

MINUTES OF MEETING OF GRIEVANCE COMMITTEE (PURCHASE) FOR REDRESSAL OF GRIEVANCES RECEIVED AGAINST TECHNICAL EVALUATION REPORT OF TENDER FOR HIRING OF JANITORIAL AND SECURITY SERVICES FOR FATIMA JINNAH MEDICAL UNIVERSITY, LAHORE HELD ON 20TH MARCH, 2024

A meeting of the Grievance Committee (Purchase) for Redressal of Grievance Received Against Technical Evaluation Report for Tender For Hiring of Janitorial And Security Services For Fatima Jinnah Medical University, Lahore was held on 20th March, 2024 at 10:30 AM in the office of Convener Grievance Committee.

Following Members of Grievance Committee attended the Meeting.

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| • Prof. Muzammil Hussain, HOD Anaesthesia | Convener |
| • Dr. Faheem Saeed, HOD Neurology | Member |
| • Dr. Ayesha Khalid, Assistant Professor Paediatrics | Member |
| • Mr. Awais Shabbir, Deputy Treasurer, FJMU | Member |
| • Muhammad Waseem, Assistant Audit Officer, FJMU | Co-opted Member |

The following six firms who submit their grievances against the Technical Evaluation Report of said tenders announced on 05 March, 2024.

1. M/S Insol Services Pvt. Ltd
2. M/S Sahab Gee Enterprises
3. M/S SB Cleaning Services (SMC-PVT) Ltd
4. M/S Nadeem Cleaning
5. M/S Bright Star
6. M/S Scramble Security

The Attendance of Committee and representatives of Firms were placed on record. The Committee at the start of the proceeding decided to provide the opportunity to the aggrieved bidders for the explaining their reservations and initiated the meeting.

[Handwritten signatures]

Following are the detail Proceedings, Grievances of Firms and Decision of Grievance Committee.

Name of Aggrieved Firms	Name of Tender	Grievance of the firms	Proceedings	Decision of Grievance Committee
M/S Sahab Gee Enterprises	Janitorial Services	Our firm was non responsive with a reason that registration document was not readable. The firm is re submitting the clear copy of registration form. Rejecting the bid on the basis of only unreadable document is not a technical & adequate reason. In light of the above detail, please reconsider your decision and provide us the chance to compete in financial bid opening.	The representative of the aggrieved firm (Mr. Sadaqat) participated in the meeting and started his point of grievances to the Committee. After hearing in details of representative The Committee asked the representative to show the original Form-C proving the legal entity of their firm. The representative of firm had the original document with him and showed the committee the original form C.	After due deliberation and Discussion, The grievances of the firm have been accepted & the firm was declared Responsive and awarded 68 Marks in Evaluation.
M/S Bright Star	Janitorial Services	Our firm has been technically non responsive, but the document upon which we are held non responsive are attached in the bid, you are request to please reevaluate the Bid.	The representative of the aggrieved firm (Mr. kamran) participated in the meeting and started his point of grievances to the Committee and told that PESSI certificate was mistakenly placed at other flag and also gave another affidavit stating the clauses as required by institute. The committee discussed that firstly the grievance was time Barred as per Bidding Documents Clause 2.5.10 (IV) which states that " <u>Any Bidder feeling aggrieved by any act of the Procuring Agency after the submission of his Bid may lodge a written complaint concerning his grievances against Technical Evaluation Report not later than 05 (Five) days after the announcement of the technical evaluation reports</u>	The grievances of the firm have been rejected and the decision of Technical Evaluation Committee was upheld.

