

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE

Venue: Department of Neurology, Mayo Hospital Lahore
Date & Time: 30-05-2023

Participants:

- | | |
|---|----------|
| 1. Prof. Dr. Ahsan Numan | Chairman |
| Head of Neurology Department Mayo Hospital Lahore | |
| 2. Prof. Dr. Nasir Chaudhary | Member |
| Head of Ophthalmology Department Unit-II Mayo Hospital Lahore | |
| 3. Dr. Sohail Arshad | Member |
| Addl. Directors Stores Mayo Hospital Lahore | |
| 4. Mr. Azeem Butt | Member |
| Deputy Drugs Controller Mayo Hospital Lahore | |
| 5. Mr. Muhammad Jawad Bhatti | Member |
| Deputy Drugs Controller Mayo Hospital Lahore | |

Proceedings:

Meeting started with the recitation from the Holy Quran. The Chairman, Grievances Committee Mayo Hospital Lahore welcomed all the participants.

ITEM NO. 01:

GRIEVANCE SUBMITTED BY M/S WATCH & WATCH GUARD SERVICES (PVT.) LTD.

GRIEVANCE DETAIL:

The firm submitted the grievance with Reference No.PA.CEO/13518/MH dated 13.03.2023 for contract of Security Services AT Mayo Hospital. The firm submitted that it participated in said tender and received recommendations/findings vide a letter from respected Chief Executive Officer, Mayo Hospital, Lahore declaring the firm non-responsive. The firm submitted following grievance to recommendations/findings:

Ref. PART A MANDATORY PARAMETERS Sr # viii

The firm has claimed to attach original No Objection Certificate (NOC) from Interior Ministry Home Department (Punjab).

Ref. PART A MANDATORY PARAMETERS Sr # xv

No. CEO/2565
Dated: 08/6/2023

- Present in TPC on 10/6/23
- Upload on website as per rules

The firm has claimed to attach original documents as evidence for its two projects of over 250 security guards.

Ref. PART B Sr # 1 EXPERIENCE AND PAST PERFORMANCE OF THE FIRM

The firm has claimed to attach relevant projects original documents which shows that they qualify 30 out of 30 marks.

Ref. PART B Sr # 2 Human Resource and Managerial Strength

The firm has claimed to attach original receipts showing EOBI & PESSI contribution payments.

Ref. PART B Sr # 3 Capacity of the Firm

The firm has claimed to attach relevant original documents showing the capacity of Firm.

The firm requested to review its documents and if necessary, documents can be provided on demand.

Decision:

Mr. Abbas Sidhu, General Manager & Mr. Talha, Office Supervisor of M/S Watch & Watch Guard Security Services (Pvt.) Ltd. pleaded the case of firm before the grievances committee. The committee observed that Technical Evaluation Committee (TEC) has disqualified the firm due to failure in clause viii & xv of Part-A and 45 (less marks) in Part-B. The committee also observed that the Grievances Letter submitted by firm didn't contain any enclosures mentioned in grievances letter. The firm's representative stated that his company is registered with Ministry of Interior and Home Department Government of Punjab. The firm submitted Home Department Government of Punjab Order No. HP-1/11-219/1997 dated 10th August 2021 through which the firm's License No. 219 has been renewed w.e.f 23rd May 2021 to 22nd May 2025. He further stated that the NOC issued by Ministry of Interior has been lost but failed to provide copy of NOC or FiR in this regard. The firm's representative also stated that his firm meets the requirements of clause (xv) of Part-A Compulsory Parameters. He added that his firm is currently offering security services to Mayo Hospital Lahore. He further showed Letter of Intent issued by Punjab Mass Transit Authority issued on 23rd November 2021 but failed to provide any official contract agreement with the authority. He further showed contract agreement of 250 guards with M/S Allied Hospital Faisalabad. The firm also submitted Letter No. 34711/AHF/20 dated 15th

August 2020 issued by Medical Superintendent Allied Hospital Faisalabad reducing number of guards from 195 to 168. The committee observed that although the contract agreement depicts 250 strength but in practice the firm has experience of 195 security guards.

