



सूचना प्रौद्योगिकी एवं प्रणालियाँ /Information & Technology and Systems

O/o रक्षा लेखा प्रधान नियंत्रक (०क ०म)करियप्पा मार्ग, लखनऊ02-

O/o the Principal Controller of Defence Accounts  
(Central Command)

Cariappa Road, Lucknow-226002.

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सं. इ.डी.पी./प्रशा./174/ए.एम.सी./पी. सी./2017-18

दिनांक: 29/06/2017

सेवा में

प्रभारी अधिकारी

समस्त

विषय : कार्यालय में स्थापित आई. टी. हार्डवेयर की 2017 - 2018 के ए. एम. सी. के सम्बन्ध में।

विदित हो कि आपके कार्यालय में स्थापित आई. टी. हार्डवेयर का वार्षिक रखरखाव का ठेका सक्षम अधिकारी के अनुमोदन से मेसर्स ACME Digitek Sol. (P) Ltd., 54 - B, Prag Narayan Road, Lucknow - 226001 को एक वर्ष दिनांक 01/06/2017 से 31/05/2018 तक के लिए किया गया है। अनुबंध पत्र की प्रति मुख्य कार्यालय के वेबसाइट [www.pcdacc.gov.in](http://www.pcdacc.gov.in) पर उपलब्ध है।

इस संदर्भ में यह अवगत कराना है कि आपके कार्यालय में स्थापित आई. टी. हार्डवेयर का विवरण WAN के माध्यम से [10.48.49.152/pcda](http://10.48.49.152/pcda) पर Login करके फीड कर ले तथा उक्त वर्णित अवधि के दौरान किसी भी प्रकार की खराबी आने पर WAN के माध्यम से शिकायत दर्ज करायें। हार्डवेयर के विवरण के अनुपलब्धता की स्थिति में शिकायत दर्ज नहीं की जा सकती। इस सम्बन्ध में कोई भी बाधा उत्पन्न होने पर इस कार्यालय के IT & S अनुभाग में संपर्क किया जा सकता है।

प्रत्येक तिमाही के अंत में कार्यालय द्वारा फर्म को जारी किये गये परफॉर्मंस सर्टिफिकेट जो कि अनुबंध पत्र में संलग्न है कि एक प्रति ई मेल / फैक्स / डाक द्वारा इस कार्यालय को भी प्रेषित करने का कष्ट करें।

वर्तमान समय में फर्म द्वारा विभिन्न कार्यालयों में संबद्ध किये गये सर्विस इंजीनियरों का संपर्क मोबाइल नंबर पत्र के साथ संलग्न है।

संलग्नक :

1. लॉग इन के आई डी तथा पासवर्ड की लिस्ट।
2. मेसर्स ACME Digitek Sol. (P) Ltd. इंजीनियरों के संपर्क विवरण (मोबाइल नं)।

वर्गाधिकारी (सू. प्रौ. एवं प्र.)

मेसर्स ACME Digitek Sol. (P) Ltd. इंजीनियरों के संपर्क विवरण

क्र. सं.	स्टेशन	इंजीनियर का नाम	मोबाइल नं.
1	लखनऊ	श्री मनीष बेनेडिक्ट	9956776675
		श्री अश्वनी कुमार	9935646764
		श्री आदर्श सिंह	9648496770
2	इलाहाबाद	श्री मंगलम	7052338324
3	झाँसी	श्री आशीष रिक्षारिया	9125309723
	बबीना		8821072265
4	वाराणसी	श्री धर्मेन्द्र पाण्डेय	9336739585
5	कानपुर	श्री जीतेन्द्र शाह	9026804274
6	फैजाबाद	श्री धीरज	7585095096
7	गोरखपुर	श्री रणधीर	9506693246
8	फतेहगढ़	श्री हिमांशु शुक्ला	9559091573

*हिमांशु*  
स. ले. अ. (सू. प्रौ. एवं प्र.)

Sr. No.	Name of the Section	User id	Password
1	ACCOUNTS - 1	ACCOUNTS1	pcda
2	ACCOUNTS - 2	ACCOUNTS2	pcda
3	AN - 1A	AN1A	pcda
4	AN - 1B	AN1B	pcda
5	AN - IV	AN1V	pcda
6	AN - 2	AN2	pcda
7	AN - 3	AN3	pcda
8	AN - 5	AN5	pcda
9	D-Section	DISBURSEMENTSECTION	pcda
10	E - 1	E1	pcda
11	E - 2	E2	pcda
12	E - 3	E3	pcda
13	ECHS - 1	ECHS1	pcda
14	ECHS - 2	ECHS2	pcda
15	FUND CELL	FUNDCELL	pcda
16	HINDI CELL	HINDICELL	pcda
17	IT&S (EDP)	INFORMATIONTECHNOLOGY&SYSTEMS	pcda
18	INTERNAL AUDIT	INTERNALAUDIT	pcda
19	M - POST	MPOSTAUDIT	pcda
20	M - PRE	MSECTION	pcda
21	NPS CELL	NPSCCELL	pcda
22	OA CELL	OACELL	pcda
23	O & M	ORGANISATION&METHOD	pcda
24	ORs CELL	ORSCCELL	pcda
25	PAY - 1	PAY1	pcda
26	PAY - 2	PAY2	pcda
27	PAY - 3	PAY3	pcda
28	PAY MEDICAL	PAYMEDICAL	pcda
29	R & D SECTION	RECORDSECTION	pcda
30	SINGLE WINDOW	SINGLEWINDOW	pcda
31	STORE AUDIT	STOREAUDIT	pcda
32	STORE CONTRACT - 1	STORECONTRACT1	pcda
33	STORE CONTRACT - 2	STORECONTRACT2	pcda
34	TA SECTION	TASECTION	pcda



Sr. No.	Name of the Office	User id	Password
1	PAO (ORs) AMC, Lucknow	PAOORSAMCLUCKNOW	pcda
2	AAO (CC) Allahabad	AAOCCALLAHABAD	pcda
3	AAO (CC) Kanpur	AAOCCKANPUR	pcda
4	AAO BSO Allahabad	AAOBSOWALLAHABAD	pcda
5	AAO BSO Babina	AAOBSOBABINA	pcda
6	AAO BSO Chakeri Kanpur	AAOBSOCHAKERIKANPUR	pcda
7	AAO BSO GE (MES) Kanpur	AAOBSOKANPUR	pcda
8	AAO BSO Jhansi	AAOBSOJHANSI	pcda
9	AAO BSO Lucknow	AAOBSOLUCKNOW	pcda
10	AAO GE BKT Lucknow	AOGEAFBKTLUCKNOW	pcda
11	ALAO 39GTC Varanasi	ALAOVARANASI	pcda
12	ALAO AFMSD Lucknow	ALAOAFMSDLUCKNOW	pcda
13	ALAO Faizabad	ALAOFAIZABAD	pcda
14	ALAO Fatehgarh	ALAOFATEHGARH	pcda
15	AO GE (A/F) Allahabad	AOGEAFALLAHABAD	pcda
16	AO GE (B/R) Chakeri Kanpur	AOGEBRCHAKERIKANPUR	pcda
17	AO GE (E) Allahabad	AOGEEALLAHABAD	pcda
18	AO GE (E) Lucknow	AOGEEASTLUCKNOW	pcda
19	AO GE (E/M) Chakeri Kanpur	AOGEEMCHAKERIKANPUR	pcda
20	AO GE (E/M) Lucknow	AOGEE&MLUCKNOW	pcda
21	AO GE (I) Manauri Allahabad	AOGEIMANAURIALLAHABAD	pcda
22	AO GE (MES) Babina	AOGEBABINA	pcda
23	AO GE (MES) Fatehgarh	AOGEMESFATEHGARH	pcda
24	AO GE (MES) Jhansi	AOGEMESJHASNSI	pcda
25	AO GE (MES) Kanpur	AOGEMESKANPUR	pcda
26	AO GE (W) Allahabad	AOGEWALLAHABAD	pcda
27	AO GE (W) Lucknow	AOGEWESTLUCKNOW	pcda
28	AO GE AAO AGE (I) AAO BSO Faizabad	AOGEAAOGE1AAOBSO	pcda
29	AO GE Gorakhpur	AOGEAFGORAKHPUR	pcda
30	LAO (A) Allahabad	LAOAALLAHABAD	pcda
31	LAO (A) Babina	LAOABABINA	pcda
32	LAO (A) Jhansi	LAOAJHANSI	pcda
33	LAO (A) Lucknow	LADALUCKNOW	pcda
34	LAO (Addl) Babina	LAOADDIBABINA	pcda
35	LAO (B) Allahabad	LAOBALLAHABAD	pcda
36	LAO (B) Lucknow	LAOBLUCKNOW	pcda
37	LAO (IGS) Kanpur	LAOIGSKANPUR	pcda
38	LAO (S) COD Allahabad	LAOSCODCHHEOKIALLAHABAD	pcda
39	LAO (S) COD Kanpur	LAOSCODKANPUR	pcda
40	LAO (S) OD Fort Allahabad	LAOSODFORTALLAHABAD	pcda
41	PAO (ORs) 11GRRR, Lucknow	PAOORS11GRRCLUCKNOW	pcda
42	PAO (ORs) 39GTC, Varanasi	PAOORS39GTCVARANASI	pcda
43	PAO (ORs) DRC, Faizabad	PAOORSDRCFZAIZABAD	pcda
44	PAO (ORs) RRC, Fatehgarh	PAOORSRRCFATEHGARH	pcda
45	PAO (ORs) SLI, Fatehgarh	PAOORSLLIFATEHGARH	pcda
46	RAO Lucknow	RAOMESLUCKNOW	pcda





