Sharda University

Plot No. 32, 34, Knowledge Park-III, Greater Noida

Website: www.sharda .ac.in

REQUEST FOR PROPOSAL

for

Providing Comprehensive maintenance Services at Sharda University, Greater Noida

RFP No. RFP/SU/Estate/ CMS/2026-27 **Dated: 20/03/26**

Invitation for Request for Proposal (RFP)

1. Invitation for Proposal

Sharda University, Greater Noida invites proposals from competent, experienced, and financially sound agencies for outsourcing comprehensive maintenance services for its campus facilities. The University seeks a reliable service provider capable of delivering high-quality maintenance services to ensure optimal functioning of all campus infrastructure.

SU is issuing this Request for Proposal document (hereinafter referred to as "the RFP" which expression shall include all attachments, annexure and appendices hereto) to Service Providers (hereinafter referred to as "the Bidder") to enable them to participate in the competitive bidding for Providing Comprehensive maintenance Services Service on Outsource basis.

Complete set of the documents may be downloaded by eligible Bidder from the website of Sharda University (www.sharda.ac.in).

The University reserves the right to reject any or all offers without assigning any reason.

2. Scope of Work

The maintenance services cover the following facilities:

Facility Type	Details
Total Built-up Area	Approximately 3,00,000 sq. meters
Academic Blocks	7 blocks serving 19,000 students approx.
Hostels	11 hostels with capacity of 4,500 students
Hospitals	2 hospitals with combined capacity of 1,800 beds approx.
Staff Strength	Around 1,300 teaching staff and approx. 3,500 support staff

Maintenance Services Required

The scope of maintenance services includes but is not limited to:

i. **Civil Maintenance:** Repairs to buildings, walls, flooring, roofing, doors, windows, plumbing, drainage systems, ETP, STP, RO plants etc.
ii. **Electrical Maintenance:** Electrical fittings, wiring, lighting, power distribution, transformer maintenance, DG sets
iii. **HVAC Systems:** Air conditioning units, ventilation systems, chillers, cooling towers
iv. **Plumbing & Sanitary:** Water supply systems, sanitary fittings, sewage systems, water treatment plants
v. **Landscaping & Horticulture:** Garden maintenance, lawn care, plantation
vi. **Housekeeping :** Cleaning of all areas, waste management, pest control
vii. **Fire Safety Systems:** Fire extinguishers, fire alarms, sprinkler systems, hydrant systems
viii. **Elevators & Escalators:** Preventive and breakdown maintenance
ix. **General Repairs**: Carpentry, painting, masonry, welding works
x. **Emergency Services:** 24x7 emergency response and breakdown maintenance
xi. **Compliance to obtain NOCs** for air, water, fire, bio-medical waste etc.
xii. **SDG compliance** with regards to Green Audit, Energy Audit, Environment Audit

PROPOSAL SUBMISSION OPTIONS

Bidders are advised to visit the campus including the hospitals and thereafter may submit proposals under ANY ONE OR MORE of the following options:

OPTION A: Comprehensive Coverage

Complete maintenance services for all facilities including:

- ❖ All 7 Academic Blocks
- ❖ All 11 Hostels
- ❖ Both Hospitals (1,800 beds)

OPTION B: Hospitals Only

- ❖ Maintenance services exclusively for:
- ❖ Both hospital facilities (1,800 beds combined)
- ❖ All associated infrastructure within hospital premises

OPTION C: Hostels Only

- ❖ Maintenance services exclusively for:
- ❖ All 11 hostel buildings (4,500 students capacity)
- ❖ All associated infrastructure within hostel premises
- ❖ Bidders may submit proposals for one, two, or all three options. Note: bidders must provide separate cost breakdowns for:
- ❖ Manpower Services Cost

3. RFP SUMMARY SHEET

S. No.	Particulars	Description
1.	RFP No.	**RFP/SU/Estate/ CMS/2026-27**
2.	Brief Description of the RFP	Providing Comprehensive Maintenance Service at Sharda Univeristy/Hospital, Greater Noida
3.	Submission of proposal as per schedule	Mail id: satyam.1@sharda.ac.in RFP No. : **RFP/SU/Estate/CMS/2026-27**
4.	**Period of the proposal**	20TH of March, 2026 to 20th of August 2031
5.	**Date and Closing Time for RFP submission**	11th of April 2026 upto 17:00Hours
7.	Date and time of Opening of Technical Bid	13thof April , 2026 (Technical Bid at 11:00 Hrs; Financial Bid at at 16:00 hrs
8.	Date and time of Opening of Financial/Price Bid	The Financial/ Price Bids of only those Bidders who qualify in technical evaluation will be opened.

