



Subject: **MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE REGARDING TENDER FOR PROVISION OF JANITORIAL SERVICES FOR VARIOUS HEALTHCARE FACILITIES OF P&SHD**

Meetings of Grievance Redressal Committee was held on November 12<sup>th</sup>, 2021, November 18<sup>th</sup>, 2021 and 22<sup>nd</sup> November, 2021 in Project Management Unit (PMU), P&SHD, 31-E1, Gulberg III, Shahrah-e-Imam Hussain, Lahore under the convener ship of Additional Secretary (Technical). The attendance of the meetings is attached at **Annex-A**.

2. Project Officer, PMU informed the committee that an advertisement was published in Daily Dunya Lahore and The News dated 09-09-2021 vide IPL-9289 regarding procurement of Janitorial Services for various Healthcare Facilities of P&SHD. A Pre-Bid meeting was held on 16-09-2021 and minutes of pre-bid meeting was uploaded on official websites of PMU and P&SHD. The last date for submission of Bids was fixed as 01-10-2021 till 11:00 am which were opened on the same day at 11.30am. Each of the Technical Bid was opened in front of the participants who choose to attend. The total of (15) Bidders have submitted their Bids against the subject procurement. The Procurement Committee, after evaluating each Technical Bid in accordance with Rule 32 of PPR-2014 and after thorough deliberation finalized the Technical Bids Evaluation Report. Out of 15 No. of Bidders 6 were declared Responsive. The Technical Proposals Evaluation Report was 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. Project Management Unit (PMU) had received the grievances from the applicants against the aforementioned Technical 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><b>1. M/s National Cleaning Services</b> Ref No. NCS/PMU/OCT/21/1311 Dated: 22-10-2021</p> <p><b>(Original Attached)</b>      <b>Letter(s)</b></p>	<p>The firm in its grievance had stated that: It is submitted that, it is informed to us through your evaluation report on 21.10.2021 that our firm has been considered non-Responsive for subject work bidding process due to "non- submission of latest payment details of EOBI &amp; PESSI". In view of above we would like to submit that as per Evaluation Criteria, Page No. 15, under Human Resource and Managerial Strength, it's clearly mentioned under note that "The Bidder will provide the documentary proof regarding EOBI and PESSI payments. The documents must clearly depict the payment detail w.r.t. number of staff. For the purpose of Documentary proof of EOBI / PESSI Contribution during the last three years shall be considered." It was our understanding that we have to submit any receipt within three years. In our Bidding Documents we provided following detail:</p> <table border="1" data-bbox="569 821 1875 971"> <thead> <tr> <th>Description</th> <th>No. of Insured Persons</th> <th>Contribution Month</th> <th>Difference of Years</th> </tr> </thead> <tbody> <tr> <td>EOBI</td> <td>229</td> <td>March, 2019</td> <td>2 Years, 8 Months</td> </tr> <tr> <td>PESSI</td> <td>235</td> <td>March, 2019</td> <td>2 Years, 8 Months</td> </tr> </tbody> </table> <p>Therefore, we hereby submit EOBI &amp; PESSI receipts record as follows:</p> <table border="1" data-bbox="569 1005 1875 1154"> <thead> <tr> <th>Description</th> <th>Start of Receipts Month</th> <th>End of Receipts Month</th> <th>Total Years</th> </tr> </thead> <tbody> <tr> <td>EOBI Receipts</td> <td>July 2018</td> <td>June, 2021</td> <td>3 Years, 36 Months</td> </tr> <tr> <td>PESSI Receipts</td> <td>July 2018</td> <td>June, 2021</td> <td>3 Years, 36 Months</td> </tr> </tbody> </table> <p>It is therefore requested that kindly consider these EOBI &amp; PESSI receipts as per TORS of bidding documents. We will be very grateful. Thanking you, we remain. Attached: 1. EOBI Receipts from July 2018 to June-2021 2. PESSI Receipts from July 2018 to June-2021</p>	Description	No. of Insured Persons	Contribution Month	Difference of Years	EOBI	229	March, 2019	2 Years, 8 Months	PESSI	235	March, 2019	2 Years, 8 Months	Description	Start of Receipts Month	End of Receipts Month	Total Years	EOBI Receipts	July 2018	June, 2021	3 Years, 36 Months	PESSI Receipts	July 2018	June, 2021	3 Years, 36 Months
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<p align="center"><b>Deliberation &amp; Decision of the Grievance Redressal Committee</b></p>	<p>Grievance of the firm was examined and representative of the firm was heard. The Grievance committee examined the record submitted by the firm. The clause regarding EOBI and PESSI Contribution in the advertised Bidding Document is reproduced below.  <i>“The Bidder will provide the documentary proof regarding EOBI and PESSI payments. The documents must clearly depict the payment detail w.r.t. number of staff. For the purpose of Documentary proof of EOBI / PESSI Contribution during the last three years shall be considered”.</i>  The firm did not provide the latest payment detail regarding EOBI and PESSI contribution and thus declared Non-Responsive. At the time of grievance, the firm along with its grievance submitted the EOBI and PESSI payments details.  The GRC unanimously decided to accept the grievance of the firm and its status is declared as Responsive.</p>
