

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

NOTICE INVITING TENDER

Dated Aizawl, the 16th September, 2026

No. D.19021/2/2024-SAD(G): Sealed bids are invited on behalf of the Governor of Mizoram from eligible and competent firms/agencies for providing Non-Comprehensive Annual Maintenance Contract (AMC) for Air-conditioning Units, Water Coolers, Refrigerators and Television Sets installed in the Mizoram Secretariat, MINECO, Aizawl. The procurement is being re-tendered with a view to obtaining wider competition.

TENDER PARTICULARS

Particular	Details
Procurement method	Open Competitive Bidding; Two-Bid System (Technical Bid and Financial Bid in separate sealed envelopes)
Contract period	Twelve months from the date of commencement specified in the Maintenance Agreement
Tender document	Available during working hours from the office of the General Administration Department, Secretariat Administration Wing, and on the Department website.
Last date, time & place for submission	14 October 2026 at 12:00 Noon , at the office of the Deputy Secretary, GAD, SAW being not less than the period prescribed under the applicable procurement rules.
Opening of Technical Bids and Financial Bids	14 October 2026 at 1:00 P.M. in the Chamber of Deputy Secretary, GAD, SAW, Room No. 1244, Mizoram Secretariat. Technical Bid will be opened first and Financial Bids of technically qualified bidders shall be opened afterward.
Bid validity	60 days from the last date for submission
Bid Security (EMD)	3% of the estimated value of the category/categories quoted by the bidder. Eligible Small-Scale Industries of Mizoram shall furnish bid security at the applicable concessional rate under Rule 42. Entities exempt under Rule 42 shall furnish Bid Securing Declaration with proof of eligibility.

The procurement and resulting contract shall be governed by the Mizoram Public Procurement Rules, 2020, as amended, applicable financial rules, Government orders and this tender document.

The Department reserves the right to accept or reject any bid, cancel the procurement process, or reject all bids, for reasons to be recorded in writing and in accordance with the applicable rules.

Sd/- ALAN LALTHANZARA

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

(P.T.O)

Memo No. D.19021/2/2024-SAD(G) :

Dated Aizawl, the 16th September, 2026

Copy to:-

1. Director, Information & Public Relations Department, with a request to publish the bid notice in the newspapers in accordance with the applicable procurement rules.
2. Website Manager, General Administration Department.
3. Office Notice Board.
4. Guard File.



(ALAN LALTHANZARA)

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

1. INSTRUCTIONS TO BIDDERS

- a) **Governing rules:** The procurement and the resulting contract shall be governed by the Mizoram Public Procurement Rules, 2020, as amended, applicable financial rules, Government orders and this tender document.
- b) **Bid system:** The Technical Bid and Financial Bid shall be sealed separately, clearly marked, and placed together in one sealed outer envelope bearing the tender number, bidder's name and address. Financial Bids of only technically qualified bidders shall be opened.
- c) **Category-wise bidding and award:** The tender is divided into four categories. A bidder may quote for one or more categories. Evaluation and award shall be made separately for each category. A bidder shall quote an annual rate per unit for each category quoted.
- d) **Submission:** Bids shall be deposited in the designated locked tender box / at the place specified in the tender notice before the deadline. A receipt showing the date and time of receipt shall be issued. Late bids shall not be considered.
- e) **Clarification and amendment:** Requests for clarification may be submitted sufficiently before the deadline as specified in the tender notice. Any amendment/corrigendum shall be issued through the same channels used for publication of the tender and the deadline may be extended where necessary.
- f) **Negotiation:** Post-bid negotiation shall be avoided except in the circumstances permitted under Rule 50 of the Mizoram Public Procurement Rules, 2020. Any negotiation, if undertaken, shall be with the lowest bidder and shall be properly recorded.
- g) **Asset register and commencement:** The initial Asset Register shall comprise the verified equipment listed in this tender. Before commencement, the Department and Contractor shall jointly verify the equipment and record any pre-existing major defect or equipment found non-functional. Only serviceable, out-of-warranty equipment shall be covered under paid AMC.
- h) **Site inspection:** Bidders may inspect the equipment and locations during working hours by prior appointment. Site inspection is not mandatory, and failure to inspect shall not relieve the successful bidder of obligations expressly included in the tender.
- i) **Cost of bidding:** All costs of preparing and submitting the bid shall be borne by the bidder.
- j) **Integrity:** Bidders shall comply with the Code of Integrity and submit the prescribed declaration regarding non-blacklisting/debarment and conflict of interest.

