

To

1. M/s G.H. Computer Networks, Shop No. 1, Maan Singh Complex, Arya Samaj to Rose Garden Road, Patiala. e-mail: ghcomputernet@yahoo.com. Kind Attention: Sh. Hanspreet Singh/ Sh. Gaurav Monga
2. M/s Star Infotech. S.No. 262, Dashmesh Nagar, Rajpura. e-mail: starinfotech.rajpura@gmail.com Kind Attention :
3. M/s OST Electronics Limited, SCO 212, Sector 36-D, Chandigarh – 160036, 0172-5089935. Kind Attention: pardeep.sharma@ost.co.in, M- 9872036452.
4. M/s Next Generation Computers, SCO-419-20, 1st Floor, Sector 35-C, Chandigarh. Sh. Amit Singla M- 9814012426, e-mail:- amit@nextgen.cc
5. M/s NB Care, Guru Ravi Dass Market, Near Flyover Hotel, Patiala. Kind Attention : Mr. Dheeraj, M-964649896, e-mail: nbcare.patiala@gmail.com
6. M/s Shivalik Computers, SCO -35, Polo Ground Market, Opp Petrol Pump, Patiala Sh. Rohit Kaushal, e-mail : shivalikrohit@yahoo.co.in, M-93163-21970
7. M/s Data Structure 26, Leela Bhawan, Back Side SBOP, Patiala 0175- 5002309, 98148-06527 Mr. Vishal Prashar e-mail : vishal6380@yahoo.com, vishu@asia.com
8. M/s Viki Computech Pvt. Ltd., SCF-7, Leela Bhawan Complex, Patiala. e- mail: admin@vcpl.in 0175-2227000, 3292679,9814121893.
9. M/s Lemonbolt Services, Plot No. 413, Industrial Area Phase- II, Chandigarh. e- mail: helpdesk@lemonbolt.com . M- 9914202303
10. M/s KK Enterprises, Gali No. 10, Aman Nagar, Main Road, Patiala. e- mail : ksinghkataria@gmail.com . M- 9988506878.
11. M/s Shivom Computers, Sirhindi Bazaar, Near Sanskrit Vidhalaya, Patiala. Mr. Rajesh Kumar. M- 9888305270, e-mail: shivomcomputer.14@gmail.com
12. M/s Royal Computers & Services, 1st Floor, Master Printing Press, Sheranwala Gate, Patiala. e-mail :-royalservicespta@gmail.com, M- 9888965651.
13. North India Computers, SCO 38, First Floor, Sector 20-C, Chandigarh-160020. Phone: 0172-2711157, 2727712, M.No.99140-15738, Email: info@northindiacomputers.com; sales@northindiacomputers.com

Note: All interested, even if not listed above are free to quote

Dear Sir/ Madam,

The University is interested in entering into Annual Service Contract for the year 2019-2020 so as to provide service support for Desktops/ Laptops in various departments/ branches of the University and functional I/O points in hostels, guest house, residential flats of research scholars and so on (termed as "Nodes") along with fault exposure Campus Wide Fiber Backbone of the University.

The Scope of the work includes: -

Support Services for Department/ Branches

- (a) MS Windows Operating System ਦੀ ਇੰਸਟਾਲੇਸ਼ਨ/ ਰੀ-ਇੰਸਟਾਲੇਸ਼ਨ ਜਾਂ ਰਿਕਵਰੀ/ Ghost ਚਲਾਉਣਾ।
- (b) Antivirus ਜਾਂ MS Office/ Open Office ਦੀ ਇੰਸਟਾਲੇਸ਼ਨ/ ਰੀ-ਇੰਸਟਾਲੇਸ਼ਨ ਕਰਨਾ।
- (c) ਇੰਟਰਨੈੱਟ ਕੁਨੈਕਟੀਵਿਟੀ ਵਾਸਤੇ ਲੋੜੀਂਦੀ configuration ਕਰਨਾ, Software level ਤੇ ਲੋੜੀਂਦੀ trouble shooting ਕਰਨਾ
- (d) ਸਿਸਟਮ ਦੀ location ਤਬਦੀਲ ਹੋਣ ਤੇ ਉਸ ਨੂੰ ਦੁਬਾਰਾ ਇੰਸਟਾਲ/ Configure ਕਰਨਾ।
- (e) ਪ੍ਰਿੰਟਰ, ਸਕੈਨਰ ਆਦਿ ਵਾਸਤੇ ਲੋੜੀਂਦੇ drivers ਇੰਸਟਾਲ ਕਰਨਾ।
- (f) ਲੋੜੀਂਦੇ open source software, ਮੁਫਤ ਉਪਲਬਧ ਹੋਣ ਵਾਲੇ software/ driver ਜਾਂ Internet ਤੋਂ downloadable software/ drivers ਉਪਲਬਧ ਕਰਵਾਉਣਾ।
- (g) Desktop ਕੰਪਿਊਟਰ ਦਾ ਕੁਨੈਕਸ਼ਨ ਚੈਕ ਕਰਨਾ।
- (h) Ensuring net connectivity at particular Node and configuring user's device for net connectivity.

