



हेमवती नन्दन बहुगुणा गढ़वाल विश्वविद्यालय  
Hemvati Nandan Bahuguna Garhwal University  
श्रीनगर गढ़वाल (उत्तराखण्ड)–246174  
Srinagar Garhwal (Uttarakhand) - 246174  
(केन्द्रीय विश्वविद्यालय)  
(A Central University)

दूरभाष / Telephone : 01346 - 252143 (O)  
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पत्रांक सं. : ग.वि.वि./CC/2025/

दिनांक : 25/01/2025

**Inviting quotation for Non Comprehensive AMC (Annual Maintenance Contract) for WiFi Networks.**

Sealed Quotations are hereby invited from reputed firms/agencies of Non Comprehensive AMC (Annual Maintenance Contract) for Wi-Fi Networks by the undersigned on behalf of the HNB Garhwal University, Srinagar Garhwal, for (Birla Campus/Admin Buildg. Srinagar Garhwal, Chauras Campus, Pauri Campus and SRT Tehri Campus) as per terms & conditions mentioned below. The sealed quotations along with all the required document must reach in the office of the undersigned on or before **15/02/2025**.

**Terms and Conditions:**

1. The rates quoted should be valid for one year from the date of acceptance of contract with terms and conditions.
2. Applicant shall have Minimum 3 years' experience in networking.
3. Proof of registration with company's pan and company's registration certificate is essential and copies of the proof should be submitted
4. The company should have local office within a radius of 20 kms from the University. Proof of the same shall in quotation be submitted along with the application.
5. The company is not black listed by any PSU Banks/Govt. organizations, self-declaration should be submitted by the authorized official of the company on the same.
6. The quotation should sign each and every paper of the quotation document.
7. The tenderer shall submit the income tax returns of last 2 financial years.
8. Detailed specifications of the articles you intend to supply should be given.  
If not according to the Specification, laid down here under.
9. Quotation should be valid for Twelve (12) months.
10. No advance shall be paid and No part payment shall be given in the work.
11. The service should be provided by you within 7 days from the date of the order.



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12. The Payment will be release on annual basis subject to satisfactory performance Report from System Manager.
13. Any damage or loss caused by the company within the University would be recovered from the service provider.
14. Quotations should submitted in sealed cover and subscribed as "Quotation For AMC of Wi-Fi Networks" due on: Dated 15/02/2025 at 5 P.M.
15. If AMC Service does not to the specifications or not found satisfactory. your service/order will be Cancelled immediately
16. Quotations not complying with the above terms and conditions or incomplete quotation will not be considered.
17. Right to reject the quotations are with the undersigned without any reasons.
18. For Network maintenance and Configuration the Contract Holder must maintain the configuration, hardware and cabling relating to the Network(s) in appropriate manner and within any specifications provided by University.

**Registrar**



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**Networks Maintenance Service Include:**

S.No.	Specification	Period of Agreement	Rate per month of Service Engineer/Technician
1	<p><b><u>Network Maintenance Service Agreement to Include -</u></b></p> <ol style="list-style-type: none"><li>1. Technical support for existing work.</li><li>2. Urgent and immediate troubleshooting for problems in all active and passive components including switches and network</li><li>3. Managing 106 Aruba Access Switches Type 1 in network</li><li>4. Manage 1061 Aps in all 4 Sites.</li><li>5. LAN connectivity will be maintained.</li><li>6. The Service Engineers should maintain Log Registers for all calls Attended Pending issues/preventive maintenance records and details</li><li>7. Network connectivity (download and upload speeds tests).</li><li>8. Provide 24 Hours network helpdesk</li><li>9. Respond and Resolve Network Helpdesk queries which includes</li><li>10. Troubleshooting</li><li>11. Configuration</li></ol>	1 Year	



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	<p>12. Operational efficiency</p> <p>13. Preventive maintenance of network.</p> <p>14. Routine maintenance of network.</p> <p>15. Routine equipment inventory check.</p> <p>16. The Contract proposed is of Non comprehensive nature.(Hardware Device and Material Charges Extra)</p> <p>17. In case of switch failure the stand by switch should be provided till the purchase of new switch by client.</p> <p>18. <u>Service should be provided for 24*7 (Hours * days/)</u></p>		
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