2. VERIFIED INVENTORY AND AWARD CATEGORIES

Category	Verified Quantity	Minimum Preventive Visits
1. Air-conditioning Units	90	1 per unit during the contract
2. Water Coolers	13	2 per unit during the contract
3. Refrigerators	70	1 per unit during the contract
4. Television Sets	42	1 per unit during the contract

The quantities stated above are based on the Secretariat inventory verification undertaken in June 2026 and constitute the initial Asset Register. Equipment covered by an unexpired manufacturer's/supplier's warranty shall not be placed under paid AMC until expiry of such warranty.

Quantity variation at award and subsequent additions shall be made only in accordance with Rule 54 and other applicable approvals. Payment shall be adjusted from the date an item is formally added to or removed from the approved Asset Register at the accepted annual unit rate, proportionately for the period covered.

3. ELIGIBILITY AND TECHNICAL DOCUMENTS

- a) Signed Bid Submission Form and Technical Bid Form.
- b) Valid firm/company registration or trade licence authorising the relevant maintenance/service activity.
- c) PAN and GST registration, where GST registration is legally applicable.
- d) Evidence of relevant experience in maintenance, repair or servicing of the category/categories quoted during the preceding **three years**. Evidence may include work orders, agreements, completion/performance certificates, invoices or other reasonable documentary evidence.
- e) Demonstration of adequate service capability in Aizawl for attending complaints and carrying out the services under the category/categories quoted. This may be through the bidder's own office/workshop/service facility or through an authorised local service arrangement. Where such arrangement is not already available, the successful bidder shall put it in place before commencement of the AMC.
- f) Declaration/list showing availability of suitably skilled technical personnel capable of carrying out the services. Detailed technician particulars may be verified before commencement or during the contract.
- g) Applicable Bid Security (EMD) for the category/categories quoted, or Bid Securing Declaration where exemption applies under Rule 42.
- h) Signed declaration of non-blacklisting/debarment, conflict of interest and compliance with the Code of Integrity.
- i) Authority of the person signing the bid. Verified bank details shall be furnished before the first payment.
- j) Signed Scope Compliance Sheet and Financial Bid in the prescribed format.
- k) Clarification of a document may be sought where permitted by the applicable rules. A bidder shall not, after the deadline, be permitted to cure a material omission or alter the substance or price of its bid.

4. SCOPE OF SERVICES

4.1 Common obligations

- a) Maintain an asset-wise service record showing asset identification, location, complaint, attendance, work performed, parts used and closure certification.
- b) Provide preventive maintenance according to the schedule and breakdown attendance for faults within the included labour scope.
- c) Acknowledge complaints within 6 working hours, attend within 1 working day and restore the equipment within 2 working days, where practicable. Where restoration within 2 working days is prevented by non-availability of a major spare part or another reason beyond the Contractor's reasonable control, the Contractor shall promptly submit a written report stating the reason and expected time for rectification.
- d) Use competent technicians carrying identification and comply with applicable safety, labour, tax and statutory requirements.
- e) Protect Government property and make good damage caused by negligence.
- f) Obtain prior written approval before supplying/installing any chargeable spare part or undertaking excluded work.

- g) Submit an itemised estimate for excluded work. No payment shall be due for unauthorised work or material.
- h) Remove waste and leave the work area clean after every visit.
- i) Service reports may be maintained unit-wise or in a consolidated format containing sufficient asset-wise details, and shall be acknowledged by the user/authorised officer.
- j) Labour for diagnosis, dismantling/reassembly, routine adjustment and minor repairs shall be included in the AMC. Replacement of major/excluded parts shall be chargeable separately only after prior approval.

4.2 Air-conditioning Units

- a) One preventive service per unit during the contract period, normally during February-April; if the AMC commences after 30 April, the service shall be completed within 30 days of commencement.
- b) Preventive service shall include filter, coil, condenser and drain cleaning and inspection of electrical connections, insulation, operating pressure and performance.
- c) Breakdown attendance and labour for diagnosis and routine repairs are included.
- d) Refrigerant/gas shall be chargeable separately where required, after diagnosis and prior approval. Major leakage repair shall likewise require prior approval. Refrigerant loss arising from defective workmanship or inadequately rectified leakage attributable to the Contractor shall not be separately chargeable.
- e) Major parts such as compressors, PCBs, motors, capacitors, copper piping and structural brackets are excluded and may be supplied/replaced separately with prior approval.

4.3 Water Coolers

- a) Two preventive services per unit during the contract, including tank cleaning/disinfection, condenser cleaning, drainage inspection and electrical-safety checks.
- b) Breakdown attendance and labour for routine repairs are included.
- c) Replacement of filters, RO membranes, compressors, thermostats and other parts not expressly included shall be chargeable separately after prior approval.

