



WCS

Request for Proposal

Date:

04/02/2025

Subject:

Contracting a company for periodic maintenance, fault response, and new installations of Victron solar systems in Niassa Special Reserve.

Reference #:

NSR_PROC_RFP 0001/2025

Introduction:

WCS Mozambique operates in the Niassa Special Reserve (NSR) under a co-management agreement with the Government of Mozambique. Due to its remote nature, NSR relies on Victron Solar system equipment across residential camps, offices, and various operational sites to ensure reliable power supply. To ensure efficiency and longevity of these systems, WCS Mozambique seeks to contract a specialized company for periodic maintenance, component replacements, new installations, and fault response services.

Objective:

The objective of this contract is to ensure that all Victron Solar system installations across NSR remain fully operational, with routine maintenance, timely replacements, and swift responses to technical faults. The selected company will be responsible for preserving the integrity of the system and ensuring energy reliability in all designated sites.

Scope of work:

The contracted company will be responsible for:

- Conducting scheduled maintenance bi-annually and inspections of all Victron Solar system installations.
- Performing replacements of faulty or degraded components to maintain system efficiency.
- Providing prompt technical support and repairs in response to system faults.
- Ensuring system upgrades, when necessary, in line with Victron Energy guidelines.

- Maintaining a detailed service record of all interventions carried out at each site.
- Providing technical recommendations for long-term sustainability of the solar systems such as upgrades, performance optimizations, or technology advancements.
- Performing new installations of Victron Solar system equipment as required.
- Establishing a fixed markup above Victron Energy's pricing for new installations, ensuring cost transparency.
- Reviewing the markup biannually based on market trends, with adjustments subject to a formal contract addendum.
- Guaranteeing warranty coverage for installed systems by conducting thorough warranty assessments for equipment failures, ensuring timely replacements to minimize downtime, and maintaining optimal system efficiency.

Eligibility Criteria:

Interested service providers must meet the following requirements:

- Be a Mozambican-registered company with proof of valid legal registration and compliance with local laws.
- Be an officially licensed dealer of Victron Energy products and services.
- Demonstrate expertise and prior experience in maintaining and servicing Victron Solar systems.
- Have a team of qualified technicians with relevant certifications in solar power system maintenance.
- Provide references from previous contracts or projects involving Victron Solar systems.

Selection and Evaluation Criteria

The selection process will be based on the following key criteria:

- Compliance with the eligibility requirements outlined in Section 4.
- Technical expertise and experience in maintaining Victron Solar systems.
- Availability of qualified personnel and service capacity.
- Cost-effectiveness, including charge rates per day for maintenance and fault response.
- Ability to provide rapid response services to minimize system downtime.
- Proven track record of reliability and quality service delivery.

Contract Duration and Reporting

- The contract will be for a duration of **two (2) years**, subject to performance review and possible renewal based on service quality.
- The company will be required to submit periodic maintenance reports and incident response logs.
- A dedicated contact point must be provided for coordination with WCS Mozambique technical teams.

General Requirements

Interested companies must submit a proposal including:

- Company profile and proof of registration.
- Official Victron Energy dealership certification.
- List of qualified personnel with certifications.
- Description of previous experience with Victron Solar systems.
- Financial proposal with detailed charge rates per hour/day for services.
- References from past clients.
- Declaration of a fixed markup above the price from Victron Energy for new installations.

Period of Performance:

The anticipated duration of any contract resulting from this solicitation will be from the start date to the end date listed below

Start Date: 20/02/2025

End Date: 19/02/2027

To ensure consideration, all quotes must be submitted in the following language and currency, and by the due date noted below:

Language: English/Portuguese

Currency: MZN/USD

Submission Instructions:

All proposals must be emailed to the address below with your proposal attached in one or more files (pdf preferred). Please refrain from emailing your proposal to other WCS employees or delivering it in hard copy to any WCS office. Failing to adhere to these instructions may make your proposal ineligible for consideration.

Email: wcsmozambique@wcs.org

Order of Events:

This procurement will be administered in accordance with the following dates
(Subject to change at WCS's sole discretion)

Date	Event
10/02/2025	Last date that questions and notice of intent to bid will be accepted. Questions and answers will be distributed to all known interested parties, so questions should not disclose confidential information, and all interested parties should submit a notice of intent to bid by this deadline to ensure they receive a copy of WCS responses to questions.
10/02/2025	Questions and/or notice of intent to bid should be emailed to tbaira@wcs.org
12/02/2025	Date and answers to questions to questions will be distributed to all known prospective bidders.
15/02/2025	Last date for submission of proposals

Terms and Conditions:

- The Request for Proposal is not and shall not be considered an offer by WCS.

All responses must be received on or before the indicated deadline in the RFP. All late responses will be rejected.

- All unresponsive proposals will be rejected
- All proposals will be considered binding offers. Your proposal must be valid for acceptance for a minimum period of 90 days from the closing date of this solicitation.
- All awards will be subject to WCS contractual terms and conditions and contingent on the availability of donor funding.
- WCS reserves the right to accept or reject any proposal or cancel the solicitation process at any time, without assigning any reason, and shall have no liability to any vendors for such rejection or cancellation of the RFP.
- WCS reserves the right to accept all or part of the proposal when awarding the contract.
- All information provided by WCS in this RFP is offered in good faith. Individual items are subject to change at any time and all known intended bidders will be provided with notification of the changes.
- WCS reserves the right to require any bidder to enter into a non-disclosure agreement.
- Bidders are solely obligated to pay for all costs which may be incurred by the bidder or any third parties in connection with preparing the proposal.
- All proposals and supporting documentation shall become the property of WCS and shall be treated confidentially.
- Bidders are required to identify and disclose any actual or potential Conflict of Interest.

Criteria for Selection:

WCS' evaluation of proposals will be based on the factors set out below. At the sole discretion of WCS, bidders maybe selected for follow up questions or to provide an oral presentation. WCS reserves the right to award the contract to the bidder whose proposal is deemed to be in the best interest of WCS. WCS will not award a contract to any bidder where there is indication of lack of business integrity.

Max points	Criterion
40%	Technical capacity
40%	Financial Proposal
20%	Service reliability & Experience