

Punjabi University, Patiala

(Established under Punjab Act No. 35 of 1961)

Internal Quality Assurance Cell

No. 173 /IQAC

Dated: 30/08/2024

M/s. _____

Dear Sir/Madam,

The Internal Quality Assurance Cell (IQAC), of the Punjabi University, Patiala invites quotations for the purchase of a Linux based managed VPS with Multi-core processor having high throughput, response time and security. The VPS would be used to host websites capable of handling heavy and mission critical operations, such as, NAAC / AQAR/ NIRF data collection Form (dealing with 100 users), excel upload/ downloads by 100 departments, neighbourhood campuses, regional centers and constitute colleges of the University. Please quote your rates for the following configuration through E-mail "iqac_pup@pbi.ac.in" (password protected) and password for the same to be sent through WhatsApp on mobile no. 9501500805 latest by Friday dated 06.09.2024 till 11.00 am, as per details given below. For any further query please contact at mobile No. 9501500805.

Technical Specifications for Linux base Virtual Private Server with Domain Name (.org)

Subscription	Managed LAMP based VPS Server for three years	Rate
Hardware and Software		
Operating System	Linux	
Processor	Processor Quad Core Xeon Processor (4 Core)	
Technology	LAMP (Linux Apache MySQL PHP)	
Apache	2.4.41 (Ubuntu) or higher	
MySQL	version 8 or higher	
RAM	16 GB	
Disk Space	512 GB SSD / Preferably 1 TB SSD	
Bandwidth	Can support 100 users uploading / downloading 100 MB data file (zip file)	
Sub-domains	Yes (Minimum 4)	
SSL Certificate	Optional free version if available	
E-mail hosting services along with E-mail user interface	Multiple email accounts	
SSL Certificate	Yes	





Control Panel	C-Panel	
FTP Access	Unlimited	
Dedicated IP	One	
Server Uptime	99.9% or more	
Domain Name		
Domain name required	<ul style="list-style-type: none"> • Yes (.org) • Last name is .org • Domain name will disclose later on 	
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 Hours	
Management and scheduling of database and application backups on routine basis	Yes	
Hosted Website should smoothly support the following requirements:		
Online Data Collection	100+ departments (approximately)	
Bulk Downloads	Excel upload / downloads by 100+ departments of the university	

Terms & Conditions: -

1. Dedicated Telephonic, E-mail support.
2. Max Downtime: 1 Hour
3. Uptime: 99.9%
4. Quotations is called for three years.
5. Payment will be made on yearly basis within 30 days from the receipt of invoice.
6. Server will be installed within 5 days from the supply order.
7. Service Support for migration of existing server, domain name.
8. VPS must be capable of handling 24x7 operations as per requirement
9. Price should be inclusive of all Taxes and Levies.
10. SLA is to be signed.


30/8/24.

Director
IQAC

12-0



Service Level Agreement (SLA) for Managed LAMP based VPS Server (VPS) Hosting

This deed of agreement here to affix for Service Contract for Managed LAMP based VPS Server (VPS) Hosting with scope of work as mentioned in the contract is duly signed by (hereafter referred to as "COMPANY"), and the REGISTRAR, PUNJABI UNIVERSITY PATIALA-147002 (hereinafter referred to as "CUSTOMER), whose terms shall where the context so admits include Internal Quality Assurance Cell of the University seeking service from the company. This contract is effective from to for three years

Introduction

This Service Level Agreement (SLA) is entered into by and between Punjabi University, Patiala and the Service Provider,, for the purpose of renting out web space and acquiring a managed LAMP based VPS Server (VPS). The VPS will host the IQAC Website 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 Linux base Virtual Private Server with Domain Name (.org)

Hardware and Software

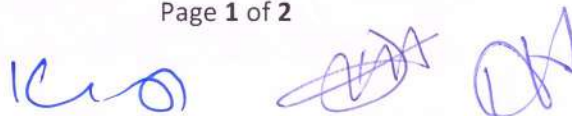
- Server Type: Managed LAMP based VPS Server
- Technology : LAMP (Linux Apache MySQL PHP)
- Operating System: Linux
- Processor: Processor Quad Core Xeon Processor (4 Core)
- RAM: 16 GB
- Available Disk Space for application and database: 512 GB / Preferably 1 TB SSD
- Bandwidth : Can support 100 users uploading / downloading 100 MB data file (zip file)
- Apache : 2.4.41 (Ubuntu) or Higher
- MySQL : Version 8 or Higher
- Sub-domains : Yes (Minimum 4)
- SSL Certificate : Optional free version if available
- FTP Access : Unlimited
- Dedicated IP: One
- Control Panel : C-Panel
- Support System : Ticket / Email / Telephone
- Server Uptime: 99.9% or more

Domain Name

- Domain name required: Yes
- Last name is .org
- Domain name will disclose later on

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: Yes

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.

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
Company by the

Signed for and behalf of
Authorised Signatory:

Name _____
Title: Registrar, Punjabi University, Patiala
Place: Patiala
Date: _____

Name _____
Title _____
Place _____
Date _____