

**MINUTES OF MEETING COMPLAIN REDRESSAL COMMITTEE (CRC) FOR
THE REDRESSAL OF GRIEVANCES OF APPLICANTS AGAINST THE TENDER
FOR REPAIR AND MAINTENANCE SERVICES FOR UNINTERRUPTED POWER
SUPPLIES (UPS) NIT No. DUHS/W&S/2025/1392, Dated: 22nd January, 2025
Ref No: DUHS/W&S-NIT/174, EPADS ID # S-250161369**

A meeting of the Complaint Redressal Committee (CRC) was held under the chairpersonship of Prof. Jahan Ara Hasan, Vice Chancellor, Dow University of Health Sciences (DUHS), Karachi on 26th May 2025 at 09:30 a.m. at VC Board room, 4th Floor. Administrative Block Dow Medical College Campus of DUHS for Repair and Maintenance Services for Uninterrupted Power Supplies (UPS) NIT No. DUHS/W&S/2025/1392, Dated: 22nd January, 2025, Ref No: DUHS/W&S-NIT/174, EPADS ID # S-250161369

2 As per Rule 31 of SPPRA 2010 (Amended up to date), the Complaint Redressal committee formally examined the grievance/complaint of the bidder, **M/s. Dynamic Technology Suppliers** hereinafter referred to as "DTS, "vide its letter dated 24th April, 2025, attached at (Annexure- A).

3 The Committee composition is under:

I. Prof. Jahan Ara Hasan
Vice Chancellor,
Dow University of Health Sciences, Karachi.

Chairperson

II. Engr. Asif Ahmed
Executive Engineer Civil,
Planning & Development Department
Jinnah Sindh Medical University, Karachi
(Independent Professional)

External Member



III. Mr. Guljee
Accounts Officer Accountant General Sindh
(Representative of AG Sindh)

External Member

Director Planning & Development DUHS, Representatives from DTS Mr. Syed Sadat Ali and Engr. Adul Rahim Khan, Director Works & Services, also attended the said meeting. (A copy of the attendance sheet is attached)

The meeting started with a recitation from the Holy QURAN. The chair welcomed the participants and then commenced the proceedings.

4 The Director of Planning & Development apprised the participants that all relevant Procedures, including the advertisement and opening of bids, have been executed in total compliance with SPPRA Rules. The Notice of Inviting Tender (NIT) was hoisted to the DUHS and SPPRA websites and published in 04 widely circulated leading daily newspaper of English, Urdu, and Sindhi languages, viz. Dawn, Daily Jang and Daily Express & and Daily Jeejal on 23rd January, 2025. The bids were submitted online through EPADS SPPRA, and the procurement committee opened the bids online on 10th February 2025 at 11:30 a.m. for "Repair and Maintenance Services for Uninterrupted Power Supplies (UPS)" NIT No. DUHS/W&S/2025/1392, Ref No: DUHS/W&S-NIT/174, EPADS ID # S-250161369



GULJEE
Accounts Officer
O/o Accountant General Sindh
Karachi



ENGR. ASIF AHMED
Executive Engineer (Civil)
Planning & Development Department
Jinnah Sindh Medical University

5. The evaluation of Mandatory eligibility criteria of participating bidders was done by the procurement committee based on the documents submitted on EPADS by the bidders. The Bid Evaluation Report (BER) has been uploaded on SPPRA EPADS and communicated to all three participating bidders vide email on 05th March 2025. As per the Mandatory Evaluation Report, the DTS was declared Technically Disqualified.
6. Foregoing in view, Dow University of Health Sciences received the grievances from the applicant, M/s. Dynamic Technology Suppliers against the Bid Evaluation Report of the subject tender. The grievances of the applicant are attached at **Annex-A**. Furthermore, the complainant's appeal period had already lapsed. Nevertheless, in the interest of due process and to address the complainant's concerns, the Complaint Redressal Committee convened a special meeting.
7. In accordance with Rule 31(3) Sindh Public Procurement Rules 2010 (amended up to date). Grievance Committee, after examination of grievances, scrutiny of record, hearing the representative of the aggrieved applicant/firm, due deliberation and discussion, decided upon the grievances of the bidder. The detail of the grievances, deliberations & decisions of the Complaint Redressal Committee is given below.

