

PROCEEDINGS OF THE PRE-BID CONFERENCE HELD ON 19/01/2026 THROUGH ONLINE/WEBEX FOR APPOINTMENT OF COMPREHENSIVE SERVICE PROVIDER (CSP) FOR CONSOLIDATION, FREIGHT FORWARDING AND CUSTOMS CLEARANCE OF IMPORT/ EXPORT SHIPMENTS & OTHER ALLIED SERVICES

The Pre-bid Conference was held and the following T&PC members attended the meeting:

S. N.	Name & Designation		Role
1	Dr. Raveendranath U Nair	Chief Scientist	Chairman
2	Mrs. Shobhavathy M T	Chief Scientist	Member
3	Dr. Madhavan K	Principal Scientist	Member
4	Dr. Sivakumar G	Sr. Principal Scientist	Member
5	Sr. CoA / COA or his/her representative		Member
6	COFA or his/her representative		Member
7	Sr. CoSP or his representative		Convener (T&PC)

Representatives from following firms participated in the Pre-Bid Conference:

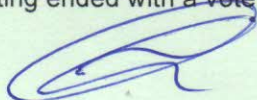
1	M/s Prakash Freight Forwarder Pvt. Ltd. New Delhi
	Mr. Amit Bhargalia, Director/New Delhi
	Mr. Gaurav, Manager/Bangalore
2	M/s Cwick (Import Consolidations) Pvt. Ltd. New Delhi
	Mr. Rishu Rastogi, Manager/Delhi
3	M/s Jeena & Company Mumbai
	Mr. Yogendra Tiwari GM Mumbai/Bangalore
4	M/s Palanhaar Worldwide Logistics Pvt Ltd, Hyderabad
	The firm had sent Pre-Bid enquiries through email which were replied to/discussed

At the outset, the Chairman welcomed all the Members and the representatives of the bidders and provided a general overview of the scope of the Bid Document. The Senior CoSP read out the clarifications sought by the bidders, as received through email and raised during the course of the meeting.

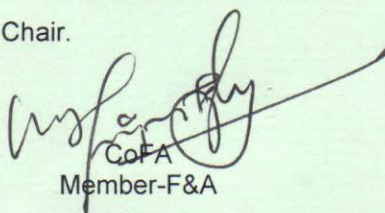
In view of the queries from multiple bidders regarding fixed clearance and transportation charges, which have remained unchanged for several years, it was agreed to revise the said charges to ₹6,500/- in place of ₹5,000/- as specified in the Bid Document, with an annual escalation of ₹500/-. All other terms and conditions shall remain unchanged. The queries raised by the bidders and the corresponding clarifications are detailed in **Annexure-I**.

The representatives present were satisfied with the replies given and it was informed that the corrections / additions / clarifications given, as discussed during the Pre-Bid Conference would be hosted on the CPP portal/website of CSIR-NAL and all prospective bidders are required to take cognizance of the proceedings of the Pre-Bid Conference before formulating and submitting their bids as stipulated in bidding Documents.

The meeting ended with a vote of thanks to the Chair.



Sr. CoSP
Convener-TPC



CoFA
Member-F&A




CoA / Sr. CoA
Member- Admn.

Mrs. Shobhavathy M T
Member

Dr. Madhavan K
Member

Dr. Sivakumar G
Member


Dr. Raveendranath U Nair
Chairman-T&PC

File No.NAL/PUR/SnP/001/25

APPOINTMENT OF COMPREHENSIVE SERVICE PROVIDER (CSP) FOR CONSOLIDATION, FREIGHT FORWARDING AND CUSTOMS CLEARANCE OF IMPORT/ EXPORT SHIPMENTS & OTHER ALLIED SERVICES

PRE-BID QUERIES & REPLIES

S. N.	Query	CSIR-NAL Remarks
I)	M/s. Prakash Freight Movers Pvt. Ltd.,	
1	Total Amount of Customs Duty to be paid by us is Rs. 10 lakhs. This is very high. Please make it Rs. 3 lakhs.	Mandatory amount is only Rs. 2 lakhs. Higher marks are awarded if a bidder is willing to pay more as this is required to ensure demurrage and penalty free clearance till arrangements for direct payment of customs duty to customs authorities are made by CSIR-NAL. Therefore, there will not be any change in this. Less than Rs. 2 lakhs will disqualify you while we encourage you to quote higher amounts to score better during technical evaluation stage.
2	Please clearly indicated time for refund of Customs Duty paid by CHA on your behalf.	Every effort is taken to reimburse the duty amount as soon as possible and within 10-15 days on account of processing time.
3	We are working with NAL for many years. Manpower for offloading etc. is arranged by NAL only. It cannot be provided by us as due to security reasons, it becomes complicated. But if required we can arrange that on paid basis if informed in advance for any particular shipment delivery. Please clarify.	Agreed
4	Agency Charges of Rs. 5000/- which includes handling and loading at the airport and transportation to NAL for shipments up to 200kg is not very less and not practical. We have to also ensure NOC or clarifications from ADC, BIS etc. which is a costly process. Therefore, request to change the same to Rs.10000/- as delivery vehicles have also to wait for hours in NAL.	The charges are hereby revised to ₹6,500/-. An annual escalation of ₹500/- shall be applicable to the empanelled L1 bidder.
5	Performance Security of 10 lakh is high. As per rules it should be 3% of annual business value. Please modify accordingly.	This amount is kept in view of the tentative cumulative value of the contract over a period of 5 years. Hence no change.
6	The tender document may be provided in MS Word format also so that it is easy to fill the tender.	Parts of the documents like formats / Annexures etc. will be made available on CSIR-NAL website. However, the original language should not be modified by the bidder while filling these forms.



