



The Singareni Collieries Company Limited
(A Govt. Company)

Ref. No. CRP/IT/H/316/1111
Dt.17.12.2008.

All Corporate HODs.

Sub: Comprehensive Annual Maintenance with FMS – Reg.
Ref: SAP P.O. No: 7600001079, dt.29.10.2008.
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Comprehensive Annual Maintenance Contract with FMS for maintaining our computers and printers vide Purchase Order No.CS-159, dt.19.10.2006, which was placed on M/s. ACS Technologies Ltd, Secunderabad, was expired 14.11.2008. Subsequently, AMC with FMS purchase order (cited above) was placed on M/s. CMS Computers Ltd.,Secunderabad vide Purchase Order No. 7600001079, dt.29.10.2008. M/s. CMS Computers Ltd.,Secunderabad have started functioning AMC with FMS from 15.11.2008.

We are herewith furnishing the names of M/s. CMS Computers Ltd.Service Engineers placed at Corporate with their contact numbers.

SL NO	LOCATION	ENGINEER NAME	DESIGNATION	CONTACT NUMBER
1	CORPORATE	AZIM ABDUL	PROJECT MANAGER	9866557197
2	CORPORATE	M.PRAVEENA	HELP DESK	9701110079
3	CORPORATE	V.BABAJI	N/W ADMIN	9246924661
4	CORPORATE	D RAMAKRISHNA	N/W ADMIN	9246806779
5	CORPORATE	E.VIJAY KUMAR	RESIDENT ENGINEER	9951346776
6	CORPORATE	R.KIRAN	RESIDENT ENGINEER	-

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The following guidelines may be followed for call registering.

1. Corporate departments may book their calls in our web based application.
2. Also, Corporate departments may call Ms. M.Praveena, Help Desk at intercom number **3356** of Corporate IT Department or to her mobile numbers for registering calls.
3. Mr. Azim Abdul, Project Manager, CMS will coordinate all hardware calls related to M/s.CMS, calls related to other firms under whom warranty/AMC of systems and printers are covered.
4. Network administrator located at region/area level will cater to the calls related to LAN & WAN connectivity and servers of all the areas within the region. The Necessary spares required for attending to LAN calls shall be provided by SCCL and necessary service will be rendered by M/s.CMS.
5. M/s. CMS Engineers will also give free service to all systems and printers which are in operation and not covered under AMC (Surveyed off systems). However, if spares are required to them, they will be provided by SCCL.
6. M/s. CMS will maintain sufficient spares at Corporate, RG.I and SRP (Region levels) for catering to the requirements of the areas within the region.

M/s. CMS Service Engineers placed at areas including Corporate have to ensure that all types of calls are to be completed within 24 hrs. and when spares are required, such calls are to be completed within 48 hrs.

The comprehensive AMC with FMS by M/s. CMS Computers Ltd.,Secunderabad. will be effective in all areas for a period of 2 years i.e, upto 14.11.2010.

for **G. M. (IT)**