Complaint Sr. No. 1

Deliberation & Decision of the Grievance Redressal Committee

The appellant maintained that he had fulfilled Clause 6 of the Mandatory Evaluation Criteria by submitting an Active Taxpayer screenshot in his profile, though he had omitted the required SRB certificate. The AG's representative, Mr. Guljee, countered that such certification was essential as it verifies business nature and proprietary details, facilitating proper bid evaluation

Complaint Sr. No. 2

Deliberation & Decision of the Grievance Redressal Committee

The appellant acknowledged that his average annual return was less than 10 million. Furthermore, it was noted that the complainant had not submitted the audited statement of accounts, which constitutes non-compliance with a mandatory requirement, rendering the bid non-responsive.

Complaint Sr. No. 3


Deliberation & Decision of the Grievance Redressal Committee.

The appellant also acknowledged that, as per the submitted documents, only one (01) government sector project was listed under the 'Client List' section, supported by a single page of evidence. However, the mandatory bidding requirements stipulated a minimum of three (03) government sector projects. This non-compliance resulted in disqualification from the competitive bidding process, as per the terms and conditions of the bidding documents.

Complaint Sr. No. 4

Deliberation & Decision of the Grievance Redressal Committee

The appellant stated that he had submitted the complete details of the directors, including their CNIC numbers and contact details. However, it was explained to him that, as per the mandatory clause No 07, the complete profile and history of the bidder were required to be submitted.


GULJEE
Accounts Officer
O/o Accountant General Sindh
Karachi


ENGR. ASIF AHMED
Executive Engineer (Civil)
Planning & Development Department
Jinnah Sindh Medical University

Additionally, it was clarified that the bidder's history must include: a client list, details of ongoing and completed projects, the company's vision and mission statement, services offered, and a staff list with particulars - all of which were absent from the submitted technical profile, thereby rendering the bid non-responsive.

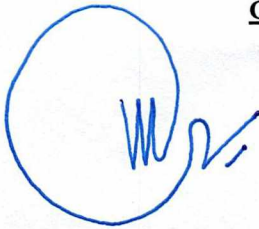
The Central Redressal Committee (CRC) requested the complainant to justify his position; however, the complainant unequivocally accepted the Procurement Committee's decision of disqualification

CRC also observed that the appellant was aware of the selection criteria of the contract, which was to be applied for selection, but after the issuance of the BER, he filed a CRC complaint after the 07 day. Such a filing of the complaint was tantamount to obstructing the normal working of the procuring agency

CONCLUSION / DECISION

1. The CRC examined all the points of the letter from **M/s. Dynamic Technology Suppliers** provided the technical findings Mandatory Eligibility Report and evaluation of bids and concluded that the Procurement mechanism as prescribed by the SPPRA Rules has been obeyed accordingly the evaluations have been done without any bias or subjectivity and it's based on Merit.
2. The Complaint Redressal Committee unanimously decides that there is not any apparent violation of Rule(s) as alleged by the Complainant. Hence, the Complaint Redressal Committee unanimously decided to reject the Complaint of the Aggrieved Bidder and upheld the decision of the Procurement Committee. Further, the Procuring Agency shall continue the subject tender process as per guidelines provided in SPPRA Rules 31(5), (6) & (7)

COMPLAINT REDRESSAL COMMITTEE (CRC)



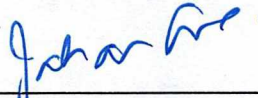
Mr. Guljee
(External Member)
Accounts Officer
Representative of
Accountant General (AG) Sindh

GULJEE
Accounts Officer
O/o Accountant General Sindh
Karachi



ENGR. ASIF AHMED
Executive Engineer (Civil)
Planning & Development Department
Jinnah Sindh Medical University

Engr. Asif Ahmed
(External Member)
Independent professional
Executive Engineer Civil,
Planning & Development Department,
Jinnah Sindh Medical University (JSMU)



