



Dated Lahore, the March 25th, 2020

SUBJECT: MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE FOR THE REDRESSAL OF GRIEVANCES OF APPLICANTS AGAINST THE RFP FOR PROVISION OF JANITORIAL SERVICES FOR DHQ / THQ HOSPITALS OF THE PUNJAB

Meeting of Grievance Redressal Committee was held on March 13, 2020 at 10:00 am in the Committee Room of Project Management Unit (PMU), 31-E1, Gulberg III, Shahrah-e-Imam Hussain, Lahore under the convener ship of Project Director, PMU. The attendance of the subject meeting is attached at **Annex-A**.

Project Management Unit Primary & Secondary Healthcare Department invited sealed proposals (Technical & Financial) against the Request for Proposal (RFP) for the "**Provision of Janitorial Services for DHQ / THQ hospitals of the Punjab**". Consequently, 13 applicants submitted their proposals for the subject Request for Proposal (RFP) which were received and opened on 17-02-2020. Notified Procurement Committee evaluated the Technical Proposals in accordance with Rule No. 32 of Punjab Procurement Rules, 2014. As per Technical Proposal Evaluation Report, out of 13 applicants 07 firms were declared Technically Responsive. The Technical Proposals Evaluation Report was uploaded on official website of PMU & P&SHD and was informed through email to all the applicants. The signed Technical Proposals Evaluation Report is attached at **Annex-B**.

Foregoing in view, Project Management Unit (PMU) received the grievances from the applicants against the Technical Proposal Evaluation Report of the subject RFP. The grievances of the applicants are attached at **Annex-C**. The Grievance Committee after examination of grievances, scrutiny of record, hearing the representative of each aggrieved applicant / firm and due deliberation and discussion, decided upon the grievances of the bidders. The detail of the grievances, deliberations & decisions of Grievance Redressal Committee is given below.

Sr. #	Name of the aggrieved Applicant	Description				
1.	Super Care Service Grievance (Original Letter(s) Attached)	<p>We M/S Super Care Services has been providing the Janitorial Services under the supervision of PMU since last 03 years and our performance during above said tenure is satisfactory. Further PMU outsourced the 125 DHQ/THQs Hospital of Punjab and we participated in 44 Nos. DHQ/THQs Hospital of Punjab in bid called 17th February, 2020. During the technical evaluation we received call from PMU to submit GST registration. Next day we submitted our GST registration in Procurement office. But Evaluation Committee disqualify my firm on the basis of not compliance of GST registration. My requests and justifications are as below.</p> <table border="1" data-bbox="941 630 1063 1953"> <thead> <tr> <th data-bbox="1015 630 1063 1302">Required by PMU</th> <th data-bbox="1015 1302 1063 1953">Provided/ Justification</th> </tr> </thead> <tbody> <tr> <td data-bbox="941 630 1015 1302">Demand of GST Registration from procuring agency on 02.03.2020</td> <td data-bbox="941 1302 1015 1953">We submitted the GST registration on 02.03.2020, the requirement was fulfilled</td> </tr> </tbody> </table> <p>As the requirement was fulfilled by M/s Super Care service, so M/S super Care service should be considered as legible for further bidding process. In addition, GST Registration will be useful after the agreement, not before the agreement. So please consider our GST Registration as it is submitted before the finalization of Technical Evaluation report. We are submitting our grievance with GST registration attached herewith. So it is humble request to you please consider our grievance on merit. Submitted for information and further necessary action please.</p>	Required by PMU	Provided/ Justification	Demand of GST Registration from procuring agency on 02.03.2020	We submitted the GST registration on 02.03.2020, the requirement was fulfilled
Required by PMU	Provided/ Justification					
Demand of GST Registration from procuring agency on 02.03.2020	We submitted the GST registration on 02.03.2020, the requirement was fulfilled					
Deliberation & Decision of the Grievance Redressal Committee	<p>The Grievance Redressal Committee heard the stance pleaded by the firm and verified the record submitted by M/s Super Care Service.</p> <p>The Grievance Redressal Committee observed that M/s Super Care Service has been working with Project Management Unit (PMU) since last two and half years and all relevant applied taxes have been deducted by PMU which were paid duly subsequently. Further, this is a project of Services, the taxation of which is covered by Punjab Revenue Authority vide its PNTN number duly issued to M/s Super Care Service. It was observed by all the members of the committee that at the time of submission of Technical Proposals, M/s Super Care Services was not registered under General Sales Tax by FBR by virtue of which the firm was declared in-eligible / Technically Non-Responsive. It is important to note that M/s Super Care Service has now been registered by FBR under General Sales Tax and practical implication of this registration will be implemented after the award of the Contract which will be done at the later stage. So after thorough deliberation and consideration of ground realities and the prime nature of the Outsourcing Project, it is</p>					

hereby unanimously decided that non-registration under GST was a trivial matter which has been duly dispensed of by the firm prior to the decision of the Grievance Redressal Committee. Further, the Grievance Redressal Committee took this matter considerably and decided to show leniency in this regard as because of this more firms will become Technical Responsive which would enhance competition at the time Financial Proposals Opening and large competition will give low cost for the subject Tender and eventually national exchequer will benefit. Hence, the Grievance of M/s Super Care Service is accepted and the Revised Technical Proposal Evaluation Report is attached at Annex-D.