4.4 Refrigerators

- a) One preventive service per unit during the contract, including cleaning of condenser area, drainage, gasket and operating checks.
- b) Breakdown attendance and labour for routine repairs are included.
- c) Replacement of compressors, thermostats, timers, gaskets, shelves and other parts not expressly included shall be chargeable separately after prior approval.

4.5 Television Sets

- a) One preventive inspection per unit during the contract and breakdown attendance, including cleaning, connection checks and basic firmware/configuration support where applicable.
- b) Display panels, boards, power modules, speakers, remotes, ports and other replacement parts not expressly included are excluded and may be supplied/replaced separately after prior approval.
- c) Physical impact, liquid ingress, misuse, lightning/surge damage and force-majeure damage are excluded.

4.6 Pre-existing defects and equipment beyond economical repair

- a) Pre-existing major defects identified during the joint verification before commencement shall be recorded and shall not be treated as Contractor default unless separately repaired under the AMC or through an approved additional work order.
- b) Where an item is found to be beyond economical repair or required parts are no longer reasonably available, the Contractor shall submit a written technical report. The Department may, after verification, exclude the item from the AMC or take such other decision as may be appropriate.
- c) Where the same fault recurs within 15 days of rectification, the subsequent attendance for that fault shall be treated as continuation of the original complaint.

5. SERVICE LEVELS, DEDUCTIONS AND RISK PURCHASE

Service failure	Standard	Remedy / deduction
Failure to attend complaint	Within 1 working day	₹500 per unit for each day of delay attributable to the Contractor, after the prescribed attendance period
Failure to restore included-scope fault	Within 2 working days	₹500 per unit for each day of delay attributable to the Contractor, after the prescribed restoration period
Missed preventive visit	Within prescribed schedule	₹500 per unit per missed visit, without prejudice to completion of the visit
Persistent failure	Repeated material default	Show-cause and, where justified, withholding/recovery, risk purchase, termination or other action under the contract

The complaint, time of receipt, attendance, rectification and closure shall be recorded in the service report and acknowledged by both parties. No deduction shall apply for a documented Departmental access delay, force majeure, non-availability of a major spare part where the Contractor has promptly reported the matter, or any additional period approved by the competent authority.

The same period of delay shall not be subject to more than one deduction. Total deductions/liquidated damages shall not exceed 10% of the affected annual category value. No deduction shall be imposed without written notice and a reasonable opportunity to respond.

Where a breakdown remains unattended or unresolved for more than 7 days for reasons attributable to the Contractor, the Department may, after notice and approval of the competent authority, arrange the required repair through another agency and recover the reasonable additional cost from the Contractor, without prejudice to other contractual remedies.

6. PRICE, TAXES AND PAYMENT

- a) The bidder shall quote a firm annual AMC rate per unit for each category quoted. The Financial Bid shall show: (i) annual rate per unit excluding GST; (ii) GST amount/rate, where applicable; and (iii) total annual rate per unit inclusive of GST.
- b) The quoted rate shall include labour, travel within the Aizawl service area, tools, preventive maintenance, breakdown attendance and all items expressly included in the scope.

- c) L1 shall be determined separately for each category by comparing the total annual amount payable for the verified quantity, inclusive of applicable GST and other applicable taxes/charges. Where GST is not applicable, the applicable total shall be used.
- d) Rates shall be quoted in figures and words. In case of discrepancy, the amount in words shall prevail, subject to arithmetic correction in accordance with the applicable rules.
- e) Payment shall be released quarterly in arrears for verified units and satisfactory services, against invoice, service records and certification by the authorised officer.
- f) Statutory deductions, including TDS and GST-TDS where applicable, shall be made at source. No advance payment shall be made.

7. BID EVALUATION AND AWARD

- a) The Bid Evaluation Committee shall examine responsiveness, eligibility, relevant experience, service capability and compliance with the published requirements.
- b) Only technically qualified bidders shall have their Financial Bids opened.
- c) L1 shall be determined separately for each category in accordance with the price evaluation method stated in this tender.
- d) The Department may verify credentials, service capability, manpower, past performance and the scope offered. False information may render the bid liable to rejection and further action.
- e) A single responsive bid may be considered where the conditions of Rule 47 are satisfied, including satisfactory publicity and sufficient time, non-restrictive qualification criteria, technical qualification, reasonable price compared with market value, completeness and absence of obvious cartelisation indicators.
- f) The evaluation report shall record category-wise reasons for rejection or qualification and shall be placed before the competent Advisory Board/authority as required under the applicable rules.
- g) The Department is not bound to accept the lowest or any bid, subject to the applicable rules and approval of the competent authority.