Prof. JAHAN ARA HASAN
VICE CHANCELLOR
Dow University of Health Sciences



DOW UNIVERSITY OF HEALTH SCIENCES, KARACHI
ATTENDANCE SHEET
MEETING OF COMPLAINT REDRESSAL COMMITTEE (CRC)

DATED 26-MAY-2025 AT 09:30 A.M

REPAIR AND MAINTENANCE SERVICES FOR UNINTERRUPTED POWER SUPPLIES (UPS)

NIT No. DUHS/W&S/2025/1392, Dated: 22nd January, 2025, Ref No: DUHS/W&S-NIT/174, EPADS ID # S-250161369

S. NO	NAME OF MEMBERS	DESIGNATION	SIGNATURE
1	Prof. Jahan Ara Hasan (Chairperson)	Vice Chancellor, Dow University of Health Sciences	
2	Mr. Guljee (External Member)	Accounts Officer Accountant General Sindh Representative of Accountant General (AG) Sindh	
3	Engr. Asif Ahmed (External Member) Independent professional	Executive Engineer Civil, Planning & Development Department, Jinnah Sindh Medical University (JSMU)	
4	Syed Saad Azeem	DTS	
5	Syed Affan Ali	DTS	
6	Muzaffar Ali Khan	Dir (P&D)	
7	Abdul Nadeem Khan	DM (W&S)	



Registrar DUHS <registrar@duhs.edu.pk>

**LEGAL NOTICE FOR UNJUSTIFIED REJECTION OF TECHNICAL BID IN TENDER
NO. DIJHS/W&S/2025/1392, EPADS ID # S-250161369**

1 message

faraz faheem <faraz01@gmail.com>

Thu, Apr 24, 2025 at 9:10 AM

To: "registrar@duhs.edu.pk" <registrar@duhs.edu.pk>

Cc: Saadat@dtspak.com

Please find the legal notice attached as file with this email

Faraz Faheem Siddiqui

Advocate High Court of Sindh

Legal practitioner at (DIFC) Courts

Dubai International Financial Center Courts

Flat No.2, 3rd Floor K.D.A Building -B Raja Ghanzafar Ali Khan Road Saddar Karachi Pakistan

Cell No. 0092-0333-2268632

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Legal /
24/4/25

Tel: 0092-3332268632

Email: contact@farazfaheemco.com**FARAZ FAHEEM & Co.**Advisors on Taxation, Income & Sales, Labour, Insurance, Arbitration, Admiralty,
Banking, Service, Copyright, Patent & Design, Civil Litigation, Commercial and Corporate Laws

PROVINCIAL HIGH COURTS

DISTRICT COURTS

DUBAI INTERNATIONAL FINANCIAL CENTRE COURTS

FARAZ FAHEEM SIDDIQUI
ADVOCATE, HIGH COURT
BS. LLB
LEGAL PRACTITIONER (DIFC) COURTS

Suite No.2, 3rd Floor
KDA Building – B
Raja Ghanzafar Ali Road
Saddar
Karachi

Ref: No. _____

Dated: 24-04-2025

To:
The Chairman,
Complaint Redressal Committee,
Dow University of Health Sciences (DUHS),
Karachi, Pakistan.

The Registrar
Dow University of Health Sciences, Karachi
Office at: Registrar Secretariat, 5th Floor, Admin Block
DMC Campus, Baba e Urdu Road,
Karachi

Subject: LEGAL NOTICE FOR UNJUSTIFIED REJECTION OF TECHNICAL BID IN
TENDER NO. DIJHS/W&S/2025/1392, EPADS ID # S-250161369

Dear Sir,

Under instructions and authority from our client M/s Dynamic Technology Suppliers (DTS), having office at C-10 Block-5, Gulshan-e-Iqbal, Karachi, Pakistan we hereby serve upon you the following legal notice:

1. That our client participated in the above-referenced tender process initiated by your institution for the Repair and Maintenance Services for Uninterrupted Power Supplies (UPS).
2. That our client, being the lowest financial bidder, fulfilled all the essential eligibility and technical requirements of the bid and submitted all requisite documents as per the tender specifications.
3. That despite such compliance, your evaluation committee unjustly and arbitrarily rejected our client's technical bid on grounds which are either factually incorrect or misrepresented and are curable typographical mistakes.