9.	Earnest Money Deposit (EMD)	**Rs 1,00,000/-** by Demand Draft in favour of **" Sharda University , Greater Noida"** payable at Greater Noida, valid for 180 days.
10.	Address for Sealed Bid submission	Estate Office, Room No. 011, Block 3, Sharda University, Greater Noida
11.	Address for Communication	Estate Office, Room No. 011, Block 03, Sharda University, Greater Noida, UP - 201306

4. Eligibility of Bidders

1. Reputed registered Agencies who are providing Comprehensive Maintenance Services to Government/Semi-Government Departments/ PSUs/ PSEs/ Autonomous/Pvt. Bodies, are eligible to participate in the bidding process under this RFP.
2. The bidder must be registered with the following statutory authorities and must also furnish attested copies of supporting documents: -

    a. ESIC, EPF, INCOME TAX AND SERVICE TAX
    b. Registration certificate under contract labor (R & A) Act 1970
    c. Any other registration / license which are mandatory for such agencies stipulated by concerned authorities from time to time such as Storage of Hazardous Chemicals.

3. The Bidder should submit Financial Statements for the last 05 years i.e. for the period 2019-2025 (duly audited by Chartered Accountant).
4. The Bidder should submit Service Certificate from previous/existing Clients in support of experience for having provided Comprehensive maintenance Services service in each year for the preceding 05 years.
5. During last 05 years, the Bidder should have executed a minimum of:

    a. One annual Contract, each of value more than Rs. 10 Crores (Rupees two Crores) in comprehensive maintenance services per year in Government/ Semi- Government Department/ Autonomous/Pvt. bodies

        OR,

    b. Two annual Contracts, each of value more than Rs. 5 Crore (Rupees one Crore) in Compreshisve maintenance Services work per year in Government/ Semi- Government Department/ Autonomous/Pvt. bodies

6. There should not be no history of litigations against the Bidder or neither the Bidder should not have been blacklisted by any organization or should not have been found to be guilty of moral turpitude or convicted of any labour laws etc., by any court or authority appointed to enforce any labour law or regulations.

7. Service Provider has infrastructure for dealing with Provident Fund, ESI, Bonus, Minimum wages, Labour Laws, Industrial Disputes etc.

The Registrar of the university or authorized representative reserves the right to withdraw/relax this eligibility criterion and in such a situation the tenderer will be given sufficient time to take the changes into account. However, no relaxation will be given as far as statutory requirements are concerned

5. Documents need to submitted by the bidder

A. Bidders are expected to submit the following documents:
B. Company profile and registration certificates
C. Copies of PAN, GST Registration, and other relevant licenses
D. Details of similar projects handled (with client references)
E. Proposed organizational structure and deployment plan
F. List of equipment, tools, and resources to be deployed
G. Details of technical manpower (qualifications and experience)
H. Quality assurance and safety protocols
I. Emergency response mechanism
J. Compliance certificates (Labour laws, ESI, PF, etc.)
K. Financial statements for last 5years (audited)

6. Contract Duration

The tenure of the contract would be initially for 05(Five) years from the date of award of contract year-to-year basis on satisfactory performance and on mutually agreed terms.
Exit Clause: either party can submit in writing for exit by submitting a 3 month notice period.
Performance review every 6 months.

7. Bid Submission Process

7.1 Language of the Bid

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and SU shall be written in English language.

7.2 Signature

The covering letter must be signed with the Bidder's name and by an Authorized Signatory of the Bidder, who is authorized to commit the Bidder to contractual obligations. All obligations committed by such signatories are liable to be fulfilled by the Bidders who would be selected to carry out the project as per the terms of this RFP.

