

From,

Sanjeev Kumar Das
Central Project Coordinator (I/c),
E-Committee,
High Court of Jharkhand, Ranchi

Mobile no. 9431707255
Tel-0651-2480011
Fax- 0651-2481116
E-mail:cpc-jhr@nic.in

Letter No.JHC/CPC/299/2017
Dated: 01.09.2017

To,

The Principal District and Sessions Judge of

- 1.Bokaro
- 2.Chaibasa
- 3.Deoghar
- 4.Dhanbad
- 5.Dumka
- 6.Giridih
- 7.Godda
- 8.Gumla
- 9.Hazaribgah
- 10.Jamtara
- 11.Koderma
- 12.Latehar
- 13.Lohardaga
- 14.Palamau
- 15.Sahibganj
- 16.Seraikella
- 17.Simdega

And the Principal Judicial Commissioner

- 18.Ranchi

**Sub: Award of Comprehensive Annual Maintenance Contract of 18
Judgeships of Jharkhand to Embee Software Pvt. Ltd.**

Sir,

With reference to the subject mentioned above, the Court has been pleased to award the Comprehensive Annual Maintenance Contract(CAMC) for all the Hardware items and LAN equipments including (switch,Router,modem,I/O Box,Patch Cord,Optical fibre cable) installed in 18

Judgeships of State of Jharkhand initially for one year w.e.f 01.09.2017 to 31.08.2018 to M/s Embee Software Pvt. Ltd .

The CAMC broadly covers the following Hardware items:

1.Thin Client 2.Thin Client Monitor 3.Slim Client PC 4. Slim Client Monitor
5.DMP Printer 6. Mono Laser Printer 7.MFD 8.Scanner 9. 250GB HDD
10.Projector 11.Rack Mount Server-2U 12.USB KVM Switch 8 port

The CAMC broadly covers the following LAN equipments also:

1. 8 Port Switch 2. 24 Port Switch 3.Modem 4.Router 5.1000 SX SFP
transceiver 6.Nodes

The Terms and Conditions of the Contract are broadly as follows:

(a)The Contract would be Comprehensive Annual Maintenance Contract i.e including replacement of parts by Original Equipments Manufacturer(OEM) except replacement of cartridges for printers.

(b)Upkeep and maintenance of the Hardware installed.

(c)Provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.

(d)Repair to be carried out at the location of the equipment.

(e)Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.

(f)Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.

(g)Any other maintenance work to be undertaken related to computer/peripherals.

Service Contact Details

Address:

Embee Software Pvt. Ltd.
12, C.H.Area,(North)
Road No.5, Prasad Niwas
Jamshedpur-831001

Service Board Numbers: For Case Registration

Landline-0657-2225212

Mobile-7050263591

E-mail- networking.jsr@embee.co.in

Service Desk Working Hours:- 10:00 Hrs. to 18:00 Hrs. Monday to Friday
10:00 Hrs. to 14:00 Hrs. Saturday

Customer can register the case by email after the working hours.

Escalation Matrix

For all Cases

Escalation Level	Name	Title	Contact
1 st Level	Priyanka Sinha	Coordinator	7050263591 networking.jsr@embee.co.in
2 nd Level	Mahavir Rana(All)	Assistant Manager-IT Service & Support	9431704461 mahavir.rana@embee.co.in
3 rd Level	Ranjit Lahiri	Deputy Manager- IT Service & Support	9431111628 ranjit.lahiri@embee.co.in
4 th Level	Anil Kumar Sharma	Assistant Manager- Sales & Business Development	9431577021 anil.sharma@embee.co.in

Call Login Process for District Courts

1. The Support Point of Contact (SPOC) is Ms. Priyanka Sinha (Call Coordinator Jamshedpur Branch Office - JSR BO). Will be available in 7050263591 and the E-mail:- networking.jsr@embee.co.in
2. For call registration, end customer able to connect with the call coordinator through mobile or Email or Embee Toll Free: **1800 120 1644** (Connect Jamshedpur service).
3. In the time of call login, customer need to share few specific information to Embee's Helpdesk coordinator, like location details, Asset details, Device SL no and problem details or Issue details to log a call in the CRM of Embee.
4. The call coordinator will register all the calls in the service CRM portal and share the auto generated ticket no. to the end customer for call tracking.

5. Assignment of engineer based on location, skill and call level.

6. Station engineer will be the 1st level contact for technical assistance/ Mr. Mahavir Rana will be the second level of contact for technical support for this AMC.

7. If at any time "Technical assistance" is required, Customer is to connect the Vertical Leads and also for immediate telephonic support.

- Mr. Ranjit Thakur - 09836988834 (All Printers)
- Mr. Sekhar Kamti - 09836988835 (PC/TC/AV)
- Mr. Gurupada Roy - 09836988837 (Monitor & Component)
- Mr. Santu Dey - 08335857070 (Server)

For any further support or escalation, customer are to connect to the Centralized Helpdesk through Embee Toll Free: **1800 120 1644**.

The Location wise Engineer resource planning is as follows:

Location	Base Location	Base Location of Engineers
Ranchi	Ranchi	Engineer
Dhanbad	Dhanbad	Engineer
Bokaro	Bokaro	Engineer
Chaibasa	Jamshedpur	Engineer
Sahebganj	Malda	Engineer
Seraikela	Jamshedpur	Engineer
Deoghar	Deoghar	Engineer
Hazaribagh	Hazaribagh	Engineer
Simdega	Ranchi	Engineer

For the following districts, the Base Location will be as follows:

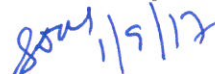
Location	Base Location	Base Location of Engineers
Giridih	Dhanbad/Deoghar	-
Jamtara	Dhanbad/Deoghar	-
Dumka	Deoghar	-
Lohardaga	Ranchi	-
Godda	Deoghar	-
Koderma	Hazaribagh	-
Latehar	Ranchi/Hazaribagh	-
Palamau	Hazaribagh/Gaya	-
Gumla	Ranchi	-

All the details are available on the website of the Jharkhand High Court at the given link address:

http://jharkhandhighcourt.nic.in/ecommittee/amc_17_18.pdf

This is for your needful information.

Yours sincerely



Sanjeev Kumar Das

Central Project Coordinator I/c