



**INDIAN INSTITUTE OF TECHNOLOGY BOMBAY**  
**MATERIALS MANAGEMENT DIVISION**  
**Powai, Mumbai 400076.**

Ref. PR No. 1000050681

Rfx. No. 6100002460

Item Description – **AMC and CMC for Nova Nano SEM 450 Part No. 9922416 for 1.5 years**

Sr. No	Item Description	Detailed Technical Specification	Technical Compliance (Yes / No)	Additional Information (if any)
1	<b>Emergency Service:</b>	In case of equipment breakdown, on-site service must be provided within <b>48 hours</b> of reporting the issue. <b>Telephonic assistance</b> should be made available within <b>24 hours</b> of the breakdown. Emergency service visits are mandatory in the event of any equipment failure.		
2	<b>Major Repairs:</b>	The company shall repair or replace all defective parts and components, including those that cannot be repaired on-site, to ensure proper functioning of the equipment.		
3	<b>Prices of Services, Parts, or Components:</b>	No change in prices will be accepted after submission of the tender. The quoted prices shall remain firm and valid for the entire duration of the agreement.		
4	<b>Export/Import of Parts or Components:</b>	Any parts or components that need to be exported will be handed over to the authorized representative of the company. The buyer (IIT Bombay) will not be responsible for returning any such parts or components to the OEM. The company shall complete all related <b>export/import</b>		

		<b>formalities</b> at its own cost and responsibility.		
5	<b>Payment Terms</b>	<p>Payment will be made on a <b>half-yearly basis</b>.</p> <p>1st AMC period 01.01.2026-30.06.2026</p> <p>2nd CMC period 01.07.2026-31.12.2026</p> <p>3rd CMC period 01.01.2027-30.06.2027</p> <p>Payment will be released only upon submission of a <b>tax invoice</b> along with the corresponding <b>service report</b>.</p> <p><b>No advance payment</b> will be made by IIT Bombay.</p>		
6	Warranty of the system	As per IIT Bombay regulations, the company shall provide a <b>minimum one-year warranty</b> on all repaired or replaced parts and components.		