

## **Tender document**

Department of Mechanical Engineering  
Indian Institute of Technology Kanpur  
Kanpur (UP) 208016 India

Enquiry No: IITK/ME/AK/2019/MLabR

Publishing Date: 27.12.2019

Last Date: 06.01.2020

Sealed quotations are invited for “Service Contract for a Selective Laser Melting (SLM) Machine”.

Quotation is sought for service contract (SC) for a Selective Laser Melting (SLM) machine installed at Mechanical Engineering Department, Indian Institute of Technology Kanpur. The make and model of the **SLM machine is Concept Laser - GE Additive MLab cusing 100R (w/ Two Build Modules 90x90 (One Additional Reactive Build Module) + Standard Build Plate). The SC sought is tentatively for 4 years.**

### **Terms and Conditions:**

1. Maximum possible educational institute discount should be offered.
2. Remote Troubleshooting and Diagnosis: Response within 4 hours
3. On-site service: In case repair of machine is required at the installation site, the response should be within 7 days of request. The service should include all Parts required for repair along with Shipping of such parts. The lead time to reach the spare parts, if required for repair, at the site should be within 6 weeks. The service engineer's travel, boarding and lodging cost will not be borne by the customer. This on-site service should be provided every time any on-site repair is required. In other words, there will be no upper limit on this service in a year.
4. Preventive Maintenance (PM) : At least 1 per year over the life of the contract (to be provided within 30 days of request). The standard maintenance for PM should include:
  - Replace wear parts. Labor and shipping included.
  - O2 sensor calibration verification.
  - Clean interior and exterior surfaces of Process Chamber and Glove Box.
  - Inspection of Concept Laser - GE Additive supplied accessories.
  - Inspect, adjust and clean optical items such as F-theta lens, laser protection glass, etc. This shall also include focus height verification.
  - Verify laser power calibration and adjust linearization as required.
  - Laser cooling system inspection and fluid change.
  - Generate and archive any necessary back-up files.

- Provide service and calibration data
5. The service provider should provide all machine software upgrades (CL WRX Software suite, Autofab, and any other software as required).
  6. The service provider should produce the certificate from the original equipment manufacturer (Concept Laser - GE Additive) stating that the provider is authorized to provide the services and maintenance for this particular SLM machine.
  7. Validity of quotation should be at least for 30 days.

Kindly, mention “IITK/ME/AK/2019/MLabR” on sealed quotation and technical details.

**Dr. Arvind Kumar**  
Department of Mechanical Engineering  
IIT Kanpur  
Kanpur-208016, India

**TENDER ACCEPTANCE LETTER**  
**(To be given on Company Letter Head)**

Date: \_\_\_\_\_

To,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: \_\_\_\_\_

Name of Tender / Work: - \_\_\_\_\_

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

\_\_\_\_\_ as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred/ terminated/ banned by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

**Yours Faithfully,**  
**(Signature of the Bidder, with Official Seal)**