8. PERFORMANCE SECURITY AND CONTRACT FORMATION

- a) The successful bidder shall furnish **Performance Security** equal to **3%** of the accepted annual contract/order value of the category awarded, except where exemption applies under Rule 57. For contracts below ₹1 lakh, Performance Security shall not be necessary.
- b) Performance Security shall be furnished within 21 days of the Letter of Acceptance, in a form permitted by Rule 57.
- c) Where the successful bidder does not furnish Performance Security or execute the Agreement within the prescribed period, the Department may allow the further period permitted under Rule 52 and take action in accordance with the Rules.
- d) The Maintenance Agreement shall be executed on the prescribed non judicial stamp paper within 21 days of the Letter of Acceptance, unless otherwise permitted by the competent authority.
- e) The contract shall commence on the date specified in the written commencement order after completion of the required formalities and joint verification of the Asset Register.

9. CONTRACT CONDITIONS

- a) **Term.** The AMC shall remain valid for twelve months from the commencement date. Any extension or renewal shall be through a written order of the competent authority in accordance with the applicable rules.
- b) **Assignment/subcontracting.** Assignment or subcontracting of the whole contract shall not be permitted without prior written approval. The Contractor shall remain responsible for the services.
- c) **Variation.** Changes to scope, quantity or price shall be made only through written approval in accordance with the applicable procurement rules.
- d) **Termination for default.** After notice and opportunity to respond, the Department may terminate for persistent delay, serious or repeated poor service, fraud, abandonment, unauthorised assignment/subcontracting or material breach, and may recover losses as permitted by the contract and law.
- e) **Termination for convenience.** The Department may terminate the AMC by giving 30 days' written notice. Payment shall be made for satisfactorily performed services up to the effective date, and no compensation shall be payable for the unexpired period.
- f) **Force majeure.** The affected party shall promptly notify the other party. Obligations shall be suspended only to the extent and for the period actually prevented.
- g) **Dispute resolution.** Parties shall first attempt amicable resolution. Failing such resolution, the matter shall be dealt with in accordance with applicable law. Courts at Aizawl shall have jurisdiction.
- h) **Records and audit.** The Contractor shall preserve service and billing records and make them available for inspection or audit by authorised officers.
- i) **Notices.** Contract notices shall be in writing and delivered to the addresses stated in the Agreement.

10. TECHNICAL EVALUATION CHECKLIST

Criterion	Evidence	Result
Legal eligibility	Registration/trade licence; PAN; GST where applicable	Pass/Fail
Relevant experience	Relevant maintenance/repair/service experience during preceding 3 years	Pass/Fail
Service capability	Own facility or authorised local service arrangement in Aizawl, or undertaking to establish arrangement before commencement	Pass/Fail
Technical personnel	Availability of suitably skilled technicians	Pass/Fail
Bid security	Applicable EMD for category/categories quoted or valid exemption/Bid Securing Declaration	Pass/Fail
Integrity/debarment	Signed declaration	Pass/Fail
Tender compliance	Signed forms and complete category-wise Financial Bid	Pass/Fail

The published eligibility requirements shall be applied consistently. Minor or clerical deficiencies that do not affect the substance of the bid may be dealt with in accordance with the applicable procurement rules. Material non-compliance shall result in rejection of the affected category.

FORM A - BID SUBMISSION FORM

To:

The Deputy Secretary,
General Administration Department,
Secretariat Administration Wing,
Mizoram Secretariat,
MINECO, Aizawl.

Subject: Re-tender for Non-Comprehensive Annual Maintenance Contract for Twelve Months

I/We have examined the tender document and submit our bid for the following category / categories / Lot : _____. I/We accept the tender conditions and undertake to execute the contract at the accepted rates if awarded.

Particular	Bidder's Details
Name and legal status	
Registration/Trade Licence No.	
Registered address	
Local service facility/arrangement	
Authorised signatory and designation	
Telephone / Email	
PAN / GSTIN	
Bid validity	60 days from submission deadline

Signature : _____

Name : _____

Designation : _____

Date : _____

Place : _____

Seal : _____

FORM B - TECHNICAL BID CHECKLIST

Sl.	Document / Requirement	Enclosed (Yes/No)	Reference Page
1	Signed Form A		
2	Registration/Trade Licence		
3	PAN		
4	GST registration, where applicable		
5	Relevant experience evidence for preceding 3 years		
6	Service capability / local service arrangement		
7	Technical personnel availability		
8	Applicable EMD for category/categories quoted or valid exemption/Bid Securing Declaration		
9	Integrity and Non-blacklisting Declaration		
10	Authority of signatory / bank details		
11	Signed Scope Compliance Sheet		

FORM C - SCOPE COMPLIANCE SHEET

Lot	Category	Quoted? Yes/No	Scope accepted without deviation?	Deviation/clarification if any
1	Air-conditioning Units			
2	Water Coolers			
3	Refrigerators			
4	Television Sets			

Any proposed deviation from a mandatory requirement shall be clearly stated. A material deviation affecting the substance of the bid may render the affected category non-responsive.