<p><b>2. M/s Helou Tech Janitorial Services (Pvt.) Ltd.</b>  Ref No. HTSJ-REF-PMU/681  Dated: 22-10-2021   <b>(Original Attached) Letter(s)</b></p>	<p>The firm in its grievance submitted that:  Thank you for sharing subject report. We noted in the report that in Column 5 of criteria list Helou Tech Janitorial Services Pvt Limited was found not-Eligible on the grounds that stamp paper was issued on 29 September 2021, whereas affidavit bearing date is 28 September 2021, which is factual controversy.  We regret this is a human error as the bidding documents including Affidavit was finalized and typed on 28 September 2021, but the Stamp paper was bought on 29 September 2021. Upon printing of typed affidavit text on stamp paper, we forgot to change the date in the text. You will appreciate that this is a human error/mistake/oversight committed by our staff while preparing the document.  As you know, we are successfully providing our services at five DHQ/THQ hospitals with honesty for about five years. Therefore, based on this please consider our request to ignore the mistake and comply with that bidder not barred/blacklisted or disqualified either by Government Department/Agency /Authority. You are humbly requested to qualify Helou Tech Janitorial Services in the remaining bidding process.</p>
<p align="center"><b>Deliberation &amp; Decision of the Grievance Redressal Committee</b></p>	<p>Grievance of the firm was examined and representative of the firm was heard. The Grievance committee examined the record submitted by the firm.  The grievance committee unanimously decided to accept the grievance of the firm as the date of issuance of stamp paper was before the closing date of the tender submission.  Hence, the GRC decided to accept the grievance of the firm and its status is declared as Responsive.</p>

<p><b>3. M/s Caid's Marketing Network (Pvt.) Ltd</b>  Ref No. Nil  Dated: 24-10-2021</p> <p><b>(Original Letter(s) Attached)</b></p>	<p>The firm in its grievance stated that:  As per PPRA rules 2014 requirement to the submitted bid single stage two envelopes, Technical and Financial bid.  Your evaluation team is qualifying to the M/S Adnan Kiyani PVT LTD, on suspicious and mysterious documentations which are really not fulfil the requirements of TORS. Please note down our objection mention below.</p> <p>1- This company's GST Registration date is: 27-7-2021, with this date the GST status of this firm is not activated so this is the first objection that by TOR Rules this company is not Fulfill the requirement and not eligible for the tender's required eligible criteria, because in this tender Documents you ask for active status not operational.</p> <p>2- Our second objection is that in tender documents you asked for 12 million per annum with eight projects. But as we are working from many years we do not know that where this company is working with 8 projects or having 12 million amount per annum .so please clear this objection that how many projects this company is providing janitorial services with your required amount. please this is our humble request that announce their working detail and projects publicly, we will be thankful of you.</p> <p>3- Our third question is that we want to know the list with CNIC Number of 150 workers with prof of EOBI PESSI with paid vouchers.</p> <p>4- Respected sir we just want to know that how this company got 100% marks with only two months' registration. in other side fact is that, those companies whom are working from more than 25 years and 100% tax paying .and EOBI PESSI registrations and work experience getting only 70 % marks. please take a look sir this is must be something not right.</p> <p>So our humble request is that this evaluation is totally based on unjustified procedure so please clear our grievances, there must be some kind of very mysteries .so how can this company with only 2/3 months' registration getting 100 % marks. this is a big question mark on the department .so please enquire all this matter and scrap this bidding procedure for the new and neat and clear Tendering thank you so much for your cooperation</p>
<p><b>Deliberation &amp; Decision of the Grievance Redressal Committee</b></p>	<p>Grievance of the firm was examined and representative of the firm was heard in detail. The committee observed that the grievance submitted by the firm against M/s Adan Kiani was without any documentary evidence. GRC expressed its displeasure on the non-preparation of the aggrieved firm. However, keeping in view the sensitivity of the matter, the GRC directed the Procurement Committee to get the documents submitted by M/s Adan Kiani verified from respective department. In this regard, letters were written to EOBI &amp; PESSI about the verification of payment slips submitted by M/s Adan Kiani in its technical Bid.</p>

