Punjabi University, Patiala
(Established under Punjab Act No. 35 of 1961)

No.....5.97..../CAC   Dated: 06/05/2025

M/s._____

Dear Sir/Madam,

  Punjabi University inviting quotations for the purchase of a Windows based managed VPS with Multi-core processor having high throughput, response time, security and minimum problem resolving time. The VPS would be used to host websites capable of handling heavy and mission critical operations, such as, online admission form submissions and online payments (dealing with 50,000 students annually), excel downloads by 50+ departments of the University. Please quote your rates for the following configuration through: -

1. **Sealed Quotation: -** to be sent on the name of Coordinator, Centralized Admission Cell, Near Happiness Cafe, Punjabi University, Patiala-147002.

  You are requested to submit a Sealed Quotation latest by Wednesday dated 14.05.2025 till 03.00 pm, as per details given below. For any further query please contact at mobile No. 9914599399.

Technical Specifications For Virtual Private Server

Subscription	Managed Windows ISA Sever On Yearly Basis	Rate
Hardware and Software		
Operating System	Microsoft Windows Server 2012 R2 Standard 64 Bit or higher	
Processor	Processor Quad Core Xeon Processor	
RAM	16 GB	
Disk Space	250 GB SSD	
SQL Server	Microsoft SQL Server Web Edition (2014) or higher	
Antivirus	Yes	
E-mail hosting services along with E-mail user interface	1 E-mail account "info@pupadmissions.ac.in" 1 GB Space, SMTP Services to use E-mail functionality.	
Sub-domains	Yes (Minimum 2) (head.pupadmissions.ac.in and one additional)	
SSL Certificate for main domain "pupadmissions.ac.in" and subdomain "head.pupadmissions.ac.in" (For SBI Payment Gateway Integration)	Yes (For One Domain and one Subdomain Only)	
ASP. Net Version	4.0 or Above	
FTP Access	Unlimited	
Dedicated IP	Yes	
Server Uptime	99.9% or more	
Support		
Inclusive support for Domain Name, Existing Server and Payment Gateway Migration	Yes	
Detailed Access Statistics Using The Sophisticated Stats/ Report Platform	Yes	
Support Server Management	24*7	
Telephonic, E-mail, Human And Web Based Online Support	24*7	
Problem Resolving Time	< 1 Hours	
Hosted Website should smoothly support the following requirements:		
Online form submission	30,000+ candidates (approximately)	
Online fees payment (Application and Semester Fees)	30,000+ students (approximately)	
Bulk Downloads	excel downloads by 50+ departments of the university	

Terms & Conditions: -

1. Dedicated Telephonic, E-mail support.
2. Max Downtime: 1 Hour
3. Uptime: 99.9%
4. Server will be installed within 5 days from the supply order.
5. Service Support for migration of existing server, domain name and payment gateway integration.
6. Payment will be made on half-yearly basis within 30 days from the receipt of invoice.
7. VPS must be capable of handling 24x7 operations as per requirement.
8. Price should be inclusive of all Taxes and Levies.
9. SLA is to be signed and to be accompanied with the quotation.
10. The service provider must have a proven track record of delivering services to state-level or national-level educational institutions, or other esteemed organizations, over the past three years. Additionally, the vendor must provide a compliance certificate along with a list of client institutions that have received their services.

Coordinator
Centralized Admission Cell

Service Level Agreement (SLA) for Virtual Private Server (VPS) Hosting

This deed of agreement together with any attachments/annexure here to affix for Service Contract of Virtual Private Server (VPS) Hosting with scope of work as mentioned in the contract is duly signed by M/s. _____ (hereafter referred to as "COMPANY"), and REGISTRAR, PUNJABI UNIVERSITY PATIALA-147002 (hereinafter referred to as "CUSTOMER), whose terms shall where the context so admits include Centralized Admission Cell of the University seeking service from the company.

This contract is effective from _____ to _____.

Introduction
This Service Level Agreement (SLA) is entered into by and between Punjabi University and the Service Provider, for the purpose of renting out web space and acquiring a managed Windows-based Virtual Private Server (VPS). The VPS will host websites capable of handling heavy operations, including online form submissions, online payments, and bulk data uploads and downloads by multiple university departments.

Objective
The objective of this SLA is to define the responsibilities and expectations of both parties concerning the managed VPS service, ensuring high performance, security, and reliability.