उत्तर प्रदेश UTTAR PRADESH

DP 952912

## Annual Maintenance Contract Agreement

This agreement made at Lucknow on 31<sup>st</sup> day of May, Two Thousand Seventeen between **Pr. Controller of Defence Accounts (Central Command) Lucknow** hereinafter referred to as the CUSTOMER (which expression shall include his successors and assignees) on one part and **M/s Acme Digitek Sol (P) Ltd.** a company registered under Companies Act 1958 (Act 1 of 1956) and having its registered office at **54-B, Prag Narayan Road, Lucknow-226001**, hereinafter referred to as the VENDOR (which expression shall include its successors and assignees) on the other part.

- 1.1 Whereas the CUSTOMER is desirous of entrusting to the vendor, comprehensive maintenance and repair of the hardware and software as per the configuration described in **Annexure-'A'** hereinafter referred to as EQUIPMENT and whereas the Vendor has agreed to undertake such maintenance as per the terms and conditions of the TE bearing no EDP/AN/174/AMC/PCs/2016-17 dated 02.05.2017 extends to this agreement mutatis mutandis, set out hereunder.

**Now it is hereby agreed by the parties here to as follows:**

### **2.0 SCOPE:**

- 2.1 **M/s Acme Digitek Sol (P) Ltd.** by its acceptance hereof agrees to undertake the maintenance of the said equipment installed at different offices as per the Annexure-A, attached to this agreement, so as to make/keep it fit for normal usages on the terms and condition contained in this agreement. The scope of

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मोहित शर्मा  
MOHIT SHARMA IAS  
जयपुर डिप्टी आरओ/एडी  
एडी आरओ डिप्टी आरओ/एडी  
PCDA (CC), Lucknow



coverage of the comprehensive AMC will be for the existing PC's, Servers, Printers, Scanners, LAN's ~~Switches~~ LAN cabling, Networking Nodes etc (DETAILED MENTIONED AT **Annexure-A**) of the agreement. Technical support for software loaded in the PC's i.e. Redox, Linux, Window OS and Visual basic, must also be provided by the Vendor. Preventive Maintenance activity shall include cleaning of the equipment, updating of patches ~~services packs~~, carrying of systems diagnostic tests and taking remedial action, etc. The Vendor shall be responsible for installation and updating of **Quick-Heal / Macfee Total Security** (server based / on-line) legal Anti-virus on all PC's under the AMC. For removing viruses/kept PC's free from viruses would be the Vendor's responsibility. No extra charges will be paid for installation of Anti-viruses on PCs/servers by the Customer. Anti - virus will be genuine version and have valid license till 31/05/2018. **200 Anti - virus** will be submitted to EDP store within 2 weeks of commencement of agreement, otherwise fine will be charged @ 1% quarterly.

- 2.2 **M/s Acme Digitek Sol (P) Ltd.** will submit a quarterly feedback report of working of Anti-virus.
- 2.3 The maintenance services will be comprehensive and will include cost of labour, faulty parts/complete equipment replacement with new parts/equipment, including keyboard/mouse plastic parts etc. For defective hard disk, the contractor will provide the new hard disk at no extra cost and the defective hard disk will remain the property of PCDA (CC). The new replaced parts/faulty parts/old/obsolete parts will become the property of the PCDA (CC). In case of replacement, the contractor has to supply new equipments/parts of equipment standard including plastic and will be automatically covered under the AMC. 10 % Parts like Hard disk, Keyboard, Mouse, Motherboard, SMPS, RAM etc. of Total number of IT Hardwares will be submitted to all nodal offices within 2 weeks of commencement of agreement, otherwise fine will be charged @ 2.5% quarterly.
- 2.4 **M/s Acme Digitek Sol (P) Ltd.** will provide suitable arrangement for movement of hardware within office premises or outside office premises if required for repair / maintenance of the hardware.
- 2.5 THE CUSTOMER shall also provide adequate working space, electrical power and such other facilities as are required for the use of **M/s Acme Digitek Sol (P) Ltd.**. These facilities shall be within a reasonable distance of the said equipment to be serviced and shall be provided at nill charge to **M/s Acme Digitek Sol (P) Ltd.**
- 2.6 **M/s Acme Digitek Sol (P) Ltd.** will not sub-contract this agreement to any other firm. **M/s Acme Digitek Sol (P) Ltd.** rep only shall undertake the maintenance and repair of the equipment during the currency of the contract.
- 2.7 **M/s Acme Digitek Sol (P) Ltd.** agrees to provide new spare parts support for the said equipment at no extra financial cost. The faulty parts arising out the replacements shall be **M/s Acme Digitek Sol (P) Ltd.** property, except H.D.D which will remain the property of the Customer. In case of replacement, the contractor has to provide genuine equipments/parts of equivalent or higher standards including keyboard/mouse/plastic parts and will be automatically covered under the AMC. However comprehensive maintenance will not include the cost of consumables (floppies, CDs, printer cartridges, ribbons and batteries only).

  
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 मोहित शर्मा नरनरने  
 MOHIT SHARMA IAS  
 जलक शिपड / ACDA  
 जल शक जल शिपड (नरनरने) नरनरने  
 PCDA (CC), Lucknow



- 2.8 **M/s Acme Digitek Sol (P) Ltd.** will provide a quarterly report regarding cyber security.
- 2.9 **M/s Acme Digitek Sol (P) Ltd.** will depute a highly competent professional / engineer with ability to work with Blade / Rack Server.
- 2.10 **The engineer of M/s Acme Digitek Sol. (P) Ltd. should have ability to troubleshoot in emergency.**
- 2.11 **M/s Acme Digitek Sol (P) Ltd.** is fully responsible for maintaining the equipments in working condition except in any event which is beyond the control of **M/s Acme Digitek Sol (P) Ltd.** However the decision of the customer in this regard will be final.
- 2.12 **Performance Certificate** from the concerned office/sub-office will be mandatory requirement for releasing the payment. The responsibility of getting the Performance Certificate (format at **Annexure-'D'**) will be solely that of the firm.
- 2.13 **M/s Acme Digitek Sol (P) Ltd.** will be responsible for the installing newly procured hardware of the site as directed by the PCDA (CC).
- 2.14 **M/s Acme Digitek Sol (P) Ltd.** will maintain, "History Card" and documentation / diagrams for each equipment under maintenance contract. **M/s Acme Digitek Sol (P) Ltd.** will also maintain an **online complaint management system.**
- 2.15 **M/s Acme Digitek Sol (P) Ltd.** will provide weekly and monthly service report online to PCDA (CC).
- 2.16 **M/s Acme Digitek Sol (P) Ltd.** will be required to keep spare systems/assemblies/sub-assemblies at PCDA (CC) site. The list will be mutually worked out between contractor and PCDA (CC) or his rep. Further, one trolley, ladder, torch & other necessary tool kits for carrying out the necessary jobs/work/maintenance will be positioned by the contractor.
- 2.17 The entire complaints management is to be done by "on-line complaint management" through Internet/WAN on site and controlled centrally by PCDA (CC) Lucknow as well as by **M/s Acme Digitek Sol (P) Ltd.** A login id and password will be provided to all sub-offices under jurisdiction of PCDA (CC) Lucknow and the complete details of IT hardware must be uploaded by **M/s Acme Digitek Sol (P) Ltd.** The software for online complaint management will be provided by **M/s Acme Digitek Sol (P) Ltd.** and no extra cost will be paid.
- 2.18 **M/s Acme Digitek Sol (P) Ltd.** will also replace/refilling of the cartridges from printers with the help of their residential engineer.
- 2.19 **In general any equipment shouldn't be out of order for more than 24 hours.**
- 3.0 DURATION OF AGREEMENT:**
- 3.1 This agreement shall commence on **01.06.2017** and remain in force till **31.05.2018** and can be extended as per rules therein on same terms and conditions on year to year basis at the sole discretion of the customer.