	<p>EOBI vide letter REF.NO.EOBI/LHRC/GOV/2021/5962 dated 17.11.2021 informed the department that the firm M/s Adan Kiani Enterprises Pvt Ltd is registered vide registration No. BID02408 and is only paying Rupees 3900/- (contribution against 05 employees) per month in respect to EOBI Contribution and since August 2020.</p> <p>Keeping in view the letter of EOBI, GRC termed the documents (EOBI Contribution slips/ Challans) submitted by M/s Adan Kiani in its technical as Fake/ Forged and termed this act of the M/s Adan Kiani as Fraudulent Practice. GRC recommended to promptly initiate the blacklisting proceedings and other legal actions against M/s Adan Kiani.</p> <p>Hence, the grievance of the firm against M/s Adan Kiani is accepted and its status is declared as Non-Responsive.</p>
<p><b>4. M/s Console Enterprises (Pvt.) Ltd</b>  Ref No. 1485  Dated: 25-10-2021</p> <p><b>(Original Letter(s) Attached)</b></p>	<p>The firm in its grievance stated that:  According to Rule 67 of Punjab Procurements Rules 2014 that if any Bidder feeling aggrieved by any act of the Procuring Agency after the submission of their Bid may lodge a written complaint concerning his grievances not later than 10 Days after the announcement of Proposal Evaluation Report. The committee shall investigate and decide upon the complaint as per rule 67 of PPR-2014.</p> <p>We have some reservations regarding Technical Evaluation, mentioned below:</p> <ol style="list-style-type: none"> <li>1. Procuring agency evaluated the bid of Adan Kiani Enterprises Pvt Ltd, gave 40 marks in Sr.1 Experience and Performance of the Firm, and 30 marks in Sr.2 Human Resource and Managerial Strength documentary proof of regarding EOBI and PESSI Payments. As per our knowledge, company has less experience as claimed in this tender.</li> <li>2. Procuring agency evaluated the bid of Adan Kiani Enterprises Pvt Ltd and gave marks 30 Marks in Sr.3 (Financial Capability/ Strength) which shows that the firm has 300M or above turn over but the company has not appointed an auditor in SECP, and has not filled required forms after 2019. In previous Technical Evaluations of Janitorial Tenders Adan Kiani Enterprises Pvt Ltd wasn't able to get full marks in Financial Strength. (Annexure-I)</li> <li>3. On 12th August 2021 The Grievance Committee PMU P&amp;SHD rejected the grievance of Adan Kiani Enterprises Pvt Ltd in Janitorial Services Tender Dated: 16-07-2021 in which Committee observed that firm was registered for Sales Tax w.e.f. 27-07-2021 but the cut-off date for submission of technical proposal was 16-07-2021. (Annexure-II)</li> <li>4. Tender was opened publically which means every bidder has right to examine and seek proof of evaluation and as the procuring agency always ensures the transparency of the procuring procedures, we request you to please provide us requested information by giving us the opportunity to examine the bid submitted by Adan Kiani Enterprises Pvt Ltd.</li> </ol>

	<p>5. As this tender is a public document, we voluntarily present our bid for evaluation to our competitors. Looking forward for your positive response in this respect.</p>											
<p><b>Deliberation &amp; Decision of the Grievance Redressal Committee</b></p>	<p>Grievance of the firm was examined and representative of the firm was heard in detail. The committee observed that the grievance submitted by the firm against M/s Adan Kiani was without any documentary evidence. GRC expressed its displeasure on the non-preparation of the aggrieved firm. However, keeping in view the sensitivity of the matter, the GRC directed the Procurement Committee to get the documents submitted by M/s Adan Kiani verified from respective department. In this regard, letters were written to EOBI &amp; PESSI about the verification of payment slips submitted by M/s Adan Kiani in its technical Bid.</p> <p>EOBI vide letter REF.NO.EOBI/LHRC/GOV/2021/5962 dated 17.11.2021 informed the department that the firm M/s Adan Kiani Enterprises Pvt Ltd is registered vide registration No. BID02408 and is only paying Rupees 3900/- (contribution against 05 employees) per month in respect to EOBI Contribution and since August 2020.</p> <p>Keeping in view the letter of EOBI, GRC termed the documents (EOBI Contribution slips/ Challans) submitted by M/s Adan Kiani in its technical as Fake/ Forged and termed this act of the M/s Adan Kiani as Fraudulent Practice. GRC recommended to promptly initiate the blacklisting proceedings and other legal actions against M/s Adan Kiani.</p> <p>Hence, the grievance of the firm against M/s Adan Kiani is accepted and its status is declared as Non-Responsive.</p>											
