



**The Kingdom of Eswatini**  
**Eswatini electricity company**  
**Expression of Interest (EOI) document**  
**for the**  
**CONTRACT SERVICES FOR THE**  
**OPERATION AND MAINTAINANCE OF**  
**SOLAR PV EMBEDDED GENERATORS**  
**EOI 001 of 2025/2026**

**CLOSING DATE: 24 April 2026**  
**CLOSING TIME: 11H00**

**Disclaimer**

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## Definitions

Abbreviations shall bear the meaning ascribed to them as follows:

"**Service Provider**" or "**bidder**" means a firm, including any and all subcontractors, who has been invited by the EEC to submit an EOI and who submit a EOI, which may or may not be successful in being shortlisted.

"**EEC**" means the **Eswatini Electricity Company**.

"**Expression of Interest**" or "**EOI**" means this solicitation of a formal technical Tender, including a qualifications statement.

"**Employer**" or "**Client**" shall be used interchangeably to refer to the **EEC**, the Project sponsor.

Unless the context clearly indicates a contrary intention, any words importing or connoting any gender include all genders; The singular includes the plural and vice versa; Natural persons include artificial persons and vice versa.

## 1. INTRODUCTION

The EEC is a vertically integrated power utility, engaged in generation, transmission and distribution of electricity in the Kingdom of Eswatini. The EEC vision is to be a major player in the energy sector's development, nationally and regionally. Part of its objectives is to meet its customer needs in a profitable and sustainable manner.

This Expression of Interest is not a formal solicitation or tender document. It is intended solely for the purpose of identifying qualified service providers interested in participating in providing a suite of services for operation and maintenance of solar PV embedded generator installations. The information provided will be used for evaluation and shortlisting purposes.

## 2. INVITATION TO EXPRESS INTEREST (EOI)

The Eswatini Electricity Company (EEC) invites experienced and well-established service providers in Eswatini to express interest providing operation and maintenance of Solar PV embedded generators in Eswatini. The EOI is downloaded at [www.esppra.co.sz](http://www.esppra.co.sz) or [www.eec.co.sz](http://www.eec.co.sz).

## 3. PURPOSE

The EEC will contract with a qualified energy services company to provide O&M of solar PV embedded generation (EG) systems at customer sites. The qualified firm must have the institutional capacity and required certification to operate as an energy service company.

## 4. PROJECT OBJECTIVE

The goal of this EOI is to identify and shortlist partners with the necessary experience to ensure

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experience in designing, constructing, operating and maintaining a solar PV embedded generation system. Respondents must have worked with EEC requirements and regulations, most solar PV technologies and have established onsite safety standards.

## 5. SCOPE OF WORK

The project activity is to hire suitable solar PV contractors to support the EEC in providing operation and maintenance services to solar PV systems connected to the EEC electrical grid. The project involves provision of O&M services for embedded generation sites around Eswatini. The successful contractor is to be responsible for embedded generation system's operation and maintenance.

5.1 The successful contractor shall be required to operate and maintain solar PV systems connected to the EEC grid.

5.2 Services would be provided on a full time basis with sufficient resources and personnel to successfully support and maintain the systems.

5.3 Service level agreement for a period of 2 years.

5.4 Propose and offer a wider range of Operation and Maintenance services delivery options to deliver the best performance of the systems.

5.4.1 Preventative maintenance: to ensure optimal site performance and all warranties, particular inverter warranties are preserved.

5.4.2 Corrective Maintenance.

5.4.3 Remote performance monitoring and reporting.

5.4.4 Monthly energy production analysis and reporting

5.5 Propose all necessary labour, material, services, tools, plant, and equipment for the works.

## 6. ELIGIBILITY CRITERIA

### 6.1 Preliminary Evaluation

A preliminary evaluation will be undertaken to determine compliance on whether EOIs are complete and responsive to the basic instructions and requirements of the tender document. A binary approach (Yes or No) will be used when evaluating the submission of eligibility documents. A Service Provider who fails to submit the documents as required may be disqualified from further evaluation.

### 6.2 Technical Evaluation

Service provider(s) will be evaluated based on the following minimum criteria. The minimum score required to pass 70%, and service providers who fails to meet the minimum passing mark will not be shortlisted.

