

**GOVERNMENT OF MIZORAM
GENERAL ADMINISTRATION DEPARTMENT
SECRETARIAT ADMINISTRATION WING (ACCOUNTS)**

NOTICE INVITING TENDER

Dated Aizawl, the 22nd June, 2026

No.D.19021/2/2024-SAD(G): Sealed tenders are hereby invited, on behalf of the Governor of Mizoram, from registered, competent, and authorized local service agencies/firms located within the Aizawl Municipal Area for undertaking the Annual Maintenance Contract (AMC) of electronic appliances, namely **Air Conditioners, Water Coolers, Refrigerators, and Televisions**, installed in the Mizoram Secretariat.

The last date and time for submission of bids is **13th July, 2026** at 12:00 Noon in the office of the Deputy Secretary to the Government of Mizoram, General Administration Department, Secretariat Administration Wing. The tenders will be opened on the same day at 1:00 P.M.

Detailed tender documents and terms & conditions may be obtained from the office of the General Administration Department, Secretariat Administration Wing (General) during office hours. The tender documents may also be downloaded from the official website sad.mizoram.gov.in.

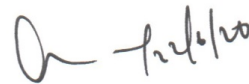
SD/- ALAN LALTHANZARA

Deputy Secretary to the Government of Mizoram
General Administration Department
Secretariat Administration Wing

Memo No.D.19021/2/2024-SAD(G) : Dated Aizawl, the 22nd June.,2026

Copy to:-

1. Director, I&PR with a request to publish bid notice in 2 (two) Local Daily Newspapers in 1(one) issue.
2. Website Manager, General Administration Department.
3. Office Notice Board.
4. Guard File.



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General Administration Department
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TERMS AND CONDITION FOR ANNUAL MAINTENANCE CONTRACT UNDER GENERAL ADMINISTRATION DEPARTMENT, SECRETARIAT ADMINISTRATION WING.

1. Scope & Execution of Work

- **1.1 Preventive Maintenance:** The Contractor shall perform at least **four (4) routine preventive maintenance services** per year (once every quarter) for all Air Conditioners, Water Coolers, Refrigerators, and Televisions listed in the asset log. This includes deep chemical cleaning, electrical check-ups, and pressure/insulation tests.
- **1.2 Corrective Maintenance:** The Contractor must provide unlimited breakdown repair services.
- **1.3 Comprehensive Coverage:** The contract includes the cost of all required spare parts, consumable items, gas charging, relays, compressors, and fan motors at no extra cost to the Department.
- **1.4 Exclusions:** Physical structural damage, damage caused by natural disasters (force majeure), and cracked LED television display panels are excluded from this contract.

2. Response Time & Liquidated Damages (Penalty)

- **2.1 Response Window:** The Contractor must respond to and attend to any complaint within **24 hours** of it being logged via telephone, email, or WhatsApp.
- **2.2 Resolution Window:** Faulty equipment must be repaired and made fully operational within **48 hours** of the initial complaint log.
- **2.3 Penalty Clause:** If the contractor fails to restore the equipment within 48 hours, a penalty of **₹500 per day per machine** will be deducted from the running quarterly bill. If a machine remains broken for over 7 consecutive days, the Department reserves the right to have it repaired by an external agency at the Contractor's financial risk and expense.

3. Security Deposit & Contract Validity

- **3.1 Performance Security:** The successful bidder must submit a Performance Bank Guarantee (PBG) or Fixed Deposit Receipt (FDR) equivalent to **10% of the total contract value** within 15 days of receiving the Award of Contract. This security must remain valid for 60 days beyond the contract's expiration date.
- **3.2 Validity:** This agreement is valid for exactly **one (1) year** from the date of execution. It may be extended for additional terms by mutual consent, subject to satisfactory performance reports.

4. Payment Terms & Billing

- **4.1 No Advance Payments:** No advance payments will be made under any circumstances.
- **4.2 Quarterly Payments:** Payments will be processed on a **quarterly basis** after the successful completion of each three-month service period.
- **4.3 Documentation:** Invoice submissions must be accompanied by original, clean **Job Sheets** signed by the officer-in-charge or user of the specific equipment. Deductions for any active penalties will be calculated and applied at this stage.
- **4.4 Statutory Deductions:** Income Tax (TDS) and GST-TDS will be deducted at source by the Accounts Officer as per prevailing Government of India and Government of Mizoram tax rules applicable to Non-Consulting Service contracts.