<p><b>5. M/s Super Care Service</b> Ref No. SCS/G/10.21 Dated: 26-10-2021</p> <p><b>(Original Letter(s) Attached)</b></p>	<p>The firm submitted in its grievance that:</p> <table border="1" data-bbox="569 902 1929 1367"> <thead> <tr> <th data-bbox="569 902 695 943">Sr. #</th> <th data-bbox="695 902 1035 943">Point of Issue</th> <th data-bbox="1035 902 1929 943">Our Grievance</th> </tr> </thead> <tbody> <tr> <td data-bbox="569 943 695 1097">1.</td> <td data-bbox="695 943 1035 1097">M/S Adan Kiani's relevant experience ambiguity.</td> <td data-bbox="1035 943 1929 1097">According to our best knowledge M/s Adan Kiani has not relevant Janitorial services experience, so please public their contracts that were attached with technical book in Experience segment.</td> </tr> <tr> <td data-bbox="569 1097 695 1367">2.</td> <td data-bbox="695 1097 1035 1367">M/S Adan Kiani's non availability of SECP notified Auditor.</td> <td data-bbox="1035 1097 1929 1367">Adan Kiani has not notified its Auditor to SECP, which is severe violation of SECP recommended mandatory requirements, so, their Audited Balance sheets which depicts their Financial strength is not valid, how it is possible that Procuring agency has accepted its audited balance sheets and granted 30 marks in Financial Strength Segment.</td> </tr> </tbody> </table>			Sr. #	Point of Issue	Our Grievance	1.	M/S Adan Kiani's relevant experience ambiguity.	According to our best knowledge M/s Adan Kiani has not relevant Janitorial services experience, so please public their contracts that were attached with technical book in Experience segment.	2.	M/S Adan Kiani's non availability of SECP notified Auditor.	Adan Kiani has not notified its Auditor to SECP, which is severe violation of SECP recommended mandatory requirements, so, their Audited Balance sheets which depicts their Financial strength is not valid, how it is possible that Procuring agency has accepted its audited balance sheets and granted 30 marks in Financial Strength Segment.
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2.	M/S Adan Kiani's non availability of SECP notified Auditor.	Adan Kiani has not notified its Auditor to SECP, which is severe violation of SECP recommended mandatory requirements, so, their Audited Balance sheets which depicts their Financial strength is not valid, how it is possible that Procuring agency has accepted its audited balance sheets and granted 30 marks in Financial Strength Segment.										

	3.	M/s Adan Kiani EOBI and PESSI receipts	We are doubtful on the originality of Challans of EOBI & PESSI receipts submitted by Adan Kiani for Technical evaluation .So, it is requested to public their EOBI & PESSI challans/Receipts
Submitted for your kind information and further necessary action please.			
<p align="center"><b>Deliberation &amp; Decision of the Grievance Redressal Committee</b></p>	<p>Grievance of the firm was examined and representative of the firm was heard in detail. The committee observed that the grievance submitted by the firm against M/s Adan Kiani was without any documentary evidence. GRC expressed its displeasure on the non-preparation of the aggrieved firm. However, keeping in view the sensitivity of the matter, the GRC directed the Procurement Committee to get the documents submitted by M/s Adan Kiani verified from respective department. In this regard, letters were written to EOBI &amp; PESSI about the verification of payment slips submitted by M/s Adan Kiani in its technical Bid.</p> <p>EOBI vide letter REF.NO.EOBI/LHRC/GOV/2021/5962 dated 17.11.2021 informed the department that the firm M/s Adan Kiani Enterprises Pvt Ltd is registered vide registration No. BID02408 and is only paying Rupees 3900/- (contribution against 05 employees) per month in respect to EOBI Contribution and since August 2020.</p> <p>Keeping in view the letter of EOBI, GRC termed the documents (EOBI Contribution slips/ Challans) submitted by M/s Adan Kiani in its technical as Fake/ Forged and termed this act of the M/s Adan Kiani as Fraudulent Practice. GRC recommended to promptly initiate the blacklisting proceedings and other legal actions against M/s Adan Kiani.</p> <p>Hence, the grievance of the firm against M/s Adan Kiani is accepted and its status is declared as Non-Responsive.</p>		
<p><b>6. M/s Best Mansol Services (Pvt.) Ltd</b>  Ref No. BMS/PMU/THQHs /JS/2021  Dated: 26-10-2021    <b>(Original Letter(s) Attached)</b></p>	<p>The firm in its grievance submitted that:  We honorably refer to the subject Tender Enquiry of PMU wherein the financial bid opening was announced on 22-10-2021 and placed on PEPRAs website for public information.  We refer to the bid offers submitted for following THQ Hospitals:  1. THQ Hospital Khushab  2. THQ Hospital Expo Center Lahore  3. THQ Hospital Mian Meer, Lahore  We have certain reservations on the offers submitted by "M/s. Adan Enterprises" and lodge our grievance claim for review of their Bid on our concerns mentioned below:  1. The financial rates break-up does not support minimum wage rate and other legal obligations</p>		

