



भारत सरकार / GOVERNMENT OF INDIA /

वित्त मंत्रालय / MINISTRY OF FINANCE / राजस्व विभाग / DEPARTMENT OF REVENUE

राष्ट्रीय सीमा शुल्क, अप्रत्यक्ष कर एवं स्वापक पदार्थ अकादमी

NATIONAL ACADEMY OF CUSTOMS, INDIRECT TAXES & NARCOTICS,

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MINUTES OF THE PRE-BID MEETING HELD ON 01-08-2025 IN RESPECT OF TENDER ID No2025_DREV_870789 FLOATED ON 29.07.2025 ON eProcure.gov.in PORTAL FOR "RUNNING & MAINTENANCE OF CANTEEN AT NACIN, BENGALURU"

A pre-bid meeting in respect of a Tender Notice published on the eProcure.gov.in portal on July 29, 2025 (TENDER ID No. 2025_DREV_870789_1) for "**Running & Maintenance of Canteen at NACIN, Bengaluru**" was held in Hybrid mode on August 1, 2025 i.e., in the physical mode at NACIN, Jalahalli, Bengaluru and through Video Conference (VC) Link. In addition to officers from NACIN, Bengaluru, the meeting was physically attended by the following individuals representing prospective bidders:

- Shri Murali James, Shri. Govindaraj Subramani & Shri. Arjun.B, all representing **M/s. Cape Comarin Food & Facility Management Services;**
- Shri. Punith representing **M/s. Panorama Enterprises;**
- Shri. Amit Kumar representing **M/s. Om Technologies & Services.**

2. None were present on online mode i.e., through Video Conference for which the meeting link has been published on websites of NACIN, Palasamudram. However, the link was kept active throughout the pre-bid meeting.

3. The meeting began with formal introductions, after which the NACIN officers briefed the representatives of the prospective bidders on the Terms and Conditions outlined in the Tender Notice published on the eProcure.gov.in portal. The participants were specifically informed that, while submitting the Technical Bid, they must upload all the relevant Annexures duly completed alongwith relevant supporting documents, but the Annexure pertains to Financial Bid shall not be uploaded alongwith Technical Bid, which has to be uploaded separately as price bid. Further, the participants were also informed about the **Mandatory Site visit** for which they have to enter their visit particulars in Security Gate register and after completion of site visit have to collect the **Visit Note** from the NACIN Officer and the same is required to be uploaded alongwith Technical bids.

4. It is reiterated that NACIN will not be paying the successful bidder any charges or compensation. However, whenever in-house meetings are hosted, the successful bidder has to provide Snacks, Tea, Coffee or High Tea the payment for which will be made by NACIN at the pre-agreed rates.

5. The following were queries raised by the representatives of the prospective bidders and the clarifications provided by NACIN officers is tabulated below:

(I) Queries raised by Representatives of M/s. Cape Comarin Food & Facility Management Services

Sl. No.	Query	Clarifications provided by NACIN Officers
1	Whether the food to be served in the Canteen is limited or unlimited?	As mentioned in the Annexures attached with the Tender Notice that the food & hot-beverages to be served in the Canteen will be Unlimited. However, certain high value items can be limited as per the indicative menu attached to the Tender Notice.
2	What would be the approximate number of footfalls in the canteen per day?	Footfalls will not be known in advance. The footfalls are based on the Training courses scheduled which will be done based on the training needs of the Cadre Controlling Authority in the department.
3	Whether any minimum guarantee is allowed for the successful bidder when there are no footfalls to the canteen?	As mentioned at Para 47 of Tender Notice NACIN will not offer any compensation to the successful bidder as the infrastructure, electricity charges, water charges, kitchen utensils are provided by NACIN, Bengaluru.
4	What is the billing cycle for collecting charges from the Trainees/ guests	The billing cycle for resident trainees can be decided by the successful bidder in consultation with the Officer incharge of Canteen in NACIN, Bengaluru. The charges can be collected from the guests as per the convenience of the successful bidder.
5	How many batches will be there in Induction trainings at a time?	The induction training may be conducted in a single batch or two batches.
6	What is the contract value on which the performance Bank Guarantee @ 3% is to be calculated.	This will be communicated to the successful bidder before awarding the contract.


(II) Queries raised by Representatives of M/s. Om Technologies & Services:

Sl. No.	Query	Clarifications provided by NACIN Officers
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1	<p>How to charge for the trainees, when the food & beverages have been prepared for entire strength of trainees, whereas a sizeable number of trainees absent to have food & beverages.</p> <p>For e.g. if there are 100 Trainees are attending Training, but only 80 trainees have food & beverages, whereas the Canteen might have prepared food & beverages for entire 100 trainees.</p>	<p>The residential Trainees are clearly instructed to inform about their not having food & beverages for a day or couple of days in writing in advance to the Canteen in-charge and the Course Director or the NACIN Officer in-charge of Canteen. Based on such request from the Trainees, food & beverages may be prepared by Canteen.</p> <p>It is further clarified that the exemption from charging for food & beverages is allowed only for entire day and not for piecemeal exemptions i.e., only for one time like skipping only Breakfast or Lunch or dinner which is not entertained.</p>
2	<p>There are two different prices provides for Trainees/Guest and Staff separately in Tender Notice. Whether the Menu is also same for both the categories as the price mentioned for staff is lesser.</p>	<p>As mentioned in the Annexures of the Tender Notice that there are two different menus one for Trainees/Guests and the other for Staff.</p> <p>However, if the staff is willing to have the menu of Trainees/Guests, they can have the same by paying appropriate price as fixed for trainees/guests.</p>
3	<p>Whether the minimum wages payable to the workers employed by the successful bidder will be as per the rates fixed by the State or Central Government?</p>	<p>The Central Minimum wages are applicable for the workers employed by the successful bidder.</p>

6. The meeting concluded with the NACIN officers expressing their gratitude to all participants.

7. This issues with the approval of the Additional Director, NACIN Bengaluru.


 (D.P. Srinivasulu)
 Assistant Director

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