



TELANGANA UNIVERSITY
DICHPALLY, NIZAMABAD-503 322

TENDER NOTIFICATION

Tender No. 013/REG/TU/NZB/2025, Date: 12-02-2025

Telangana University, Nizamabad is inviting the Sealed Tenders for Comprehensive Annual Maintenance Contract (CAMC) for maintenance of Computers, Printers / Copiers, UPS, LAN, Wi-Fi Internet System, Surveillance of CCTV System, Biometric Finger Print System Devices etc., at Main Campus, South Campus, Sarangapur Campus of Telangana University for a period of TWO (02) years with the condition of having a Technical / Service person in the campus to look-after the maintenance of all the above in everyday.

The interested Firms holding licence with updated registration can submit their tenders along with the demand draft for Rs. 10,000/- (Rupees Ten Thousands Only) which is non-refundable for the above said work. The sealed tenders must reach to the O/o the Registrar, Telangana University, Dichpally, Nizamabad-503 322 on or before 24-02-2025 up to 5:00 PM. The application form and further details can be had from the University website (www.telanganauniversity.ac.in).


REGISTRAR
Telangana University
Dichpally, Nizamabad.



TELANGANA UNIVERSITY

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TENDER APPLICATION FORM

Tender No. : 013/REG/TU/NZB/2025, Dt: 12-02-2025

Name of the organization :

Office Address :

Address for Correspondence :

Name of the contact person :

Contact No (s). :

E-mail ID. :

The following information has to be filled along with the evidence (copies have to be attached)

Tender Form Cost (from Nationalized Bank only) : Rs. 10,000/- D.D No. Date

Name of the Bank :

GST Regn. No. :

PAN No. :

Technical Competence :

Detailed Profile of the firm :

Amount Quoted for AMC : Rs.

I hereby declare that the above particulars mentioned are true to the best of my knowledge.

SIGNATURE

(By authorized person with office seal)

Date:

Note: 1. The Firm is advised to conduct the survey in all the three Campuses and Quote the AMC Price accordingly.

2. Wherever required, information can be furnished in a separate sheet duly attested by authorized person.

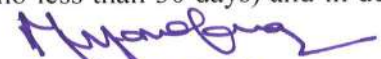

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SCOPE OF WORK:

- a) The contract would be comprehensive i.e., including replacement of parts of Original Equipments Manufacturer (OEM) except replacement of exhausted battery of UPS and cartridges for printers.
- b) Up keep and maintenance of the hardware installed.
- c) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
- d) Repair to be carried out at the location of the equipment.
- e) Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
- f) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
- g) Coordination with OEMs (Original Equipments Manufacturers) for troubleshooting of the computer and other peripherals under warranty.
- h) Any other maintenance work to be undertaken related to the computer / peripherals etc.
- i) New equipments purchased from time to time, after the expiry of warranty / guarantee period, will also have to be serviced / maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipments. Telangana University reserves the rights to add / remove any item from AMC during the contract period.

TERMS & CONDITIONS:

1. The bidder should have a registered office in Telangana Region.
2. The bidder should have minimum 10 years of experience in supporting / servicing computers, laptops, printers, Copiers etc., should have executed one order of the similar nature.
3. The bidder must have valid ISO certification in IT services and also ISO certification in IT Infrastructure.
4. The bidder should have at least five (5) clients, out of which minimum two (2) should be Central Government / State Government / Public Sector organizations / Autonomous Bodies / Statutory Bodies.
5. The bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies
6. Maintenance support / facility management includes problem / issues, trouble shooting and correction, service packs, device driver & Firm Ware Upgrades, Systems support like O.S Reinstallation, registration of problems / issues to Original Equipment Manufacturer (OEM) raised the tickets and follow up with the Service Person who will be available on all working days of University.
7. Provide support in day to day operation & monitoring in network related like antivirus, firewall, videoconference systems, issues in networking points (includes router, switch, modem, software etc.), link availability as required.
8. Support for Virtual Local Area Network (VLAN) with Create and monitor Virtual LANs, Working Domains for effective use of network services. This shall also include Inter-VLAN routing as and when required.
9. Hardening of "Operating System (OS)", closing of all necessary ports, access / authorization controls.
10. Data Backup and Recovery. Keep the back up of latest configuration of various devices and maintaining documentation of all updates.
11. Assist in IT Asset verification.
12. Maintain an updated documentation for network Topology: e.g. Numbering / Layout, Jack Panel Details, server Rack Jack Panel Details, Rack Elevation, Network Room Layout Data Connectivity Layout etc.
13. Patch Management: Evaluation of suitability / requirement of Microsoft Windows Servers patches and application of the same on all servers if required.
14. If any damage occurs to External connecting cables, power cords, power adapters, USB cables, printer cartridges and broken external plastic body parts the bidder should provide them.
15. Daily / Weekly / Monthly Review Meeting (WRM) with Team Lead at Telangana University Main Campus.
16. In connection with the work or contravenes the provisions of General Terms, if the Vendor neglects to execute the work in accordance with the terms of the Contract, in such eventuality, TU may after giving notice in writing to the Vendor calling upon him to make good the failure, neglect or contravention complained of, within such times as may be deemed reasonable (But no less than 30 days) and in default of the said notice, TU shall have the right to cancel the Contract.


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