

and operate the Equipment in accordance to the operating manual provided to them. The Service agent reserves the right to charge at its prevailing rates for any service calls necessitated by reason of the Customer's failure to comply with his obligations under this paragraph.

7. Be accountable to the Service Agent for all Reprographic Supplies left with the Customer who shall ensure that such supplies are used only for the Equipment covered under this Contract. The service Agent reserves the right to charge the Customer for any supplies which is unaccounted for to the Service Agent satisfaction, at prevailing prices.

GENERAL TERMS

1. This Contract comes into force on the date of its execution when signed by or on behalf of the Customer and by a person authorised by the Service Agent.
2. This Contract shall commence on the date of installation (unless specified otherwise) of the Equipment evidenced by the Service Agent Service Installation Report duly signed by the Customer and shall continue in force until terminated by either party serving on the other 60 days prior written notice to expire on the first or any subsequent anniversary of the said commencement date.
3. Notwithstanding anything to the contrary contained in this Contract, the Service Agent reserves the right to vary the charges or the frequency of the charges payable by the Customer at any time upon 60 days prior written notice. Should this not be acceptable to the Customer, the Customer shall be entitled to terminate this Contract by serving not less than 60 days notice in writing to the Service Agent. However, this clause is not applicable to any increase in charges by variations in levies or taxes of Central, State or Local Govt., which are recoverable separately.
4. If the Customer is in breach of any or all the terms of this Contract including his obligation to pay charges promptly and such breach remains unremedied for over 15 days following written communication from the Service Agent in this regard or in the event of any change in the financial, legal or credit worthiness of the Customer, the Service Agent may, during the currency of this Contract, terminate the Contract and suspend service and support to the Customer not withstanding anything to the contrary contained herein, without being liable in any manner to the Customer of the same.
5. In the event of any dispute or difference arising between the parties on any clause related to this contract, the matter shall be first referred to the Arbitration of a board comprising one nominee each of the Service Agent & the Customer and an umpire nominated jointly by the Arbitrators before entering upon the Reference. The venue of such arbitration shall be the AIIMS, Raipur. Presently located at Raipur (C.G).
6. This contract is subject to the jurisdiction of the state of Chhattisgarh.
7. Timely payment of all charges by the Customer shall be the essence of this Contract.
8. This represents the entire contract between the parties & no alternation, deletion, amendment, or addition is valid, unless validity signed by a person duly authorized by the Service Agent & the Customer.
9. In case of termination of Service Agency agreement between the Service Agent & RICOH INDIA LTD this contract would automatically stands terminated. However, the service agent will continue to provide service for the notice period. The service contract would have to be signed a fresh with the new service agent as appointed by RICOH INDIA LTD, in case of the above eventuality.
10. For payment service provide submitted 3 copies of invoice.

Signed on behalf of the CUSTOMER

SIGNED.....
(Authorised Signatory)

NAME.....


TITLE.....
(Rubber Stamp)

Signed on behalf of DEALER

SIGNED.....
(Authorised Signatory)

NAME.....

TITLE.....



Sh. Abhinav
RAIPUR
12/12/17

This **COPIER CUSTOMER CARE CONTRACT** (hereinafter referred to as 'CONTRACT') is made on this ___ day of (month) ___ (year) 2017, between **RAIPUR SOLUTIONS** (hereinafter referred to as THE SERVICE AGENT) having its Office at M.G.Road, Raipur (C.G) 492001 AND **AIIMS , RAIPUR** (C.G) (Hereinafter referred to as 'CUSTOMER').

PREAMBLE:

The Service Agent at the request of the customer agrees to maintain one **RICOH Copier Model MP2001L** Bearing Serial No — **AS PER ANNEXURE** (hereinafter referred to as Equipment) subject to terms and conditions of the Contract and the Customer agrees to pay for the services rendered hereunder at the charges specified hereunder. This Contract should be read along with the Installation Report of the said Equipment, which explains the Equipment, and the details of its installation.

CHARGES: B/W Metered copy charges per copy @ 32 paise (Thirty Two Paise) plus taxes as applicable, payable monthly.