2. **R.Z. ENTERPRISES**
(Original Letter(s)
Attached)

The company has submitted the technical proposal against the janitorial services at THQ/DHQ February 17, 2020. Thereafter, the committee on February 27, 2020 has inquired the registration of General sales tax (GST) from our company. We have urgently provided the same (GST Certificate) to the technical committee and fulfill their requirement on 28th of February, 2020 as other bidders also provided the required documents. Now, on March 03, 2020, we have been informed via mail that our company is technically knockout due to the reason that we have submitted the fresh certificate of General Sales Tax Registration (GST).

POINT OF ATTENTION

Our company is providing the Janitorial services in the province of the Punjab since 2013 and providing the services to PMU since 2017. As, we are providing the Janitorial services to different entities in Punjab and registration our self with the Punjab Revenue Authority, PRA and reporting to the PRA.


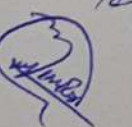


However, for compliance of the requirement of technical committee, we have submitted the GST Registration Certificate to the committee in letter and spirit.

**Deliberation & Decision
of the Grievance
Redressal Committee**

The Grievance Redressal Committee heard the stance pleaded by the firm and verified the record submitted by M/s R.Z. Enterprises.
The Grievance Redressal Committee observed that M/s R.Z. Enterprises has been working with Project Management Unit (PMU) since last two years and all relevant applied taxes have been deducted by PMU which were duly paid subsequently. Further, this is a project of Services the taxation of which is covered by Punjab Revenue Authority vide its PNTN number duly issued to M/s R.Z. Enterprises. It was observed by all the member of the committee that at the time submission of Technical Proposal M/s R.Z. Enterprises was not registered under General Sales Tax by FBR by virtue of which the firm was declared in-eligible. It is important to note that M/s R.Z. Enterprises has now been registered by FBR under General Sales Tax and practical implication of this registration will be implemented after the award of the Contract which will be done at the later stage. So after thorough deliberation and consideration of ground realities and the prime nature of the Outsourcing Project, it is hereby unanimously decided that non-registration under GST was a trivial matter which has been duly dispensed of by the firm prior to the decision of the Grievance Redressal

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	<p>Committee. Further, the Grievance Redressal Committee took this matter considerably and decided to show leniency in this regard as because of this more firms will become Technical Responsive which would enhance competition at the time Financial Proposals Opening and large competition will give low cost for the subject Tender and eventually national exchequer will benefit. Hence, the Grievance of M/s R.Z. Enterprises is accepted and the Revised Technical Proposal Evaluation Report is attached at Annex-D.</p>
<p>3. MUNIR HUSSAIN BHUTTA (Original Letter(s) Attached)</p>	<p>The Firm M/s Munir Hussain Bhutta requested that we have submitted the tender for janitorial services on 17-02-2020. Process of Technical evaluation is complete now and PMU demanded certificate for GST (General sales tax). It is requested that we will provide the certificate within next few days. Kindly accept our Technical offer.</p>
<p>Deliberation & Decision of the Grievance Redressal Committee</p>	<p>The Grievance Redressal Committee heard the stance pleaded by the firm, verified the record (Online verification of Tax Credentials) and found out that M/s Munir Hussain Bhutta is not registered for Sales Tax. Hence the grievance of the firm is rejected and M/s Munir Hussain Bhutta stands Technically Non-Responsive. The revised Technical Proposal Evaluation Report is attached at Annex-D.</p>
<p>4. INDUS ENGINEERING (Original Letter(s) Attached)</p>	<p>M/s Indus Engineering submitted that the M/s Indus Engineering is providing the Janitorial services after qualifying the tender process as held on 25-02-2019 and stood lowest in THQ Hospital Sangla hill, Jand & Hassan Abdal. 2nd Tender was advertised on 14-07-2019 and technical bid was opened on 06-08-2019, and financial bid was opened on 11-09-2019 in which the firm stood lowest in 03 THQ Hospitals Chunan, Sohawa and Major Shabbir Sharif Hospital, Gujrat. 3rd Tender was advertised in newspaper on 23-12-2019, we participated for different THQ & DHQ Hospitals, but the same tender was cancelled without assigning any reason on 08-1-2020. After that the pre-qualified Firms were invited to re-submit their technical and financial bids without any advertisement. We participated accordingly, but our firm could not succeed in this time which is already pre-qualified and providing the same services to the THQ Hospitals. Keeping in view the position explained above, the firm may kindly be considered as prequalified before opening, the financial bid being explained and presently providing the same services in the hospitals of PMU.</p> <p>WITHDRAWL</p> <p>It is submitted that the companies, if any, launched on behalf of the firm M/s Indus engineering, by the concerned or un concerned officials, regarding provisions of janitorial services, against Project Management Unit, P&SHD, may kindly be treated as cancelled/ withdrawn or file (Annex-C).</p> <p>The representative of the firm on the day of hearing of the Grievance Redressal Committee requested before the august Committee that they wish to withdraw the already submitted withdrawal application and their case may be heard again with neutrality.</p>