**4.0 MAINTENANCE SERVICE AVAILABILITY:**

4.1 **M/s Acme Digitek Sol (P) Ltd.** agrees to provide comprehensive maintenance service for all the equipments under the ambit of ibid AMC, during normal local working hours of **M/s Acme Digitek Sol (P) Ltd.** through their representatives on all days. Such period is hereinafter referred to as the "Principal Period". Services rendered during principal period shall be charged as specified in clause 5.1

4.2 Immediate resolution of problem and keeping H/W, S/W uptime up to 99.5% (in every quarter) is a key factor. The contractor has to provide standby hardware in case corrective maintenance takes more than 24 hrs. The standby equipment arrangement will be allowed for maximum of 10 working days only. **M/s Acme Digitek Sol (P) Ltd.** will provide eight service engineers as per Annexure 'B' in all working days. Attendance of the Engineers will be watched by the respective offices where they have been deputed. Performance of the service engineers will be assessed by this office in every three months.

4.3 **M/s Acme Digitek Sol (P) Ltd.** will be required to provide a total of 99.5% uptime for all equipments under the AMC. The method of calculating uptime will be as under:

i. 'UPTIME' of the hardware and system software = (Total Coverage Hours (T) minus Down Time (D<sub>r</sub>)/ Total Coverage Hours (T) x 100 for the given period.

i.e  $U_r = [(T - D_r) / T] * 100$

ii. Total Coverage Hours (T) = 8 x No. of committed days in a given period x total number of equipments under subject AMC.

iii. Down time of any particular equipment/hardware under AMC will be counted from the time of reporting the maintenance call by the EDP/USER to the Vendor till the resolution of the problem/operationalisation of the equipment/hardware and system software.

iv. No. of committed days in a given period = The number of working days in a given period.

v. The down time of the PCs, printers, scanners, servers and switches will be calculated as under:

$D_r = D_i \times C_1 + D_j \times C_2 + D_k \times C_3 + D_l \times C_4 + D_m \times C_5$

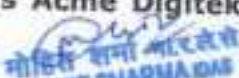
Where D<sub>i</sub>, D<sub>j</sub>, D<sub>k</sub>, D<sub>l</sub>, D<sub>m</sub> denote downtime of PCs, printers, scanners, servers and switches respectively;

While C<sub>1</sub>, C<sub>2</sub>, C<sub>3</sub>, C<sub>4</sub>, C<sub>5</sub> denote the weights associated with the downtime of PCs, printers, scanners, servers and switches respectively, where the values of C<sub>1</sub>, C<sub>2</sub>, C<sub>3</sub>, C<sub>4</sub>, C<sub>5</sub> are defined as:

$C_1 = C_2 = C_3 = 1; C_4 = 18 \text{ and } C_5 = 6.$

4.4 **Preventive maintenance** will be done by the Vendor once in three months, which will include cleaning/dusting of PCs, keyboards/mouse, printers, CD-rom drive using vaccum cleaner/blower, checking of health of all equipments under the ambit of AMC, resolving minor technical problems, cleaning our windows temporary internet files, deletion of .tmp files, updation of antivirus software etc. A report for the preventive maintenance done by **M/s Acme Digitek Sol (P)**

  
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PCDA (CC), Lucknow



**Ltd.** will be submitted to the customer. This preventive maintenance will be done by the vendor at outer station also.

- 4.5 Each location would maintain a register for keeping record of the maintenance details, including calls logged, and the service engineers of **M/s Acme Digitek Sol (P) Ltd.** would be required to fill up requisite information in such registers, duly signed, whenever such preventive maintenance visits/other calls are made.
- 4.6 In the event the customer being desirous of having alternative arrangement to be made by **M/s Acme Digitek Sol (P) Ltd.** during the period of reconditioning of any part of the said EQUIPMENT, which is likely to involve long period of idle time, **M/s Acme Digitek Sol (P) Ltd.** shall provide the same at no additional financial cost.
- 4.7 **M/s Acme Digitek Sol (P) Ltd.** shall provide onsite maintenance and services would be on all working days excluding Sunday and holidays, services covering prime shift i.e. 09.30 AM to 06.00 PM.

#### **5.0 MAINTENANCE CHARGES:**

- 5.1 The CUSTOMER shall be liable to pay ₹21,97,713/- (₹ Twenty One Lakh Ninety Seven Thousand Seven Hundred Thirteen Only), inclusive of all taxes and duties, for the maintenance service rendered by **M/s Acme Digitek Sol (P) Ltd.** during principal period for twelve (12) months from 01.06.2017 to 31.05.2018. (Details at Annexure-B).

#### **6.0 PENALTY CLAUSE:**

- 6.1 Deductions on pro-rata basis (based on AMC rate of down machine) will be made for all working days during the break down period if the call is not attended and / or rectified within one working days of lodging the call of breakdown of equipment. In case the Saturday, Sunday and holidays are falling between the working days, they will be taken into A/c for penalty and non-compliance will cause imposition of pending/pro-rata deduction from the payment to **M/s Acme Digitek Sol (P) Ltd.**

Further, the penalty for uptime being less than 99.50% will be as follows:

- a) Greater than 99.0% but less than 99.50%: 0.5% of total contract value payable to the service provider for the quarter.
- b) Greater than 95.0% but less than 99.0%: 1.0% of total contract value payable to the service provider for the quarter.
- c) If, **M/s Acme Digitek Sol (P) Ltd.** Fails to provide performance certificate for any hardware for complete quarter, amount will be deducted for that hardware for complete quarter and limit mentioned at 6.1 (b) will not apply for this deduction.

#### **7.0 PAYMENT TERMS:**

- 7.1 After completion of each quarter, payment shall be made in arrears on quarterly basis at the end of each of the quarter towards the charges mentioned in clause 5.1, subject to satisfactory performance of work as certified by the user.

  
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 मोहित शर्मा एम.एल.ए.  
**MOHIT SHARMA IAS**  
 नगर प्रशासक/ACDA  
 नगर प्रशासक (नगर) विभाग  
 PCDA (CC), Lucknow

### 8.0 CHANGE OF LOCATION:

- 8.1 In case the CUSTOMER desires to shift the said EQUIPMENT from one location to another such shifting shall be done under the supervision of **M/s Acme Digitek Sol (P) Ltd.** representatives. The CUSTOMER shall provide necessary manpower and any other requisite facility. Any damages caused or replacement necessitated in the course of shifting shall be shared by both appropriately.

### 9.0 TERMINATION OF AGREEMENT:

- 9.1 Notwithstanding the provisions contained above, either party can terminate the agreement by giving one month prior notice in writing for non-performance of any of the articles of this agreement by the other party or for any other reason.
- 9.2 In the event of termination of this agreement for any reason, the customer and the vendor are discharged of their obligations as per provision of this agreement. All the amounts outstanding as balance under this agreement shall be payable by either party as due, for the period for which services have been actually rendered by the firm.
- 9.3 An uptime figure of less than 95% may be considered as sufficient ground to consider services as unsatisfactory and PCDA (CC) may, at his sole discretion, terminate the contract, in which case the pro rata payment, for the period of AMC services rendered by the firm, will be made after recovery of necessary penalty. Further, unsatisfactory service would also lead to encashment of PBG (refer para 4.1 of this tender document).

### 10.0 ARBITRATION:

- 9.1 All disputes or differences what so ever arising between the parties out of the operation or effect of this contract or breach thereof shall be settled by arbitration in accordance with the rule of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties.

### 11.0 JURISDICTION:

- 11.1 Subject to the arbitration herein above provided, any suit or proceedings to enforce the rights of either of the parties hereto under this agreement shall be instituted in and tried only by the courts in the city of LUCKNOW, and by no other court, and both the parties hereto, hereby expressly agree to submit to the jurisdiction of such court.

