



Bangalore Plant

(A Govt. of India Undertaking)

Dooravaninagar. P.O. Bengaluru – 560 016

www.italtd.in

**ITI LIMITED, BANGALORE PLANT INVITES BID THROUGH GEM
FOR “Comprehensive AMC of Stratasys 3D Printer F450MC”**

[Open Bid System]

Annexure-A -SCOPE OF WORK

1. **Scope of Work:** As per Annexure-1

Annexure – 1

Stratasys® Sapphire Care: Comprehensive Service Contract for Fortus 450mc

Included Support Services:

- ✓ **Remote Assistance:** Immediate phone and email support within 24 hours.
- ✓ **On-Site Service:** Technician visit within 1–2 business days for issues unresolved remotely.
- ✓ **Preventive Maintenance:** Scheduled visits by certified Stratasys service engineers.
- ✓ **Priority Scheduling:** Accelerated response times for service requests.
- ✓ **Operator Training:** Access to training sessions for machine operators.
- ✓ **Routine Maintenance Visits:** Two visits per quarter for standard upkeep.

Included Spare Parts Services:

- ✓ **Defective Part Replacement:** Coverage for all non-consumable machine components.
- ✓ **Hardware Updates:** Installation of proactive hardware enhancements.
- ✓ **Software Updates:** Implementation of the latest software improvements.
- ✓ **Spare Parts Delivery:**
 - Stratasys stock spares: Delivered within 4 to 5 weeks.

Exclusions:

- X **Physical Damage:** Any damage resulting from misuse or accidents.
- X **F450MC consumables:** Items such Build sheet, brush, flickers, model and support materials, Eco works, waterworks & Tips

2. The tentative start date of the contract is 25th September 2025 to 24th Sep 2026. Actual date can be vary according to the PO placement date.
3. Only Stratasys Authorized partners can participate in this RFP.
4. Vendor should be an authorized partner with Stratasys at least one year.

Annexure-B - TERMS & CONDITIONS FOR SERVICING

1. Disputes if any will be within the Jurisdiction of Bangalore, Karnataka State, India.
2. Terms of price: DAP, ITI Ltd Bangalore.
3. **Payment Terms:** Payment to be made quarterly within 30 days from date of Invoice after the acceptance and certification by User department stating that the AMC of the Machine is done satisfactorily.
4. **PBG:** Bidder shall submit PBG @ 5% of the Contract value within 14 working days from date of issue of Contract, for the entire AMC period + Two (02) Months extra.
5. **Duties & Taxes:** if any may be indicated.
6. MSME certificate shall be submitted if applicable.
7. All offers should be complete with specification /catalogue (English only).

8. Validity: Quotations should be valid for a period of 180 days from the due date of tender. Once quotation is accepted and order is confirmed, the price must remain same till the completion of the order.
9. We reserve the right to accept or reject any or all offers and order part or full quantity, without assigning any reason.
10. Liquidated Damages and risk purchase clauses: Time is the essence of contract and the materials against the order arising out of this enquiry must be delivered by the supplier according to the delivery schedule indicated in the purchase order. In case of any change, the supplier should inform us in advance and obtain approval to the revised delivery schedule should the supplier fail to deliver the material in full/ part thereof, we shall be entitled at our option either to recover from the supplier as agreed the liquidated damages and not as penalty, a sum equivalent to half percent of the contract price of the item per week of such delay or part thereof subject to maximum of 10% of the contract price of the item delayed or to terminate the contract in respect of balance quantity so delayed and purchase material elsewhere at the risk of supplier.

11. For Indigenous offers only:

- a. Prices should always be quoted on DAP, ITI Ltd, Bangalore.

12. Specify GST and other charges if any. In the absence of these, the prices shall be treated as inclusive of all such taxes and other charges & no subsequent claims will be entertained. Any clarifications regarding the tender can be obtained from

DGM (S&M)

ITI Limited, Bangalore Plant,
Bangalore 560016, Karnataka,
India

Email: biometric_bgp@itiltld.com, kar_bgp@itiltld.co.in, Mob. 8149639604

Sl No	Machine Name	Model Number	Serial Number	Remarks
1	Stratasys Fortus 450MC 3D printer	Fortus-450 Mc	K00724	

Note: Compliance to the Annexure-1 , Annexure A and B from the Bidders on Letter Head is mandatory and to submitted along with the bid documents

1. Service to be provided must be as per this GeM bid. Point- wise Compliance of this bid along with Annexure-1, Annexure-A, Annexure-B and Buyer Added Bid Specific ATC (Additional Terms & Condition) must be signed and sealed by Competent Authority of the bidder.
2. Buyer Added Bid Specific ATC will supersede GeM T&C.
3. Failure to adhere to any of the above will disqualify the offer.
4. In addition to General T&C of GeM, the GeM Contract/ Purchase Order will be governed by this GeM bid document along with buyer added bid specific ATC.

PERFORMANCE BANK GUARANTEE BOND

Guarantee No. :
Amount : Rs.
Guarantee Cover From : to
Last date for lodgement of claim :

To

ITI Limited
Bangalore Plant
Dooravaninagar
Bangalore - 560 016

Sub: Your Purchase Order No. dt.

In Consideration of ITI Limited, Dooravaninagar, Bangalore-560016 (hereinafter called as the Company) We ----- Bank, ----- Bangalore (hereinafter referred to as the 'Bank') executed this Performance Guarantee Bond as surety to the cost of (Rupees Only) Supplied by (hereinafter called to as the 'Supplier') as per the Purchase Order No. of ITI Limited.

1. At the instance of -----, the Supplier We hereby undertake to pay to ITI Limited, Dooravaninagar, Bangalore-560016 an amount not exceeding Rs..... (Rupees Only) if the Machine supplied by the Company fails to perform to the satisfaction of the Company up toon or before the expiry of this guarantee, or within the agreed period whichever is earlier.

2. We, agrees to pay for the value of the rejected materials up to the limit of Rs..... (Rupees Only) without any demur, merely on a demand notice from the Company stating that the Company has suffered loss due to non-performance of supplied by the Supplier. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee.

3. We, undertake to pay the Company any money as demanded notwithstanding any dispute or disputes raised by the Supplier in any suit or proceedings pending before any court or any tribunal relating thereto out liability under this guarantee being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of

our liability for payment thereunder and the Supplier shall have no claim against us for making such payment.

4. We, ----- Bank further agree with the Company that the Company shall have the fullest liberty without our consent and without affecting in any manner, our obligation hereunder to vary the any of the terms and conditions of the said agreement or to extend time of performance by the said Supplier from time to time or to postpone for any time or from time to time any of the powers exercisable by the Company against the Supplier and to forbear or enforce of the terms and conditions relating to the said purchase order and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said Supplier or for any forbearance act or omission on the part of the Company or any indulgence by the Company to the Supplier or by any such manner or thing whatsoever, which under the law relating to sureties would , but for the provision, have effect of so relieving us.

5. This guarantee will not be discharged due to change in the constitution of the Bank or the Supplier.

6. We, ----- Bank, further agrees that the guarantee herein contained shall remain in force till.....

We, ----- Bank, undertake not to revoke this guarantee during its currency except with the previous consent of the Company by writing.

Dated the.....day.....

Corporate Seal of the Bank

Witnesses

Signature by its constituted Attorney or of a
person duly authorized to sign on behalf of the Bank

1.

2.