	<p>prescribed by GOP, Details attached at Annex-A).</p> <p>2. We assume that M/s. Adan Enterprises don't qualify their experience in the field of 'Janitorial Services' for the required number of years.</p> <p>3. Moreover, their EOBI and Social Security Contribution Payment support challans may be scrutinized briefly and publicized for general information of all participants.</p> <p>4. Above all, we may add here that in the Pre-bid meeting, PMU has categorically clarified that all rates should be offered on minimum wage rate basis. Thus a contractor cannot argue that he will adjust the cost between rates of different categories. Hence any offer with this scenario does not justify for acceptance.</p> <p>We hope our grievance claim will be considered sympathetically and a genuine consideration would be given to all basic requirements for a justified evaluation of all bids equally for all basis.</p> <p>Looking forward to hear from your good-self positively, meanwhile we assure you of our best services at all times.</p>
<p><b>Deliberation &amp; Decision of the Grievance Redressal Committee</b></p>	<p>Grievance of the firm was examined and representative of the firm was heard in detail. The committee observed that the grievance submitted by the firm against M/s Adan Kiani was without any documentary evidence. GRC expressed its displeasure on the non-preparation of the aggrieved firm.</p> <p>However, keeping in view the sensitivity of the matter, the GRC directed the Procurement Committee to check the rates quoted by M/s Adan Kiani whether they are complaint with the Minimum wage laws and to get the documents submitted by M/s Adan Kiani verified from respective department. In this regard, letters were written to EOBI &amp; PESSI about the verification of payment slips submitted by M/s Adan Kiani in its technical Bid.</p> <p>EOBI vide letter REF.NO.EOBI/LHRC/GOV/2021/5962 dated 17.11.2021 informed the department that the firm M/s Adan Kiani Enterprises Pvt Ltd is registered vide registration No. BID02408 and is only paying Rupees 3900/- (contribution against 05 employees) per month in respect to EOBI Contribution and since August 2020.</p> <p>Keeping in view the letter of EOBI, GRC termed the documents (EOBI Contribution slips/ Challans) submitted by M/s Adan Kiani in its technical as Fake/ Forged and termed this act of the M/s Adan Kiani as Fraudulent Practice. GRC recommended to promptly initiate the blacklisting proceedings and other legal actions against M/s Adan Kiani.</p> <p>Hence, the grievance of the firm against M/s Adan Kiani is accepted and its status is declared as Non-Responsive.</p>
<p><b>7. Nadeem Cleaning Services (Pvt.) Ltd</b> Ref No. Nil</p>	<p>The firm in its grievance submitted that:</p> <p>It is submitted that this company is providing Janitorial services to B.V Hospital Block-1 &amp; Block-2 ((Separate Projects) since August, 2019 till to date. We have been given contract continuously for last</p>



<p>Dated: 26-10-2021</p> <p><b>(Original Attached)</b>                      <b>Letter(s)</b></p>	<p>three years which shows our performance.  We have participated in bidding documents for "Procurement of Janitorial services for Various Healthcare Facilities of P&amp;SHD". We have been declared non-responsive due to non-comply of General Sale Tax (GST) certificate, as per Technical Bid Evaluation Report. (Copy Attached). We have submitted the Active General Sale Tax (Copy Attached for your perusal please).  It is further requested that we have not been included in marks, whereas on same reason the other companies declared non-responsive have been given marks.  You are requested to reconcile your decision of declaring non- responsive in mandatory or prerequisite parameters and also include us in marks.  I hope you will consider our request and will take decision favorably.</p>														
<p><b>Deliberation &amp; Decision of the Grievance Redressal Committee</b></p>	<p>Grievance of the firm was examined and representative of the firm was heard. The Grievance committee examined the record submitted by the firm.  The GST Registration date of M/s Nadeem Cleaning Services (Pvt.) Ltd is 14-10-2021 and the last date of submission of Bids was 01-10-2021. Hence, the firm did not comply with the Mandatory Parameter of the advertised Bidding Document.  The Technical Bids Evaluation Report is upheld and the grievance of the firm is rejected.</p>														