5. Contractor Responsibility & Safety

- **5.1 Qualified Labor:** The contractor must deploy only certified, skilled technicians who hold proper identification cards.
- **5.2 Labor Law Compliance:** The contractor is fully responsible for complying with all local labor regulations, including the Mizoram Contract Labour Rules. The department bears no liability for injuries, accidents, or health hazards faced by technicians while executing work on office premises.

6. Termination of Contract

- **6.1 Termination for Convenience:** The Department reserves the right to terminate the contract at any point by providing a **30-day written notice** without assigning any reason.
- **6.2 Termination for Default:** If the contractor provides poor service, repeatedly misses deadlines, or uses sub-standard spare parts, the Department may terminate the contract immediately. In such cases,

the Performance Security deposit will be forfeited, and the firm may be blacklisted from future government bidding.

7. Dispute Resolution & Jurisdiction (Updated)

- **7.1 Mutual Arbitration:** Any dispute, difference, or question arising out of or concerning this contract shall be settled amicably through mutual discussions. If an amicable settlement is not reached, the dispute shall be referred to a **sole arbitrator selected and appointed by mutual consent of both parties**.
- **7.2 Court Jurisdiction:** All legal proceedings, actions, or suits relating to this contract agreement are subject exclusively to the territorial jurisdiction of local civil courts in **Aizawl, Mizoram**.

Item-Specific Terms & Conditions.

1. Air Conditioners (ACs)

- **Scope of Service (Comprehensive):** The AMC includes all spare parts, compressor replacement, fan motors, electronic PCBs, magnetic coils, remote controls, capacitors, and any structural copper/drain pipe repairs up to 3 meters.
- **Mandatory Gas Top-Ups:** Re-charging or topping up refrigerant gas (R-32, R-410A, or R-22) due to normal wear, leakage, or compressor replacement must be done by the contractor at **no extra cost** to the department.
- **Preventive Maintenance Schedule:** The vendor must perform **4 mandatory wet-services per year** (once every quarter) using a pressure jet pump to clean the indoor cooling coils, outdoor condenser units, and drain trays.
- **Exclusions:** Altering the physical installation location of the AC or repairing major structural wall brackets is excluded unless explicitly requested as an add-on work order.

2. Water Coolers

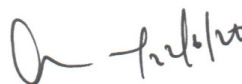
- **Hygiene & Deep Disinfection:** The contractor must thoroughly scrub, flush, and chemically disinfect the internal stainless steel water storage tank **at least once every two (2) months** to prevent algae growth and contamination.
- **Filtration Systems:** The replacement of sediment filters, activated carbon blocks, and RO membranes (if attached) must be done **semi-annually (every 6 months)** as part of the contract to maintain drinking water safety standards.
- **Electrical Safety & Grounding:** Due to high water-contact risks, the vendor must test the compressor grounding, body insulation, and power plug tops for current leakage during every routine visit to prevent electrical shocks.
- **Exclusions:** External plumbing pipeline modifications leading to the main water supply or structural damage to the external stainless steel outer shell body are excluded.

3. Refrigerators

- **Cooling System Integrity:** The contract covers all mechanical and electrical parts including the compressor, defrost timers, thermostats, overload protectors, internal lighting bulbs, and evaporator fans.
- **Gasket Maintenance:** The flexible door gaskets must be cleaned during every service check. If a door seal loses its magnetic airtight suction, the vendor must replace the gasket immediately to prevent power wastage and cooling loss.
- **Preventive Maintenance Schedule:** The contractor must perform a **half-yearly system check** (twice a year) to vacuum-clean the rear condenser coils, clear dust accumulation from the compressor bay, and clear clogged drainage channels.
- **Exclusions:** Broken internal plastic storage shelves, crisper trays, door bottle holders, and external body dents or paint peeling are excluded.

4. Televisions (LED / Smart TVs)

- **Internal Circuit Component Coverage:** The AMC covers all internal electronic components, including the main logic board (motherboard), Power Supply Unit (PSU) card, inverter boards, Wi-Fi receiver modules, internal speakers, and remote control replacement.
- **Port & Interface Maintenance:** The vendor is responsible for repairing or replacing faulty physical input/output ports, including HDMI slots, USB ports, Audio-Out jacks, and AV inputs.
- **Software & Firmware Updates:** The technician must update the TV's operating system/firmware during routine visits if the machine shows interface lag or application errors.
- **Strict Panel Exclusion:** **The LED Display Glass Panel is strictly excluded from this AMC.** Any physical screen cracking, liquid ingress lines, or external impact damage will be treated as beyond economic repair under this contract.



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