These include:

- a. The SST-SRB Registration Certificate was submitted but falsely marked as "not attached".
- b. Complete Director details with CNICs were provided but ignored in evaluation
- c. Work Orders and Performance Certificates of three clients were submitted, yet marked as absent.
- d. Bid Security Pay Order was duly submitted but marked "attached but hide".

4. That no opportunity was provided to rectify or clarify any alleged deficiencies, violating the principles of natural justice and fair procurement practices under the Public Procurement Rules, 2004.

5. That your committee's decision has not only caused financial loss to our client but also reflects an apparent bias or willful misconduct on part of the evaluation members.

6. Our client wishes to emphasize that the entity awarded the contract, despite submitting a higher bid, does not possess the requisite experience. Furthermore, this entity previously obtained a reference letter from our client, indicating their prior lack of necessary experience. Consequently, our client demands that Dow disclose the technical documents of the entity granted the tender, particularly in light of our client being deemed less technically sound despite offering a more competitive price.

7. My client asserts that the awarded entity is an unauthorized and technically incompetent participant in the DUHS Tender for UPS & AVR Repair (Ref: DUHS/W&S-NIT/174). Historically engaged in the supply of surgical and furniture items, this entity has abruptly entered the UPS & AVR repair business without possessing the requisite technical expertise, qualifications, or experience in Uninterruptible Power Supply (UPS) and Automatic Voltage Regulator (AVR) systems. Its participation in the hospital tendering process is therefore wrongful and non-compliant. Given the critical role of UPS and AVR systems in hospitals—where they ensure uninterrupted power supply to life-saving medical equipment—the involvement of an unqualified entity poses a severe risk to patient safety and hospital operations. It is imperative to enforce strict adherence to procurement laws and technical evaluation standards to prevent such unqualified vendors from compromising healthcare infrastructure.

8. Our client wishes to apprise you of prior complaints against the awarded

entity. Specifically, the SMBB Institute of Trauma previously reported a lack of response to maintenance and warranty claim calls for UPS units crucial to their hospital operations. Subsequently, the Trauma Institute contacted EFFEKTA, our German supplier, who then referred them to us. Ultimately, our client undertook the repair of the Trauma Centre's UPS units, despite the awarded entity's contractual obligation to do so under the terms of the tender. Given this history, there is a significant likelihood of similar issues recurring. Our client is prepared to share the relevant communication as evidence should the committee require it.

9. In light of the above, we hereby demand the following within 7 days of receipt of this notice:

- A. detailed explanation of the reasons for the rejection
- B. Immediate re-evaluation of our client's bid in line with PPRA Rules.
- C. Scheduling of a clarification meeting with our client.
- D. Consideration of our client's competitive financial offer through a conditional technical compliance mechanism.

10. Failing which, our client shall be constrained to initiate legal proceedings, including but not limited to:

- a. Filing a complaint before the PPRA and other competent regulatory authorities.
- b. Initiating civil and criminal proceedings against the responsible officials.
- c. Approaching the Anti-Corruption Authorities for investigation into possible malpractice.
- d. Claiming damages for any loss caused to the firm due to your action(s) Inaction.

Please treat this notice as final and act promptly to rectify the situation. We trust that you will understand the gravity of the matter and take immediate corrective action. This notice is issued without prejudice to our client's rights and remedies under the applicable laws, and any other legal recourse available to him.

Thanking You,



Faraz Faheem Siddiqui
Advocate High Court



Mustafa Ali <mustafa.ali@duhs.edu.pk>

The BER (Bid Evaluation Report) of "REPAIR AND MAINTENANCE SERVICES FOR UNINTERRUPTED POWER SUPPLIES (UPS)" Ref No: DUHS/W&S-NIT/174, EPADS ID # S-250161369 has been uploaded on authority websites.

