



TELANGANA UNIVERSITY

DICHPALLY, NIZAMABAD – 503 322

(Established under Act No. 28 of 2006. A.P.)

Recognized by UGC 12 (B) 2(f), Accredited by NAAC with “B+” Grade

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REGISTRAR

Lr. No.126/REG/TU/NZB/2017

Date: 12-09-2017

SHORT TENDER NOTICE

Sealed Tenders are invited for **Comprehensive Annual Maintenance Contract (CAMC) of Computer/Printers/UPS, LAN, etc., at Main Campus, South Campus, Sarangapur Campus of Telangana University** from the reputed firms. The Tender form with details can be downloaded from Telangana University website: www.telanganauniversity.ac.in last date for submission of sealed tender is 21-09-2017 by 2.00 p.m. and the tenders will be opened at 4.00 p.m. on the same day.

Sd/-
REGISTRAR

TELANGANA UNIVERSITY

DICHPALLY, NIZAMABAD (T.S.) – 503 322

TENDER APPLICATION FORM

Comprehensive Annual Maintenance Contract (CAMC) of Computer/Printers/UPS, LAN, etc.,

1. Name :	
2. Firm / Agency Name:	
3. Address of the Agency / Office and Phone number / Mobile No.	
4. Date of Commencement of Business	
5. Brief Description of the Agency/ Company including details of its main lines of business	
6. EMD Deposit DD.No. Date: Amount and DD drawn on	Rs. 5,00,000/-
7. Tender fee (Non Refundable) DD No. Date:	Rs.5000/-
<p>Name :</p> <p>Designation :</p> <p>Address :</p> <p>Telephone No. / Fax No. :</p> <p>Mobile No. :</p> <p>Email Address :</p> <p>Specimen Signature : of the Bidder</p>	

I understand that the University has the right to accept or cancel the bid at any time without any intimation.

Date: / /2017
Station: _____

Signature
(with seal)



TELANGANA UNIVERSITY
DICHPALLY, NIZAMABAD-503322

NOTICE INVITING TENDER

Subject: Comprehensive Annual Maintenance Contract (CAMC) of Computer/Printers/UPS, LAN, etc., at Main Campus, South Campus, Sarangapur Campus of Telangana University.

Sealed quotations are invited for the Comprehensive Annual Maintenance Contract for computer/printer/ups and networking hardwares and accessories installed in the **Main Campus, South Campus, Sarangapur Campus of Telangana University**. The general scope of work includes.

- 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) Upkeep 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.

The list of computers, printers, UPSs, Networking Hardwares etc., is attached as Annexure-B. However, 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.

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. Should have executed one order of the similar nature, costing not less than Rs. 50 lakh.
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, video conference 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 control.

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.

ANNEXURE – B:

COMPUTERS, PRINTER, UPS :

S.NO	ITEMS	Number of Units	charges per unit	Total price
COMPUTERS				
1	HP/HCL/LENOVO	650 (Approx)		
PRINTERS				
2	HP/CANON	100(Approx)		
UPS				
3	UPS 40KVA/20KVA/ 10KVA/5KVA	10		
LAN				
4	*LAN all related hardwares			

* For quoting LAN network please inspect and visit the site.