

MINUTES OF MEETING
COMPLAINT REDRESSAL COMMITTEE (CRC)

Subject: Redressal of grievance filed by M/s Hospital Solutions regarding the tender for Repair and Maintenance Services for Uninterrupted Power Supplies (UPS)

NIT No.: DUHS/W&S/2025/1640

Reference No.: DUHS/W&S-NIT/190

EPADS ID: S-25120667117

1. Meeting Details:

A meeting of the Complaint Redressal Committee (CRC) constituted under Rule 31 of the Sindh Public Procurement Rules, 2010 (amended up to date) was held under the chairpersonship of Prof. Nazli Hossain, Vice Chancellor, Dow University of Health Sciences (DUHS), Karachi, on 09th March 2026 at 10:00 a.m. in the VC Board Room, 4th Floor, Administrative Block, Dow Medical College Campus, DUHS Karachi.

The meeting was convened to examine and decide upon the grievance submitted by M/s Hospital Solutions regarding the financial evaluation of the tender for Repair and Maintenance Services for Uninterrupted Power Supplies (UPS).

2. Complaint Received:

The Committee took cognizance of the complaint submitted by M/s Hospital Solutions vide Letter No. HS-202-26 dated 03 March 2026 (Annexure-A).

In the complaint, the bidder raised concerns regarding the financial evaluation of the tender, stating that the rates quoted by the lowest evaluated bidder appeared significantly low and may not be practically feasible for delivering the required services across multiple locations, including Karachi and other regions. The complainant requested the Committee to review the financial evaluation to ensure feasibility, transparency, and compliance with the tender requirements.

3. Composition of the Complaint Redressal Committee:

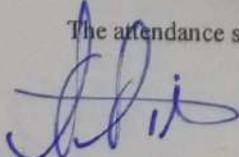
The meeting was attended by the following members:

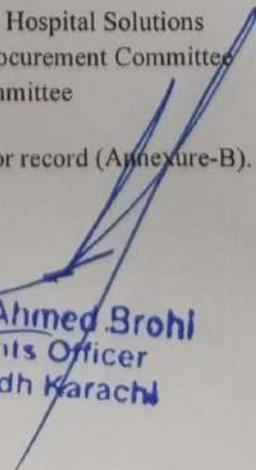
- i. Prof. Nazli Hossain (Chairperson)
Vice Chancellor
Dow University of Health Sciences, Karachi
- ii. Engr. Asif Ahmed (External Member / Independent Professional)
Executive Engineer (Civil)
Planning & Development Department
Jinnah Sindh Medical University, Karachi
- iii. Mr. Shakeel Ahmed (External Member / Representative of AG Sindh)
Accounts Officer
Accountant General Sindh

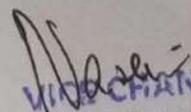
The following individuals also attended the meeting:

- Mr. Taimoor Masood, Representative of M/s Hospital Solutions
- Mr. Hassan Memon, Secretary / Member, Procurement Committee
- Mr. Mustafa Ali, Member, Procurement Committee

The attendance sheet of the participants is attached for record (Annexure-B).


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


Shakeel Ahmed Brohi
Accounts Officer
A.G Sindh Karachi


VICE CHANCELLOR
Dow University of Health Sciences,
Karachi-Pakistan

4. Record Examined by the Committee

The Committee examined the following documents and records relevant to the procurement process:

- Complaint submitted by M/s Hospital Solutions
- Bidding Documents
- Bid Evaluation Report (BER)
- Technical and Financial Evaluation Records
- Financial bids submitted by the bidders
- Relevant provisions of SPPRA Rules, 2010
- Procurement record relating to the subject tender

The Committee noted that the subject tender was invited through Single Stage – Two Envelope Procedure under Rule 46(2) of SPPRA Rules and was duly published on SPPRA EPADS and national newspapers.

5. Hearing of the Complainant:

The representative of M/s Hospital Solutions was invited to present his grievance before the Committee.

The representative submitted that the grievance had been filed primarily due to concerns regarding the financial viability and sustainability of the lowest quoted bid, particularly considering the scope of services covering a large number of UPS units and geographically dispersed locations.

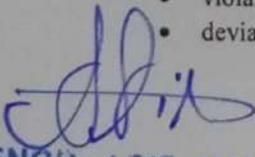
The Committee noted the submission of the complainant and clarified that the purpose of the grievance hearing was to determine whether any procedural irregularity, violation of procurement rules, or deviation from the bidding documents had occurred during the procurement process.