11 messages

Mustafa Ali <mustafa.ali@duhs.edu.pk>

Wed, Mar 5, 2025 at 1:32 PM

To: sla.khi@manshabrothers.com, info@dtspak.com, info@hospitalsolutionspk.com, mbkhi@manshabrothers.com

Cc: Pir Muzaffar Ali Shah <muzaffar.alishah@duhs.edu.pk>, Abdul Rahim Khan <rahim.khan@duhs.edu.pk>, "imtiyaz.yousaf DUHS" <imtiyaz.yousaf@duhs.edu.pk>

Dear Concerns,

It is to inform you that the BER (Bid Evaluation Report) of "REPAIR AND MAINTENANCE SERVICES FOR UNINTERRUPTED POWER SUPPLIES (UPS)" Ref No: DUHS/W&S-NIT/174, EPADS ID # S-250161369 has been uploaded on authority websites.

Regards

Abdul Rahim Khan <rahim.khan@duhs.edu.pk>

Thu, Mar 6, 2025 at 9:18 AM

To: Mustafa Ali <mustafa.ali@duhs.edu.pk>

Cc: sla.khi@manshabrothers.com, info@dtspak.com, info@hospitalsolutionspk.com, mbkhi@manshabrothers.com, Pir Muzaffar Ali Shah <muzaffar.alishah@duhs.edu.pk>, "imtiyaz.yousaf DUHS" <imtiyaz.yousaf@duhs.edu.pk>

Thanks for your information.

[Quoted text hidden]

Service Contract Department KHI <sla.khi@manshabrothers.com>

Tue, Mar 11, 2025 at 11:50 AM

To: Mustafa Ali <mustafa.ali@duhs.edu.pk>

Cc: Pir Muzaffar Ali Shah <muzaffar.alishah@duhs.edu.pk>

Dear Mr Mustafa,

I hope this email finds you well, Please confirm when I should come to receive our bid security pay order.

Regards,

Shiraz Khan – SLA Executive

MANSHA BROTHERS

☎ : (021) 111-500-111 Ext: 142

☎ : 0321-2340419

📍 : Mansha Brothers, 505, Kawish Crown Plaza, Shara-e-Faisal,

Umar Colony, Karachi City, Sindh, 75350, Pakistan.

✉ : sla.khi@manshabrothers.com

🌐 : www.manshabrothers.com



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On Wed, Mar 5, 2025 at 1:32 PM Mustafa Ali <mustafa.ali@duhs.edu.pk> wrote:
[Quoted text hidden]

info <info@dtspak.com>

Wed, Mar 12, 2025 at 5:12 PM

To: Mustafa Ali <mustafa.ali@duhs.edu.pk>

Cc: Pir Muzaffar Ali Shah <muzaffar.alishah@duhs.edu.pk>, "imtiyaz.yousaf DUHS" <imtiyaz.yousaf@duhs.edu.pk>

Dear Mr. Mustafa,

We have objected you evaluation report, you are requested to plz check and ack the same at your earliest.

Note : we have raised the similar letter to PPRA

Dynamic Technology Suppliers

Think Fast!

US Office (HO) : 31 Seaton PL Valley Stream NY11580

Karachi Office : 4-A, 6/3 Nazimabad No.4, Karachi Pakistan

Tel: (+92)-21-36402200

E-mails: saadat@dtspak.com

Web Site: www.dtspak.com



[Quoted text hidden]

2 attachments

Objection Letter.pdf
1615K

Tech & Finan.pdf
4713K

Syed Saadat Ali <saadat@dtspak.com>

Wed, Mar 12, 2025 at 5:14 PM

To: Mustafa Ali <mustafa.ali@duhs.edu.pk>

Cc: Pir Muzaffar Ali Shah <muzaffar.alishah@duhs.edu.pk>, "imtiyaz.yousaf DUHS" <imtiyaz.yousaf@duhs.edu.pk>, info <info@dtspak.com>

Dear Mr. Mustafa,

REPAIR AND MAINTENANCE SERVICES FOR UNINTERRUPTED POWER SUPPLIES (UPS)
(REF NO: DUHS/W&S-NIT/174) EPADS ID # S- 250161369 , NIT # DUHS/W&S/2025/1392

