



Government of West Bengal
Department of Technical Education, Training & Skill Development
Karigari Bhawan, Action Area: III, Plot: B-7, New Town, Rajarhat, Kolkata 700160

Memo No. 73-VET/2026-27

Dated: Kolkata, the 25th June, 2026

NOTICE INVITING QUOTATION (NIQ)

Subject: Notice Inviting Quotation (NIQ) for Annual Maintenance Contract (AMC) of Desktop Computers, Laptops, Printers, Scanners, Computer Peripherals installed at the Directorate of Vocational Education & Training (DVET), Government of West Bengal.

Sealed quotations are hereby invited from reputed, experienced and financially sound firms/agencies having adequate infrastructure and technical manpower in the State of West Bengal for providing Comprehensive Annual Maintenance Contract (AMC) for Desktop Computers, Laptops, Printers, Scanners and other computer peripherals installed at the Directorate of Vocational Education & Training, Karigari Bhawan, New Town, Kolkata.

The contract shall initially remain valid for one (01) year from the date of execution and may be extended for another period on satisfactory performance and mutual consent.

The interested agencies shall submit their Quotation in sealed envelope in prescribed format only.

Schedule of NIQ

Particulars	Details
Last Date & Time of Submission	13 th July, 2026, up-to 3 PM
Date & Time of Opening of Quotation	14 th July, 2026
Place of Submission	Office of the Directorate of Vocational Education & Training, Karigari Bhawan, New Town, Kolkata

List of Equipment

Sl. No.	Equipment	Quantity
1	Desktop Computers (Without Spare Parts)	30
2	Laptop Computers (Without Spare Parts)	05
3	Printers (Without Spare Parts)	21
4	Scanners (Without Spare Parts)	06

Note: The above quantity is indicative only. The Directorate reserves the right to increase or decrease the number of equipment during the contract period. Payment shall be regulated on a proportionate basis.

Nature of AMC

The AMC shall be Comprehensive, including labour charges, servicing, repairs, preventive maintenance and replacement of defective OEM spare parts (Price of Spare Parts not included).

Technical Specifications

The successful bidder shall provide Comprehensive Annual Maintenance Contract (AMC) services for all Desktop Computers, Laptop Computers, Printers, Scanners, other computer peripherals installed at the Directorate of Vocational Education & Training (DVET), Government of West Bengal.

The scope of technical support shall include, but not be limited to, the following:

1. Diagnosis and rectification and repair work of hardware (Without Spare Parts) and software related faults.

2. Installation/reinstallation of Operating Systems, device drivers, licensed application software supplied by DVET, printer drivers and peripheral devices.
3. Detection and removal of viruses/malware and installation/update of antivirus software provided by DVET.
4. Data backup assistance before major repair/reinstallation. The vendor shall exercise due care to prevent any loss of official data.
5. All repairs shall comply with OEM standards and good engineering practices.

Detailed Terms & Conditions

1. The bidder shall have a registered office/service centre within the State of West Bengal with adequate technical manpower to provide prompt service throughout the contract period.
2. The bidder shall possess at least three (03) years' experience in providing AMC services for Computers, Laptops and Printers in Government Departments, PSUs, Autonomous Bodies or reputed organisations.
3. Documentary proof of GST Registration, PAN, Trade Licence, MSME Registration (if applicable) shall be submitted with the Quotation.
4. The bidder shall nominate one dedicated Service Coordinator for receiving complaints and coordinating service support.
5. Complaints may be lodged through Telephone, Mobile, E-mail or WhatsApp during office hours.
6. The service engineer shall report to the Directorate **within the next working day** from registration of the complaint.
7. The successful bidder shall ensure **minimum two (02) preventive maintenance visits every week** on mutually agreed working days irrespective of complaints.
8. During each visit, the engineer shall inspect all systems, attend pending complaints, check antivirus status, verify printer functionality, Check LAN connectivity, Submit a signed Service Report.
9. After every preventive maintenance visit, the service engineer shall submit a Preventive Maintenance Report duly signed by the authorised officer of DVET.
10. The bidder shall maintain Complaint Register, Preventive Maintenance Register and Service Visit Register at DVET.
11. No equipment shall be removed from the office premises without written permission of the competent authority.
12. The Directorate reserves the right to inspect the quality of repairs and replacement parts at any time.
13. All spare parts replaced shall become the property of the Directorate unless otherwise instructed.
14. The bidder shall maintain complete confidentiality regarding all official data, files and documents handled during maintenance.
15. The bidder shall be responsible for any damage caused due to negligence of its personnel.
16. The Directorate reserves the right to increase or decrease the number of equipment covered under AMC during the contract period.
17. The Directorate may terminate the contract by giving one month's notice in case of unsatisfactory performance, repeated delay or breach of contract conditions.
18. Repeated non-performance may lead to termination of the contract.