			<p><i>on the Website of PPRA</i>" and the Firm submitted their Grievance on Dated 14/03/2024 which was submitted to be before 11.03.2024 and Secondly the affidavit cannot be accepted that this stage of evaluation.</p>	
M/S Nadeem Cleaning	Janitorial Services	It is stated that we are active in FBR GST. There is some misunderstanding. Kindly review your decision regarding disqualification.	<p>The representative of firm (Mr. Talha Ahmed)showed the active stated of Firm on current date but the committee checked the status of the firm of the date of Evaluation 5th March on FBR website and the FBR website showed the status as In active on the date of evaluation.</p> <p>As per Bidding Documents Knock Down (d) which states that "<u>The Bidder must have active National Tax Number (NTN), Punjab Sales Tax (PST) Number and active General Sales Tax (GST) Registration Number with documentary proof</u>".</p> <p>The firm status of GST on opening Date of Bid and Evaluation of Bid was in-active.</p>	The grievances of the firm have been rejected as per Bidding documents and the decision of Technical Evaluation Committee was upheld.
M/S Sb Cleaning	Janitorial Services	It is stated that Technical Evaluation Committee gave us less marks in HR Management and Methodology although we have attached all the required documents. We kindly request to re-evaluate our marks on the information provided and allow us to fairly compete in the financial bidding.	<p>The representative of the aggrieved firm (Mr. Salman Malik) participated in the meeting and started his point of grievances to the Committee and told that we have been awarded less marks in sub category of HR and methodology. The committee asked to show the CV of project manager and list of janitorial but the representative could not show the document in bid. Marks of methodology was also justified.</p>	The grievances of the firm have been rejected and the decision of Technical Evaluation Committee was upheld.

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M/S Insol Services	Janitorial Services	We are writing to appeal the technical evaluation specifically in marks of Financial Resources, Past Performance, HR Management, Methodology. We strongly believe that our firm has all the necessary documents. We kindly request to re-evaluate our bid based on information provided.	The representative of the aggrieved firm (Mr. Salman) participated in the meeting and started his point of grievances to the Committee and told that we have been awarded less marks in sub category of HR , methodology, Financial resource and Past performance. The committee re-evaluated the bid and found marks were given on merit basis except Financial Resource and Methodology. So the committee gave 20 marks in Financial Resource and 6 marks in Methodology.	The grievance of the firm was partially up held increasing the marks in Financial Capabilities from 10 to 20 and Methodology of Firm was reviewed and Given 06 Marks. In Total, The Firm Total Marks were increased from 67 to 83.
M/S Scramble Security	Security Services	It is stated that a firm M/S watch & Watch participated in the tender and has been technically responsive but that firm does not have PTA licences and It is mandatory ^{clause} <u>cause</u> of bidding document that PTA Licence should be attached so M/S Watch & Watch should be held technically non responsive	The representative of the aggrieved firm (Mr. Naeem Fayyaz) participated in the meeting and started his point of grievances to the Committee and told that M/S Watch & Watch does not have PTA Licence. The committee checked the grievance and found that the grievance was time barred as per Bidding Documents Clause 2.5.10 (IV) which states that "Any Bidder feeling aggrieved by any act of the Procuring Agency after the submission of his Bid may lodge a written complaint concerning his grievances against Technical Evaluation Report not later than 05 (Five) days after the announcement of the technical evaluation reports on the Website of PPRA" and the Firm submitted their Grievance on Dated 14/03/2024 which was submitted to be before 11.03.2024". Secondly committee members checked the Bid of M/S Watch & Watch and found the PTA Licence	The grievances of the firm have been rejected and the decision of Technical Evaluation Committee was upheld.

attached in the bid.

The Meeting Ended with instructions from Convenor to Announce the Minutes of the Meeting of the Website of Procuring Agency.



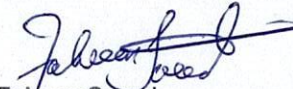
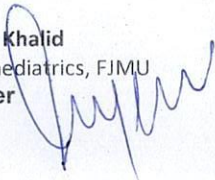
Muhammad Waseem
Assistant Audit Officer, FJMU
Co-opted Member



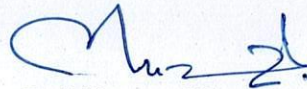
Mr. Awais Shabbir
Deputy Treasurer, FJMU
Member

Mrs. Ayesha Khalid

Assistant Professor Paediatrics, FJMU
Member



Dr. Fahim Saeed
HOD Neurology, FJMU
Member



Prof. Muzammil Hussain
HOD Anaesthesia,
FJMU/ SGRH
Convener