7	A suitable condition may be incorporated in CIP/CIF orders mandating the use of the CSP network, to ensure that no penalty or demurrage is imposed on imported consignments at the time of customs clearance due to documentary discrepancies or delays attributable to the supplier, shipper, or airline. It is clarified that the CSP is not directly responsible for such occurrences in the case of CIP/CIF/CPT shipments.	This may be considered on a case-to-case basis, as such terms are at times determined by the supplier/seller. However, the CSP shall not be held liable or penalized for delays not attributable to its actions or omissions.
II)	Cwick (Import Consolidations) Pvt. Ltd. New Delhi	
1	AEO Requirement: The mandatory requirement of AEO certification may kindly be removed, as many capable CHA firms are MSMEs and may not currently hold AEO status.	This is issued by customs authorities to reliable CHA firms. However, this is not mandatory also but can fetch higher marks at the stage of technical evaluation. Therefore, no change.
2	Transportation Charges: The fixed charges mentioned are very low, especially when transportation is involved. We request that transportation charges be paid separately on actual basis for amounts exceeding Rs. 5,000/-, and the terms be modified accordingly.	The charges are hereby revised to ₹6,500/-. An annual escalation of ₹500/- shall be applicable to the empanelled L1 bidder.
3	Bank Guarantee (BG) Exemption: We request exemption from submission of Bank Guarantee for SME-registered firms, as the BG amount of Rs. 10 lakhs is quite high and financially restrictive for MSMEs.	This amount is kept in view of the tentative cumulative value of the contract over a period of 5 years. Hence no change.
4	Handling of Special Regulatory Requirements: In cases where shipments involve Custom queries or mandatory certificates/approvals such as from Government Agencies, LMPC, EPR, BIS, ADC, etc., kindly clarify whether NAL will arrange and bear the associated costs, as presently these expenses are being incurred by the CHA.	These can be handled on a case-to-case basis subject to submission of necessary documents and invoices.
5	Warehouse in Bengaluru: We kindly request clarification on whether the warehouse in Bengaluru is required to be in the CHA's own name, or if alternative arrangements are acceptable.	Only arrangement of godown facility is sufficient.



6	Custom Duty Amount: The proposed custom duty amount is very high. We request that it be restricted to Rs. 1,00,000 only, as the current requirement imposes a significant financial burden on CHA firms operating as MSMEs.	Mandatory amount is only Rs. 2 lakhs. Higher marks are awarded if a bidder is willing to pay more as this is required to ensure demurrage and penalty free clearance till arrangements for direct payment of customs duty to customs authorities are made by CSIR-NAL. Therefore, there will not be any change in this. Less than Rs. 2 lakhs will disqualify you while we encourage you to quote higher amounts to score better during technical evaluation stage.
III) M/s Palanhaar Worldwide Logistics Pvt Ltd, Hyderabad		
1	Experience in private sector firms should also count for participation.	The requirement of clearance for government organizations under Customs Notification No. 51/96 or equivalent is different. This experience is must for the bidder. Therefore, this is not agreed.
2	We can clear your shipments in any city in India through our partner network. Please change clause 2.17.2 to accept this.	We need the CSP firm only to be directly responsible for the contractual obligations. Therefore, this cannot be accepted.
3	Charges for CHA services with transportation etc. is very low. What is the basis for deciding these. These should be on actual basis. Based on the type of shipment they can vary from 1500 to 15000 only for clearance. Handling transportation etc is separate. Please review this.	The charges are hereby revised to ₹6,500/-. An annual escalation of ₹500/- shall be applicable to the empanelled L1 bidder.
4	Custom duty to be paid by consignee directly. No need to pay by CHA	This is the requirement as direct arrangements of payments of customs duty is not operational as of now and delayed payment can result in penalties and demurrage. Therefore, this cannot be changed.
5	IATA, FIATA and WCA should not be mandatory. It is not possible for small firms to arrange that.	This is to ensure the reliability and reputation of the CSP who handles costly international consignments on behalf of CSIR-NAL. Therefore, cannot be accepted.
6	Requirement of AEO should be removed	This is issued by customs authorities to reliable CHA firms. Moreover, this is not mandatory also but can fetch higher marks at the stage of technical evaluation. Therefore, not accepted.
IV) M/s Jeena & Company Mumbai		
	The representative of M/s Jeena & Co. stated that he had taken note of the queries and concerns already raised by other participants and had no additional or new queries to offer. He further expressed his satisfaction with the terms and conditions of the tender.	