19. In the event of any dispute the legal matter shall be subjected to the jurisdiction of Calcutta High Court only.

20. Any delay in supply or installation beyond the stipulated period without valid justification may attract penalties.

9. Payment Terms

1. No advance payment shall be admissible.
2. Payment shall be released on **half-yearly basis (50% after completion of first six months and remaining 50% after successful completion of the AMC period)** subject to satisfactory performance.
3. Payment shall be made only after:
 - o Successful completion of the maintenance services.
 - o Submission of original invoice.
 - o Submission of Preventive Maintenance Reports.
 - o Submission of Complaint Closure Reports.
 - o Certification of satisfactory service by the competent authority of DVET.
4. Statutory deductions including Income Tax, GST-TDS and any other deductions as applicable under Government Rules shall be made at source.
5. No payment shall be admissible for the period during which the bidder fails to provide services in accordance with the contract conditions.

Encl: **Annexure-I- Quotation Format**



Director

Directorate of Vocational Education & Training, WB

Dated: Kolkata, the 25th June, 2026

Memo No. 73-VET/2026-27

Copy forwarded for information and necessary action to:

1. Special Secretary, Dept. of TET&SD, WB
2. The Project Director, Paschim Banga Society for Skill Development, WB - With a request to display this NIQ on the Notice Board
3. The Director of Technical Education & Training, WB - With a request to display this NIQ on the Notice Board
4. The Director of Industrial Training, WB - With a request to display this NIQ on the Notice Board
5. The Chief Administrative Officer, WBSCT&VE&SD - With a request to display this NIQ on the Notice Board
6. Post Master, Post Office, Newtown, Rajarhat, Kolkata-160 - With a request to disseminate and display this NIQ on the Notice Board
7. Notice Board of the office of the Directorate of Vocational Education & Training
8. Dy. Director, DVET for publication of this NIQ in the WBDVET/i-OSMS portal.
9. Office Copy



Director

Directorate of Vocational Education & Training, WB

ANNEXURE - I

QUOTATION FORMAT

Notice Inviting Quotation (NIQ) for Comprehensive Annual Maintenance Contract (AMC) of Computers, Laptops, Printers and Peripherals at Directorate of Vocational Education & Training, Government of West Bengal vide NIQ Memo No. 73-VET/2026-27 dated 25.06.2026.

A. General Information

Sl. No.	Particulars	Details to be furnished
1	Name of Firm/ Agency	
2	Registered Office Address	
3	Office Address in West Bengal	
4	Name of Proprietor/ Partner/ Director	
6	Mobile Number	
7	E-mail ID	
9	GST Registration No.	
10	PAN	
11	Trade Licence No.	
12	MSME Registration (if applicable)	
13	Registration under Companies Act/ Partnership/ Proprietorship	

B. Financial Bid

Sl. No.	Equipment	Quantity	Unit Price (Rs.)	Total Amount (Rs.) incl. of GST
1	Comprehensive Annual Maintenance Contract (AMC) for Desktop Computer (Without Spare Parts)	30		
2	Comprehensive Annual Maintenance Contract (AMC) for Laptop Computers (Without Spare Parts)	05		
3	Comprehensive Annual Maintenance Contract (AMC) for office Printers (Without Spare Parts)	21		
4	Comprehensive Annual Maintenance Contract (AMC) for office Scanners (Without Spare Parts)	06		
TOTAL				

Total AMC Charges (Inclusive of GST): _____

Amount in Words: _____

C. Declaration by the Bidder

I/We hereby declare that:

1. All information furnished is true and correct.
2. I/We have read and accepted all terms and conditions of the NIQ.
3. I/We agree to provide services strictly in accordance with the Service Level Agreement (SLA).
4. I/We have not been blacklisted/debarred by any Government Department/PSU.
5. The above quoted rates are inclusive of all labour charges, preventive maintenance visits, and all incidental charges required for successful execution of the Annual Maintenance Contract.
6. The quoted rates shall remain firm throughout the contract period and no escalation on any account shall be admissible.
7. I/We understand that the Directorate reserves the right to accept or reject any or all quotations without assigning any reason.

Place:

Date:

Signature of Authorized Signatory:

Name:

Designation:

Seal of the Firm:

Documents to be enclosed

The following self-attested documents shall be enclosed

- Copy of Trade Licence
- GST Registration Certificate
 - PAN Card
- MSME Registration (if applicable)
- Any other relevant documents