**Signed, sealed and delivered in presence of:**

1. Representative of **M/s Acme Digitek Sol (P) Ltd.** for and on behalf of  
**M/s Acme Digitek Sol (P) Ltd.**

*[Signature]*  
Acme Digitek Solutions (P) Ltd.  
ISO 9001, 2008 Company  
B-Block House, 54-B, Prag Narayan Road  
Lucknow-226 001  
Ph: 0522-4091444  
Fax: 4091450

2. Representative of **CUSTOMER** for and on behalf of  
**CUSTOMER**

Witness

*[Signature]*  
मोहित शर्मा धारले.सं.  
MOHIT SHARMA DAS  
बिना बिना/ACDA  
आ जेहे जन बिना (सं.सं.) लखनऊ  
PCDA (CC), Lucknow



## Category-A (i)

Repair and maintenance services of PC/Printer/Scanner/networking switches

Sl. No.	Name of Office	Particular	Qty
1	PCDA(CC) Lucknow	PC-HP Dual Core/Core 2 Duo/P - D/2.7GHz/ 2.69GHZ/ HDD 160GB/320 GB RAM 512MB/2 GB	9
		PC-HCL Core 2 Duo/P - D/2.7GHz/ 2.69GHZ/ HDD 160GB/320 GB RAM 512MB/2 GB	36
		PC-Wipro P - IV/256MB/80GB/1.44MB/52X	13
		PC HP Core I-3 with 3.3GHZ / HDD 500GB	65
		Printer-HP Desk Jet/ Laser Jet 870 CXI/ 1022n/1505n/7000 / 5652/1010	9
		Printer-Samsung Laser jet ML1866/1640/2161	14
		Printer HP M202dw	35
		Printer Epson M100/L110	5
		Printer- TVS/ WiproHQ1070/5235/540/ Epson2090-DX DMP	9
		Scanner-Canon lide 110/120 & Epson V-37	15
		Ricoh Printer SP200	19
		IBM Blade Server \E5-2665, 2.4GHz, 133/1066/800 DDR3 only (MHz), 20MB Smart, 16GB PC2-5300 Fully Buffered DIMMs at 667 MHz, scalable to 128 GB 2X300 GB 10K rpm SFF SAS Hot Plug, SAS based supporting RAID 0/1	2
		Chasis for IBM blade server	1
Switch- 24 Port	12		
2	RTC, Lucknow	PC-HP Compaq Intel Pentium Dual Core @ 1.8GHZ/RAM 1GB/ HDD160GB/DVD ROM	4
		PC-HP Intel Pentium Dual Core 2GB RAM/160GB HDD/DVD ROM	24
		HP Intel Pentium I 7-3770@3.40 4 GB RAM, 500GB HDD( w.e.f. 18/03/15)	11
		Printer-HP Deskjet 2545	2
		Printer-Samsung LaserJet ML-1640	2
		Scan jet 2500-HP	1
		HP laser Jet CP1025	1

		Printer HP 132fn	1
		16 Port Switch	2
		24 Port Switch	1
		PC-HP Dual Core 2.00 GHz, HDD 160 GB, RAM 2GB	14
		PC-HCL/HP P-4/PENTIUM-D 3.00 GHz, HDD 40 GB, RAM 1 GB/2 GB	29
		PC-Wipro/HCL/AMD/ Celeron 3.00 GHz, HDD 40 GB, RAM 1 GB	15
		HCL Core 2 Duo	27
		PC HP Core i-3 with 3.3GHZ / HDD 500GB	30
		Printer-HP LaserJet 1505	1
		Printer-Samsung ML1640	2
		Printer- HP 1018	1
		Printer-HP LaserJet 1022n	1
		Printer-HP m202dw	2
		Canon 1608 B	2
		Ricoh Printer SP200	2
		Printer-DMP TVSE	4
		Samsung 1866	7
		Samsung 2161	4
		Printer HP 1010	1
		Scanner Canon Lide 120	1
		Switch-16 Port	1
		Switch-24 Port	5
		Switch-48 Port	1
		IBM Blade Server \E5-2665, 2.4GHz, 133/1066/800 DDR3 only (MHz), 20MB Smart, 16GB PC2-5300 Fully Buffered DIMMs at 667 MHz, scalable to 128 GB 2X300 GB 10K rpm SFF SAS Hot Plug, SAS based supporting RAID 0/1	4
		Chasis for IBM blade server	1
		Server Wipro NP7226VR-D4/0009 Tower Chasis 3X73 GB HDD, 8GB RAM, 15 inch colour monitor, 104 keys keyboard Software: SCO Unix 5.0.7 & MFCOBOL	1
		PC-Wipro/HCL/HP - AMD Phemon/P- D/Core 2 Duo	8
		PC HP Pentuum - IV	9
		PC - HP I-3 with 500GB HDD	9
		Printer DeskJet HP 1112	1
		Printer Wep DMP	1
		Printer-LaserJet Samsung ML2161	
		Printer-LaserJet Samsung ML1640	
2	PAO (ORs), AMC, Lucknow		
3	PAO (ORs), 11 GRRC, Lucknow		



		Printer Ricoh SP - 200	2
		Printer Epson M100	1
		Scanner Canon Lide 120	1
		Printer cannon LBP 6018B	2
		HUB Port 24 Switch	1
4	RAO MES, Lucknow	PC - Wipro/HCL P-4/P-D 3.00GHz, RAM 1 GB	2
		Printer Samsung ML 2161	1
		Printer-TVSE DMP	1
5	LAO (A), Lucknow	PC - Wipro P-IV 3.00 GHz	1
		PC HP Pentuum - IV	1
		Printer HP M202dw	1
		Printer-TVSE/Wep DMP	2
6	LAO (B), Lucknow	PC - Wipro/HCL P-4/P-D 3.00GHz, RAM 1 GB	2
		Printer HP M202dw	1
		Printer HP 1022N	1
7	ALAO(AFMSD) Lucknow	PC-Wipro P-4 3.00GHz HDD 80 GB, RAM 256 MB	1
		HP laserjet / HP m202 dw	2
		Printer-TVSE DMP	1
8	AO GE (East), Lucknow	HCL PC CORE -2 duo 2GB RAM ,320 GB HDD	3
		PC-Wipro P-4 3.00GHz HDD 80 GB	1
		Printer HP 1007	1
		Printer DMP	1
		Switch 16 Port	1
9	AO GE (West), Lucknow	PC-HCL core 2 DUO 2GB RAM ,320 GB HDD/	2
		Printer-DMP	1
		Printer HP M202dw	1
		Printer HP 1007	1
10	AO GE (E & M)Lucknow	PC-HCL P-4 Intel HDD 40GB, RAM 256 MB	1
		PC-HCL core 2 DUO 2GB RAM ,320 GB HDD	2
		Printer HP M202dw	1
		Printer Samsung ML 1866	1
11	AAO BSO, Lucknow	PC- HCL/Wipro P-4 3.0 GHz HDD 80GB	2
		PC - HCL Core 2 Duo	2
		Printer-TV5 DMP	2
		Printer Samsung ML 1866 / 2161	2
12	PAO (ORs), 39 GTC, VARANASI	PC-HP /HCL P-IV/AMD/Pentium - D 3.00 GHz/	3
		PC-HCL core 2 DUO 2GB RAM ,500GB HDD	14
		PC - HP i-3 with 500GB HDD	7
		Printer-TVSE 355/455 DMP	5

		Printer-Samsung ML1866 LaserJet	4
		Printer-Samsung ML1640 LaserJet	2
		Printer Samsung ML2161	2
		Wep Printer LQ540, Dx-2	2
		Scanner Canon Lide 120	1
		Switch Port 28	2
		HP E-60 intel Pentium-III 500 MHz, Intel 440BX chipset with 100 MHz bus, 512KB ECCL2 Cache, 64MB 100 MHz ECC SDRAM DIMM, 9.1GB Ultra Wide SCSI HDD, integrated Ultra SCI Controller, Integrated PCI/10/100Mbps Auto SensingFast Ethernet NIC, CD ROM Drive 24x EIDE, FDD 1.4MB Built-in I/O Port: 25 pin parallel port INO; Serial ports 2 Nos; Video Port; Keybord Port & Mouse Port, 15"SVGA Digital Color Monitor with integrated SVFA Controller & 1 MB RAM, 4/8 GB DAT drive.	1
		IBM Server Xeon dual processor 5050 3.0 GHZ EM697 2X572MB667 15 inch Colour Monitor, 104 keys keyboard 2X500GB HDD, 16GB RAM (2X8)	1
13	ALAO,39GTC, Varanasi	PC-HCL P-IV 3.00 GHz	1
		Printer-DMP	1
14	PAO (ORs), DRC, FAIZABAD	PC-HCL core 2 DUO / P-IV 160GB / 320 GB HDD	25
		PC-HP Core i-3 500GB HDD	12
		Printer-Samsung ML 2161 Laserjet	3
		Printer-Samsung ML1640 LaserJet	1
		Printer Cannon LBP-6018	1
		Printer Samsung 1866	8
		Scanner Canon Lide 120	1
		HUB Port 24 Switch	3
		Server IBM X3650 intel based server with single processor,16 GB RAM,300 GB HDD(Four nos.),Rack mountable	1
15	AO GE AAO AGE (I) AAO BSO, FAIZABAD	PC- HCL P-IV/ Pentium - D	2
		PC- HP i-3 with 500GB	1
		Printer-DMP	2
		Printer HP M202dw	1
16	ALAO, FAIZABAD	PC- HCL/Wipro	3
		Printer-DMP	1
17	PAO (ORs), RRC, FATEHGARH	PC-HCL Core 2 DUO 2GB RAM ,320 GB HDD	15
		PC - HP / HCL - AMD/P-4	11
		PC - HP i-3 with 500GB HDD	13