### 6.3 Environmental Compliance Documentation, including:

- Company Environmental Policy or equivalent procedure;

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- Brief environmental management arrangements applicable to Solar PV O&M activities;
- Procedure for handling and disposal of damaged or end-of-life PV components;
- Environmental incident reporting procedure; and
- Evidence of compliance with applicable environmental legislation.

Failure to submit the above shall render the EOI non-responsive.

## 7. EXPERIENCE

The contractor must have a proven track record of successfully designing, installing, operating and maintaining solar PV embedded generating systems with a minimum power output of 20kW. They must submit at least (5) references of installations completed and contactable references to verify experience.

### 7.1 Services

The EOI must include a detailed breakdown of services available to support the operation and maintenance. The EOI must indicate quality control procedures.

## 8. EOI REQUIREMENTS

- Company profile, including details of experience in operating and maintaining solar PV embedded generators.
- Details of ongoing maintenance and support services, including response times and escalation procedures.
- Pricing structure for the installation, commissioning, and ongoing maintenance of the EG systems.
- Relevant certifications, qualifications and experience of key personnel involved in the services.

## 9.0 SHORTLIST CRITERIA

Description	Maximum Points %	Minimum points required to pass
Company experience on Contractors to have at least 10 project experiences, in the past two years in Eswatini, with minimum power output 20 kW each.	20	10
Proof of projects and at least 3 contactable references	15	10
Details of ongoing/previous maintenance, monitoring and support services, including response times and escalation procedures.	15	8

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Pricing structure for the ongoing maintenance of the embedded generators for previous completed projects	10	5
Availability of appropriate skills for similar jobs. CVs of the assigned personnel to demonstrate skills and capabilities by showing current and previous work done as well as number of years in the field of installation & maintenance of solar PV embedded generators	15	8
Environmental Management System	10	5
Solar PV Waste Management & End-of-Life Plan	10	5
Evidence of Environmental Compliance & Regulatory Awareness	5	3
Total	100	
Minimum Acceptable Score	70	

- i) A service provider who scores the minimum passing mark of 70 points will be shortlisted.
- ii) It is EEC's sole discretion to shortlist or not to shortlist any of the service providers nor will EEC be bound to give reasons for not shortlisting any or all service providers.

## 10.0 SUBMISSION AND VALIDITY OF EOIS

### 10.1 Submission of EOIs

EOIs may be e-mailed to [bongani.chauke@eec.co.sz](mailto:bongani.chauke@eec.co.sz) copied to [thobeka.gama@eec.co.sz](mailto:thobeka.gama@eec.co.sz) or hand delivered in a sealed envelope to the tender box at the EEC Head Office Reception clearly marked as follows; **“EOI 001 of 2025/26, Contract Services for the Operation and Maintenance of Solar PV Embedded Generators”**.

The Closing date for submission of the EOIs is **24 April 2026** at the **EEC Head Office, Mhlambanyatsi Road, Mbabane, Eswatini @ 11h00**.

### 10.2 Withdrawal, Substitution, and Modifications

- i) If a tenderer wishes to withdraw the EOI, a notification in writing must be addressed to [bongani.chauke@eec.co.sz](mailto:bongani.chauke@eec.co.sz) followed by a signed confirmation copy. The changes or modifications shall be in black ink.
- ii) There shall be no refund of the tender fee for any withdrawals.
- iii) Where the service provider wishes to substitute or modify an EOI, He/she shall do so in writing addressed to [bongani.chauke@eec.co.sz](mailto:bongani.chauke@eec.co.sz). Modified/replaced EOI documents shall be clearly marked and submitted before the closing date of the tender.

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- iv) The EEC may amend the expressions of interest by issuing Addenda, any time prior to the deadline. Any Addendum issued will be communicated through the advertising platform for this EOI. To give prospective Applicants reasonable time to take an Addendum into account in preparing their EOI, the EEC may, at its discretion, extend the deadline for the submission of Applications.
- v) All enquiries relating to this EOI may be addressed to [bongani.chauke@eec.co.sz](mailto:bongani.chauke@eec.co.sz) not later than 7 days prior to the deadline.

## 11.0 INSTRUCTIONS TO SERVICE PROVIDERS

### A. Examination of Documents

Service Providers shall address all items as specified in this EOI. Failure to adhere to this format may disqualify a Service Provider from further consideration. Submission of a Tender shall constitute evidence that the Service Provider has made all the above-mentioned examinations and investigations and is free of any uncertainty with respect to this EOI.