<p><b>8. M/s Ghulam Farid and Brothers (Pvt.) Ltd</b>  Ref No. Gf/21-PMU/41  Dated: 27-10-2021</p> <p><b>(Original Attached)</b>                      <b>Letter(s)</b></p>	<p>The firm in its grievance stated that:  This is in reference to your above-mentioned technical evaluation report of Annual Rate for Janitorial Services, please consider our clarifications against your points:</p> <table border="1" data-bbox="569 865 1929 1333"> <thead> <tr> <th data-bbox="569 865 642 980"><b>Sr. #</b></th> <th data-bbox="642 865 905 980"><b>Evaluation Parameters</b></th> <th data-bbox="905 865 1115 980"><b>M/s Ghulam Farid and Brothers</b></th> <th data-bbox="1115 865 1929 980"><b>Clarification</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="569 980 642 1138"></td> <td data-bbox="642 980 905 1138">Relevant Projects</td> <td data-bbox="905 980 1115 1138">30 Marks</td> <td data-bbox="1115 980 1929 1138">In our technical bid, page Title "Company Experience " we had attached eight relevant Project and each Project worth has more than 12 Million Yearly. Documentary Proof of all Project was enclose with Technical Bid.</td> </tr> <tr> <td data-bbox="569 1138 642 1333"></td> <td data-bbox="642 1138 905 1333">Human Resources and Managerial Strength</td> <td data-bbox="905 1138 1115 1333">Zero</td> <td data-bbox="1115 1138 1929 1333">In our technical bid page Title "Human Resource and Managerial Strength" our company was provided the Contribution Slips of EOBI and PESSI more than 250 workers for last three years. In tender documents, nowhere written that only latest receipts will accept.</td> </tr> </tbody> </table> <p>In the light of above facts, we have fulfilled as per your described criteria you are therefore requested,</p>			<b>Sr. #</b>	<b>Evaluation Parameters</b>	<b>M/s Ghulam Farid and Brothers</b>	<b>Clarification</b>		Relevant Projects	30 Marks	In our technical bid, page Title "Company Experience " we had attached eight relevant Project and each Project worth has more than 12 Million Yearly. Documentary Proof of all Project was enclose with Technical Bid.		Human Resources and Managerial Strength	Zero	In our technical bid page Title "Human Resource and Managerial Strength" our company was provided the Contribution Slips of EOBI and PESSI more than 250 workers for last three years. In tender documents, nowhere written that only latest receipts will accept.
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	<p>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><b>Deliberation &amp; Decision of the Grievance Redressal Committee</b></p>	<p>Grievance of the firm was examined and representative of the firm was heard. The Grievance committee examined the record submitted by the firm.</p> <p>The Grievance Committee examined and verified the Technical Bids submitted by M/s Ghulam Farid and Brothers (Pvt.) Ltd and the same was given to the representative of the firm to substantiate its claim. The firm could not substantiate its claims and the GRC found the marks for Experience and Past Performance of the Firm given by Procurement Committee in Technical Bids Evaluation Report as correct. Similarly, the latest EOBI and PESSI payment details were not attached by the bidder and the bidders could not substantiate its claim from its submitted Technical Bids/ Clarifications.</p> <p>The Technical Bids Evaluation Report is upheld and grievance of the firm is rejected.</p>
<p><b>9. M/s Shahzeb Engineering Services</b> Ref No. Nil Dated: 28-10-2021  <b>(Original Attached)</b></p> <p style="text-align: right;"><b>Letter(s)</b></p>	<p>The firm in its grievance stated that: Please refer to your janitorial services tender at PMU P&amp;SHD which closed on 1 October 2021 and we were the participant in the same. We. M/S. SHAHZEB ENGINEERING SERVICES. have been providing janitorial services to various institutions since last 20 years with full of honest and determination. Thus we have vast related experience as well as high repute. It is regretted to say that our company office was closed due to sudden death of my nephew in a road accident in Karachi for the reason mentioned we couldn't have submitted the required missing documents related to technical bid. While during the meeting we were not informed by the due date of submission of the said documents. On submitting the required documents on 22 October 2021, we were shocked to know that the financial bid has opened and announced yesterday i.e. on 21* of instant. The documents required by you were already attached in the technical bid. Nevertheless, we have provided you again on demand. Furthermore. We were not intimated officially to declare our technical bid as nonresponsive. Most respectfully stated that your procedural behavior presumed suspect able to malafide intention whether intend to favor any participant because of remand of already attached /provide documents on intimate the nonresponsive on your own way no determine and announced the date of opening of financial bid as well. It is therefore requested that our financial bid may please be accepted and opened. Considering as responsive, which has already submitted to concerns. Please It is prayed that the above consideration</p>

	may be in the interest of justice under the procedure and practice.