		Printer-TVSE 345/355/455 DMP	2
		Printer Canon LBP 6018B LaserJet	2
		Printer-Samsung LaserJet ML-1640/1866/2161	7
		Scanner Canon Lide 120	1
		HUB-PORT 24 Port HUB Ethernet	1
		Server IBM X3650 Intel based server with single processor,16 GB RAM,300 GB HDD(Four nos.),Rack mountable	1
		Server HCL Infinite Global Line Server Intel Pentium III 500 Mhz Dual Processor Chipset with 100 Mhz FSB with 64MB SDRAM, PC100 with ECC, 48X IDE CDROM Drive internal, 4/8 GB DAT Drive,HCL 14" Digital Colour VGA Monitor	1
18	PAO (ORs), SLI, FATEHGARH	PC-HCL core 2 DUO 2GB RAM ,320 GB HDD	22
		PC HCL P-IV 3.00 GHZ	2
		PC HP Core i-3 with 3.3GHZ / HDD 500GB	10
		PC-HP-P4-80GB SATA,512 MB RAM,3.0 GHZ	1
		Printer-TVSE 345/355/445/455 DMP	2
		Printer-Samsung ML 1640 LaserJet	1
		Printer Samsung ML 2161	3
		Scanner Canon Lide 120	1
		Printer Samsung 1866	5
		HUB-PORT 24Port HUB Ethernet Mini Hub	1
19	AO GE (MES), Fatehgarh	PC-HCL P-IV 3.00 GHZ	1
20	ALAO, FATEHGARH	PC - Wipro P-IV 3.00 GHz	1
		Printer-DMP	1
21	Area Accounts Office (CC), Allahabad	PC-HCL Core 2 Duo	6
		PC HP Core i-3 with 3.3GHZ / HDD 500GB	4
		Printer- DMP TVSE-HD 945	2
		Printer-TVSE MSP355/ 455 DMP	2
		Printer-Samsung LaserJet 2161	2
		Scanner Canon Lide 120	1
		24Port HUB Ethernet	1
22	LAO(S) OD Fort, Allahabad	PC-Wipro P-IV 3.00 GHz	2
		Printer-DMP	2
23	LAO(S) COD, Allahabad	PC- HCL P-IV 3.00 GHZ	1
		PC-Wipro P-IV 3.00 GHz	1
		Printer-DMP	3
24	LAO (A), Allahabad	PC P-IV 3.00 GHz	1
		PC - HP i-3 with 500GB HDD	1

		Printer-DMP	1
25	LAO (B), Allahabad	PC- HCL P-IV 3.00 GHz	1
		Printer-DMP	1
26	AO GE (E), Allahabad	PC- HCL Core 2 Duo	2
		Printer Samsung ML 1866	1
27	AO GE (W), Allahabad	PC-HCL/Wipro P-IV 3.00 GHz	2
		HP LASER JET M 1120	1
28	AAO BSO, Allahabad	PC- HCL P-IV 3.00 GHz	1
		Printer-DMP	1
29	AO GE (A/F), Allahabad	PC- HCL/Wipro P-IV 3.00 GHz	2
		Printer Samsung 1866	1
30	AO GE (I), Manauri, Allahabad	PC- Wipro P-IV / HCL Core 2 Duo	2
		Printer-DMP TVS 345XL	1
		PC- HP/Wipro P-IV 3.00 GHz	6
		PC - HCL Core 2 Duo	3
		PC - HP I-3 with 500GB HDD	7
		Printer TVS/LQ540 DMP	5
31	A.A.O. (CC), KanpurCantt.	Printer-Samsung ML1640/ML2161 LaserJet	2
		Printer Ricoh SP - 200	1
		Scanner Canon Lide 120	1
		Switch 16 Port	1
		HUB-PORT 24Port HUB Ethernet	1
32	AAO BSO, Chakeri, Kanpur	PC- HCL/wipro P-IV 3.00 GHz	2
		Printer Samsung ML 1866/2161	2
		Printer-DMP	1
33	AAO BSO GE (MES), Kanpur	PC- HCL / Wipro	4
		Printer-DMP TVS/Wipro	3
		Printer Samsung ML1866	1
34	AO GE(MES) Kanpur	PC- HCL P-IV 3.00 GHz	1
		PC - HCL Core 2 Duo	1
		Printer-DMP	2
		PC- Wipro P-IV 3.00 GHz	1
35	AO GE (B/R), Chakeri, Kanpur	PC HCL Core 2 Duo	2
		Printer Wep HQ DMP	1
		Printer Samsung ML 1866	1
		Rack 6U	1
36	AO GE (E/M), Chakeri Kanpur	PC Wipro P-IV 3.00 GHz	1
		PC - HCL Core 2 Duo	2
		Printer Samsung ML 1866	1
37	LAO (S), COD, Kanpur	PC- Wipro P-IV 3.00 GHz	1
		PC - HP I-3 with 500GB HDD	1



		Printer Samsung ML 2161	1
		Scanner Canon Lide 120	1
		Printer-DMP	1
38	LAO (IGS), Meerpur, Kanpur	PC - Wipro P-IV 3.00 GHz	1
		PC - HP i-3 with 500GB HDD	1
		Printer Ricoh SP - 200	1
39	AAO BSO, Babina	PC- HCL P-IV/ Core 2 Duo 3.00 GHz	2
		PC - HP i-3 with 500GB HDD	1
		Printer ML 1866 Samsung	1
		Printer-DMP TVSE MSP 455 XL	2
40	AO GE (MES), Babina	PC- HCL P-IV 3.00 GHz	2
		Printer ML 1866 Samsung	1
41	LAO (A) BabinaCantt.		1
		PC- Wipro P-IV 3.00 GHz	1
42	LAO Addl. BabinaCantt.	PC- Wipro P-IV 3.00 GHz	1
		PC - HP i-3 with 500GB HDD	1
		Printer-DMP	1
43	AO GE, Gorakhpur	PC- HCL P-IV/Core 2 Duo	2
		Scanner Epson V - 37	1
		Printer-DMP	1
44	AAO BSO, Jhansi	PC- Wipro P-IV 3.00 GHz	1
		PC - HCL Core 2 Duo	2
		Printer-DMP TVSE MSP 455 XL	2
		Printer Samsung ML 1866	1
45	LAO(A), Jhansi	PC- Wipro P-IV 3.00 GHz	1
		Printer HP M202dw	1
		Printer Wep - DMP	1
46	AO GE (MES), Jhansi	PC- Wipro Dual Core 3.00 GHz	1
		PC- HCL Core 2 Duo	2
		Printer HP Laserjet 1008	1
47	AAO GE, BKT, Lucknow	Printer Samsung ML 1676	1
		Printer Ricoh SP - 200	1

  
**Acme Digital Solutions (P) Ltd.**  
 ISO 9001, 2008 Company  
 Digitek House, 54-B, Prag Narayan Road  
 Lucknow-226 001  
 Ph.: 0522-4091444  
 Fax: 4091450

  
**मोहित शर्मा प्रा.के.से.**  
**MOHIT SHARMA IAS**  
 ज्येष्ठ सचिव /ACDA  
 का सेवा बंधन विभाग (मनः) जयपुर  
 PCDA (CC), Lucknow

**Annexure-B**

No of resident engineers to be provided by AMC holder at various stations the details of which is as follows:

S N	Name of Station	Proposed Nos of engineers	Proposed Time in working days for deployment of engineers	Remarks
01	Lucknow	03	Full day	2 engineers for PCDA (CC) & RTC and one engineer for PAO (ORs) AMC & 11GRRC, Lucknow
02	Fatehgarh	01	Full day	PAO (OR) RRC will be Nodal & Controlling Office
03	Faizabad	01	Full Day	Eng. will attend Gorakhpur also as and when required basis.
04	Kanpur	01	Full day	AAO, Kanpur will be Nodal & Controlling Office
05	Allahabad	01	Full day	AAO, Allahabad will be Nodal & Controlling Office
06	Jhansi	01	Full Day	(1) Eng. will attend Babina also as and when required basis. (2) AO GE Jhansi will be Nodal Office.
07	Varanasi	01	Full Day	PAO (OR) 39GTC will be Nodal & Controlling Office



