



Request for Proposal
For
Monthly cleaning service of operational Solar PV
Plants BITS Pilani located in DUBAI

RFP Issue Date : 12th December 2025

Proposal Submission Date : 19th December 2025

Response Due Time : 10:00 AM (UAE Time)

Submission Mode : e-submission via email to

etihad.tenders@etihadesco.com

Important Notice:

1. Any inquires to be addressed to etihad.tenders@etihadesco.com

1 Introduction

Al Etihad Energy Services LLC is seeking proposals for 24 months on operation and maintenance services of solar plant installed in BITS Pilani located in Dubai

System Information

The following table illustrate the system Introduction:

S. No	Project name	Capacity (KWp)	Type of Installation	Google coordinates
1	Bits Pilani	500	Roof Top	https://maps.app.goo.gl/qv7S7aMDGdSAi5eo6

1.1 Site visit

No site visits will be conducted during tendering process. Proposal to be submitted based on the information provided in the RFP.

2 Proposal submission required documents

2.1 Submission

- Bidders must submit the proposals in the provided Dropbox link before the due time.
- Bidders need to provide Technical Proposal and Financial Proposal separate.
- Attached Annexure -B "Form of Bid "to be filled and signed

SI No	Required Document	Submission Status
1	State your compliance to terms and conditions of RFP and scope of work on company letterhead and confirm that your proposal will remain valid for 60 days from submission deadline	
2	Submit the Valid Trade Licence	
3	Total Years of Organization experience in Solar O&M/solar PV cleaning services	
4	Total Capacity of Solar System O&M/cleaning services experience in MWp	
5	Provide O&M/cleaning Department Organization Chart and CVs of staff	
6	Provide the O&M/cleaning services Process and approach	

Recommended file naming for the files to upload :

- Technical proposal : "TP-"Bidder name""
- Commercial proposal : "CP-"Bidder name""
- Form of Bid : "FOB-"Bidder name""

Note: *Each category of files to be in separate single PDF with recommended file naming.*

3 Insurances

The Contractor shall be responsible to provide the following insurances for the project (in the joint names of the Contractor, Employer and the Customer) Within 14 days from the receipt of PO:

- I. Erection All Risk Insurance (Equivalent to PO value)
- II. Public Liability Insurance For a value of equivalent to PO value.
- III. Workmanship Insurance (As per UAE laws)
- IV. Plant and Equipment Insurance (for full replacement value)

The Contractor shall be required to fully comply with terms and conditions of insurances which shall be stipulated in the contract.

4 Performance Bond (To be Submitted by Selected Bidder)

The Contractor shall submit a performance bond equal to 10% of the total price of the Project within 14 calendar days of contract signature or purchase order issuance, whichever is earlier. The performance bond must be an unconditional and irrevocable bank guarantee issued by a major bank in UAE in favor of the Employer in a format strictly in accordance with the one provided by the Employer. The performance bond must be valid for the duration of the PO period and for an additional duration of 3 months.

The costs of the performance bond and the costs of any required extension to the performance bond shall be borne by the Contractor.

Employer shall have the right to forfeit Contractor's performance bond, if the Contractor fail to perform and observe his obligations under the contract.

The performance bond shall be released only on satisfactory completion of the all the works of the Project.

5 PROPOSAL EVALUATION

The Technical & Commercial evaluation shall be based on the numerical merit score.
Total 100 points allocated to the below indicated areas

Technical Evaluation

The technical evaluation shall be based on numerical merit score. A total of 40 points have been allocated to following areas as detailed below:

S#	Area	Points
1	Total Years Organization experience in Solar O&M/cleaning service	5
2	Total Capacity of solar system O&M/cleaning service experience in MWp	5
3	Compliance to terms and conditions and scope of work of this RFP on company letter head	10
4	Submission of O&M/cleaning service process and approach	10
5	Submission of proposal bond and company trade license as per RFP requirement	5
6	HSE Plan	5
	Total Score	40

Financial Evaluation

The Financial evaluation shall be based on numerical merit score. A total of 60 points have been allocated for financial evaluation.