Deliberation & Decision of the Grievance Redressal Committee

The Grievance Redressal Committee considered the request and acceded to the request of M/s Indus Engineering to hear their grievance. The Committee verified the record and the documents submitted by M/s Indus Engineering on the day of hearing of Grievance Redressal Committee. The Grievance Redressal Committee is of the view that the record of two projects is duly verifiable which attached at (Annex-C). The revised Technical Proposal Evaluation Report is attached at Annex-D which depicts that M/s Indus Engineering is still Technically Non-Responsive because the Firm did not obtain minimum marks of Evaluation Criteria to be declared as Technically Responsive.

5. **Console Enterprises (Original Letter(s) Attached)**

Our firm participated in the tender for acquiring janitorial services in different DHQ, THQ Hospitals of Punjab. Evaluation committee uploaded the evaluation report which is attached here under(annex I). Evaluation committee deducted our marks on the personal registration in the department of EOBI and social security when we have attached the payment contribution and letters as evidence for more than 150 person in both institutes.(Annexure II). The evaluation committee marked the Anas Brother & company as responsive which is a sole proprietor company and does not hold SECP incorporation certificate. We did consult it from SECP and we came to know that Anas brother Enterprises PVT Limited incorporated on 14th February 2020 just two days before the submission of tender document and it got registration in FBR on 24th Feb, 2020 approximately 6 days after the submission of tender.

There are some point which need clarification.

1. Anas Brother & Company and Anas Enterprises PVT limited are separate entity registered as individual firm in FBR and SECP Particular of which is as here under (Annex III)

SR	Particular		Note
1	Name	Anas Brothers & Co	Anas Brothers Enterprises PVT Limited
2	SECP incorporation with date	Nil	0147460
3	NTN	4185576-7	6976522-1
4	STRN	3277876112578	Not registered yet

Highlighted words needs special attention

One is sole proprietor and other is private limited

Both companies are having different NTN which is the basic identity

One is registered in sales tax while other is not

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5	PNTN/PRA	4185576-7	Not registered yet	One is registered in PRA while other is not
6	Registration Date	Income tax wef 03 oct 2013 Sales tax wef 132 Oct 2015	Income w.e.f 26 th Feb 2020 Sales: Not registered	Dates of Registration are also different
7	Address & RTO	Shah Noor park kot Khawaja Saeed Ravi Town Lahore RTO Faisalabad	H. 189, St.4, MOH Islamabad, Singapore, Lahore. RTO Lahore Incorporated	
8	Prequalification in PMU	Prequalified	Not Born when Prequalification too place.	One is prequalified in PMU for providing janitorial service while other is not.
9	ISO Certification	Not Found on the website of QRYSSYST	Not Found on the website of QRYSSYST	Still he got 10 marks

This is really astonishing that both companies have different particulars and evaluation committee considered them as one company where as the committee either can consider Anas & Brothers & CO and give 0 marks for SECP or consider Anas Brothers Enterprises Pvt Limited and give 10 marks for SECP and 0 marks for rest of the Evaluation.

Reply of M/s Anas Brothers

"Our firm participated in the tender for acquiring janitorial services in different DHQ & THQs. One of the participants M/S Console Enterprises (Pvt) Ltd. has filed a grievance against our company M/S Anas Brothers Enterprises (Private) limited which is upgraded to a private limited company in Securities And Exchange Commission of Pakistan from a partnership firm Anas Brothers & CO, and following are replies/clarifications against their grievances;

Point 1: The names of both entities are different.

Explanation: Anas Brothers & CO was registered as Partnership firm under Partnership Act while Anas Brothers Enterprises (Private) LIMITED is registered in SECP under Companies Act 2017. According to Rules & Regulations of SECP, no one can apply for a business name without containing a proper business

word, i.e., Enterprises, Travels, Trading, Services, Construction, etc.

So, we registered our business with the same name ANAS BROTHERS by increment of a business word ENTERPRISES. We are closing down our old firm ANAS name of ANAS BROTHERS ENTERPRISES (PRIVATE) LIMITED

Point 2: One is sole proprietor and other is private limited

Explanation: Information provided in this objection is misleading as ANAS BROTHERS & CO is not a Sole Proprietor but a Registered Partnership Firm. We are upgrading our Firm to a Private Limited Company as explained above in explanation of Point 1.

Point 3: Both companies are having different NTN which is the basic identity

Explanation: Sir, when we register any business in SCEP then NTN of that newly registered business is auto-generated and no one can transform / update / any old NTN for newly registered business. SECP generates a NEW NTN for Every Newly Registered Partnership Firm into a Private Limited Company but NOTHING HAS BEEN CHANGED IN MANAGEMENT OR COMPANY OWNERSHIP.

