



# The Singareni Collieries Company Limited

(A Govt. Company)

Ref. No. CRP/IT/H/316/1112

Dt.17.12.2008.

**Chief G.M., YA/ RG.I/ SRP  
G.M., KGM/MNG/RG.II/ RG.III/BHPL /MM/ BPA  
GM (Coordination), Hyderabad**

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. M/s. CMS Computers Ltd.,Secunderabad have started functioning AMC with FMS from 15.11.2008. Copy of the Purchase Order with terms and conditions were already circulated by Corporate Purchase Dept.

Statement showing area-wise names of the CMS Service Engineers with their contact numbers is herewith enclosed.

The following guidelines may be followed for call registering.

1. All mines and departments may book their calls in our web based application. Also, they may call CMS Service Engineers of the area to his mobile number for booking calls.
2. If CMS Service Engineers of the area are not able to be contacted, Ms. M.Praveena, Help Desk, may be contacted for booking the call who will be available at Corporate.
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.

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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 Service 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. CMS Service Engineers placed at areas will report to IT Incharges of the areas.
7. The CMS Service Engineers placed at areas will functionally (technically) report to Mr. Azim Abdul, Project Manager.
8. 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.

As per the terms and conditions of the Purchase Order cited above, M/s.CMS Services Engineers placed at areas are to be provided with accommodation subject to availability and as per the rules of the Company on payment basis.

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)**

**Encl: As above.**

c.c.to:  
M/s.CMS Computers Ltd.,  
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