BILLING METER STARTS FROM: _____ **Black & White As On (Date):** _____

THE SERVICE AGENT SHALL

1. Provide free of charges (subject to clause 7 under CUSTOMER) all reprographic supplies except Power, Paper, Staples and any other output copy material.
2. Repair and service the equipment within reasonable time of receipt of communication from the customer. Any parts replaced shall be of serviceable quality. All parts removed shall become the property of Service Agent whose Service Representative shall be entitled to remove and carry away such parts from the Customer's premises.
3. Provide the said services during office hours on working days.
4. Provide free of charge, training for operating the equipment to two persons nominated by the customer.
5. Have the customer pay extra at actuals, Sales Tax & any other Govt. levies if applicable.
6. Not be liable in any manner whatsoever to indemnify the Customer for any loss or injury or damage of liquidated damages of any kind whatsoever, howsoever caused.
7. Be entitled any let or hindrance to depute its employee or authorised representative to enter the Customer's premises at all reasonable time to inspect and service the equipment.
8. Not to be liable in any manner whatsoever to the customer in the event of the Service Agent being prevented or delayed in performance of any of its obligation under the Contract due to condition constituting Force Majeure which shall include but not be limited to strikes, lock-outs, concerted action by workmen, breakdown of communication etc.
9. The Service Agent undertakes to continue to provide quality service under this contract to the customer even in the event that the association of the Service Agent with RICOH INDIA LTD. terminates for any reason whatsoever. However, such quality service would continue to be provided under these circumstances for the entire notice period of 90 days as specified in the ABA Service Agreement between the Service Agent and RICOH INDIA LTD.

The CUSTOMER shall

1. Allow the Service Agent Representative or personnel only duly authorised by Service Agent within normal working hours access to the equipment to take the meter reading. In the event the Customer fails to permit such meter reading, the Service Agent reserves the right to estimate the meter reading for invoicing purposes. Any under or over estimation will be corrected in the next invoice based on actual meter reading.
2. Pay to the Service Agent all charges under this contract within 15 days of receipt of invoice. The Service Agent reserves the right to stop services and supplies, should the payment be delayed.
3. Not resite the equipment as this Contract is only in respect of the present site equipment location unless otherwise mutually agreed prior to resiting. This Contract does not cover charges for resiting the equipment.
4. Ensure that installation area has electrical outlets and steady supply with exclusive dedicated power plug point and access ways etc. for installation, passage and electrical connection of the equipment at its premises are in accordance with the Service Agent installation site requirements as indicated to the Customer and further ensure that the equipment is so maintained during the currency of this Contract.
5. Pay for any repairs, adjustments or replacements caused by the Customer's use of unapproved supplies or spare parts or by its employee's negligence, willful acts or defaults. Further, the Customer shall ensure that the equipment is retained in its original configuration and form. In the event of any alteration of the equipment or any attachment made there to, the customer shall pay for any repair, replacements and adjustments required to restore the equipment to its original state.
6. Appoint and maintain at all times, two key operators who shall be instructed free of charge by the Service Agent on the use of and routine care of the Equipment. The Customer shall ensure that all key operators carry out their duties properly



6. Appoint and maintain at all times, two key operators who shall be instructed free of charge by the Service Agent on the use of and routine care of the Equipment. The Customer shall ensure that all key operators carry out their duties properly and operate the Equipment in accordance to the operating manual provided to them. The Service agent reserves the right to charge at its prevailing rates for any service calls necessitated by reason of the Customer's failure to comply with his obligations under this paragraph.
7. Be accountable to the Service Agent for all Reprographic Supplies left with the Customer who shall ensure that such supplies are used only for the Equipment covered under this Contract. The service Agent reserves the right to charge the Customer for any supplies which is unaccounted for to the Service Agent satisfaction, at prevailing prices.

