

During the admission months of the Centre of Distance and Online Education Department, the web server experiences a significant surge in traffic, with around 15,000 students accessing the system. This high demand often results in performance slowdowns, risking potential downtime and a poor user experience. Web server is essential to ensure stable performance, prevent crashes, and maintain fast response times during these peak periods. **In the future, integrating payment gateway (with SBI Bank) methods in a web app demands an efficient server to ensure secure, reliable, and efficient transaction processing.** This enhancement will support a seamless admission process for all users. **During the two admission sessions—January to March and June to November—the Centre of Distance and Online Education experiences peak traffic on its web server, particularly during specific hours when application submissions and inquiries are at their highest.**

Technical Sheet for Virtual Private Server

Subscription	Managed WISA Server VPS on Yearly Basis
Hardware and Software	
Server	Managed WISA based VPS
Panel	Plesk Panel
Operating System	Microsoft Windows Server 2012 R2 Standard 64 Bit
Processor	Processor Quad Core Xeon Processor
RAM	16 GB
Disk Space	2 TB
SQL Server	Microsoft SQL Web Edition (2016) or higher
Visual Studio .NET Framework	Yes
ASP.Net Version	6.0 and above (Support Core and above version)
Antivirus	Yes
Bandwidth	Minimum 125 Mbps or higher to accommodate peak application usage efficiently.
Sub-domains	Yes
SSL Certificate	Yes
FTP Access	Yes
Git Support (Version Control System)	Yes
Dedicated IP	Yes
Server Uptime	99.9% or above
Service and Support	
Details 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	< One hours
Management and scheduling of database and application backups on routine basis	Yes
Hosted Website should smoothly support the following requirements	
Dashboard Based Portal	For 15,000 plus candidate (approximately) and Staff Members.
Bulk Downloads/Excel File	Yes (10-15 staff members to download Excel files directly from the dashboard.)

Note: The provider company should ensure adequate bandwidth allocation and configure server switches and ports to support peak demand, maintaining system stability, fast response times, and uninterrupted service during critical periods.

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

This Deed of Agreement is hereby affixed for the Service Contract for Managed WISA-based Virtual Private Server (VPS) Hosting, with the scope of work outlined in the contract. It is duly signed by [Company Name] and the REGISTRAR, PUNJABI UNIVERSITY PATIALA-147002 (hereinafter referred to as the "CUSTOMER"), which, where the context permits, includes the Centre for Distance and Online Education availing services from the company. This contract is effective from [Service Period].

Introduction

This Service Level Agreement (SLA) is entered into by and between Punjabi University, Patiala and the Service Provider, [Company Name] for the purpose of renting out web space and acquiring a managed WISA based Virtual Private Server (VPS). The VPS will host the Centre for Distance and Online Education Website capable of handling heavy inflow for information access or redirections to other online applications, 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
- Panel: Plesk Panel
- 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: 2 TB SSD
- SQL Server: Microsoft SQL Server Web Edition (2016) or higher
- Visual Studio .NET Framework: Yes
- Bandwidth: 125 Mbps
- ASP.Net Version: 4.0 or Above
- Git Support (Version Control System): Yes
- Antivirus: Yes
- Sub-domains: Yes
- SSL Certificate: Yes
- FTP Access: Yes
- Dedicated IP: Yes
- Server Uptime: 99.9% or more

Support

- Inclusive support for 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%
- 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

Signed for and behalf of Company by the
Authorised Signatory:

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

Name: _____
Title _____
Place _____
Date _____

(Prof (Dr) Satya Bir Singh)
Director, Centre for Distance and Online Education,
Punjabi University, Patiala.