Total 60 points shall be given to the proposal which has lowest price. For calculating points of other bids following formula shall be used:

Financial Proposal Points of Proposal 'X' shall be equal to lowest evaluated price multiply by 60 and divided by total price of Proposal 'X'.

Achieved Score of Proposal 'X' = Lowest Evaluated Price x 60/Total Price of Proposal 'X'

Global Evaluation

For the purpose of establishing the lowest evaluated Bid the technical points and commercial points scored shall be integrated as follows :

SI No	Evaluation	Point Scored		
		Bidder 'X'	Bidder 'Y'	Bidder 'Z'
1	Technical			
2	Financial			
3	Overall			

6 Contract pricing:

Fill the following tables for Commercial proposal:

S.NO	Project name	Cleaning Cost (AED) per Two Wet Cleaning per month)	Annual Cost (AED)*(As per scope of work)
1	BITS Pilani		

NOTE:

- Water is provided.
- Annual cleaning service Cost in the above table shall be provided considering 24 Wet cleanings / Year and complying the inspection list
- Above mentioned cost shall be excluding VAT

Payment will be done after acceptance of Quarterly O&M Report; However, contractor has to submit the monthly O&M Report additionally and if contractor fail to perform scheduled preventive Maintenance, Employer has the right to stop payments and terminate the contract.

- The price should be inclusive of mentioned scope of work, Preventive Maintenance and Reporting
- Any Clarifications related to this tender should be addressed only to etihad.tenders@etihadesco.com .
- Bidders are requested to send all the queries regarding the RFP documents to etihad.tenders@etihadesco.com . Any such enquiry must be received no later than three (3) days before the proposal submission date
- Proposals without signed "Form Of Bid" Annexure B will be rejected
- The bidder shall submit an electronic copy of their proposal, proposal shall be uploaded in the following Dropbox Link before the submission time.

ANNEXURE A

As part of monthly cleaning Services, the Contractor shall perform maintenance of the PV Systems as listed below to ensure smooth operation of plant during the O&M Term. A maintenance logbook shall be maintained by the Contractor.

- Monthly two wet cleaning on the solar Panels installed at site
- The Contractor shall carry out Scheduled Maintenance as per below Table

Equipment	Activity	Action	Frequency
Inverter	Alarm / Faults / Dust	Visual Inspection	Monthly
	Solar Generation Readings	Photos	Monthly
DEWA Solar Meter	Solar Generation Readings	Photos	Monthly
Pyranometer	Cleaning	Wet Cleaning	Monthly
Wiring & Electrical Connections	AC / DC / Earthing	Visual Inspection	Monthly
	Health Status of Solar & Meter DB	Visual Inspection	Monthly
Solar Panel	Physical Damages	Visual Inspection	Monthly

	Discoloration, Hot Spots	Visual Inspection	Monthly
	Pin Holes	Visual Inspection	Monthly
	Shadow Casting	Visual Inspection	Monthly
Structure & Foundation of array and ladder	Secure & Stable	Visual Inspection	Monthly
	Corrosion	Visual Inspection	Monthly
	Damage Deformation	Visual Inspection	Monthly

Note: Water for cleaning will be provided by the contactor

ANNEXURE B
FORM OF BID
Main Offer –Monthly cleaning

Dated: _____
RFP No.: _____

To,

Al Etihad Energy Services LLC.
P.O. BOX 37578
Dubai
United Arab Emirates

Dear Sir,

Having examined the RFP, the receipt of which is hereby acknowledged, we, the undersigned, offer to provide monthly cleaning services of solar plant installed in multiple Facilities located in Dubai to Al Etihad Energy Services LLC in conformity with the Scope of Work, Specifications and at the prices mentioned in our Proposal.