**COST DETAILS Category "A(I)" ( Repair & Maintenance Charges of PC, Printers and Peripherals)** **Annexure - C**

Sr No	Name of Office	Particulars	Qty	Unit Rate per Year	Service Tax @15% on 70% of Unit Rate	VAT @5% on 80% of Unit Rate	Total Unit Rate per Year	Total Rate per Year
1	Offices Located at Lucknow, Faizabad, Varanasi, Allahabad, Kanpur, Fatehgarh, Jhansi & Babina under jurisdiction of PCDA (CC), Lucknow	PC-HP/HCL/WIPRO/ Core i-3 Dual Core/Core 2 due/Pentium -IV/E5400/2.7GHz/ 2.8 2.69GHz/1.8GHz HDD 160GB/320 GB/ 500GB, RAM 512MB/1MB/2GB/3GB/4GB	447	2250	236.25	90	2576.25	1151583.75
2		PC-HP Core i-3/3.3GHz/4GB/ HDD 500GB (From 01/08/2017)	98	2250	236.25	90	2576.25	252472.50
3		Printer-HP Laser jet M202dw/ 1022n/ HP Laser jet 1505n/ HP Laser jet 1010/ Printer-HP Office jet 7000 (New)/ HP Ink Jet Colour 5652	64	1300	136.50	52	1488.50	95264.00
4		Samsung Laser jet ML1210/ Samsung Laser jet ML1640/1866/2161	88	1300	136.50	52	1488.50	130988.00
5		Epson Laser Printer M110 / M100	6	1500	157.50	60	1717.50	10305.00
6		DMP Printer- WiproHQ1070/5235 / 540/Epson2090-DX 35/345/355 /455/ TVS MSP-335/345/355 DMP	71	1500	157.50	60	1717.50	121942.50
7		RECO SP 200	26	1500	157.50	60	1717.50	44655.00
8		Cannon Printer	7	1500	157.50	60	1717.50	12072.50
9		HP Scanjet	1	1800	189.00	72	2061.00	2061.00
10		Cannon scanner	5	1600	168.00	64	1832.00	9160.00
11		Cannon scanner Lide 120	9	1800	168.00	64	1832.00	16488.00
12		Epson scanner V37	11	1600	168.00	64	1832.00	20152.00
13		Switch Port 16 Port HUB Ethernet	5	750	78.75	30	858.75	4293.75
14		Switch Port 24/28 Port HUB Ethernet	29	1300	136.50	52	1488.50	43166.50
15		Switch Port 48 Port HUB Ethernet	1	4000	420.00	160	4580.00	4580.00
16		Server IBM	1	10000	1050.00	400	11450.0	11450.00
17		Server IBM Xeon	2	14000	1470.00	560	16030.0	32060.00
18		Server HCL	1	11800	1239.00	472	13511.0	13511.00
19		HP Server	1	7500	787.50	300	8587.50	8587.50
20		Server Wipro	1	10000	1050.00	400	11450.0	11450.00
21		IBM Blade Server (4Blade)	6	24000	2520.00	960	27480.0	164880.00
22		IBM Blade Server Chasis	2	16000	1680.00	640	18320.0	36640.00
<b>Grand Total</b>							<b>2197713</b>	

**Annexure-D**  
**Performance certificate for AMC of PCs/ printers/ servers and peripherals**


Name of the office: **PCDA (CC) Lucknow**

Duration of AMC: (From 01/06/2017 to 31/05/2018)

Sl. No.	Particulars	Qty under AMC	No of hours taken in corrective maintenance*	Total No. of such equipments	Total no of downtime hours	Other details (if any)	Remarks
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							

\*No. of downtime hours in r/o of any equipment is to be counted after 24 hours of registering its complaint with AMC provider.

Certified that Quarterly preventive maintenance was done by M/s Acme Digitek Solutions (P) Ltd. as specified in Contract Agreement.

  
**Acme Digitek Solutions (P) Ltd.**  
 ISO 9001: 2008 Company  
 Digitex House, 54-B, Prag Narayan Road  
 Lucknow-226 001  
 Ph.: 0522-4091444  
 Fax: 4091450

Date :

(Signature)

Name :  
 Designation :  
 Stamp

  
**मोहित शर्मा**  
**MOHIT SHARMA IAS**  
 नगर प्रमुख/PCDA  
 नगर प्रमुख (आर) नगर  
 PCDA (CC), Lucknow



**USER MANUAL**

**USER MANUAL COMPLAINTS MONITERING SYSTEM**

**VERSION:1.0**

# **INDEX**

Introduction

Login

**A. Admin**

➤ **Mapping**

1. User Type (Department to Department)
2. Engineer Type (Engineer to Department)

➤ **Complaints**

1. New Hardware Entry
2. View Hardware List
3. New Complaints Entry
4. Complaint List
5. Complaint Status
6. Close Complaint
7. CSR Entry
8. Reset Password

**B. User**

➤ **Complaints**

9. New Hardware Entry
10. View Hardware List
11. New Complaints Entry
12. Complaint List
13. Complaint Status
14. Close Complaint
15. CSR Entry
16. Reset Password



**Project:** Principal Controller of Defense Accounts (PCDA)

**Object:** Manage complaints (Admin + Users)

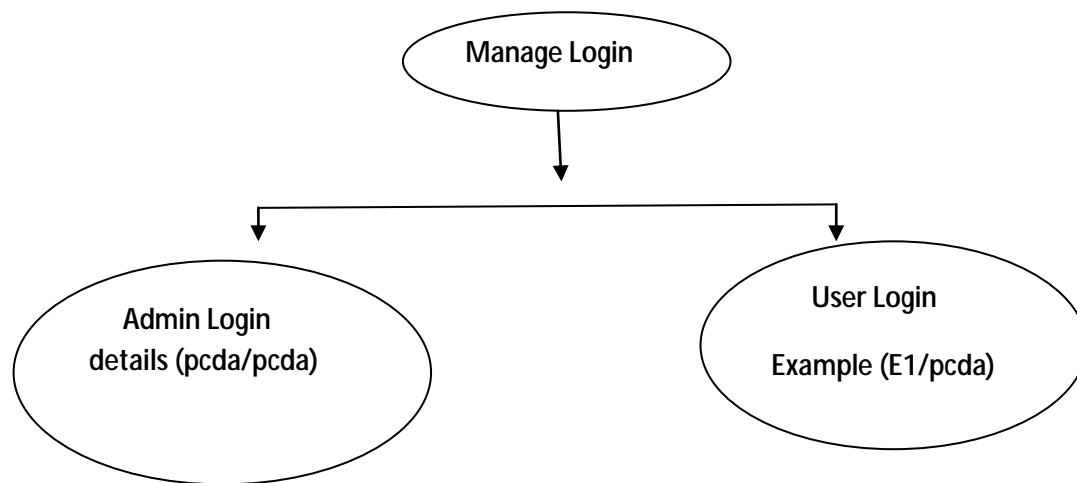
**URL:** [http:// 10.48.49.152/PCDA](http://10.48.49.152/PCDA)

**Credentials** (Username/Password): pcda/pcda

Application 'PCDA' using technology 'Asp.net 4.5 framework' and 'SQL Server' for backend process.

You are opening browser (Firefox, Chrome, IE etc.) navigate the URL in 'address bar', opens an applications.

**Login:**



- As per above figure we know that login have two types.
- A. Admin Login and B. User login
- Admin login manage all complaints and assignments as per user and engineer basis.
- User Login manages department activities.

**Note:** Here manage an application on two bases:

A. Admin B. Users

- We have defined first admin functionality, please see details in below:

## Admin Login:

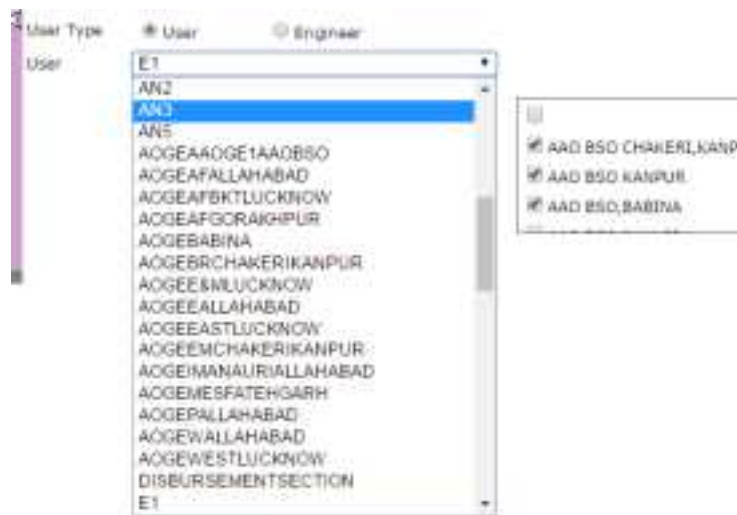
I have entered credentials 'pcda/pcda', clicks 'Sign In' button and opens admin dashboard to manage mapping and complaints.

## **Mapping functionality:**

Admin have two types authority to manage mapping like 'Department to department (D – to – D)' and 'engineer to department (E – to – D)'.