ANNEXURE I - FINANCIAL BID

Name of Bidder: _____

Lot	Category	Verified Units	Annual Rate/Unit Excl. GST (₹)	GST(₹/%)	Annual Rate /Unit Incl. GST (₹)	Annual Total Incl. GST (₹)
1	Air-conditioning Units	90				
2	Water Coolers	13				
3	Refrigerators	70				
4	Television Sets	42				

L1 shall be determined separately for each category on the basis of the Annual Total Inclusive of GST (or the applicable total where GST is not applicable).

Rate in words:

Lot 1: _____

Lot 2: _____

Lot 3: _____

Lot 4: _____

Signature of Authorised Bidder : _____

Date : _____

Seal : _____

ANNEXURE II - INTEGRITY AND NON-BLACKLISTING DECLARATION

I/We declare that:

- the bidder has not been blacklisted or debarred by any Government department, public authority or public-sector entity as on the bid submission date, except as disclosed below;
- no actual or potential conflict of interest exists in relation to this procurement, except as disclosed below;
- no bribe, inducement, collusive arrangement, misrepresentation or other prohibited practice has been or will be used;
- all information and documents submitted are genuine and may be verified; and
- the bidder will comply with the Code of Integrity under the Mizoram Public Procurement Rules, 2020.

Disclosure, if any: _____

Name : _____

Designation : _____

Date : _____

Signature/Seal : _____

ANNEXURE III - BID SECURING DECLARATION

[Use this form only where the bidder is exempt from furnishing Bid Security under Rule 42, together with documentary proof of eligibility.]

I/We understand that action may be taken if we withdraw or materially modify our bid during its validity, refuse to accept a lawful arithmetic correction, or, after acceptance, fail to furnish Performance Security or execute the Agreement within the prescribed or formally extended time.

Name : _____

Designation : _____

Date : _____

Signature/Seal : _____

ANNEXURE IV - DRAFT MAINTENANCE AGREEMENT

This Agreement is made on _____ between the Governor of Mizoram, acting through the Deputy Secretary, General Administration Department, Secretariat Administration Wing ("Department"), and _____ ("Contractor").

Whereas the Department invited bids under Tender No. D.19021/2/2024-SAD(G), accepted the Contractor's bid for Category/Categories _____ through Letter of Acceptance No. _____ dated _____, and received Performance Security of ₹ _____ valid until _____.

1. Contract documents. This Agreement, Notice Inviting Tender, Instructions to Bidders, Scope, schedules, corrigenda, Contractor's accepted bid and Letter of Acceptance shall form the contract. In case of inconsistency, the documents shall be read together and the applicable procurement rules shall prevail.

2. Term. The AMC shall remain valid from _____ to _____ unless terminated in accordance with the contract. Any extension or renewal shall require written approval of the competent authority.

3. Price. The accepted rates are those stated in the Letter of Acceptance and are firm, subject to statutory changes in taxes where applicable.

4. Asset Register and coverage. Before commencement, the Department and Contractor shall jointly verify the equipment and record pre-existing major defects. Serviceable, out-of-warranty equipment included in the approved Asset Register shall be covered from the commencement date. Additions and removals shall be recorded formally and dealt with in accordance with Rule 54 and applicable approvals.

5. Performance. The Contractor shall provide the services and meet the service levels specified in the tender. Major/excluded parts shall be supplied only after prior written approval.

6. Payment. Payment shall be made quarterly in arrears based on verified equipment and certified service records, with proportionate adjustment for formal additions/removals.

7. Security. The Department may invoke Performance Security for recoverable loss or material default after due notice, in accordance with the contract and applicable rules.

8. Termination, force majeure and disputes. The corresponding clauses in the tender document shall apply.

9. Entire agreement. Amendments shall be in writing and approved by the competent authority.

For the Department

Signature: _____
Name/Designation: _____
Date/Seal: _____

Witness 1: _____

For the Contractor

Signature: _____
Name/Designation: _____
Date/Seal: _____

Witness 2: _____

ANNEXURE V - SERVICE REPORT AND ASSET REGISTER FORMAT

Date	Asset ID / Location	Category / Make	Complaint / Preventive Work	Work Performed / Parts	Start / Closure Time	User Certificat ion