

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



Participants:

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| 1. Prof. Dr. Nasir Chaudhary
Head of Ophthalmology Department Unit-II Mayo Hospital Lahore | Chairman |
| 2. Dr. Umar Nazir
Assistant Professor of Plastic Surgery Mayo Hospital Lahore | Member |
| 3. Dr. Sana Farooq
Senior Registrar Neurology Department Mayo Hospital Lahore | Member |
| 4. Mr. Azeem Butt
Deputy Drugs Controller Mayo Hospital Lahore | Member |
| 5. Mr. Muhammad Jawad Bhatti
Deputy Drugs Controller Mayo Hospital Lahore | Member |

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 GHULAM HUSSAIN & SONS
(TENDER: CONTRACT OF OUTSOURCING OF JANITORIAL SERVICES IN
MAYO HOSPITAL LAHORE FOR THE FINANCIAL YEAR 2023-2024)

GRIEVANCE DETAIL: The firm submitted the grievance with reference to technical evaluation result announced on 30th March 2024 for the provision of Janitorial Services at Mayo Hospital Lahore for the year 2024-2025. The firm claimed that it is a professional and longstanding waste management and janitorial services company in Pakistan since 1965 and providing Janitorial Services at Healthcare Facilities. e DHQ Hospital Mandi Bahuddin, THQ Hospital Malakwal, THQ Hospital Phalia, THQ Hospital cum Maternity Hospital Dinga, THQ Hospital Kharian, THQ Hospital Kunjah, THQ Hospital Sarai Alamgir, and the renowned Mayo Hospital Lahore. The firm added that it is also

   
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offeringservices at DHA Lahore and RA Bazar, POF Estate Area Wah Cantt,Pakistan Ordnance Factories (POF) Estate Area in Wah Cantt.Sector,E/11-3 and E-11/4 Islamabad,Lahore Waste Management Company Contracts andother waste management projectsincluding Extensive waste management services provided at various key locations including Fortress Stadium Lahore, MCB Head Office Lahore, Telenor Pakistan, Bhikki Power Plant, and WWF Pakistan.

The firm further stated that according to the evaluation reports GHS was disqualified based on the specific criterion outlined in the bidding documents, which stipulated that "The bidder shall have valid registration with EOBI and PESSI.The firm added that registration documents were meticulously included as part of comprehensive technical proposal. In the event of any ambiguity or uncertainty regarding our compliance, the evaluation committee could have sought clarification from us, rather than opting for outright disqualification. It alleged that that despite GHS fulfilling all ten basic eligibility criteria, the evaluation committee proceeded with disqualification.

The firm then stated that the evaluation committee granted GHS 15 marks out of a possible 20 in the category of financial capability. As per the criteria outlined in the bidding documents, "a maximum of 20 marks would be awarded if the average annual turnover for the last three years exceeded Rs 30 million". The firm claimed that it stands as the largest waste

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management and janitorial services company in Pakistan, boasting an average annual turnover of more than 800 million PKR over the past three years. It added that the evaluation report provided no explicit rationale for the allocation of 15 marks to GHS, leaving ambiguity regarding the discrepancy between the awarded marks and the substantial turnover demonstrated by the company.

The firm then stated that it was awarded zero marks out of 30 in the human resource management category, despite fulfilling all stipulated requirements. The marking criteria, as outlined in the bidding documents, specifies the allocation of marks as follows:

"5 marks for a project manager with 16 years of education in HR/project management, along with 10 years of experience. b) 10 marks for supervisors possessing 5 years of experience in a similar capacity. c) 15 marks for 150 janitors, supported by salary proof"

The firm claimed that GHS, as an organization, is actively engaged in multiple large-scale projects across Pakistan. The firm provided comprehensive documentation demonstrating compliance with the specified criteria. For instance, it included the CV of an experienced project manager with relevant qualifications and extensive experience in the field. Similarly, for the Mayo Hospital project, where GHS has been providing janitorial services for the past two years, the firm has listed experienced supervisors who have been overseeing operations effectively. Moreover, GHS has deployed over 250 janitors exclusively for the Mayo Hospital

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project, with detailed documentation attesting to their employment and salary disbursement.

The firm further stated that the GHS received only 5 out of 10 marks for methodology, with no explanation provided for the deduction. This is particularly perplexing considering GHS's track record of scoring full marks for methodology in previous tenders, including the janitorial tender at Mayo Hospital.

In summary, the firm briefed that the evaluation committee has disqualified GHS by awarding only 60 marks out of a total of 100, falling short of the required passing marks of 65. It is crucial to highlight that this mere five-mark deficiency has led to the exclusion of one of Pakistan's largest janitorial and waste management companies from the competitive bidding process. GHS has been actively involved in the provision of services, including at the Mayo Hospital, for the past three years. The extensive experience and proven track record of GHS underscore its capability to effectively manage and execute projects of varying complexities and scales. The deficiency of just five marks is a minimal discrepancy that could be readily rectified upon a thorough review of the documents.

The firm requested to reconsider the evaluation marking and reassessment of GHS's technical proposal.

Decision:

Mr. Asghar, Director Operations and Mr. Murad Director Project of M/S Ghulam Hussain & Sons pleaded the case before the grievances

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committee. The committee observed that the Technical Evaluation Committee has disqualified the bid due to failure in Part-I (Knockdown Criteria) & Part-II. The committee observed that the firm has been disqualified in clause (h) of Part-I with the objection that the bidder is defaulter. The firm's representative stated that the firm is registered with the EOBI & PESSI and qualifies the requirements of clause (h) of Part-I. It further stated that it attached the necessary documents including Certificate of Registration with EOBI and declaration form PESSI that firm is registered with the department, in the bid and with the grievances letter. The committee observed that the instant clause (h) of Part-I pertains to registration with the concerned departments rather than whether the firm is paying fees or not. The committee observed that the firm qualifies the requirement of clause (h) of Part-I and decided to declare **firm responsive in clause (h) of Part-I.**

The firm's representative then stated that the firm qualifies for 20 marks in clause 2 of Part-II as its average annual turnover falls above Rs. 30 million. It also stated that the Technical Evaluation Committee has mistakenly awarded 5 less marks as 10 marks are awarded to firm having annual turnover less than 30 million. The committee examined the audit reports and bank statements of previous three years and found annual turnover of last three years above Rs. 30 million and awarded 5 more marks in clause (2) of Part-II making **total 20 marks in the instant clause.**





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The firm then requested to allocate marks in clause (4) of Part-II but did not provide documentary proof of salary for atleast one year. The firm also did not provide appointment letter of Project Manager. The committee turned down the request of firm in the instant clause.


The committee decided to declare firm responsive in Part-I by qualifying clause (h) & Part-II by obtaining 65 marks.

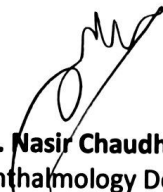
The meeting ended with vote of thanks to and by the Chair.


Mr. Muhammad Jawad Bhatti
Deputy Drugs Controller
Mayo Hospital Lahore


Mr. Azeem Butt
Deputy Drugs Controller
Mayo Hospital Lahore


Dr. Sana Farooq
Senior Registrar Neurology Dept.
Mayo Hospital Lahore


Dr. Umfar Nazir
Assistant Professor Plastic Surgery
Mayo Hospital Lahore


Dr. Nasir Chaudhary
HoD Ophthalmology Department
Mayo Hospital Lahore

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