of the **contract sum** of the **project** or its part delayed per week, which shall elapse between the completion time specified and the actual date of completion.