Point 4: One is registered in sales tax while other is not

Explanation: As mentioned above, both entities are not different, one is being upgraded into another. Sales Tax Registration Number for Private Limited Company is in process. We were informed about these objections too late so strn of ANAS BROTHERS ENTERPRISES (PRIVATE) LIMITED will be furnished within 3 working days/

Point 5: One is registered in PRA while other is not

Explanation: As explained in explanation of Point 4 above, PNTN will be furnished within 3 working days.

Point 6: Date of Registration is also different

Explanation: As explained in explanation of Point 1 that we are upgrading from Partnership firm to a private limited company so date of registration will be different. Firm will be closed down and future correspondence & all other official matters will be addressed to ANAS BROTHERS ENTERPRISES (PRIVATE) Limited.

Point 7: Address & RTO is different

Explanation: Sir, this is not an objectionable point because we are now operating our Head Office at Lahore and we do not need to change our Address & RTO because we are going to transform Partnership Firm into Private Limited Company.





	<p>Point 8: Prequalification in PMU</p> <p>Explanation: Sir, as explained in explanation of Point 1 that we are transforming from Partnership Firm into a Private Limited Company and we have already furnished all documents regarding SECP Registration.</p> <p>Point 9: ISO Certification not found on the website of QRYSYST</p> <p>Explanation: Our ISO Certification is already in Process since January 02, 2020 and our Firm, after completing all requirements for ISO Certification, was RECOMMENDED by the authority on February 10, 2020 before the announcement of tender, and we have furnished all relevant documents.</p> <p>I do hereby solemnly declare that all above information is correct to the best of my knowledge and documents in support are furnished. The objections of the complainant are not valid. So, I request you to please overrule the objections by the complainant and consider my company as qualified for this tender.</p>
<p>Deliberation & Decision of the Grievance Redressal Committee</p>	<p>The Grievance Redressal Committee heard the stance pleaded by the firm, verified the record and the documents submitted by M/s Console and M/s Anas Brothers.</p> <p>It is hereby decided unanimously by the members of the Grievance Redressal Committee that M/s Anas Brothers & Co. and Anas Brothers Enterprises are two different firms as M/s Anas Brothers & Co. was prequalified and participated in the subject tender so marks can only be awarded to M/s Anas Brothers & Co. The Committee unanimously is of the view that the marks awarded to M/s Anas Brothers & Co. in the category of S.E.C.P was not plausible. Hence, the revised Technical Proposal Evaluation Report is attached at Annex-D.</p>
<p>6. Faiz Brothers (Original Letter(s) Attached)</p>	<p>This letter expresses our concern regarding the Technical Evaluation Report done by your department for the janitorial services of 125 DHQ /THQ Hospitals. Faiz Brothers is one of the companies who was pre-qualified from Project Management Unit (PMU) P& SHD, from day first and working with PMU form its first project. We would like to clarify again that all the projects which Faiz Brothers is doing with PMU for the Years 2017, 2018 and 2019 are equals to or more than thirty (30) Million and hence we meet the criteria as required in bidding documents for the Janitorial tender.</p> <p><u>GREIVANCE CONDITION</u></p> <p>As per bidding document clause 1.2 Bidding method & Evaluation Sub clause 4 of the Technical evaluation criteria (Knock Down Criteria)</p> <ul style="list-style-type: none"> The Service provider should have undertaken 02 similar projects in last 03 years and each project

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	<p>value should not be less than Rs.30 million.</p> <ul style="list-style-type: none"> In this regard we need to clarify our position as we meet this criteria of 30 million projects condition. In 2017, 2018 and 2019 we were awarded AAT from PMU for providing janitorial services in THQ /DHQ Hospitals amounting of Rs. 50,112,000/- FY2017, Rs.52, 410579 FY 2018 and Rs.59, 275,080/- FY2019. As per technical evaluation report eligibility requirements /prerequisites results clause 4, Certification (ISO 9001:2015) would grant 10 marks and the documentary proof of EOOBI / PESSI would also grant 10 marks. In this regard we need to clarify that we have already attached the ISO 9001: 2015 certification and registration with PESSI.
<p>Deliberation & Decision of the Grievance Redressal Committee</p>	<p>The Grievance Redressal Committee heard the stance pleaded by the firm, verified the record and the documents submitted by M/s Faiz Brothers. It was unanimously decided by all the members of the Grievance Committee that in order to elaborate upon the requirement of relevant projects that a document duly depicting the amount and the duration in consonance with the requirement of the RFP shall be accorded due weightage in Technical Proposal Evaluation of the Firm. The Firm has submitted the required documents i.e. Performance Evaluation Report. Hence, the Grievance of M/s Faiz Brothers is accepted and the Revised Technical Proposal Evaluation Report is attached at Annex-D.</p>
<p>7. Bilal Enterprises (Original Letter(s) Attached)</p>	<p>Reference Tender inquiry No.P&SHD/PMU/OS/JS-03A/2018/B, dated 3.3.2020.</p> <p>M/s Bilal Enterprises participated in the above mentioned Tender for Janitorial Services of DHQ / THQ Hospitals in the Punjab. But Unfortunately our firm was disqualified on the following shortcoming:</p> <p><u>THE FIRM HAS NOT EXECUTED 03 TO PROJECTS OF MILLIONS</u></p> <p>In this regard, it is submitted that we have executed :</p> <ul style="list-style-type: none"> One project of 53 million ,PIC,Lahore 2018-2019 One project of 28.34 million, Govt Shahdara Teaching Hospital, Lahore 2019-2020. One project of 25.2 million, DHQ Hospital, Okara(Running)

