

No. P&SHD/PMU/OS/JAN/2020 PROJECT MANAGEMENT UNIT GOVERNMENT OF THE PUNJAB

Dated Lahore, the November 27th, 2020

SUBJECT: MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE FOR THE REDRESSAL OF GRIEVANCES OF APPLICANTS AGAINST THE "PREQUALIFICATION FOR PROVISION OF JANITORIAL SERVICES"

Meeting of Grievance Redressal Committee was held on November 25th, 2020 at 03:00 pm in the Development Wing of Primary & Secondary Healthcare Department, 15 Birdwood Road, Lahore under the convener ship of Project Director, PMU. The attendance of the subject meeting is attached at **Annex-A**.

- 2. Project Management Unit, Primary & Secondary Healthcare Department invited applications for the Prequalification for Provision of Janitorial Services. Consequently, 35 applicants submitted their applications / proposals, which were received and opened on 22-09-2020. The notified Procurement Committee, after evaluating each Prequalification Application in accordance with Rule 32 of PPR-2014 and thorough deliberation finalized the Prequalification Applications Evaluation Report, out of 35 applicants 24 were declared as Prequalified. The Prequalification Applications Evaluation Report was uploaded on official website of Project Management Unit (PMU) and Primary & Secondary Healthcare Department. The signed Prequalification Applications Evaluation Report is attached at Annex-B.
- 3. Foregoing in view, Project Management Unit (PMU) received the grievances from the applicants against the aforementioned Prequalification Applications Evaluation Report. 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 and after due deliberation and discussion, decided upon the grievances of the applicants. The detail of the grievances, deliberations & decisions of Grievance Redressal Committee is tabulated below.



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Name of the aggrieved Applicant	Description
1. M/s NADEEM CLEANING SERVICES	It is submitted that this company participated in prequalification of firm for janitorial services in DHQ/THQ hospitals in Punjab. We submitted the audit report which has not been included while awarding marks.
Subject: Grievances agains prequalification of firm for Janitoria Services DHQ/THQ Hospitals in the Punjab.	Now we are resubmitting the audit report and requesting you recheck and award marks accordingly I, will highly appreciate your this favorable action please.
DATED: 18-11-2020 (Original Letter(s) Attached)	
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 Nadeem Cleaning Services. The Grievance Redressal Committee took this matter considerately and examined the documents submitted by M/s Nadeem Cleaning Services. After thorough examination of the record the Grievance Redressal Committee observed following below mentioned points. i. The applicant was registered in July 2018 and is not registered in sales tax with FBR. ii. In original application no audit report of M/s Nadeem Cleaning Services was provided instead audit report of Watch & Watch Guard was attached. iii. The instant submission of Audited Financial Statements is for two years only and only Report to Management was provided instead of Audit Report to Members. iv. The Financial Statements are not signed by the Management of the Company and 2018 Financial Report issuing date is of Sunday. Hence, the Grievance of M/s Nadeem Cleaning Services is rejected and applicant remained Non-Responsive for the Prequalification for the Provision of Janitorial Services. The Revised Prequalification Applications Evaluation Report is attached at Annex-D.
2. M/s AA DEVELOPERS AA/PQ/PMU/11.20 DATED: 16-11-2020	With reference to prequalification document reference no. P&SHD/PMU/PQ/OS/2020 regarding janitorial services. In this connection, we file grievance against your evaluation because of not proper issuance of marks in following bid segment. 1. Experience
(Original Letter(s) Attached)	2. PESSI and EOBI

3. Project manager experience



1. EXPERIENCE

In experience segment evaluation committee issue us 18 marks but on other hand we file 9 relevant projects according to bidding document 3 marks for each relevant project. (copy of agreements attached). So it is therefore requested to please recheck our experience segment again.

2. PESSI

In PESSI segment we file 110 nos. of personnel payment challan slips but evaluation committee issue us 0 marks, so it is therefore requested to please recheck our PESSI slips (copy attached)

3. PROJECT MANAGER EXPERIENCE

In this segment, we file 06 nos. project manager CVs but committee issue us 2.5 marks so please recheck again this segment also. (CVs attached)

submitted for your kind information and requested to please re-evaluate our bid on merit

Grievance Redressal Committee

Deliberation & Decision of the The Grievance Redressal Committee heard the stance pleaded by the firm and verified the record submitted by M/s AA Developers.

> The Grievance Redressal Committee took this matter considerately and examined the documents submitted by M/s AA Developers. After thorough examination of the record the Grievance Redressal Committee observed following below mentioned points.

- The marks in General Experience and the Past Performance of the Firm increased to 27.
- 5 marks in Documentary Proof of insurance / EOBI / PESSI have been awarded.
- The marks in CVs of Project Managers increased to 4 after accepting documents.

Hence, the Grievance of M/s AA Developers is accepted and the Revised Prequalification Applications Evaluation Report is attached at Annex-D.

Legal Expert Procurement Cell, P&SHD

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

> Project Director PMU P&SHD

Director IC1 PMU, P&SHD

Office of Director (Hea

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REVISED PREQUALIFICATION APPLICATIONS EVALUATION REPORT BY GRIEVANCE REDRESSAL COMMITTEE PREQUALIFICATION FOR PROVISION OF JANITORIAL SERVICES REFERENCE. NO. P&SHD/PMU/PQ/OS/2020

Applications Opening Date: 22-09-2020

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Legal Expert Procurement Cell, P&SHD

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

DISSUIT DESCRIP

Director (Headquarter), Office of DGH5, P&SHD

Project Director PMII P&SHD