



INDIAN INSTITUTE OF TECHNOLOGY BOMBAY

MATERIALS MANAGEMENT DIVISION

Powai, Mumbai - 400076

PR No.1000026249

1.Support and Maintenance Contract

Support Plans offer to help maintenance for the top performance of the instruments, maximizing the uptime and productivity, and eliminating the uncontrollable cost of unplanned maintenance and repairs. The contract includes Orbitrap Fusion, Q Exactive Basic, NanoLCs, and Nitrogen generators.

2.Service level agreement

Within this CMC,(including labor,spares,technical support,parts shipping) of 3 years, minor defects shall be rectified not later than 48hours and major defects shall be rectified not later than 72 hours.The initial response time should be 4 hours and it should be available for 24X7.

3. Scope of Work

The CMC Services cover providing following planned preventive maintenance services

- 1) Record of all the Planned & Unplanned maintenance services shall be maintained as per formats
- 2) Spares and Consumables as required for maintenance of following equipment's /systems shall be included under CMC Service, as required:
 - I. To carry out the terms and conditions of the agreement regarding preventative maintenance and emergency calls and fit replacement parts as per plan entitlement.
 - II. Preventative maintenance visits will be made at a mutually agreed lime. However, TFSIPL will have the overriding authority in scheduling such visits.
 - III. To use well- trained and responsible field service engineers.
 - IV. To advise the customer of any problems resulting from negligence, inexperience, lack of maintenance, misuse, etc. on the part of the users(s) of the equipment.
 - V. To use its best endeavors to provide an Engineer in response to a request for emergency service.

4.Payment terms

Payment for this 3 Years CMC will be made yearly if the service and support are satisfactory which is to be certified by respective Indentor.