Support Services for Campus wide back bone

- 1) To expose the fault in the fiber segment of the campus backbone, if any. Expenditures for PENTASCANNING will be incurred by the University.
- 2) The vendor must have support to get the OTDR Scanning of Fiber Segment within two working days essentially.
- 3) The University will incur expenditures on repairs/ splicing etc.

Volume of work: -

- 1) The list of Departments/ Branches will be made available by the University Computer Centre.
- 2) Approximate number of DESKTOPS/ LAPTOPS be around 934 and NODES approximately 30 to be covered.
- 3) The number of machines and Nodes can increase or decrease during the year and payment will be made on pro-rata basis.

Note:-

1. Time duration of the contract: The contract will be for One year. It can be further extended with mutual consent of both the parties by one year.
2. Payment Terms: The payment will be released after 12 months.
3. You can submit your sealed quotation in the office of University Computer Centre by 20/02/19 (4:00 pm). You are requested to attend the meeting with the committee on 21/02/19 at 11:30 am in the office of Director, University Computer Centre for technical and commercial negotiation. In case you do not attend the meeting quote submitted by you will be considered as final.
4. A SLA will be signed between the University and the Service Provider.
5. Experienced and knowledgeable technician having experience in handling desktop/laptops, troubleshooting and preventive maintenance, software handling, network management shall be made available from 9-00am to 5-00pm on all working days and on as and when requested by University Computer Centre.
6. Engineers/ Technicians may be provided space at University Computer Centre to carry out day to day work.
7. Service Support Provider will carry out instructions from concerned official deputed by University Computer Centre.

8. The Service Provider/ Company should have GST Number.

Feel free to consult Sh. Sahdev (9878903945) or undersigned for any clarification. Quote your prices as under and address it to Director, University Computer Centre, Punjabi University, Patiala Subscribing "Quotation for Annual Service Contract" preferably in sealed envelope.

S. No.	Description of Service	Rate (Inclusive of all taxes)
1	Service support for per Desktop/Laptops (Including maintenance of LAN of Department/ Branch)	
2.	Service support per NODE (for ensuring net connectivity at NODE)	

The Tentative (Negotiable) Draft of SLA is as under.

Service Level Agreement

This deed of agreement together with any attachments/ annexure here to affix for *Annual Service Contract of in use Desktops/ Laptops and Functional I/O points (of Research Scholars Flats) termed as "Nodes", upkeep of Departmental Local Area Networks and fault finding of Campus-wide Fiber Backbone* for the services and scope of work as mentioned in Para 1 duly signed by M/s _____ (herein referred to as "*Party 1*"), and REGISTRAR, PUNJABI UNIVERSITY PATIALA-147002 (herein referred to as "*Party 2*").

This contract is valid for one year, effective from _____ to _____ .