The firm's representative stated that they could not show documents to TEC as the documents were not accessible on that time due to non-availability of owner. He challenged the scoring in clause (1) of Part-B Ordinary Parameters. The committee observed that the TEC has scored 10 marks in this section while the firm has experience with different institutions. The committee observed that the firm has shown contract agreement with Mayo Hospital Lahore more than 45 million and decided to allocate 15 marks in Section 1 of Part-B Ordinary parameters. The firm representative stated that TEC has allocated zero marks in section (2) of Part-B Ordinary parameters while he has attached the same with the bid. The committee observed that the TEC has deducted marks as the firm did not show original receipts, but the firm showed some of original slips during grievances meeting. The committee decided to award 20 marks in the said section. The firm's representative also claimed 10 marks in sub-section (a) section (3) of Part-B. The firm's representative showed 30 licenses of 223 bore and more than 100 total licenses. The committee decided to award 10 marks in this sub-section. The firm representative further claimed 10 marks in sub-section (b) section (3) of Part-B while stating that the firm has sufficient number of guards, but the firm failed to show CNICs and contact numbers of guards. The committee decided to uphold the decision of TEC in the instant case. The committee observed that the firm has achieved 75 marks in Part-B and decided to declare firm responsive in Part-B only. However, the committee upheld the decision of TEC in Part-A and the firm stands non-responsive due to failure in Part-A.

ITEM NO. 02:

GRIEVANCE DETAIL:

GRIEVANCE SUBMITTED BY M/S FAIR SECURITY SYSTEMS (PVT.) LTD.

The firm submitted the grievance with reference to the meeting held on 13th May 2023 for the announcement of technical evaluation results of the participating

security companies. The firm states that it has been technically knocked out in both Part-A and Part-b because of the below mentioned reasons:

Part A: Compulsory Parameters

Sr. No	Parameter with detail of documents	Remarks by the committee	Remarks by the security company
xv.	At least two relevant projects (Explained in Part-B) with minimum 250 security guards. Note: The company has claimed to already attach the copies of agreement/award letter along-with the technical bid and were also shown at the time meeting of the technical committee. Therefore, the company claims to have complied by the requirement of the Part-A and should be qualified in the mandatory parameter.	Attach, Original of one was verified	1) The company claims to have provided the security services to the Mayo Hospital, Lahore with a total strength of 259 security guards. 2) The company claims to be providing security services to the PTCL since 1 st June 2021. Total Strength is more than 500 guards.

Part B: Ordinary Parameters

1. Experience and Past Performance of the Firm

Sr	Parameter	Max. Score	Marks Given by the Committee	Remarks by the Fair Security	Documents attached
a.	Each Relevant Project (Security Services) will be given 05 marks	20	Zero	1) The company claims to have provided the security services to the Mayo Hospital, Lahore from 19 th March, 2019 to May 20, 2020. 2) The company claims to be providing the services to the Punjab Institute of Cardiology (PIC), Lahore since 01 January, 2023. 3) The company claims to be providing the security services to the PTCL since 1 st June 2021.	Award letter with annual contract value of Rs.59,499,984/ The award letter attached with annual contract value of Rs.50, 466,773/-. The agreement with annual contract value of Rs.213,873,252/- NOTE The company has claimed three projects of security services, having worth above Rs.45.00 million, and claims to be awarded the total of 15 marks in the section.
	Relevant Experience in similar	05	Zero		

b.	project with at-least 500 to 999 bedded Public Sector Hospital (Minimum one Project)				
	Relevant Experience in similar project with at-least 500 to 999 bedded Public Sector Hospital (Minimum one Project)	10	Zero	<p>1) The company claims to be providing services to the Mayo Hospital Lahore, which is more than 1000 bedded hospital.</p> <p>2) The company claims to be providing the services to the Punjab Institute of Cardiology (PIC), Lahore.</p> <p>3) The company claims to be providing security services to the Children Hospital since 2021.</p>	<p>The award letter.</p> <p>The award letter.</p> <p>The award letter.</p> <p>NOTE The company claims to have Projects of security services of more than 1000 beds, and claimed to be awarded the maximum of 10 marks in the section.</p>
3	CAPACITY OF THE FIRM				
	b. No. of Ex-Army Guards /LEA's i) 70 relevant Personnel (5) marks ii) > 70 relevant Personnel (10) marks	10	Zero	<p>The company claims to have currently total ex-army security personnel strength of more than 70 at different locations, for which the firm claims to have already attached copies of discharge certificates/books/Service Certificates with the technical bid and also showed at the time of the technical evaluation meeting.</p>	<p>Note: The company has awarded Zero marks, whereas, all the documents were claimed to be attached and shown, and shall be awarded 10 marks in this section.</p>

The firm highlighted that the minutes of meeting uploaded by the hospital clearly depict in the serial no. 2 of the minutes that the company has complied by the requirement of the part-B – ORDINARY PARAMETER, serial no. 1 (a) & (b), as the column reflects as “Shown” but it was quite interesting that the company has awarded Zero Marks in the section. The firm has requested to consider its

[Handwritten signatures and initials]

grievance by giving an opportunity to explain further its point of view regarding the details mentioned above.