### B. Cost of Tendering

The Service Provider shall bear all costs associated with preparation and submission of EOI.

### C. Applicable Law

The tendering process has been organized pursuant to the laws of the Kingdom of Eswatini. Consultants are solely responsible for satisfying themselves with respect to all the requirements of the laws of the Kingdom of Eswatini that are applicable. Consultants shall ensure that they comply fully with the laws of the Kingdom of Eswatini at all times during the tendering process and during the execution of the assignment.

### D. Language

All documents submitted must be in English. All questions and/or requests for clarification made by the Service Provider in relation to the EOI must be in English.

### E. Confidentiality

All information received from the EEC as part of the EOI Process will be treated on a confidential basis by the Service Provider. Such will include technical documents as well as drawings. Furthermore, the Client will preserve the confidentiality of any business proprietary or confidential information submitted by the Service Provider, which is clearly designated as such by the Service Provider, to the extent permitted by the laws of the host country.

### F. Eligibility Documents

Service Providers must provide the following Eligibility documents:

- i. A copy of Certificate of Incorporation and Form J or Equivalent
- ii. Certified copy of Trading License or Equivalent
- iii. Current Original and Valid Tax Compliance Certificate
- iv. Latest Audited Financial Statements
- v. Certified ID copies for Directors
- vi. Police clearance for Company Directors or Affidavit
- vii. Certified copy of Labour Compliance Certificate or Equivalent

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- viii. Eswatini National Provident Fund (ENPF) Compliance Certificate or equivalent if outside Eswatini.
- ix. Proof of E1 000.00 payment for the TENDER FEE.
- x. Power of Attorney
- xi. Declaration of Eligibility

### **G. Procurement Related Complaints and Administrative Review**

The procedures for lodging a Procurement-related Complaint shall be regulated by section 46 through 49 of the public procurement Act accessible in the ESPPRA website <https://esppra.co.sz>

If a Tenderer wishes to lodge a Procurement-related Complaint, the Tenderer shall submit its complaint following these procedures, in writing to:

**Title/position:** Managing Director

**Procuring Entity:** Eswatini Electricity Company

**Email address:** [ernest.mkhonta@eec.co.sz](mailto:ernest.mkhonta@eec.co.sz)

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## 12.0 APPENDICES

### BID SUBMISSION FORM

*Service provider must provide a signed declaration on its company letterhead in the following format. If a joint venture or consortium is presenting the Tender all members must each sign their own declaration.]*

[>>>Name of Consultant, Address, and Date>>>]

The Procurement Manager  
Eswatini Electricity Company  
Eluvatsini House  
P.O. Box 258  
Mbabane

Dear Sir/Madam

I, the undersigned, offer to participate in the **EOI 001 of 2025/2026 Contract Service Operation and Maintenance solar PV Embedded Generators** the Eswatini Electricity Company in accordance with your EOI.

I hereby submit our expression of interest, which displays compliance to the requirements and evaluation criteria. I hereby declare that all the information and statements made in this submission is true and accept that any misinterpretation contained in it may lead to disqualification.

Yours sincerely,

Authorized Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Email Address: \_\_\_\_\_

Business Address: \_\_\_\_\_

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## DECLARATION OF ELIGIBILITY

*[Service provider must provide a signed declaration on its company letterhead in the following format. If a joint venture or consortium is presenting the Tender all members must each sign their own declaration.]*

[>>>Name of Consultant, Address, and Date>>>]

To: **The Procurement manager**  
**Eswatini Electricity Company**  
**Eluvatsini House**  
**P.O. Box 258**  
**Mbabane**

Dear Sir/Madam,

Re Tender Reference: **EOI 001 of 2025/2026 Contract Services for Operation and Maintenance of solar PV Embedded Generators.**

We hereby declare that: -

- (a) We, have the legal capacity to enter into a contract in the event we are shortlisted and successful bid;
- (b) We are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended, and we are not the subject of legal proceedings for any of the foregoing.
- (c) We have fulfilled our obligations to pay taxes and social security contributions.
- (d) We have not, and our directors or officers have not, been convicted of any criminal offence related to our/their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a contract within a period of five years preceding the commencement of the procurement proceedings; and
- (e) We do not have a conflict of interest in relation to the procurement requirement.

Signed.....

Authorised Representation

Date.....

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