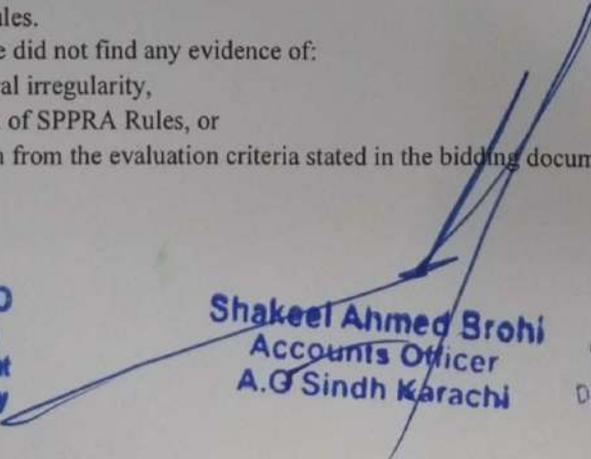
During the proceedings, the representative of the complainant acknowledged that no specific violation of SPPRA Rules had been alleged in the complaint and that the concern mainly related to the perceived feasibility of the quoted rates.

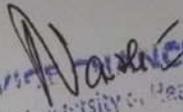
6. Deliberations of the Committee:

After hearing the complainant and reviewing the procurement record, the Committee observed the following:

- a. The tender was floated in accordance with the Sindh Public Procurement Rules, 2010 (amended) using the Single Stage Two Envelope Procedure.
- b. The procurement process, including technical evaluation and financial evaluation, was conducted in accordance with the criteria specified in the bidding documents.
- c. As per the Bid Evaluation Report, the bid submitted by M/s Dynamic Technologies Suppliers was determined to be the lowest evaluated responsive bid, after completion of technical qualification and financial evaluation.
- d. The Committee observed that procurement rules require acceptance of the lowest evaluated responsive bid, provided that the bidder meets all technical and eligibility requirements specified in the bidding documents.
- e. The Committee further observed that concerns regarding the internal cost structure or commercial feasibility of another bidder's quotation do not, by themselves, constitute grounds for rejection unless the bid is found to be non-responsive or in violation of the bidding documents or applicable procurement rules.
- f. The Committee did not find any evidence of:
 - procedural irregularity,
 - violation of SPPRA Rules, or
 - deviation from the evaluation criteria stated in the bidding documents.


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Planning & Development Department
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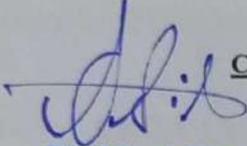

VICE-CHANCELLOR
Dow University of Health Sciences,
Karachi, Pakistan

8. Decision of the Complaint Redressal Committee:

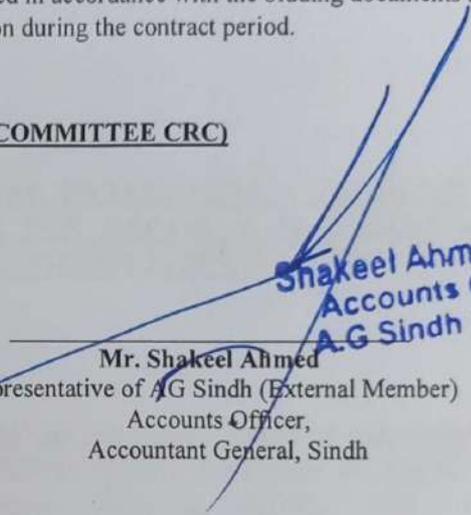
After detailed examination of the complaint, procurement record, and submissions made during the hearing, the Complaint Redressal Committee unanimously resolved as follows:

- a. The Committee finds that the procurement process for the subject tender was conducted in accordance with the Sindh Public Procurement Rules, 2010 (amended up to date) and the bidding documents.
- b. No procedural irregularity, violation of rules, or evidence of bias or subjectivity in the evaluation process has been established.
- c. The grievance raised by M/s Hospital Solutions relates primarily to the perceived feasibility of the lowest quoted price and does not demonstrate any violation of procurement rules or tender conditions.
- d. Accordingly, the Complaint Redressal Committee unanimously rejects the complaint submitted by M/s Hospital Solutions.
- e. The Committee upholds the recommendations of the Procurement Committee and allows the Procuring Agency to proceed further with the procurement process in accordance with Rule 31(5), (6), and (7) of the SPPRA Rules.
- f. The Procuring Agency may, for administrative prudence, obtain an undertaking from the successful bidder confirming that the services will be performed in accordance with the bidding documents and at the quoted price without any request for escalation during the contract period.