Decision:

Mr. Capt. Nauman, GM Operations and Mr. Manzoor Hussain, Operational Manager of M/S Fair Security Systems (Pvt.) Ltd. pleaded the case of firm before the grievances committee. The committee observed that Technical Evaluation Committee (TEC) has disqualified the firm due to failure in clause xv of Part-A and 45 (less marks) in Part-B. The firm's representative stated that his firm meets the requirements of clause (xv) of Part-A Compulsory Parameters. He added that his firm has offered security services at Mayo Hospital Lahore and is offering security services at PTCL. The firm showed copy of contract agreement with PTCL established on 1st June 2021. The firm also submitted Letter of Intent issued by PTCL in favor of M/S Fair Security. The firm claimed that more than 330 guards are working at PTCL and provided summary of SGs for the Month of July 2022 containing details of security guards deputed at different locations. The contacts were randomly verified and were found to be correct. The committee decided to declare firm responsive in Section (xv) of Part-A.

The firm's representative also contested the TEC decision in Part-B. The firm claimed 25 marks in section (1) of Part-B Ordinary parameters as it has offered services at Mayo Hospital Lahore, Punjab Institute of Cardiology and PTCL. He provided copies of contracts with these institutions. The committee accepted the request and awarded 25 marks in this section. The firm's representative then claimed 10 marks in sub-section (b) of section (3) of Part-B. The firm provided list of 76 retired army guards/ LEAs before the grievances committee but provided credentials of 25 army guards/ LEAs only. The committee decided to turn down the request in the instant section. The Grievances Committee further deducted 5 marks in subsection (a) of section (3) of Part-B in grievance submitted by M/S Sarimad Security Services as M/S Fair Security failed to show 30 automatic/ semi-automatic licenses and 100 valid arms licenses. The Grievances Committee decided to declare the firm non-responsive by attaining 65 (less marks) in Part-B. The firm stands non-responsive due to failure in Part-B.



ITEM NO. 03:

GRIEVANCE DETAIL:

GRIEVANCE SUBMITTED BY M/S SARIMAD SECURITY SERVICES.

The firm submitted the grievance that they are in this business since 2007. They are registered with all the regulatory agencies of the Government of Pakistan. Moreover, they claims to have very strong financial health. It never broke any law of the country, proper continuous performance improvement department which ensures the smooth performance of the Business. The core aim is to satisfy the need of valued clients through a team of highly skilled, qualified and very experienced staff which is always there to help its clients in every manner. The firm claims to attach two project award letters with the technical bid, which they not only have completed but also currently providing services on another project. The firm alleges that the technical committee first mentioned Attached in the document, which was later declared Not Attached. It added that the tender has already been canceled 4 times before. The firm requests that its two award letters should be considered in the mandatory eligibility criteria and graded 10 marks. The firm claims to be registered with PESSI & EOBI and have paid 134 Personal contributions in MCB Bank, thus scoring 10 marks. The firm has also claimed to attach Award letters of DHQ Teaching Hospital Sargodha that is 731 bedded & DHQ Teaching Hospital Sahiwal that is 1251 bedded Hospital, thus claiming 20 marks.

Grievance against M/S Watch & Watch Security Guards (Pvt.) Ltd

The firm states that according to technical criteria in bidding document, 5 marks are awarded for having a 30 automatic weapon licenses, and 5 more marks are awarded for holding 100 or more weapon licenses. Whereas, M/S Watch & watch Security Company does not fulfill the criteria as they are holding only 25 weapon licenses.

Sr.	Details	Marks	Watch & watch total license 25	Fair security Total license 50	Al-Hars 100
01	30 valid Automatic /Simi Automatic weapon License	05	Not fulfill	Not fulfill	Not fulfill
02	100 valid arms license	05	Not fulfill	Not fulfill	05 marks

The firm added that M/S Watch & Watch Security company participated in bidding for provision of security services to the DHQ Teaching Hospital Sargodha for year 2021-2022 and some irregularities were found in the technical bidding documents i.e. The guards training certificates submitted were fake as on verification, Special Branch Faisalabad submitted that there is no training school under Faisalabad Police which imparts training to civil security guards. On verification by the Medical Superintendent the company disowned their participation for which the copy of FIR has been attached. The plaintiff added that according to mandatory requirement of bidding document, there should be at least two Awards Letters completed in the past with number of guards not less than 250 whereas, the defendant has only one Award Letter of this institution. It added that the defendant has also not deposited EOBI and Social Security & PRA amount for the year 2020-2021, 2022-2023 - while providing security services to this institution is a great loss to the state and the individuals. The plaintiff also claimed that M/S Watch and Watch Company is a defaulter of EOBI and Punjab social security. Based on these reports, the DG Monitoring Home Department held an inquiry and the company was found guilty of providing fake documents, and recommended an appropriate legal action including revoking operating licenses. Home Secretary Government of Punjab (Licensing Authority) issued a show cause notice after a complete probe. It claimed that how such a company can be declared eligible for tender, rather shall be disqualified and blacklisted as per the PPRA rules 19.