<b>Deliberation &amp; Decision of the Grievance Redressal Committee</b>	Grievance of the firm was examined and representative of the firm did not appear before the Grievance Committee. The Grievance committee examined the grievance submitted by the firm. The Grievance Committee examined and verified the Technical Bids submitted by M/s Shahzeb Engineering Services. The required documents were not attached with Technical Bids / Clarifications and the marks given by Procurement Committee in Technical Bids Evaluation Report were found to be correct. The Technical Bids Evaluation Report is upheld and grievance of the firm is rejected.
<b>10. M/s SB Cleaning Services (Pvt.) Ltd</b> Ref No. Nil Dated: 29-10-2021  <b>(Original Letter(s) Attached)</b>	The firm in its grievance stated that: 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 had been declared prequalified by PMU in previous tenders also. 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 Kasur, DHQ Hospital Narowal and DHQ Hospital Bhahawalnagar. Technical evaluation report dated 21-10-2021 of the said tenders was issued to us. We are astonished to see that in the evaluation report our company was declared eligible as per eligibility criteria but declared non-responsive for being scored less than 70. Hence, this application is being submitted on following issues: 1. Marks have not been allotted to our firm/company for EOBI and Social Security on the ground recent months' slips have not been attached. Whereas we have submitted 2 years' record of our EOBI and Social Security payment deposit slips. Recent months slip for deposit of amounts regarding EOBI and Social Security are being submitted again for your kind consideration. 2. Further, no marks have been allotted to us in financial category. My submission is that previously; I have been working as Sole Proprietor firm since 2013 which I have now converted to Private Limited Company. We have submitted audit report of Sole Proprietor firm for FY 2019-20 and also informed PMU that for FY 2020-21 audit of Private Limited Company is being conducted as soon as it is completed we will submit it to PMU. But no marks have been given to us despite of that we meet the criteria of PMU. Now It is pertinent to mention here we participated in previous tenders of PMU and were declared technically qualified but unfortunately could not win in financial bids and this time we have participated with more competitive rates. Hence, we are hereby providing required documents again for your ready reference with request to

	<p>review the technical evaluation and let us compete in the financial bid for healthy competition. Looking forward for your prompt action in this regard.</p>																				
<p><b>Deliberation &amp; Decision of the Grievance Redressal Committee</b></p>	<p>Grievance of the firm was examined and representative of the firm was heard in detail. The Grievance Redressal Committee examined and verified the Technical Bids submitted by M/s SB Cleaning Services (Pvt) Ltd and the same was given to the representative of the firm to substantiate its claim. The latest EOBI and PESSI payment details were not attached by the bidder and the bidders could not substantiate its claim from its submitted Technical Bids/ Clarifications and the marks given by Procurement Committee in Technical Bids Evaluation Report were found to be correct. Moreover, The firm had submitted the Audited Financial Statements of sole proprietor although the firm has been operating as private limited and had applied as a Pvt. Ltd company for this tender. GRC found the marks given by the Procurement Committee for Financial Capability / Strength as correct. The Technical Bids Evaluation Report is upheld and grievance of the firm is rejected.</p>																				
<p><b>11. M/s Babar and Umar (Pvt.) Ltd</b>  Ref No. JAN/TEDN-21/GRV  Dated: 01-11-2021</p> <p><b>(Original Letter(s) Attached)</b></p>	<p>The firm in its grievance stated that:  We M/S Babar and Umar (Private) Limited hereby lodge our Grievance in response to the email received dated 22-10-2021 with ref. email #P&amp;SHD/PMU/OS/01-03/2021-2022/ issued to us for the tender to provide Janitorial Services at Given locations.  We M/S Babar and Umar (Private) Limited hereby request you to please share publicly the following record / credentials submitted by M/S Adan Kiani (Pvt) Limited.</p> <table border="1" data-bbox="569 829 1770 1230"> <thead> <tr> <th>Sr. #</th> <th>Document</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Bank certificate with Annual turnover</td> </tr> <tr> <td>2.</td> <td>Work orders for experience in Public Access buildings</td> </tr> <tr> <td>3.</td> <td>Methodology of Janitorial Services with complete deployment plan</td> </tr> <tr> <td>4.