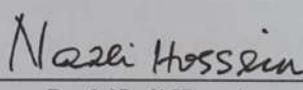
COMPLAINT REDRESSAL COMMITTEE CRC)


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

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

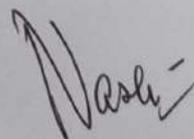

Mr. Shakeel Ahmed
Representative of AG Sindh (External Member)
Accounts Officer,
Accountant General, Sindh

Shakeel Ahmed Brohi
Accounts Officer
A.G Sindh Karachi



Prof. Nazli Hossain
Chairperson,
Vice Chancellor
Dow University of Health Sciences

VICE CHANCELLOR
Dow University of Health Sciences,
Karachi-Pakistan



HOSPITAL SOLUTIONS

IMPORTERS, EXPORTERS & REPRESENTATIVE

Email: info@hospitalsolutionspk.com

Website: www.hospitalsolutionspk.com

ISO 9001:2015 CERTIFIED

Date: 03-03-2026

Ref: HS-202-26

To,

✓ **Chairman**

Complaint Redressal Committee,
Dow University of Health Sciences,
Karachi.

SUBJECT: GRIEVANCE AGAINST FINANCIAL EVALUATION – TENDER NO. DUHS/W&S-NIT/190, RE-TENDER FOR REPAIR & MAINTENANCE SERVICES FOR UNINTERRUPTED POWER SUPPLIES (UPS), NIT NO. DUHS/W&S/2025/1640.

Respected Sir,

With reference to the subject cited above, we hereby submit our formal grievance regarding the Financial Evaluation Report of Tender No. DUHS/W&S-NIT/190, Re-Tender for Repair & Maintenance Services for Uninterrupted Power Supplies (UPS), NIT No. DUHS/W&S/2025/1640.

We respectfully wish to draw the Committee's attention to certain serious concerns observed in the financial evaluation. It has been noted that one of the bidders, M/s Dynamic Technologies Supplier, has quoted service charges that appear exceptionally low. In our professional assessment, such rates are not practically feasible for delivering quality UPS repair and maintenance services in accordance with the prescribed scope of work and required standards.

The tender covers 930 UPS units requiring monthly servicing and maintenance across a wide geographical area ranging from Karachi to Sukkur. Considering the operational costs involved including skilled manpower, transportation, replacement components, and compliance with service standards the quoted rates raise legitimate concerns regarding feasibility, sustainability, and adherence to the tender requirements.



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HOSPITAL SOLUTIONS

IMPORTERS, EXPORTERS & REPRESENTATIVE

Email: info@hospitalsolutionspk.com
Website: www.hospitalsolutionspk.com

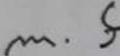
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We respectfully request the Committee to review the financial bid thoroughly for viability and compliance with the tender terms. Abnormally low rates may adversely affect service quality, reliability, and long-term performance, ultimately compromising institutional interests.

In view of the above, we humbly request the Complaint Redressal Committee to re-evaluate the Financial Assessment to ensure transparency, fairness, and strict compliance with the prescribed tender criteria.

We shall be grateful for your kind consideration and a fair and impartial review of our grievance.

Best Regards

FOR HOSPITAL SOLUTIONS

C.c to the:

- Vice Chancellor, Dow University of Health Sciences - Karachi.
- Director Sindh Public Procurement Regulatory Authority - Karachi.
- Director Finance, Dow University of Health Sciences - Karachi.
- Manager Finance, Dow University of Health Sciences - Karachi.

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

DATED 09-MARCH-2026 AT 10:00 A.M

(RE-TENDER)

REPAIR AND MAINTENANCE SERVICES FOR UNINTERRUPTED POWER SUPPLIES (UPS)
NIT # DUHS/W&S/2025/1640, REF NO. DUHS/W&S-NIT/190, EPADS ID # S-25120667117

S. NO	NAME OF MEMBERS	DESIGNATION	SIGNATURE
1	Prof. Nazli Hossain (Chairperson)	Vice Chancellor, Dow University of Health Sciences	Nazli Hossain
2	Mr. Shakeel (External Member)	Accounts Officer Accountant General Sindh Representative of Accountant General (AG) Sindh	 9/3/26
3	Engr. Asif Ahmed (External Member) Independent professional	Executive Engineer Civil, Planning & Development Department, Jinnah Sindh Medical University (JSMU)	
4	TA/MOOK T-1A500P	Representative of M/s. Hospital Solutions	
5			
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