



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

Ref. PR No. 1000043907

Rfx. No. 6100002323

Item Description – CMC for Single Crystal XRD D8 Quest
Qty – 1 nos

Sr. No	Item Description	Detailed Technical Specification	Technical Compliance (Yes / No)	Additional Information (if any)
	<u>CMC for Single Crystal XRD D8 Quest</u>	<p>Comprehensive Maintenance Contract for the instrument Single Crystal XRD D8 Quest for the period 01.09.2025 to 31.08.2030. The CMC will cover the following:</p> <ol style="list-style-type: none">1. Free Telephone Support2. Remote Desktop Support3. PC/Software Updates4. Priority Response5. Merged Reality6. Planned Maintenance (labor and travel included)7. Planned Maintenance Parts8. Verity Radiation Safeties9. Parts - Repair and Maintenance10. Labour and Travel – Unlimited11. Detector Coverage12. Loaner Equipment (where applicable/if available)13. Anodes, X-ray Sources optics replacement on normal usage		