

**MINUTES OF MEETING GRIEVANCES REDRESSAL COMMITTEE FOR BIDDING  
PROCESS OF FATIMA JINNAH WOMEN COLLEGE FOR PURCHASE OF  
COMPUTERS UNDER THE ADP PROJECT "STRENGTHENING OF HIGHER  
EDUCATION DEPARTMENT (SECRETARIATE) AND THREE DIRECTORATES OF  
COLLEGES TECHNICAL AND SPECIAL EDUCATION GB."**

**Dated 19<sup>th</sup>, February, 2025**

A meeting of the Grievance Redressal Committee (GRC) was convened on February 19, 2025, at 11:00 AM at the Directorate of Higher Education, Gilgit-Baltistan. The meeting was chaired by the Additional Director of Higher Education & P&D, Gilgit, to review the appeal submitted by one of the participating bidders, "Universal Computers and Multi Traders."

The following committee members were in attendance:

1. Mr. Muhammad Bilal, Additional Director HE/Planning (Chairman)
2. Assistant Chief (P&D) (Social Sector), P&DD, GB (Member)
3. Mrs. Sadaf Alam, Deputy Director Higher Education (Planning) (Member)
4. Mr. Waqar-ul-Hassan, Deputy Director IT Department, GB (Member)
5. Mr. Jamshed Ali, Section Officer HT&SE, GB (Member)
6. Mrs. Surraya Bano, Assistant Professor/DDO, Fatima Jinnah D/C, Gilgit (Member)

The committee meticulously examined the advertisement, bidding documents issued by the department, and the bids submitted by the participants for the tender held on January 24, 2025, at Fatima Jinnah D/C Gilgit. The GRC carefully assessed the appeal submitted by Universal Computers & Multi Traders (**Copy of Appeal attached**) and conducted an in-depth review of the matter.

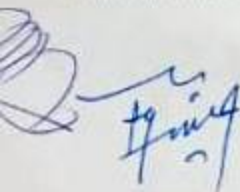
**Review of Complaint and GRC Findings**

The GRC conducted a detailed review of the advertisement, bidding documents, and evaluation reports related to the procurement process. Each point raised by the complainant firm was examined, and the following findings and decisions were made:

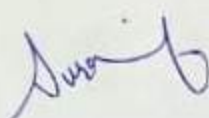
**1. Complainant's Claim:** Universal Computers & Multi Traders argued that they were shortlisted in the previous tender (25<sup>th</sup> October 2024) but rejected in the current tender despite submitting similar documentation.


**GRC Finding:** The committee found that the evaluation criteria for the two tenders were not identical. The technical requirements, scoring benchmarks, and evaluation methodology were revised in the current tender, making it an independent process. Therefore, past qualification does not guarantee qualification in future procurements.

**2. Complainant's Claim:** The firm alleged that the absence of an IT expert in the tender committee may have led to misinterpretation of technical requirements.







  
19/2/2025

**GRC Finding:** The committee found this claim factually incorrect, as two IT experts were included in the evaluation process:

- One from the IT Department GB
- One from the Higher Education Department GB

Both experts actively participated in the evaluation process, ensuring proper technical scrutiny.

**3. Complainant's Claim:** The complainant contended that the two shortlisted firms did not specify the model and brand of the desktop computers in their proposals.

**GRC Finding:** The bidding document did not require bidders to specify a particular brand and model. The evaluation was based solely on compliance with the required technical specifications. Since all shortlisted firms met the required specifications, their qualification remains valid.

Furthermore, as per Section-II of the bidding documents, bidders were required to seek clarifications in writing at least seven (07) days before the bid submission deadline. The concerned bidder did not raise any objections within this period but instead objected after the bid opening. By failing to seek clarification on specifications beforehand, the bidder implicitly accepted the terms. Raising concerns post-bid opening is procedurally invalid and cannot be considered.

**4. Complainant's Claim:** The firm claimed that they were not informed about the specific reasons for their rejection and that the rejection notice lacked transparency.

**GRC Finding:** The list of technically qualified bidders was displayed on the notice board as per standard procurement procedures. It is pertinent to mention that the committee noted that Universal Computers & Multi Traders did not approach the concerned authorities for clarification before appealing to the GRC. The firm had the right to request a copy of their technical evaluation score, but no such request was received before their appeal.

Furthermore, the firm failed to obtain the minimum required score of 80 marks due to the following deficiencies:

- **Financial Capability:** The complainant failed to provide proof of a bank balance of at least PKR 2,000 million as required in the tender.
- **Experience Documentation:** The firm is unable to secure a higher score in the technical evaluation due to the limited availability of experience certificates of successfully completed .

Due to the firm's failure to meet the financial criteria and its lower experience score, it did not achieve the required 80 marks and was not technically qualified

**5. Complainant's Claim:** The complainant requested a pause in the bidding process until their technical bid was reassessed.

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**GRC Finding:** The financial proposals have not been opened yet. Since Universal Computers & Multi Traders was disqualified at the technical evaluation stage, is not eligible for financial proposal consideration. The committee upheld the original evaluation decision.

Moreover, it was also found that the tender committee had considered two experience certificates submitted by the said firm which are lacking the specific information about the completed projects, one from the directorate of agriculture dated 16<sup>th</sup> Jan, 2019 and other from National Bank of Pakistan dated 14<sup>th</sup> Jan, 2019. Keeping in view the ambiguity which should not be taken into consideration as per bidding documents.

### CONCLUSION & DECISION:

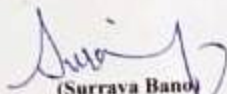
After a comprehensive review, the Grievance Redressal Committee found that:

- The evaluation process was conducted in a fair and transparent manner.
- The complainant firm failed to meet key technical criteria.
- The appeal lacks merit and is therefore rejected.

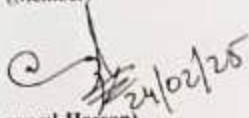
The committee unanimously approved the bidding committee's decision and recommended moving forward with the procurement process to proceed with the financial bid opening as scheduled.



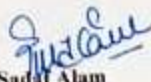
**(Jumshid Ali)**  
Section Officer HT&SE, GB  
(Member)



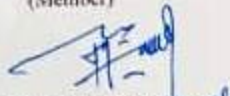
**(Surraya Bano)**  
Assistant Professor/DDO  
Fatima Jinnah D/C, Gilgit  
(Member)



**(Waqar-ul-Hassan)**  
Deputy Director IT Department, GB  
(Member)



**Sadaf Alam**  
Deputy Director Higher Education (Planning)  
(Member)



**(Muhammad Idrees)**  
Assistant Chief (P&D) (Social Sector),  
P&DD, GB  
(Member)



**(Prof. Muhammad Bilal)**  
Additional Director HE/Planning  
(Chairman)