



## ATTACHMENT – IV

### TECHNICAL SUPPORT SERVICES

Please indicate only the type(s) of services your company is involved and is capable of undertaking

<b>1.0</b>	<b>ON-SITE CORRECTIVE SERVICES</b>		
1.1	Priority on-site response commitment	YES	NO
1.2	On-site corrective maintenance	YES	NO
1.3	Corrective maintenance repair guarantee	YES	NO
<b>2.0</b>	<b>REMOTE DIAGNOSTIC AND REPAIR SERVICES</b>		
2.1	Priority access to technical support	YES	NO
2.2	Priority remote diagnosis and remote repair when possible	YES	NO
<b>3.0</b>	<b>PREVENTIVE MAINTENANCE SERVICES</b>		
	Prescheduled, on-site preventive maintenance	YES	NO
	Software & firmware updates during warrantee period and future	YES	NO
<b>4.0</b>	<b>SMART CONNECTED SERVICES</b>		
4.1	Real-time digital remote monitoring	YES	NO
4.2	Intelligent health reports with advanced control charting	YES	NO
		YES	NO
<b>5.0</b>	<b>ADDITIONAL SERVICES AVAILABLE FOR PURCHASE</b>		
5.1	Qualification and calibration services	YES	NO
<b>6.0</b>	<b>VENDOR ASSISTANCE</b>	YES	NO

**Note:** In case any service/facility is not available in-house but the company has standing arrangement to outsource such service / facility please indicate with sufficient details.