- A. User
- B. Engineer

### **A. User Type :**



Here define how to mapping 'D – to – D'. Please see below:

- Choose 'User type' in radio button : **User**
- Select 'Users' in drop down list.
- Mark check list in other department (having single or more than one)
- Click 'submit' button.
- Getting message '**Records Inserted**'.



## B. Engineer Type :



The screenshot shows a web form with the following elements:

- User Type:** Radio buttons for 'User' and 'Engineer'. The 'Engineer' radio button is selected.
- User:** A dropdown menu with a 'Select' button and a list of names: Adesh Pratap Singh, Ashish Rishara, Ashwin Jadhav, Chameendra Narayan Pandey, Himanshu Shukla, Randeep Singh Chautai, Shiva Singh Gaur, and Vikas Nani Tripathi.
- Department:** A list of departments with checkboxes: AAO BSO CHAKRI, KANPUR; AAO BSO KANPUR; and AAO BSO, BAREILLY.

Here define how to mapping 'E – to – D'. Please see below:

- Choose 'User type' in radio button : **Engineer**
- Select 'Users' in drop down list.
- Mark check list in other department (having single or more than one)
- Click 'submit' button.
- Getting message '**Records Inserted**'.

## Complaints functionality:

Admin have no. of complaints, please see below and describe in details:

- A. New Hardware Entry
- B. View Hardware List
- C. New Complaints Entry
- D. Complaint List
- E. Complaint Status
- F. Close Complaint
- G. CSR Entry
- H. Reset Password

➤ **New Hardware Entry:**



Here, entry detail for new hardware, please see below:

- Fill manually in field 'Make'.
  - Fill manually in fields 'Part No'.
  - Fill manually in fields 'Serial No'
  - Fill manually in fields 'Quantity'.
  - Fill manually in fields 'Item Description'.
  - Fill manually in fields 'Remark.'
  - When clicks 'Submit button' then gets a confirmation message '**Entry successfully completed**'.
  - If you clicks 'Cancel button' then without save information move to home page.
- **View Hardware List :**



Here, clicks on button 'Show' and gets listing in tabular form, having entered time in hardware like :



Id	Make	Part NO.	Serial No	Quantity	Entry Date	Remark	Item Dec
1183	jkhiu	8279	123xyz	2	09/06/2017	working	printer
1184	jkhiu	8279	123xyz	2	09/06/2017	working	printer
1185	jkhiu	8279	123xyz	2	09/06/2017	working	printer
1186	rgdg	544	45546	5	09/06/2017	grt	45
1187	rgdg	544	45546	5	09/06/2017	grt	45
1188	jd	fg	435	4	09/06/2017	tgtr	gt
1189	jd	fg	435	4	09/06/2017	tgtr	gt
1190	jd	fg	435	4	09/06/2017	tgtr	gt
1191	sjhd	435	5435	4	09/06/2017	erter	lret
1192	ef	ewe	34324	4	06/09/2017	rwerw	errw



➤ **New Complaint Entry :**



Here, entry detail for new complaint, please see below:

- Select 'Organization' in drop down field.
- Select 'Place' in drop down field.
- Fill manually in field 'Complaint Person'.
- Fill manually in field 'Designation'.
- Fill manually in field 'Contact No'.
- Fill manually in field 'Problem'.
- Select 'Problem Type' in drop down field.
- Fill manually in field 'Machine serial no'.
- Click button 'Verify' see listing like :

Machine Serial No:

ID	Make	Part No	Serial No	Quantity	Entry Date	Remark	Item Desc
1183	jkhiu	8279	123xyz	2	6/9/2017 10:11:41 AM	working	printer
1184	jkhiu	8279	123xyz	2	6/9/2017 10:11:41 AM	working	printer
1185	jkhiu	8279	123xyz	2	6/9/2017 10:11:41 AM	working	printer

- Fill manually in field 'Remark'.
- When clicks 'Submit button' then gets a confirmation message '**Complaint number 17/12 Generated successfully**'.
- If you clicks 'Cancel button' then without save information move to home page.

➤ **Complaint List :**

Complaints Search By

Status: All | From Date: | M/C Sr No: | HP:  Non-HP   
 Customer: All | Emp Name: E1 | City: All | Type: All

SN	Current Assign	C.No./Date	Complaint By	Problem	M/C No.	Status	Remark	Customer	City	Type
1	<a href="#">Assign</a>	17/11 25-05-2017	VND (375674)	hardware	123456	New	basic problem	E-I	Lucknow	Warranty
2	<a href="#">Assign</a>	17/11 25-05-2017	VND (345675)	hardware	123456	New	hardware	E-I	Lucknow	Warranty
3	<a href="#">Assign</a>	17/11 25-05-2017	pryanka (30789012)	spring	123456	New	spring	AAC BOO CHAKERI KANPUR	Lucknow	Warranty

Here, a facility to search complaints as per your choice like:

Complaints Search By

Status: All | From Date: | M/C Sr No: | HP:  Non-HP   
 Customer: All | Emp Name: E1 | City: All | Type: All

- Select status, customers, date (From - to) etc having in searching keywords and click 'Search button'.
- Displayed values in tabular form as per select in fields.
- If you click 'Cancel button' then without searching move to home page.
- Clicks any link 'Assign' keep in record Colum 'Current Assign' and opens assign records like :

Complaint No: 17/11

Assign to Employee: All

Send SMS:

Complaint No:	17/11
Complaint Name:	Hardware
Complaint Person:	VND
Complaint No:	123456
Complaint Name:	Hardware
Complaint Person:	VND

- Select employee in field drop down 'Assign to Employee'.
- If I click in check box 'Send SMS' then get received notification assignee via SMS.
- When click button 'assign' then get a confirmation message, '**Complaint No 17/11 Assign Successfully to Adrash pratap Singh**'.
- If click 'Cancel button' without assignment move to home page.

**E. Complaint Status :**

Complaint Status

Complaint No:

- Fill manually complaint no in field 'Complaint No'.
- Clicks 'View button' and opens like :



**Complaint Detail**

Case No:	17/11	Complaint Date:	28-06-2017	Contact Person:	vinu
Designation:	developer	Problem:	h/jd/gfh	Machine Serial No:	123456
Current Status:	New	Remark:	h/jf/hfuk	Sale/Warranty Sale/1183	
Organization:	E-1	Logged By:	E1	Sale/Warranty Sale/1184	
Currently Assigned:	NA	Phone:	3465475	Sale/Warranty Sale/1185	

- If you click button 'Cancel' without saving complaint moved to home page.
- If you click 'Enter log Note' then open like note popup like :

Remark:

- Fill remark and click save button then record save in tabular form like :

Sr No.	Employee	Date	Problem Observed	Action	Status	CSR_No
1	E1	28-06-2017		Yes, we will working	None	Log Note

- If you click 'Enter CSR' button then opens like :

**Complaint Service Report**

Engineer: E1

Complaint No: Select

CSR No:

Attend Date:  06:36:00 PM

End Date:

Problem Observed:

Action Taken:

Reason If Pending:

Status: Select

Complaint Category: Software

- Filled all details and click 'Save button' and gets confirmation message.
- If click 'Refresh button' then clear all records in filled.
- If click 'Cancel button' without saving moved to home page.

#### F. Close Complaint:

Case No: 17/10

- Select Case no in drop down and click show button.
- Show all records to closed complaint.

### G. CSR (Complaint Service Report) Entry :



- Select engineer in drop down list.
- Select Complaint no in drop down list.
- Fill manually in field 'CSR No'.
- Choose 'Attend Date' with the help of calendar.
- Choose 'End date'.
- Fill manually in field 'Problem Observed'.
- Fill manually in field 'Action Taken'.
- Fill manually in field 'Reason IF Pending'.
- Select Status in field drop down.
- Select Complaint Category in drop down list.
- Filled all details and click 'Save button' and gets confirmation message.
- If click 'Refresh button' then clear all records in filled.
- If click 'Cancel button' without saving moved to home page.

### H. Reset Password:



- Fill manually in field 'Old Password'.
- Fill manually in field 'New Password'.
- Fill manually in field same as above field 'new Password' in current field 'Confirm New Password'.



## **User Login:**

I have entered credentials 'E1/pcda', clicks 'Sign In' button and opens admin dashboard to manage complaints.