MANDATORY ELIGIBILITY REPORT

S.No	Mandatory Eligibility Criteria & List of documents to be enclosed: -	M/s. Hospital Solutions	M/s. Mansha Brothers	M/s. Dynamic Technology Suppliers
1	Scanned Tender Purchase Receipt / Pay Order of Tender Fee.	Attached	Attached	Attached
2	Complete Bidding Document, duly signed and stamped on its each/every page as acceptance of all terms & conditions.	Attached	Attached	Attached
3	Bidder Must have well equipped workshop in Karachi, Repair and Maintenance Facility (Credible documentary evidence must be provided) Local Repair and maintenance workshop / set-up. Bidder should be based in Karachi or should have a branch in Karachi. Office details at Karachi with Phone Numbers/Addresses.	Attached	Attached	Attached
4	Copy of CNIC of signatory of the Bid Forms.	Attached	Attached	Attached
5	Valid Income Tax Registration Certificate (FBR) (Active Taxpayer) Bidder must be available on 'List of Active Tax Payers' of FBR website (for Income Tax).	Attached	Attached	Attached
6	Valid Sales Services Tax (SST-SRB) Registration (Active Taxpayer) Bidder must be available on 'List of Active Tax Payers' SRB website (for Sindh Sales Tax).	Attached	Attached	Not Attached
7	Complete profile and history of the Bidder/Participant including complete address and complete details of Directors including their CNIC Numbers and contact details.	Attached	Attached	Complete Profile Not Attached
8	Registration or proof of Business (Minimum Last 5 Years) Valid documentary evidence must attached.	Attached	Attached	Attached
9	Affidavit on stamp paper duly notarized to the effect that: (i) The bidder is neither blacklisted nor suspended by any National / International, including Provincial and Federal Government. (ii) The bidder is not awarded any punishment from any Court of Law. (iii) The bidder has submitted the correct and complete information along with the bid/offer. If any Document/information is found forged/engineered /fake/bogus at any stage, the bidder may be Declared as Blacklisted in accordance with law and the performance guarantee and payment, if any may be forfeited.	Attached	Attached	Attached
10	Average annual turnover in the last 03 years (on the closing of last fiscal year) should not be less than Rs. 10 million, demonstrated through Income Tax Returns (ITR – FBR), with the audited statement of accounts details to be submitted.	Attached	Attached	Average annual turnover in the last 03 years is less than 10 Million
11	Existing and any past service providers are only eligible for bidding upon providing recent Satisfactory Performance Certificates after the date of advertisement, for respective periods of services from the Registrar office of Dow University of Health Sciences, duly signed and stamped. No other certificates will be accepted for eligibility.	Attached	Not Applicable	Not Applicable
12	Bidders past experience of at least 03 projects in the public sector either government /semi-government/autonomous bodies during the last 05 years providing similar services of Repair and Maintenance Services for Uninterrupted Power Supplies (UPS) , with pieces of evidence work order, agreement, performance certificate etc. If the ORIGINAL project is extended for more than 12 months or more then it would be considered a single project only. Extensions of project cannot be considered as a project. Provide the list of clients as per Annexure-A of the bidding document.	Attached	Three (03) projects in the public sector either government /semi-government/autonomous bodies were not attached	Three (03) projects in the public sector either government /semi-government/autonomous bodies were not attached
13	Scanned Copy of the Pay order / Bank Draft of Bid Security / Earnest Money should be attached along with E- Bid document. (Original bid security should be submitted at DUHS before the deadline of E-Bid opening).	Attached	Attached	Attached but hide
14	Bidder must have at least one of Full-Time Electrical / Electronics Engineer/ Technician (with 3-year experience of repairing UPS without supervision) in the roster of personnel (24x7) on site.	Attached	Attached	Attached
15	Conformity with required terms and conditions of Scope of Work / Services / Technical Specification given in the Tender Document.	Attached	Attached	Attached
		Technically Qualified	Technically Disqualified	Technically Disqualified

SYED SHEBAZ MUSSAIN
 Senior Manager Finance
 Institute of Business Administration
 Karachi

Pir Muzaffar Ali Shah
 Director
 Planning & Development
 Dow University of Health Sciences
 Karachi

Muhammad Hanif
 Additional Director Finance
 Dow University of Health Sciences
 Karachi

ENGR. ABDUL RAHIM KHAN
 Director
 Works & Services Department
 Dow University of Health Sciences
 Karachi