GENERAL TERMS

1. This Contract comes into force on the date of its execution when signed by or on behalf of the Customer and by a person authorised by the Service Agent.
2. This Contract shall commence on the date of installation (unless specified otherwise) of the Equipment evidenced by the Service Agent Service Installation Report duly signed by the Customer and shall continue in force until terminated by either party serving on the other 60 days prior written notice to expire on the first or any subsequent anniversary of the said commencement date.
3. Notwithstanding anything to the contrary contained in this Contract, the Service Agent reserves the right to vary the charges or the frequency of the charges payable by the Customer at any time upon 60 days prior written notice. Should this not be acceptable to the Customer, the Customer shall be entitled to terminate this Contract by serving not less than 60 days notice in writing to the Service Agent. However, this clause is not applicable to any increase in charges by variations in levies or taxes of Central, State or Local Govt., which are recoverable separately.
4. If the Customer is in breach of any or all the terms of this Contract including his obligation to pay charges promptly and such breach remains unremedied for over 15 days following written communication from the Service Agent in this regard or in the event of any change in the financial, legal or credit worthiness of the Customer, the Service Agent may, during the currency of this Contract, terminate the Contract and suspend service and support to the Customer not withstanding anything to the contrary contained herein, without being liable in any manner to the Customer of the same.
5. In the event of any dispute or difference arising between the parties on any clause related to this contract, the matter shall be first referred to the Arbitration of a board comprising one nominee each of the Service Agent & the Customer and an umpire nominated jointly by the Arbitrators before entering upon the Reference. The venue of such arbitration shall be the AIIMS, Raipur. Presently located at Raipur (C.G).
6. This contract is subject to the jurisdiction of the state of Chhattisgarh.
7. Timely payment of all charges by the Customer shall be the essence of this Contract.
8. This represents the entire contract between the parties & no alternation, deletion, amendment, or addition is valid, unless validity signed by a person duly authorized by the Service Agent & the Customer.
9. In case of termination of Service Agency agreement between the Service Agent & RICOH INDIA LTD this contract would automatically stands terminated. However, the service agent will continue to provide service for the notice period. The service contract would have to be signed a fresh with the new service agent as appointed by RICOH INDIA LTD, in case of the above eventuality.
10. For payment service provide submitted 3 copies of invoice.

Signed on behalf of the CUSTOMER

SIGNED.....
(Authorised Signatory)

NAME.....

TITLE.....
(Rubber Stamp)

Signed on behalf of DEALER

SIGNED.....
(Authorised Signatory)

NAME.....

TITLE.....



Shr. Abhinav
12/12/17

This **COPIER CUSTOMER CARE CONTRACT** (hereinafter referred to as 'CONTRACT') is made on this ___day of (month) ___(year) 2017, between **RAIPUR SOLUTIONS** (hereinafter referred to as THE SERVICE AGENT) having its Office at M.G.Road, Raipur (C.G) 492001 AND **AIIMS, RAIPUR** (C.G) (Hereinafter referred to as 'CUSTOMER').

PREAMBLE:

The Service Agent at the request of the customer agrees to maintain one **RICOH Copier Model MP C2030SP** Bearing Serial No **—AS PER ANNEXURE** (hereinafter referred to as Equipment) subject to terms and conditions of the Contract and the Customer agrees to pay for the services rendered hereunder at the charges specified hereunder. This Contract should be read along with the Installation Report of the said Equipment, which explains the Equipment, and the details of its installation.

CHARGES: B/W Metered copy charges per copy @ 38 paise (Thirty Eight Paise) & **COLOUR Metered copy charges per copy @ Rs 5.50** (Five Rupees Fifty Paise) plus taxes as applicable, payable monthly.