## **Complaints functionality:**

Admin have no. of complaints, please see below and describe in details:

- I. New Hardware Entry
- J. View Hardware List
- K. New Complaints Entry
- L. Complaint List
- M. Complaint Status
- N. Close Complaint
- O. CSR Entry
- P. Reset Password

### ➤ **New Hardware Entry:**



Here, entry detail for new hardware, please see below:

- Fill manually in field 'Make'.
  - Fill manually in fields 'Part No'.
  - Fill manually in fields 'Serial No'
  - Fill manually in fields 'Quantity'.
  - Fill manually in fields 'Item Description'.
  - Fill manually in fields 'Remark.'
  - When clicks 'Submit button' then gets a confirmation message '**Entry successfully completed**'.
  - If you clicks 'Cancel button' then without save information move to home page.
- **View Hardware List :**

**View Hardware List**

**Show**

Here, clicks on button 'Show' and gets listing in tabular form, having entered time in hardware like :

**View Hardware List**

**Show**

Id	Make	Part NO.	Serial No	Quantity	Entry Date	Remark	Item Dec
1183	jkhu	8279	123xyz	2	09/06/2017	working	printer
1184	jkhu	8279	123xyz	2	09/06/2017	working	printer
1185	jkhu	8279	123xyz	2	09/06/2017	working	printer
1186	rgdg	544	45546	5	09/06/2017	grt	45
1187	rgdg	544	45546	5	09/06/2017	grt	45
1188	jd	fg	435	4	09/06/2017	tgtr	gt
1189	jd	fg	435	4	09/06/2017	tgtr	gt
1190	jd	fg	435	4	09/06/2017	tgtr	gt
1191	sjhd	435	5435	4	09/06/2017	erter	lret
1192	ef	ewe	34324	4	06/09/2017	rwerw	erw

➤ **New Complaint Entry :**

**New (Project/Order/Case) Entry**

Organization:

Place:

Complain Person:

Designation:

Contact No:

Problem:

Problem Type:

AMC  Warranty  Priority Call

Machine Serial No:  **Verify**

Remark:

**Submit** **Cancel**

Here, entry detail for new complaint, please see below:

- Select 'Organization' in drop down field.
- Select 'Place' in drop down field.
- Fill manually in field 'Complaint Person'.
- Fill manually in field 'Designation'.
- Fill manually in field 'Contact No'.
- Fill manually in field 'Problem'.
- Select 'Problem Type' in drop down field.
- Fill manually in field 'Machine serial no'.
- Click button 'Verify' see listing like :



Machine Serial No:

ID	Make	Part No	Serial No	Quantity	Entry Date	Remark	Item Desc
1183	jkhiu	8279	123xyz	2	6/9/2017 10:11:41 AM	working	printer
1184	jkhiu	8279	123xyz	2	6/9/2017 10:11:41 AM	working	printer
1185	jkhiu	8279	123xyz	2	6/9/2017 10:11:41 AM	working	printer

- Fill manually in field 'Remark'.
  - When clicks 'Submit button' then gets a confirmation message '**Complaint number 17/12 Generated successfully**'.
  - If you clicks 'Cancel button' then without save information move to home page.
- **Complaint List :**

Complaints Search By

Status:  From Date:  To Date:  M/C Sr No:  HP  Non-HP

Customer:  Emp Name:  City:  Type:

SN	Current Assign	C.No./Date	Complaint By	Problem	M/C No.	Status	Remark	Customer	City	Type
1	<a href="#">Assign</a>	17/11/2017	WPS (37874)	hardware	123xyz	New	basic problem	E-1	Lucknow	Warranty
2	<a href="#">Assign</a>	17/11/2017	WPS (385475)	hardware	123xyz	New	hardware	E-1	Lucknow	Warranty
3	<a href="#">Assign</a>	17/12/2017	pryanka (8075843212)	opering	123xyz	New	many time	AAO BDO CHAKRI KANPUR	Lucknow	Warranty

Here, a facility to search complaints as per your choice like:

Complaints Search By

Status:  From Date:  To Date:  M/C Sr No:  HP  Non-HP

Customer:  Emp Name:  City:  Type:

- Select status, customers, date (From - to) etc having in searching keywords and click 'Search button'.
- Displayed values in tabular form as per select in fields.
- If you click 'Cancel button' then without searching move to home page.
- Clicks any link 'Assign' keep in record Colum 'Current Assign' and opens assign records like :

Complaints No:

Assign To Employee:

Send SMS

Complaints No: 17/11  
 Complaints Make: R-1  
 Complaints Part No: 8279  
 Complaints Quantity: 2  
 Complaints Entry Date: 6/9/2017 10:11:41 AM  
 Problem: hardware

- Select employee in field drop down 'Assign to Employee'.
- If I click in check box 'Send SMS' then get received notification assignee via SMS.
- When click button 'assign' then get a confirmation message, '**Complaint No 17/11 Assign Successfully to Adrash pratap Singh**'.
- If click 'Cancel button' without assignment move to home page.

**I Complaint Status :**

Complaint Status

Complaint No:

- Fill manually complaint no in field 'Complaint No'.
- Clicks 'View button' and opens like :

Complaint Detail

Case No:	17/11	Complaint Date:	28-06-2017	Contact Person:	vin
Designation:	developer	Problem:	hjsdfghj	Machine Serial No:	123xyz
Current Status:	New	Remark:	hjhjhfhk	Sale/Warranty Sale/1183	
Organization:	E-1	Logged By:	E1	Sale/Warranty Sale/1184	
Currently Assigned:	NA	Phone:	3465475	Sale/Warranty Sale/1185	

- If you click button 'Cancel' without saving complaint moved to home page.
- If you click 'Enter log Note' then open like note popup like :

Remark:

- Fill remark and click save button then record save in tabular form like :

Currently Assigned: NA Phone: 3465475 [Edit](#) Sale/Warranty Sale/1185

Sr No.	Employee	Date	Problem Observed	Action	Status	CSR_No
1	E1	28-06-2017		Yes, we will working	None	Log Note

- If you click 'Enter CSR' button then opens like :

Complaint Service Report

Engineer:

Complaint No:

CSR No:

Attend Date:

End Date:

Problem Observed:

Action Taken:

Reason If Pending:

Status:

Complaint Category:

- Filled all details and click 'Save button' and gets confirmation message.
- If click 'Refresh button' then clear all records in filled.
- If click 'Cancel button' without saving moved to home page.

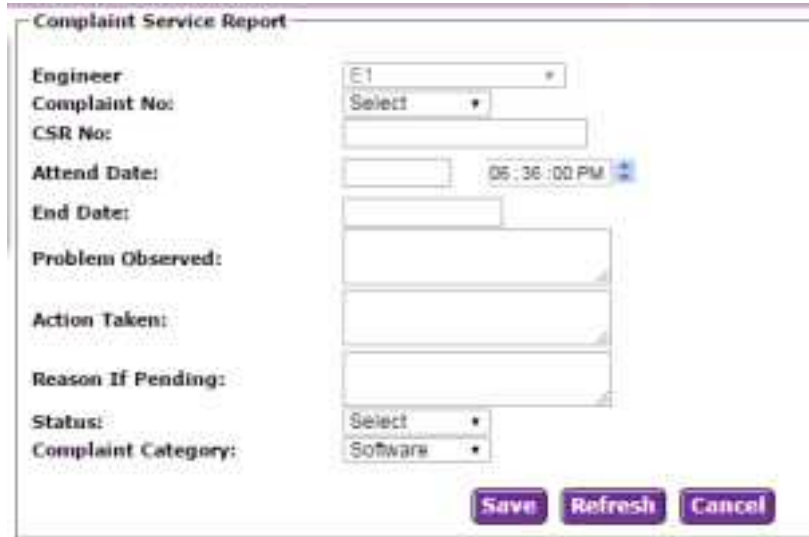
#### J. Close Complaint:



Case No: 17/10  
Show

- Select Case no in drop down and click show button.
- Show all records to closed complaint.

#### K. CSR (Complaint Service Report) Entry :



Complaint Service Report

Engineer: E1  
Complaint No: Select  
CSR No:   
Attend Date:  05:36:00 PM  
End Date:   
Problem Observed:   
Action Taken:   
Reason If Pending:   
Status: Select  
Complaint Category: Software

Save Refresh Cancel

- Select engineer in drop down list.
- Select Complaint no in drop down list.
- Fill manually in field 'CSR No'.
- Choose 'Attend Date' with the help of calendar.
- Choose 'End date'.
- Fill manually in field 'Problem Observed'.
- Fill manually in field 'Action Taken'.
- Fill manually in field 'Reason IF Pending'.
- Select Status in field drop down.
- Select Complaint Category in drop down list.
- Filled all details and click 'Save button' and gets confirmation message.
- If click 'Refresh button' then clear all records in filled.
- If click 'Cancel button' without saving moved to home page.

#### L. Reset Password:



Reset Your Password

Old Password:   
New Password:   
Confirm New Password:

Save Cancel

- Fill manually in field 'Old Password'.
- Fill manually in field 'New Password'.
- Fill manually in field same as above field 'new Password' in current field 'Confirm New Password'.



