

# University Computer Centre

2nd Floor, Academic Staff College Building, Science Blocks

## Punjabi University, Patiala 147002

(Established under Punjab Act #35, 1961)



Reference #: 4235/ UCC

Dated: 06-06-2024

**Subject: - Notice Inviting Quotation**

TO WHOM SO EVER IT MAY CONCERN

University Computer Centre, Punjabi University, Patiala invites quotations from service providers for renting out web space and acquiring a managed WISA-based Virtual Private Server (VPS) to host the University's Website. The VPS should be capable of handling heavy inflow for information access, redirections to other online applications, downloads and limited data uploads.

**The quotations shall be submitted through password protected email to the Director, University Computer Centre at [director@pbi.ac.in](mailto:director@pbi.ac.in) ; and the password shall be sent separately to [vibhu@pbi.ac.in](mailto:vibhu@pbi.ac.in) (or WhatsApp on mobile no. 9855870530) latest by 11.06.2024 till 2.00 pm, as per details given below.**

For any further query please contact at mobile No. 9915099577/ 8427012786. The rates should be inclusive of all taxes and levies. GST No. of the vendor must be provided.

### Technical Specifications

Hardware and Software: Server Type: Managed WISA-based VPS; Operating System: Microsoft Windows Server 2012 R2 Standard 64 Bit or higher; Processor: Quad Core Xeon Processor; RAM: 16 GB; Available Disk Space for application and database: 250 GB SSD; SQL Server: Microsoft SQL Server Express Edition or higher; Antivirus: Yes; ASP.Net Version: 4.0 or Above; FTP Access: Yes; Dedicated IP: Yes; Server Uptime: 99.9% or more.

### Support

Inclusive support for Domain Name, Existing Server Migration; Detailed Access Statistics Using the Sophisticated Stats/Report Platform; 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 a routine basis

### Service Requirements

Maximum downtime: 1 Hour; Uptime: 99.9%; Contract Duration: One year; Installation Timeline: Server to be installed within 3 days from the supply order; Payment Terms: Payment will be processed within 30 days from the receipt of the invoice and successful hosting of the website

### Operational Capability

VPS must be capable of handling 24\*7 operations as per requirements

**Also find the Service Level Agreement given below herewith that is to be mandatorily signed.**

Yours truly,

Director

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☎ 91(175) 5136314, 91-9915099577 e-mail: [director@pbi.ac.in](mailto:director@pbi.ac.in);

2nd Floor, UGC Human Resource Development Centre Building, Science Department Blocks  
PUNJABI UNIVERSITY, PATIALA 147002

NH 64, Next to Urban Estate Phase-II (From Patiala Side) Punjab (India)

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### Service Level Agreement (SLA) for Managed WISA Based Virtual Private Server (VPS) Hosting

*This deed of agreement here to affix for Service Contract for Managed WISA based 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 University Computer Centre 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 WISA based Virtual Private Server (VPS). The VPS will host the Punjabi University Websites capable of handling heavy inflow for information access or redirections to other online applications, limited data uploads and downloads.

#### 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

- Server Type: Managed WISA based VPS
- Operating System: Microsoft Windows Server 2012 R2 Standard 64 Bit or higher
- Processor: Quad Core Xeon Processor
- RAM: 16 GB
- Available Disk Space for application and database: 250 GB SSD
- SQL Server: Microsoft SQL Server Express Edition or higher
- Antivirus: Yes
- ASP.Net Version: 4.0 or Above
- FTP Access
- Dedicated IP: Yes
- Server Uptime: 99.9% or more

##### Support

- Inclusive support for Domain Name, Existing Server 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

- Maximum downtime: 1 Hour
- Uptime: 99.9%

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- Contract Duration: One year.
- Installation Timeline: Server to be installed within 3 days from the supply order.
- Payment Terms: Payment will be processed within 30 days from the receipt of the invoice and successful hosting of the website.
- Operational Capability: VPS must be capable of handling 24\*7 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.
- Install and configure the server within 3 days of the supply order.
- State the escalation procedure exclusively with the job designations of persons with complete details.

#### **Responsibilities of Punjabi University**

- Provide necessary access and information for the initial setup and migration processes.
- Notify the Service Provider promptly of any issues or changes in requirements.

#### **Penalty Clause**

- The Service Provider must ensure seamless services.
- If downtime occurs, 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.

#### **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. In case of dispute leading to litigation, then the jurisdiction will be Patiala.

#### **Agreement Acceptance**

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

.Signed for and on behalf of CUSTOMER

by: \_\_\_\_\_  
Authorized Signatory

Name \_\_\_\_\_

Title \_\_\_\_\_

Place \_\_\_\_\_

Date \_\_\_\_\_

Signed for and behalf of Company

M/s: \_\_\_\_\_  
Authorized Signatory

Name \_\_\_\_\_

Title \_\_\_\_\_

Place \_\_\_\_\_

Date \_\_\_\_\_