1. Main Offer	<u>TOTAL TENDER PRICE</u> <u>LUMP SUM IN AED.</u> <u>EXCLUDING VAT</u>	<u>TOTAL TENDER PRICE</u> <u>LUMP SUM IN AED.</u> <u>WITH APPLICABLE VAT</u>
BITS Pilani	in figures:	in figures:
TOTAL	in figures: in words	in figures: in words

We confirm that we fully comply with the Provisions of UAE VAT Law and regulations and have shown separately the applicable VAT amount against each item. We also herewith submit our VAT Tax Registration Number (TRN) and copy of Tax Registration Certificate issued by Federal Tax Authority, UAE. We also understand that VAT shall be payable by Al Etihad Energy Services LLC to us only upon receipt of a VAT compliant valid Tax Invoice as per UAE VAT regulations.

1. We understand that if we fail to fill in complete prices in the Schedule of Prices and Attachment 3.2 our whole tender will be liable for rejection.

2. We undertake, if our BID is accepted to commence the Works upon receipt of written notification of acceptance of our Tender. The periods shall be calculated from the date of your Letter awarding the Contract.
3. We agree to abide by this Bid for the period of **60 days** from the closing date of the Bid and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
4. We understand that, award of Contract by Employer, does not imply that or warrant us to immediately start any of the services under the contract. Contractor also understand that he shall mobilize services under the awarded contract only upon receipt of subsequent explicit written notification from Employer accordingly.
5. Your written acceptance on our contract awarding letter shall constitute a binding Contract between us.
6. We confirm that the terms and Conditions given in the RFP are acceptable to us and if our proposal is accepted, we shall execute a contract with Al Etihad Energy Services LLC accordingly without any exceptions, we further confirm to commence service within (.....) days of the mobilization notice issued by the Employer.
7. In all cases the Contract shall be deemed to commence as from the date of officially awarding this Contract.
8. We understand that you are not bound to accept the lowest or any proposal you may receive.
9. We understand that Employer reserves right to award whole or part of work without any extra cost to Employer.
10. We understand that we will engage the labourers and staff sponsored by our company only. We shall obtain written confirmation & permission from Employer prior to utilizing any sub-contractors / other company personnel.
11. We understand that our quoted unit/annual price will be firm for 03 years from the date of award of contract. We also understand that in case we are not agreeable, Employer reserves the right to encash the Performance Bond submitted by us.
12. We understand that Employer have the right to award complete job to one bidder or award selected sites/facilities to multiple bidders
13. We understand that in case of award of project to multiple bidders, its employers discretion to choose the sites/facilities to be awarded for bidders.
14. We agree that in the event of our Tender being accepted, we will within 15 (fifteen) days of award of Contract, submit a Performance Bond for 10% of the Contract Price.

15. We hereby confirm that no Employer staff or his or her relatives up to third degree has ownership or partnership in our company and our participation in Employer Bid does not constitute a Conflict or perceived Conflict of Interest.

16. We shall be deemed to have fully informed ourselves of the following provision: -

Any commission, advantage, gift, gratuity, reward or bribe given, promised or offered by or on behalf of the Contractor or his agent or servant or any other person on his or their behalf to the Employer or to the Engineer or the Engineer's Representative or to any of their respective members, officers, servants, advisors, agents or employees or to any person on their behalf or on behalf of any of them in relation to the obtaining or to the execution of this or any other contract with the Employer, may, in addition to any criminal liability which may thereby be incurred, subject the Contractor to the cancellation of this and all other contracts which he may have entered into with the Employer and also to the payment of any loss or damage resulting from such cancellation.

17. We attach herewith the original Tender Bond No dated and valid tillfor an amount of Dirhams..... issued from a Bank M/s..... in Dubai along with the Master Tender Document.

18. Our proposal does not contain any deviation or exceptions from the terms & conditions enunciated in the RFP documents.

Dated this _____ day of _____ 2025.

Name & Signature _____ in the capacity of _____ duly authorized to sign proposal for and on behalf of:

(NAME OF THE FIRM IN CAPITALS)

Complete Address : _____

Telephone No. : _____

Fax No. : _____

Signature : _____

Witnesses:

1. _____
(Name) (Signature)

2. _____
(Name) (Signature)