We both the parties, Party 1 and Party 2, agree to the following: -

1. Scope of work

The contract will cover the following services to be provided by the Party 1: -

a. Desktops/ Laptops/ Departmental LAN/Nodes

- i. Installation of the operating system/ reinstallation/ running the recovery CD etc.;
- ii. Installation/ Reinstallation of the MS Office, Anti Virus or similar software under Windows based Operating System;
- iii. Configure the system for Internet surfing;

- iv. Integration/ inspection/ restoration of LAN/ Internet Connectivity from the service point of Campus backbone (edge switch installed by University Computer Centre provided in the concerned Department/ Building to desktop/ System node). Repair of all type of active and passive components, will solely be the responsibility of the concerned department/ branch;
- v. Installation of the system drivers and other types of drivers for commonly used peripherals such as printers and scanners etc. The concerned department/ branch will provide the licensed software/ proprietary drivers for the above purpose;
- vi. Ensuring net connectivity to Nodes;
- vii. Maximum permissible time to complete the service request will be till the next working day.

b. Campus Backbone

Faultfinding/ exactly pinpointing breakdown in the OFC segments of Campus LAN/ backbone will be carried out Party 1. Maximum permissible time to pinpoint fault will be 48 hours. On the request of the Party 1, Pentascan, if required, will be carried out by the Party 2. Repair of any types of active and passive networking components is not included in the scope of work.

c. Equipment

- i. Servers maintained by the departments/ branches are excluded from the present scope of work.
- ii. Repair of desktops/ laptops or any type of peripherals is not the part of scope of work.
- iii. In case of any issues related to connectivity, the Party 1 shall show the Party 2 that the Network and Internet connectivity are functioning fine, by using its own Laptop/ device by Party 1.
- iv. At least one engineer/ technician will be made available for the whole day on all working days. In case of urgency the number of Engineers/ Technicians shall be increased, as per the demand of the Party 2 and may be called on Saturdays, Sundays and on other holidays with a prior intimation.

2. PAYMENTS

- a) The obligation of the Party 1 towards providing service shall be limited only to the in-use desktops/ laptops as per ANNEXURE 'A' for which the Party 2 shall pay to the Party 1 @ Rs._____ per machine per annum.
- b) The obligation of the Party 1 towards maintenance of node will be limited to ensure net connectivity to the node as per ANNEXURE 'A' and configuring user's device for which the Party 2 shall pay to the Party 1 @ Rs._____ per node per annum.
- c) The University (Party 2) at the end of the contract will release the payments.
- d) Rs. 25/- per day per machine is subject to deduction from the payment, if the Party 1, fails to maintain desktop/ laptop/ node (as per Para 1).
- e) If the Party 1 fails to identify fault in the breakdown of fiber link by the stipulated time, deduction of Rs. 1000/- per day, will be deducted.
- f) The Vice-Chancellor can waive-off/ reduce the penalty on the recommendations of the Director, University Computer Centre for genuine reasons.

3. TERMINATION OF THE CONTRACT

Party 1 can terminate this contract at any time by giving an advance notice of thirty days to the Party 2 with an intent to do so. In case of unsatisfactory performance, Party 2 can terminate the contract by giving one-week notice to the Party 1.

4. FORCE MAJEURE

Acts of God, war, riots, fire, flood, hurricane, typhoon, earthquake, lightning, explosion, strikes, lockouts, slowdowns, prolonged shortage of energy supplies, quarantine restrictions, freight embargoes or acts of State or Governmental action prohibiting or impeding any party from performing its respective obligations under the contract, or any other events of force majeure shall constitute excusable delay provided notice is given to the other party within twenty calendar days of the occurrence of such an event. It can be established by either party on its behalf that any of the above events has directly delayed performance of its obligations and/ or was beyond the reasonable control and not due to negligence or default of such party.

In such a case, the time of this service contract shall be extended by a period(s) not more than the duration of delay. If it is continued beyond a period of three months, Party 1 and Party 2 shall hold consultations in an endeavour to find a solution to the problem. Notwithstanding the above, the decision of Party 2 shall be final and binding on the Party 1.

5. DISPUTES

1. If any dispute/ difference arises between the Party 1 and Party 2 in relation to this contract, the decision of Vice-Chancellor, Punjabi University Patiala shall be binding on both the parties.
2. All legal disputes are subject to jurisdiction of Patiala.

Signed for and on behalf of
Party 1 by:

Name_____

Title_____

Place_____

Date_____

Authorized Signatory

Signed for and behalf of
Party 2 by :

Name_____

Title_____

Place_____

Date_____

Authorized Signatory