<p style="text-align: center;">Deliberation & Decision of the Grievance Redressal Committee</p>	<ul style="list-style-type: none"> • One project of 22.5 million, Govt. Shahdara Teaching Hospital, Lahore 2017-2018 • One project of 22.3 million, Govt. MNSH, Yakkki Gate, Lahore, 2019-2020 (running) <p>We are also executing a number of projects with you e.g. THQ Hospital Sharqpur, Haveli Lakhani, Depalpur and have executed so many other projects in the Punjab.</p> <p>It is very astonishing news for us that a firm named M/s Anas Brothers having no experience as such and have been qualified to compete while we having a large experience of janitorial services and have been disqualified. It is further added that we are registered firm with FBR w.e.f. 2012 for GST, PST and income tax Department.</p> <p><u>Reply of M/s Anas Brothers</u></p> <p>Our firm participated in the tender for acquiring janitorial services in different DHQ & THQs. One of the participants M/S BILAL ENTERPRISES has filed a grievance against our company M/S ANAS BROTHERS ENTERPRISES (PRIVATE) LIMITED which is upgraded to a Private Limited company in Securities And Exchange Commission of Pakistan from a partnership firm ANAS BROTHERS & CO, and following are replies/ clarifications against their grievances:</p> <p>Explanation: Objection from the complainant is NOT VALID as we transforming our Partnership Firm into a Private Limited Company and we have already submitted all documents of SECP registration.</p> <p>I do hereby solemnly declare that all above information is correct to the best of my knowledge and documents in support are furnished. The objections of the complainant are not valid. So, I request you to please overrule the objections by complainant and consider my company as qualified for this tender.</p> <p>The Grievance Redressal Committee heard the stance pleaded by the firm, verified the record and the documents submitted by M/s Bilal Enterprises and M/s Anas Brothers.</p> <p>It was unanimously decided by all the members of the Grievance Committee that in order to elaborate upon the requirement of relevant projects that a document duly depicting the amount and the duration in consonance with the requirement of the RFP shall be accorded due weightage in Technical Proposal Evaluation of the Firm. The Firm has submitted the required documents i.e. Performance Evaluation Report. Further, it is decided unanimously by the members of the Grievance Redressal Committee that M/s Anas Brothers & Co. and Anas Brothers Enterprises are two different firms as M/s Anas Brothers & Co. was prequalified and participated in the subject tender so marks can only be awarded to M/s Anas Brothers & Co. The Committee unanimously is of the view that the marks awarded to M/s Anas Brothers & Co. in the category of S.E.C.P was not plausible.</p>
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	<p>Hence, the Grievance of M/s Bilal Enterprises is accepted and the Revised Technical Proposal Evaluation Report is attached at Annex-D.</p>
<p>8. Babar & Umar (Pvt.) Ltd. (Original Letter(s) Attached)</p>	<p>We M/s Baber & Umar Pvt ltd participated in request for proposals to provide acquire janitorial services for different District and tehsil headquarter hospitals of Punjab closed on February 17, 2020.</p> <p>WE HAVE STRONG RESERVATION ON THE EVALUATION COMMITTEE REPORT EMAILED TO US:</p> <p>AA): MARKING FOR M/S BABER AND UMAR PVT LIMITED:</p> <p>We are a private limited company and we are awarded "Zero marks" against Registration with securities and exchange commission of Pakistan while we are incorporated on march 20, 1985. Whereas the private limited companies were incorporated with the register joint stock companies at that time and later on all record was transferred to SECURITIES AND EXCHANGE COMMISSION OF PAKISTAN LAHORE and ATTESTED copies of our certificate of incorporation ,Form-A and Form-29 are issued by SECURITIES AND EXCHANGE COMMISSION OF PAKISTANLAHORE which are attached herewith.</p> <p>WE REQUEST AWARD OF SECP REGISTRATION MARKS.</p> <p>BB): RESPONSIVE STATUS FOR M/S ANAS BROTHERS & COMPANY/ANAS BROTHERS ENTERPRISES PRIVATE LIMITED EVALUATION REPORT UPLADED BY EMAIL:</p> <p>The evaluation committee has declared Anas brothers and company as RESPONSIVE .We have strong reservations on some marks awarded to Anas brothers & company and Anas brothers enterprises private limited as under:</p> <p>1. ANAS BROTHERS & COMPANY:</p> <p>A. The Anas brother & company IS Proprietary concern and cannot be awarded marks for registration with securities and exchange commission of Pakistan.</p> <p>B. the award of marks for two projects in knock down criteria seems as incorrect while to our information the only project of Anas Brothers and Company meeting the knock down criteria is only one which is Punjab Institute of cardiology Lahore other declared by them needs verification.</p> <p>C .We have reservations on the award of marks for EOBI/PESSI, we request verification of documents submitted in support of the claim by the company.</p> <p>D. The copy of ISO certificate needs verification as it is not listed on QRSYST.</p> <p>E .The NTN of Anas Brothers & Company is 4185576-7 registered on OCTOBER 03,2013 different from</p>






