



OSMANIA UNIVERSITY
HYDERABAD - 500 007

No. 448/DIS/OU/2021

Date :12-01-2022

OSMANIA UNIVERSITY INVITES INTERESTED FIRMS FOR EXPRESSION OF
INTEREST FOR ANNUAL MAINTENANCE CONTRACT FOR NETWORKING AND
WI-FI ACCESS POINTS IN VARIOUS COLLEGES, DEPARTMENTS, CENTRES,
HOSTELS OF OSMANIA UNIVERSITY CAMPUS

Osmania University, Hyderabad invites expression of interest (EoI) from eligible and interested parties for Annual Maintenance contract for Networking, Wi-Fi Access Points, IT Infrastructure and related aspects/Facilities on annual basis in Various Colleges, Departments, Centre's, Hostels of Osmania University Campus.

The AMC should cover the maintenance of networking equipments (LAN, Switches, Wi-Fi Access points, Servers and Data Centre) etc. The contract would be awarded on turnkey basis for smooth functioning of the said services.

A meeting to deliberate and clear points of doubts in the matter is scheduled on 22-01-2022 at 2.30 PM in committee room, Administrative Building, Osmania University

Last date of submission of EoI is on 29-01-2022 at 2.00 PM by post or in person at Office of the Director, Infrastructure, Administrative Building, OU

Registrar
Osmania University



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Following IT equipments and services are included in the items of work proposed for Annual Maintenance Contract in Various Colleges, Departments, Centre's and Hostels of Osmania University.

1. Attending of Wi-Fi and Internet related complaints received from various colleges, Departments, Centre's, Hostels, of Osmania University Campus within 30 Minutes and should resolve the compliant immediately.
2. Should maintain the LAN Cable underground, overhead and internal cabling of the College, Department, Centre's and Hostels in the university Campus.
3. If any damage/broken Lan Cable or OFC cable the firm should immediately restore the OFC Lan cable at their own cost (which Includes splicing, Digging etc) within 6 Hours of compliant received.
4. Should depute technical skill person (Dedicated team) in the University Campus to receive and rectify any Wi-Fi or Internet issue related issue compliant
5. Providing of Wi-Fi Internet Access ID & Passwords to the new students, faculty, and staff of the University on submission of access request form.
6. The firm should be able to provide technical support like troubleshooting, formatting and update/upgrade of Desktop System and Laptops as and when required.

Eligibility criteria for the Bidders

1. The Firm must have a minimum turnover of Rs. 1 Crore during each of the last three financial years i.e. 2018-19, 2019-20 and 2020-21 respectively. Please attach most current IT return as proof.
2. The firm must have undertaken similar jobs in government /PSU / Autonomous organizations.
3. The firm must have documented experience in similar field for the last 5 Five years. Attach copies of work order as proof of such experience.
4. The firm must have on its rolls regular technically qualified personnel.
5. The firm must have all its resources based in Hyderabad, Telangana.
6. The firm must also submit a detailed write up indicating the Technical and Commercial details.

Note: The Bidding firm must attach duly authenticated copy of all the above documents in support of their claim

Note: For any clarification kindly reach at Office of the Infrastructure,
Administrative Building, Osmania University.