Technical Specifications

Hardware and Software
- Operating System: Microsoft Windows Server 2012 R2 Standard 64 Bit or higher
- Processor: Quad Core Xeon Processor
- RAM: 16 GB
- Disk Space: 250 GB SSD
- SQL Server: Microsoft SQL Server Web Edition (2014) or higher
- Antivirus: Yes
- SMTP Services
- Sub-domains: Minimum 2 (head.pupadmissions.ac.in and one additional)
- SSL Certificate: For main domain "pupadmissions.ac.in" and subdomain "head.pupadmissions.ac.in" (for SBI Payment Gateway Integration)
- ASP.Net Version: 4.0 or Above
- FTP Access: Unlimited
- Dedicated IP: Yes
- Server Uptime: 99.9% or more

Support
- Inclusive support for Domain Name, Existing Server, and Payment Gateway Migration: Yes
- Detailed Access Statistics Using the Sophisticated Stats/Report Platform: Yes
- Support Server Management: 24*7
- Telephonic, E-mail, Human, and Web-Based Online Support: 24*7
- Problem Resolving Time: Less than 1 hour
- Management and scheduling of database and application backups on routine basis

Service Requirements
* Online Form Submission: 30,000+ candidates (approximately)
* Online Fees Payment: 30,000+ students (approximately)
* Excel downloads by 50+ departments
* Maximum downtime: 1 Hour (Monthly)
* Uptime: 99.9% (Monthly)
* Contract Duration: One year.
* Installation Timeline: Server to be installed within 5 days from the supply order.
* Payment Terms: Payment will be made on a half yearly basis within 30 days from the receipt of the invoice.
* Operational Capability: VPS must be capable of handling 24x7 operations as per requirements.

Responsibilities of the Service Provider
* Provide and maintain the specified hardware and software configurations.
* Ensure continuous monitoring and maintenance to achieve the agreed uptime of 99.9%.
* Offer prompt and effective support to resolve any issues within the stipulated problem-resolving time of less than 1 hour.
* Handle all aspects of domain name support, existing server migration, and payment gateway integration.
* Install and configure the server within 5 days of the supply order.
* Provide detailed access statistics and reports using a sophisticated platform.
* State the escalation procedure exclusively with the job designations of persons with complete details.
* In the event of server failure, crash or any other incident in which backup could not be downloaded. The service provider must provide the most recent database and application backup.

Responsibilities of Punjabi University
* Ensure timely payment as per the agreed terms.
* Provide necessary access and information for the initial setup and migration processes.
* Notify the Service Provider promptly of any issues or changes in requirements.

Performance Metrics
* Uptime: Measured monthly to ensure 99.9% or more.
* Problem Resolution: All issues must be resolved within 1 hour.
* Support Response Time: Immediate response for all 24*7 support requests.

Penalty Clause
* The Centralized Admission Cell will provide the critical days of making admissions by providing the schedules at least two weeks in advance.
* The Service Provider must ensure seamless services during these critical days. The critical period may span in parts up to six months (usually May-October) of the year in maximum.
* Due to the mission-critical nature of the applications, any downtime during these critical days will have significant financial and reputational implications for the University.

- If downtime occurs during these critical periods (as reported by the Customer), the duration of the contract will be extended by ten times the downtime period. For every denial of service, the contract will be extended by a minimum of one day. The Uptime of 99.9% is to be guaranteed by all means.

Agreement Acceptance
By signing below, both parties agree to the terms and conditions outlined in this Service Level Agreement.

Termination of the Contract
The COMPANY at their option may terminate this contract at any time by giving an advance notice (forty days) to the CUSTOMER with an intent to do so. In case of unsatisfactory performance, the CUSTOMER can terminate the contract by giving one week notice to the company.

In such a case, the time for performance of the contract shall be extended by a period(s) not more than the duration of delay. Notwithstanding the above, the decision of CUSTOMER shall be final and binding on the COMPANY.

Disputes

If any dispute/difference arises between the COMPANY and Punjabi University, Patiala in relation to this contract, the decision of Vice-Chancellor, Punjabi University Patiala shall be binding on both the parties.

Signed for and on behalf of   Signed for and behalf of

CUSTOMER by: M/s----------------------------

Name_____   Name_____

Title_____   Title_____

Place_____   Place_____

Date_____   Date_____

Authorized Signatory   Authorized Signatory