BILLING METER STARTS FROM: _____ Color & _____ Black & White As On (Date): _____

THE SERVICE AGENT SHALL

1. Provide free of charges (subject to clause 7 under CUSTOMER) all reprographic supplies except Power, Paper, Staples and any other output copy material.
2. Repair and service the equipment within reasonable time of receipt of communication from the customer. Any parts replaced shall be of serviceable quality. All parts removed shall become the property of Service Agent whose Service Representative shall be entitled to remove and carry away such parts from the Customer's premises.
3. Provide the said services during office hours on working days.
4. Provide free of charge, training for operating the equipment to two persons nominated by the customer.
5. Have the customer pay extra at actuals, Sales Tax & any other Govt. levies if applicable.
6. Not be liable in any manner whatsoever to indemnify the Customer for any loss or injury or damage of liquidated damages of any kind whatsoever, howsoever caused.
7. Be entitled any let or hindrance to depute its employee or authorised representative to enter the Customer's premises at all reasonable time to inspect and service the equipment.
8. Not to be liable in any manner whatsoever to the customer in the event of the Service Agent being prevented or delayed in performance of any of its obligation under the Contract due to condition constituting Force Majeure which shall include but not be limited to strikes, lock-outs, concerted action by workmen, breakdown of communication etc.
9. The Service Agent undertakes to continue to provide quality service under this contract to the customer even in the event that the association of the Service Agent with RICOH INDIA LTD. terminates for any reason whatsoever. However, such quality service would continue to be provided under these circumstances for the entire notice period of 90 days as specified in the ABA Service Agreement between the Service Agent and RICOH INDIA LTD.

The CUSTOMER shall

1. Allow the Service Agent Representative or personnel only duly authorised by Service Agent within normal working hours access to the equipment to take the meter reading. In the event the Customer fails to permit such meter reading, the Service Agent reserves the right to estimate the meter reading for invoicing purposes. Any under or over estimation will be corrected in the next invoice based on actual meter reading.
2. Pay to the Service Agent all charges under this contract within 15 days of receipt of invoice. The Service Agent reserves the right to stop services and supplies, should the payment be delayed.
3. Not resite the equipment as this Contract is only in respect of the present site equipment location unless otherwise mutually agreed prior to resiting. This Contract does not cover charges for resiting the equipment.
4. Ensure that installation area has electrical outlets and steady supply with exclusive dedicated power plug point and access ways etc. for installation, passage and electrical connection of the equipment at its premises are in accordance with the Service Agent installation site requirements as indicated to the Customer and further ensure that the equipment is so maintained during the currency of this Contract.
5. Pay for any repairs, adjustments or replacements caused by the Customer's use of unapproved supplies or spare parts or by its employee's negligence, willful acts or defaults. Further, the Customer shall ensure that the equipment is retained in its original configuration and form. In the event of any alteration of the equipment or any attachment made there to, the customer shall pay for any repair, replacements and adjustments required to restore the equipment to its original state.





आरोग्यम् सुखं सम्पदा

अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर (छत्तीसगढ़)
All India Institute of Medical Sciences, Raipur (Chhattisgarh)
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www.aiimsraipur.edu.in
Email- store@aiimsraipur.edu.in

No. AIIMS/R/CS/17/RC/Ricoh machine/FSMA/1579

Dated 14.07.2017

Notice

Subject : Inviting comments on Proprietary basis Annual Rate contract under Total Guarantee/ Full Service Maintenance Agreement (FSMA) for Ricoh make photocopier machine installed at AIIMS, Raipur.

The institute is in the process to make an agreement for Annual Rate Contract under Total Guarantee / Full Service Maintenance Agreement (FSMA) for Ricoh make photocopier machine installed in various department at AIIMS, Raipur from OEM i.e. M/s Ricoh India Ltd. through its Local Agents : M/s Raipur Solutions, ARHAM, Near Jain Dadabadi Temple, M.G. Road, Raipur (C.G.) 492001 on proprietary basis. The proposal submitted by M/s Raipur Solutions, Raipur (an authorized business partner of M/s Ricoh India Ltd for sales and service in Chhattisgarh) are attached and available on AIIMS Raipur's website.

The above documents are being uploaded to obtain any objections/ comments, from any authorised agents or OEM regarding authorization of firm from OEM, said agreement etc. The objection/ comments if any must be reached to Stores Officer, AIIMS Raipur within 15 days from the date of issue/ uploading of the notification i.e. on or before **31.07.2017 upto 03:00 PM**, failing which it will be presumed that no vendor having any comment against offer from M/s Raipur Solutions and case will be decided on merits.

ENCL : Related documents enclosed (Specification and PAC)


(Sushil Sonber)

Stores Officer

AIIMS, Raipur (C.G.)
मंडार अधिकारी (पं.क्र.पं.)
Stores Officer (C.P.)
एम्स रायपुर (छ.ग.)
AIIMS Raipur (C.G.)