



Primary & Secondary
Healthcare Department

No. P&SHD/PMU/OS/JAN/24/2021
PROJECT MANAGEMENT UNIT
GOVERNMENT OF THE PUNJAB
Dated Lahore the, August 12th, 2021

SUBJECT: MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE FOR THE REDRESSAL OF GRIEVANCES OF APPLICANTS AGAINST THE TECHNICAL PROPOSALS EVALUATION REPORT, "RFP FOR PROVISION OF JANITORIAL SERVICES IN 24 DHQ / THQ HOSPITALS OF PUNJAB"

Meeting of Grievance Redressal Committee was held on August 11th, 2021 at 04:00 pm 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**.

2. Project Management Unit, Primary & Secondary Healthcare Department invited sealed proposals (Technical & Financial) from prequalified applicants against the RFP for Provision of Janitorial Services in 24 DHQ / THQ Hospitals of Punjab. Consequently, **17 applicants** submitted their proposals, which were received and opened on 16-07-2021. The notified Procurement Committee, after evaluating each Technical Proposal in accordance with Rule 32 of PPR-2014 and thorough deliberation finalized the Technical Proposals Evaluation Report. As per the Technical Proposals Evaluation Report, out of 17 applicants **14** were declared responsive. The Technical Proposals Evaluation Report was emailed to the prequalified applicants and uploaded on official website of Project Management Unit (PMU) and Primary & Secondary Healthcare Department. The signed Technical Proposals Evaluation Report is attached at **Annex-B**.

3. Foregoing in view, Project Management Unit (PMU) received the grievances from the applicants against the aforementioned Technical Proposals 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.

Name of the aggrieved Applicant	Description
<p>1. M/s ADAN KIANI ENTERPRISES (PVT) LTD Ref: Adan/PMU/07/2021 Dated: 28-07-2021</p> <p>(Original Letter(s) Attached)</p>	<p>1. It is intimated that Adan Kiani Enterprises (Pvt) Ltd submitted its proposal against the subject tender. Though the Company is already prequalified however proposal of Company was rejected on the plea that though Company is in active list of GST regarding provision of services but not with regard to provision of goods. Necessary activation in this regard has been done and copy of letter in this regard is also enclosed for your perusal.</p> <p>Foregoing in view, your kind is requested to please entertain our proposal for provision of subject services.</p>
<p>Deliberation & Decision of the Grievance Redressal Committee</p>	<p>The Grievance Redressal Committee heard the stance pleaded by the firm and verified the record submitted by M/s Adan Kiani Enterprises (Pvt) Ltd.</p> <p>The Grievance Redressal Committee took this matter considerably and examined the documents submitted by M/s Adan Kiani Enterprises (Pvt) Ltd. After thorough examination of the record the Grievance Redressal Committee observed that M/s Adan Kiani Enterprises (Pvt) Ltd. was registered for Sales Tax w.e.f. 27-July-2021 (attached with the request letter). The cut-off date for submission of Technical Proposal was 16-July-2021. The committee unanimously decided to reject the request of the applicant as the matter is lucid and straightforward that the company was not registered for Sales Tax at the time of submission of the Technical Proposal which was mandatory parameter.</p> <p>Hence, the Grievance of M/s Adan Kiani Enterprises (Pvt) Ltd. is rejected and applicant remained In-Eligible against the RFP for the Provision of Janitorial Services for 24 DHQ / THQ Hospitals of the Punjab.</p>
<p>2. M/s SB CLEANING SERVICES Ref: Null Dated: 04-08-2021</p> <p>(Original Letter(s) Attached)</p>	<p>M/s. SB Cleaning Services has the honor of serving in various teaching hospitals in Punjab i.e. Sir Ganga Ram Hospital Lahore, Sheikh Zayed Hospital Rahim Yar Khan, Shahdara Teaching Hospital etc. Keeping in view our experience and profile our firm/company have been declared prequalified by PMU. New tenders for janitorial services at various DHQ/THQ hospitals were floated by PMU and M/s. SB Cleaning Services participated again for DHQ Hospital Narawal and DHQ Hospital Bahawalnagar. Technical evaluation report dated 26-07-2021 of the said tenders was issued to us.</p> <p>We are astonished to see that the evaluation report declared our firm/company Non-responsive on the non-compliance of sole ground i.e. "the applicant must have active NTN, PRA registration number and GST number (if applicable) and documentary proof shall have to be provided by the applicant". We have attached documentary proofs of all our tax registrations NTN, PRA, GST with in the Technical Proposal which have been overlooked by the Technical Evaluation Committee.</p> <p>It is pertinent to mention here we participated in previous tenders of PMU and were declared</p>

technically qualified but unfortunately could not win in financial bids. But if our tax related registrations were not complete how could we qualify in technical bid. Further, we are providing services in different govt, hospitals and tax registrations are mandatory everywhere. Hence, We are hereby providing tax related documents again for your ready reference with request to review the technical evaluation and let us compete in the financial bid for healthy competition.

The Grievance Redressal Committee heard the stance pleaded by the firm and verified the record submitted by M/s SB Cleaning Services.