</td> <td>Bank statement with required financial strength</td> </tr> <tr> <td>5.</td> <td>Relevant Projects with required financial turnover</td> </tr> <tr> <td>6.</td> <td>Eobi bank challans</td> </tr> <tr> <td>7.</td> <td>Social Security Bank Challans</td> </tr> <tr> <td>8.</td> <td>Audit Reports (SECP record shows no auditor is appointed by company)</td> </tr> <tr> <td>9.</td> <td>List of Manpower</td> </tr> </tbody> </table> <p>We have been providing services at different stations for a number of years. We have never heard / competed against above-mentioned company all across Pakistan as of yet.  We Request you to please provide following record publicly so we can also verify the authenticity of credentials submitted by M/S Aden Kiani (Pvt.) Limited.</p>	Sr. #	Document	1.	Bank certificate with Annual turnover	2.	Work orders for experience in Public Access buildings	3.	Methodology of Janitorial Services with complete deployment plan	4.	Bank statement with required financial strength	5.	Relevant Projects with required financial turnover	6.	Eobi bank challans	7.	Social Security Bank Challans	8.	Audit Reports (SECP record shows no auditor is appointed by company)	9.	List of Manpower
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	We look forward to serving you economically and excellently to your best satisfaction.
<b>Deliberation &amp; Decision of the Grievance Redressal Committee</b>	<p>Grievance of the firm was examined and representative of the firm was heard in detail. The committee observed that the grievance submitted by the firm against M/s Adan Kiani was without any documentary evidence. GRC expressed its displeasure on the non-preparation of the aggrieved firm. However, keeping in view the sensitivity of the matter, the GRC directed the Procurement Committee to get the documents submitted by M/s Adan Kiani verified from respective department. In this regard, letters were written to EOBI &amp; PESSI about the verification of payment slips submitted by M/s Adan Kiani in its technical Bid.</p> <p>EOBI vide letter REF.NO.EOBI/LHRC/GOV/2021/5962 dated 17.11.2021 informed the department that the firm M/s Adan Kiani Enterprises Pvt Ltd is registered vide registration No. BID02408 and is only paying Rupees 3900/- (contribution against 05 employees) per month in respect to EOBI Contribution and since August 2020.</p> <p>Keeping in view the letter of EOBI, GRC termed the documents (EOBI Contribution slips/ Challans) submitted by M/s Adan Kiani in its technical as Fake/ Forged and termed this act of the M/s Adan Kiani as Fraudulent Practice. GRC recommended to promptly initiate the blacklisting proceedings and other legal actions against M/s Adan Kiani.</p> <p>Hence, the grievance of the firm against M/s Adan Kiani is accepted and its status is declared as Non-Responsive.</p>
<b>11. M/s Caid's Marketing Network Pvt Ltd</b> Ref No: CD 21 Date: 18/11/2021  <b>(Original Attached) Letter(s)</b>	<p>The firm in its grievance stated that:  I have already submitted the documents personally to the technical evaluation team but they did not check those documents. Due to non-consideration of those documents "0" marks were given to our firm and a total of 70 marks were awarded to us. Now, we are again submitting all our financial documents as per your TORs like bank statement and auditors reports to the management. So, please look into this matter.</p>
<b>Deliberation &amp; Decision of the Grievance Redressal Committee</b>	<p>Grievance of the firm was examined and representative of the firm was heard in detail. Project Officer (Outsourcing), PMU briefed the members that M/s Caid's was erroneously written as responsive in the Technical Evaluation Report issued dated 21.10.2021. The firm was awarded 0 marks in the Financial Capability/ Strength. A corrigendum of the Technical Evaluation Report was issued vide dated 18.11.2021 whereby the M/s Caid's was declared Non-Responsive. Foregoing on view the firm has submitted its grievance against its non-responsiveness.</p> <p>The GRC observed that the firm had submitted the Auditor's Report to the management with its original Technical Offer but has presented the Auditor's Report to Member along with its grievance which is acceptable as the Bidding Document. The evaluation of these statements warrant 25 marks to the firm</p>

	inthe category of Financial Capability/ Strength and takes the total marks of the firm to 95 marks. Keeping in view the above, the GRC accepted the grievance of the firm and declared its status as Responsive.
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4. The meeting ended with the words of thank to and from the chair.

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