Anas Brothers Enterprises Pvt Ltd which is registered under the NTN :6976522-1 Dated February 26,2020.

F . The registered office address of Anas brother & company is in Faisalabad while that of Anas brothers Enterprises Pvt ltd is in Lahore.

2. ANAS BROTHERS ENTERPRISES PRIVATE LIMITED:

A. It's a NEW BORN And is not NOT PREQUALIFIED company.

B. It was Not PRA REGISTERED till bidding time.

C. A new born in explained Company Not PREQUALIFIED Cannot be Considered for this bidding.

WE REQUEST AS UNDER.

1. Two different concerns with altogether different address, NTN, reporting to different FBR regions cannot be considered as ONE UNIT for evaluation purpose.
2. The TEN marks awarded to Anas Brother & company against SECP registration of another company absolutely inexperienced and not on prequalified companies list is totally unjustified.
3. Verification of documents pointed out be made from concerned quarters.
4. Re-evaluate the responsive status of the concern in light of mentioned grievances.




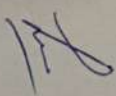
Reply of M/s Anas Brothers

Our firm participated in the tender for acquiring janitorial services in different DHQ & THQs. One of the participants M/S BABAR AND UMAR (PVT.) LTD. has filed a grievance against our company M/S ANAS BROTHERS ENTERPRISES (PRIVATE) LIMITED which is upgraded to a Private Limited Company in Securities And Exchange Commission of Pakistan from a partnership firm ANAS BROTHERS & CO, and following are replies/ clarification against their grievances:

Point 1: The Anas Brothers & Company is "PROPRIETARY CONCERN"

Explanation: Information provided in this objection is misleading as ANAS BROTHERS & CO is not a Sole Proprietor but a Registered Partnership Firm. We are upgrading our Firm to a Private Limited Company. ANAS BROTHERS & CO was registered as Partnership Firm under Partnership Act While ANAS BROTHERS ENTERPRISES (PRIVATE) LIMITED is registered in SECP under Companies Act 2017. According to Rules & Regulations of SECP, no one can apply for a business name without containing a

	<p>proper business word, i.e., Enterprises, Travels, Trading, Services, Construction, etc.</p> <p>So, we registered our business with the same name ANAS BROTHERS by increment of a business word ENTERPRISES. We are closing down our old firm ANAS BROTHERS & CO. and future correspondence & documentation will be made on the name of ANAS BROTHERS ENTERPRISES (PRIVATE) LIMITED</p> <p>Point 2: Both companies are having different NTN which is the basic identity</p> <p>Explanation: Sir, this objection is Totally Wrong because we have completed more than 3 Projects and each project is of worth more than 30 Million, details & relevant documents have already been submitted to PMU.</p> <p>I do hereby solemnly declare that all above information is correct to the best of my knowledge and documents in support are furnished. The objections of the complainant are not valid. So, I request you to please overrule the objections by the complainant and consider my company as qualified for this tender.</p>
<p>Deliberation & Decision of the Grievance Redressal Committee</p>	<p>The Grievance Redressal Committee heard the stance pleaded by the firm, verified the record and the documents submitted by M/s Babar & Umar (Pvt) Ltd. and M/s Anas Brothers.</p> <p>It is hereby decided unanimously by the members of the Grievance Redressal Committee that M/s Anas Brothers & Co. and Anas Brothers Enterprises are two different firms as M/s Anas Brothers & Co. was prequalified and participated in the subject tender so marks can only be awarded to M/s Anas Brothers & Co. The Committee unanimously is of the view that the marks awarded to M/s Anas Brothers & Co. in the category of S.E.C.P was not plausible. Hence, the revised Technical Proposal Evaluation Report is attached at Annex-D.</p>
<p>9. Heloutech (Pvt.) Ltd. (Original Letter(s) Attached)</p>	<p>We M/s Heloutech janitorial services Private limited participated on 17th Feb 2020 in the bidding process janitorial services for different DHQ/THQ Hospitals of Punjab.</p> <p>With Reference to your technical report P&SHD/PMU/OS/JB-03A/2018-20 dated 03.03.2020, the following is submitted for your kind information:</p> <ul style="list-style-type: none"> When Anas Brothers submitted their proposal to your office, they were not registered with SECP. As they did not meet the SECP criteria of registration as "Anas Brothers", afterwards they registered their company with a new name as " Anas brother Enterprises Pvt Ltd" with SECP on 14/02/2020 with incorporation ID 0147460.