All the commitments, obligations and responses (all the pages) against this RFP must be signed by the signatory of the Bidder and are enforceable through cleaning service provider which may be signed at the end of the bidding process.

7.3 RFP Submission

7.3.1 An authorized signatory of the Bidder shall initial all the pages of the original Bid. The authorization shall be in the form of a written Power of Attorney accompanying the Bid or in any other form demonstrating that the signatory has been dully authorized to sign.

7.3.2 The Bidders are required to submit soft copies of their Bids electronically.

7.3.3 The Bidders should send the scanned copies of all relevant certificates, documents etc. in support of their RFP. The Bidder should sign on all statements, documents etc. uploaded by them owning responsibility for their authenticity. Bids must be submitted through email by the last date and time indicated in the "Invitation to RFP".

7.3.4 Bidders are strongly advised not to wait till the last day for emailing and submitting their bids.

7.3.5 The bids shall be submitted with technical and commercial details.

7.3.6 All the pages of the proposal including annexures and documentary proofs should be numbered and signed by the authorized signatory.

7.3.7 The proposal should be prepared in English in PDF format.

7.4 Documents to be submitted

7.4.1 Technical Bid- Exhibit 1

7.4.2 Commercial Bid – Exhibit 2

8. Bid Evaluation

8.1 Opening of RFP

For bids received within the prescribed closing date and time will be evaluated.

8.2 Commercial Bid Evaluation

The Commercial bids will be evaluated on the basis of the quotes.

9. Selection of Service Provider

1. The Bidder who is declared L1 would be awarded the contract.
2. Incase two or more bidders quotes the same amount of overall cost, then contract would be awarded to the Bidder who has higher turnover during the last five years in the Technical Bid Evaluation.

10. Agreement/Contract (As per the scope of this RFP)

The selected Bidder shall execute:

i. **Agreement/ Contract,** which must include all the services and terms and conditions of the

services to be extended as detailed herein, and as may be prescribed or recommended by SU. The selected Bidder shall execute the Contract within thirty days of the date of Award of Contract, or as intimated by SU.

ii. The stamp duty or any other associated charges to execute the above mentioned document shall be borne by the successful Bidder.

11. General Terms & conditions

11.1 Period of validity of bids

The bid validity period will be 60 days.

11.2 Modifications and withdrawal of bids

No bid can be modified by the bidder, subsequent to the closing date and time for submission of bids.

11.3 Clarification of bids

A bidder requiring any clarification on this document may notify through e-mail at the email address provided in the "RFP Summary Sheet".

11.4 Erasures or alterations

The offers containing erasures or alterations will not be considered. There should be no handwritten material, corrections or alterations in the offer.

11.5 Information Confidentiality

The information contained in this RFP is strictly confidential. The Bidder shall not share this information with any other person/party not connected with responding to the RFP or even with other potential Bidders. The information contained in the RFP or subsequently provided to Bidder(s), whether verbally or in writing by or on behalf of SU shall be subject to the terms and conditions set out in the RFP and any other terms and conditions subject to which such information is provided.

11.6 RFP disclaimer

This Request for Proposal (RFP) document for **RFP for Selection of Agency to provide "Comprehensive Maintenance Services**" contains brief information about the scope of work and qualification process for the selection of Bidder. The purpose of the RFP Document is to provide the Bidders with information to assist the formulation of their proposals

This RFP is not an agreement and is neither an offer by the University to the prospective Bidder or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in making their Financial Bids pursuant to this RFP. While all efforts have been made to ensure the accuracy of information contained in this RFP Document, this document does

not purport to contain all the information required by the Bidders. The Bidders should conduct their own independent assessment, investigations and analysis and should check the reliability, accuracy and completeness of the information at their end and obtain independent advice from relevant sources as required before submission of their Proposal. **Sharda University** or any of its employees or existing advisors shall incur no liability under any law, statute, rules or regulations as to the accuracy or completeness of the RFP Document. University reserves the right to change any or all conditions/ information set in this RFP Document by way of revision, deletion, updating or annulment through issuance of appropriate addendum as the University may deem fit without assigning any reason thereof.