The Grievance Redressal Committee took this matter considerably and examined the documents submitted by M/s SB Cleaning Services. After thorough examination of the record the Grievance Redressal Committee observed that M/s SB Cleaning Services was registered for Sales Tax w.e.f. 03-August-2021(attached with the request letter). The cut-off date for submission of Technical Proposal was 16-July-2021. The committee unanimously decided to reject the grievance of the aggrieved applicant as the matter is lucid and straightforward that the company was not registered for Sales Tax at the time of submission of the Technical Proposal which was mandatory parameter. Hence, the Grievance of M/s SB Cleaning Services is rejected and applicant remained In-Eligible against the RFP for the Provision of Janitorial Services for 24 DHQ / THQ Hospitals of the Punjab.

Deliberation & Decision of the Grievance Redressal Committee

**3. M/s GHULAM FARID AND
BROTHERS (PVT) LTD**

Ref No. GF/21/1404-C
Dated: 02-08-2021

(Original Letter(s) Attached)

This in reference your above-mentioned technical evaluation report of Annual Rate for Janitorial Services, please consider our clarifications against your points:

Sr. No	Evaluation Parameters	M/S Ghulam Farid and Brothers	Clarification
1.	Relevant Project	35 Marks	In our technical bid, page Title "Company Experience " we had attached eight relevant Project each Project worth has more than 12 Million Yearly.
2.	Financial Capabilities	Zero	In our technical bid page Title "Financial Strength" our company was provided three Years audited statement, which has total worth, is more than 270 Million Approximately.

	<p>In the light of above facts, we have fulfilled as per your described criteria you are therefore requested, please look into the matter and declare, M/S Ghulam Farid and Brothers Pvt Ltd Technically Eligible/Responsive for the wide competition in the benefit of your institute.</p> <p>Thanking & assuring you our best services.</p>
<p>Deliberation & Decision of the Grievance Redressal Committee</p>	<p>The Grievance Redressal Committee heard the stance pleaded by the firm and verified the record submitted by M/s Ghulam Farid and Brothers (Pvt) Ltd.</p> <p>The Grievance Redressal Committee took this matter considerably and examined the documents submitted by M/s Ghulam Farid and Brothers (Pvt) Ltd. After thorough examination of the record the Grievance Redressal Committee observed that M/s Ghulam Farid and Brothers (Pvt) Ltd attached only 7 relevant projects in the Technical Proposal submitted on 16-July-2021. Further, the Audited Financial Statements submitted by M/s Ghulam Farid and Brothers (Pvt) Ltd was inappropriate (not for Private Limited Company) and not considered for evaluation. The committee unanimously decided to reject the grievance of the aggrieved applicant as the complete / proper documents were not submitted at the time of submission of the Technical Proposal.</p> <p>Hence, the Grievance of M/s Ghulam Farid and Brothers (Pvt) Ltd is rejected and applicant remained Non-Responsive against the RFP for the Provision of Janitorial Services for 24 DHQ / THQ Hospitals of the Punjab.</p>
<p>4. AA Developers Ref No. AA/PO/PMU/08.21 Dated: 04-08-2021 (Original Letter(s) Attached)</p>	<p>With reference to tender for Janitorial Services for DHQ/THQ Hospitals of The Punjab Reference No. P&SHD/PMU/OS/JAN/2021. In this connection, We file grievance against your evaluation because of not proper issuance of marks in following bid segment.</p> <p>1. FINANCIAL CAPABILITY/STRENGTH.</p> <p>In this segment Evaluation committee issue us 05 against company audited balance sheet of last 03 years average annual turnover 262 million which is against parameters define in RFPS hence therefore it is requested grant us 25 marks as specified in Financial Capability/Strength.</p> <p>Submitted for your kind information please.</p>

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

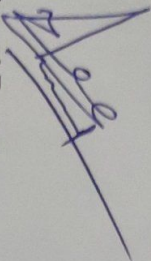
The Grievance Redressal Committee heard the stance pleaded by the firm and verified the record submitted by M/s AA Developers.

The Grievance Redressal Committee took this matter considerably and examined the documents submitted by M/s AA Developers. After thorough examination of the record the Grievance Redressal Committee observed that the cumulative annual turnover in last 03 years of M/s AA Developers was 262 Million and average annual turnover in last 03 years of M/s AA Developers was 87 Million. The criteria mentioned in the Request for Proposal was Average Annual Turnover and hence 5 marks were given in the Technical Proposal Evaluation Report. The committee unanimously decided to reject the grievance of the aggrieved applicant as the marks given in the Technical Proposal Evaluation Report was correct.

Hence, the Grievance of M/s AA Developers is rejected and nevertheless the applicant remained Responsive against the RFP for the Provision of Janitorial Services for 24 DHQ / THQ Hospitals of the Punjab.

4. The Technical Proposals Evaluation Report finalized by the Procurement Committee, PMU shall prevail. The meeting ended with the words of thank to and from the chair.

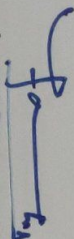
Legal Expert
Procurement Cell, P&SHD




Director (ICT)
PMU, P&SHD



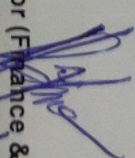
Assistant Director (A&A)
Development Wing, P&SHD



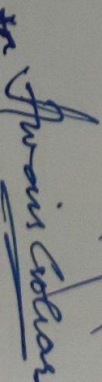
Director (Headquarter), Office of
DGHS, P&SHD



Director (Finance & Admin)
PMU, P&SHD



Additional Secretary (Technical),
P&SHD



Project Director
PMU, P&SHD