- The Auditor reports & financial statements attached with their proposals read as "Anas Brothers" and not as "Anas brothers Enterprises Private Limited".
- Technically the proposal was submitted by Anas brother which is not yet registered with the secp and not by Anas brothers private limited. Furthermore, the latter limited is brand new as recently registered and hence no work experience.

In view of above, it is very respectfully requested that the case is revisited and the technical report is accordingly amended, in line with public procurement procedures.

Reply of M/s Anas Brothers

Our firm participated in the tender for acquiring janitorial services in different DHQ & THQs. One of the participants M/S HELOU TEC (OVT.) LTD. has filed a grievance against our company M/S ANAS BROTHERS ENTERPRISES (PRIVATE) LIMITED which is upgraded to a Private Limited Company is Securities And Exchange Commission of Pakistan from a partnership firm ANAS BROTHERS & CO. and following are replies/ clarifications against their grievances;

Point 1: The Anas Brothers Enterprises (PVT) Ltd. was not registered at the time of submission of proposal.

Explanation: Information provided in this objection is misleading as ANAS BROTHERS ENTERPRISES (PRIVATE) LIMITED was registered at the time of application for this tender.

Point 2: Both companies are having different NTN which is the basic identity

Explanation: We are transforming our Partnership Firm into a Private Limited Company so we provided Audit & Financial Statements of ANAS BROTHERS & CO but new correspondence and other official matters shall be addressed to ANAS BROTHERS ENTERPRISES (PRIVATE) LIMITED.

Point 3: Both companies are having different NTN which is the basic identity

Explanation: This objection is not valid, further explanation to this objection is provided above.

I do hereby solemnly declare that all above information is correct to the best of my knowledge and documents in support are furnished. The objections of the complainant are not valid. So, I request you to please overrule the objections by the complainant and consider my company as qualified for this tender

Deliberation & Decision of the Grievance	The Grievance Redressal Committee heard the stance pleaded by the firm, verified the record and the documents submitted by M/s Heloutech (Pvt.) Ltd. and M/s Anas Brothers. It is hereby decided unanimously by the members of the Grievance Redressal Committee that M/s Anas
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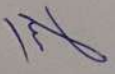
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<p>Redressal Committee</p>	<p>Brothers & Co. and Anas Brothers Enterprises are two different firms as M/s Anas Brothers & Co. was prequalified and participated in the subject tender so marks can only be awarded to M/s Anas Brothers & Co. The Committee unanimously is of the view that the marks awarded to M/s Anas Brothers & Co. in the category of S.E.C.P was not plausible. Hence, the revised Technical Proposal Evaluation Report is attached at Annex-D.</p>
<p>10. Anas Brothers (Original Letter(s) Attached)</p>	<p><u>TECHNICAL EVALUATION</u></p> <p>Kindly refer to your technical evaluation of companies for the janitorial services in different DHQ/THQ hospitals of the Punjab, we have reservations against the marks given to us against average Financial turn over. We have given 10 marks against this section while if you see our financial capability my marks should be 20.</p> <p><u>GRIEVANCE ON TECHNICAL EVALUATION</u></p> <p>Kindly refer to your technical evaluation of companies for the janitorial services in different DHQ /THQ hospitals in Punjab, we have reservations against console enterprises Pvt ltd for this evaluation.</p> <p>As per general qualification criteria of companies for public tendering if a company is involved in any corrupt practice or fraudulent act or blacklisted by government organization, it stand in eligible for any tender prequalification .M/s Console enterprises is a bidder to this tender for janitorial and a defaulter of social security Punjab and EOBI. The copy of letter through which they become defaulter with these departments is attached for your kind information and further evidence.</p> <p><u>Reply of M/s Console (Pvt) Ltd.</u></p> <p>"Reference of grievance filed by M/s Anas Brothers & Co. against our firm Console Enterprises (Pvt) Ltd. regarding the default in the Punjab Employees Social Security Institution.</p> <p>It is to inform you that we have been depositing the contribution at directorate of Social Security Lahore because we are Lahore base and monitoring our projects from Lahore. Same was the stance we took at Hafizabad PESSI Office on which they answered us which is attached here. We did not make any default activity in any institution. It was just a confusion for making payment at sub office instead of head office.</p> <p>Now the issue has been resolved and settled. It is therefore requested to please consider our bid."</p>

**Deliberation & Decision
of the Grievance
Redressal Committee**

The Grievance Redressal Committee heard the stance pleaded by the firm, verified the record and the documents submitted by M/s Anas Brothers Enterprises and M/s Console Enterprises (Pvt) Ltd. It is hereby decided unanimously by the members of the Grievance Redressal Committee that M/s Anas Brothers & Co. and Anas Brothers Enterprises are two different firms as M/s Anas Brothers & Co. was prequalified and participated in the subject tender so marks can only be awarded to M/s Anas Brothers & Co. The Committee unanimously is of the view that the marks awarded to M/s Anas Brothers & Co. in the category of S.E.C.P was not plausible. Further the Grievance of M/s Anas Brothers & Co. to the extent of the Financial Turnover is accepted unanimously by the Grievance Redressal Committee. Hence, the revised Technical Proposal Evaluation Report is attached at **Annex-D**.