The University reserves the right to accept or reject any or all Proposals without giving any reasons thereof. The University will not entertain or be liable for any claim for costs and expenses in relation to the preparation of the Proposals to be submitted in response to this RFP Document.

Information provided in this RFP to the Bidder (s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The University accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

11.7 Costs to be borne by Bidders

All costs and expenses incurred by Bidders in any way associated with the preparation and submission of their responses to the RFP, including but not limited to attendance at meetings, discussions, presentations, demonstrations, etc. and providing any additional information required by SU, will be borne entirely and exclusively by the Bidder and SU shall not be liable for any costs and/or expenses in relation to responses to the RFP and/or shall not entertain any requests / representations regarding bearing/sharing of costs and /or expenses.

11.8 Legal Relationship

No binding legal relationship will exist between any of the Bidders and SU until execution of a definitive legal agreement.

11.9 Disqualification

Any form of canvassing/ lobbying/ influence/ cartelization, etc. by the Bidder may result in disqualification of such Bidder.

11.10 Bidder's/Recipient's Obligation to Inform Itself

It is the Bidder's/Recipient's responsibility to conduct all necessary investigation and analysis regarding any information contained in the document and the meaning and impact of that information.

11.11 Acceptance of Terms

The purpose of the RFP is to provide necessary information to the potential Bidders, who qualify and intend to submit their response to the RFP. Though the RFP has been prepared with sufficient care and diligence with an endeavor to provide all required information to the potential Bidders,

SU acknowledges the fact that the potential Bidders may require more information than what has been provided in the RFP. Accordingly, in such cases, the potential Bidder(s) may seek additional information/ clarification required from SU. SU reserves the right to provide such additional information/ clarification at its sole discretion.

SU makes no representation or warranty and shall incur no liability, whatsoever, under any law, statute, rules or regulations on any claim the potential Bidder may make in case of failure to understand the requirement and respond to the RFP. A Bidder will, by responding to SU's RFP document, be deemed to have fully read, understood and accepted all the terms as stated in this RFP document.

11.12 Liabilities of SU

This Invitation is not an offer by SU, but an invitation for Bidder responses. No contractual obligation on behalf of SU whatsoever shall arise from the invitation process unless and until a formal Service Agreement is signed and executed by duly authorized officials of SU and the selected Bidder.

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the definitive agreement, without prejudice to the other actions that SU may take. All the submissions, including accompanying documents, will become the property of SU.

RFP shall attain finality only after acceptance and after executing a separate intended instrument as having binding effect. Hence the terms and conditions laid down herein are only related to the proposal required to be adhered for participation by the bidder which may subsequently get modified/amended (if required) and it does not confer any affirm terms as of now.

12. Cost

The total price quoted should be inclusive of applicable duties, levies and charges, etc. All costs should be given in Figures and Words. No cost variation will be permitted other than statutory dues (Upward revision of service taxes will be borne by the bidder and benefit of downward revision of taxes shall be passed by the bidder to the SU). Quoted rates shall be complete work inclusive of cost of all materials, labour, carriage, machinery and equipment's, tools and transportation risk, overheads and general liabilities/obligations as mentioned and profits, royalties, fees, rent, , entry tax, wages etc. as per prevailing rules. GST will be applicable as per rules and payable by SU and TDS will be deducted as applicable.

13. TERMINATIONS

(a) Termination/or suspension of evaluation process– SU reserves the right to suspend or terminate the Bidder evaluation process (in whole or in part) at any time in its absolute discretion and without liability to the Bidder. Bidders will be notified if any suspension or termination occurs but SU is not obliged to provide any reasons.

(b) SU reserves right to add/amend any of the conditions at any time during the process.

(c) Incorporation of Responses into agreement - The successful bidder as concluded by SU shall sign a service level agreement. SU may, at its sole discretion, incorporate any portion of any successful Response of a successful Bidder in to the final service level agreement.

ANNEXURE-I

1. Infra Details University
2. Infra Details Hospitals
3. Academic & Hostel Building Details