Grievance against M/S Fair Security Services (Pvt.) Ltd.

The plaintiff has raised the point that the defendant has only 50 weapon licenses and how can it provide 500 security guards. It further added that these fifty license are in use at different locations and have no further license to work at the Mayo hospital. Ironically, the defendants have been awarded 05 marks and 10 marks respectively, the plaintiff further added that its claim can be verified from the Directorate of Monitoring Government of Punjab. It added that reportedly the defendant has made fake licenses and require verification from the issuing authority. The plaintiff added that M/S Fair Security Company provided security

services to Mayo Hospital in 2019. Received EOBI & PESSI amount from Mayo Hospital but did not deposit the amount to EOBI and PESSI which is a great loss to the state. The Fair Security Company is also defaulter of EOBI and PESSI.

Grievance against M/S Al-Haras Security Services (Pvt.) Ltd.

According to plaintiff stated that the firm should have at least two Award Letters having the number of guards not less than 250, while the defendant has no Award Letter. It is also not attached the undertaking and EOBI, PESSI payment Challans and shall be disqualified.

Grievance against M/S Vigilance Security Services (Pvt.) Ltd.

The firm claimed that M/S Vigilance Security Services has submitted a fake membership certificate of APSSA and has no Award Letter of any institution with 250 Guards. It added that the defendant is holding only 50 weapon licenses that can be verified from Directorate of Monitoring Government of Punjab. It also alleged that the company has made fake licenses that require verification from the issuing authority.

The firm has requested that the above observations may be verified and appropriate action be taken accordingly. The plaintiff claimed that the illegal / fraudulent actions of the M/S Watch & Watch Security, M/S Fair Security, M/S Al-Haras security and M/S Vigilance Security Services tantamount to misconduct and criminal breach of PPC. 468/471/419/420. Such practices affect the security services in varied manners and result in substandard quality of services. The defaulters shall be declared Non-Responsive.

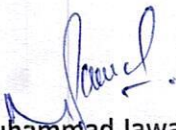
Decision:

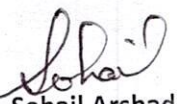
Mr. Rao Shafique, Director of M/S Sarimad Security Services pleaded the case of firm before the grievances committee. The committee observed that Technical Evaluation Committee (TEC) has disqualified the firm due to failure in section (xv) of Part-A and 55 (less marks) in Part-B. The firm's representative presented two contract agreements with M/S Jishun Engineering Services DHA Lahore and China Electric Power & Equipment DHA Lahore. The committee observed that the agreements have been signed on plain paper without credentials/ details of signatories and witnesses. The committee unanimously decided to turn down the

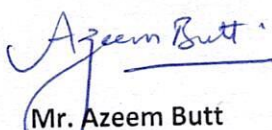
grievance to the extent of Part-A. The firm also contested TEC decision in Part-B. The firm presented the contracts of Sahiwal Medical College & DHQ Teaching Hospital Sargodha but failed to substantiate agreement amount more than 45 million. The firm also contested the decision of TEC in section (2) of Part-B. He presented EOBI receipts and PESSI. The committee observed that no. of security staff in EOBI is less than 99 and is more than 100 in PESSI. The committee decided to award 15 marks in section (2) of Part-B. The committee observed that the firm's new score stands at 60 marks in Part-B and decided to turn down its request in this section as well. The committee decided to keep firm non-responsive in both Part-A and Part-B.

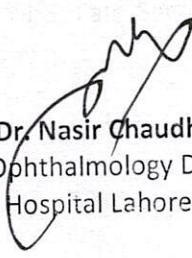
The committee also discussed grievances against M/S Watch & Watch which already stands disqualified. Grievance against M/S Fair Security has been accepted to the extent of subsection (a) of section (3) of Part-B which has been mentioned in Agenda item No. 2. M/S Al-Haras Security Services and M/S Vigilance Security Services are already disqualified and did turn up to the grievances committee.

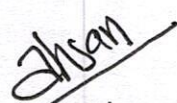
The meeting ended with vote of thanks to and by the Chair.


Mr. Muhammad Jawad Bhatti
Deputy Drugs Controller
Mayo Hospital Lahore


Dr. Sohail Arshad
Addl. Director Stores
Mayo Hospital Lahore


Mr. Azeem Butt
Deputy Drugs Controller
Mayo Hospital Lahore


Prof. Dr. Nasir Chaudhary
HoD Ophthalmology Department
Mayo Hospital Lahore


Prof. Dr. Ahsan Numan
HoD Neurology Department
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