Director (P&A)
PMU, P&SHD

Legal Expert
Procurement Cell, P&SHD

Assistant Director (A&A)
Development Wing,
P&SHD

Director ICT
PMU, P&SHD



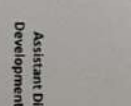
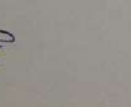

Director (Headquarter)
PMU, P&SHD

Additional Secretary
(Technical)
PMU, P&SHD

Project Director
PMU, P&SHD

**REVISED TECHNICAL PROPOSALS EVALUATION REPORT
PROCUREMENT OF JANITORIAL SERVICES FOR DHQ/THQ HOSPITALS OF PUNJAB
Ref. No: P&SHD/PMU/OS/JS-03A/2018-20
Technical Opening Date: 17-02-2020**

Sl. #	Eligibility Requirements / Pre-requisite	No. of Responses / Technical Aspects												
		1	2	3	4	5	6	7	8	9	10	11	12	13
1	The bidder must be an active tax payer Registration with Punjab Revenue Authority (PRA) and must have PAN No. and Chartered Accountant (CA) Certificate for the purpose of the bid submission by the bidder.	16	7	7	41	4	49	5	4	4	4	4	4	4
2	A Bidder who has been banned / debarred or disqualified either by any Governmental Department/ Agency/ Authority would not be eligible to submit the bid. The Bidder will submit an undertaking in this regard.	Comply	Non-Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply
3	The bidder shall provide all information required in the Request for Proposal and documents to substantiate its claim for eligibility.	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply
4	Registration with relevant Authority.	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply
5	Undertaking of Minimum wage rate.	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply
6	(02) similar projects in last 03 years and each project value should not be less than Rs.20 million.	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply	Comply
Eligibility Requirements / Pre-Requisite Result		Eligible	Non-Eligible	Eligible	Eligible	Eligible	Eligible	Eligible	Eligible	Eligible	Eligible	Eligible	Eligible	Eligible
1	ISO Certification (15)	10	N/A	10	0	10	10	10	10	10	10	10	10	10
2	Certificate of E.C.M.P (0)	0	N/A	10	10	10	10	10	10	10	10	10	10	10
3	Specific experience in similar Assignment. For the purpose of bidding of the Bidder Service Provider, marks will be awarded as follows: 3-4 Projects 10 Marks 5-6 Projects 15 Marks 7-8 Projects 20 Marks 9-10 Projects 25 Marks The firm shall submit Work Order Contract / Performance letter as an evidence. Only contract greater than 10 million will be considered relevant Experience (10)	30	N/A	10	30	20	20	20	20	20	20	20	20	20
4	Personnel and their turnover (EOM/ PESS) (OR ANY OTHERS) of state: Documentary proof of turnover (EOM/ PESS) 10 Marks Documentary proof of turnover (EOM/ PESS) from 12-1-00 or above No. of Janitorial Staff 15 Marks	15	N/A	15	10	15	0	0	15	10	15	0	10	15
5	If Applicant has Disq. Hospital: Average Annual Financial turnover for last 02 years 15-45 Million or above 10 Marks Average Annual Financial turnover for last 02 years 45- 65 Million or above 20 Marks Average Annual Financial turnover for last 02 years 20-35 Million 15 Marks Average Annual Financial turnover for last 02 years 25 Million or above 20 Marks	20	N/A	20	20	20	20	20	20	20	20	20	20	20
6	3 Project Managers 1 S.I. Supervisors with Experience in JG Management for at least 2 years. Appointment letter, Payroll & Return will be provided against the claimed staff. Part A: Subcategory (1)	10	N/A	10	5	10	10	10	10	10	10	10	10	10
7	Part B: Subcategory (2)	5	N/A	5	5	5	5	5	5	5	5	5	5	5
Total Marks Out of 100		90	0	80	85	90	75	45	70	65	70	65	65	70
Final Status		RESPONSIVE	NON-RESPONSIVE	RESPONSIVE	RESPONSIVE	RESPONSIVE	NON-RESPONSIVE	RESPONSIVE	RESPONSIVE	RESPONSIVE	RESPONSIVE	RESPONSIVE	RESPONSIVE	RESPONSIVE

 Director (F&A)
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 Director-CT
PMU, P&SHD

Director (Headquarter)
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 Additional Secretary (Technical)
PMU, P&SHD