



MINUTES OF THE COMPLAINT REDRESSAL COMMITTEE (CRC) MEETING

**FOR THE REDRESSAL OF GRIEVANCES OF M/S. BRISK SERVICES CO.
AGAINST THE TENDER – PROCUREMENT OF FURNITURE / FIXTURES FOR
NEW GIRLS HOSTEL AT OJHA CAMPUS. (REF. NO. DUHS/DP/2024/299)**

NIT NO. DUHS/DP/2024/297-299 Dated 18 November 2024

A meeting of the **Complaint Redressal Committee (CRC)** was held under the chairmanship of **Prof. M. Saeed Quraishy, Vice Chancellor, Dow University of Health Sciences, Karachi** (hereinafter referred to as "**DUHS**"), on 25 February 2025 at 12:30 Hrs. in the V.C. Boardroom, Dow International Medical College (DIMC), Ojha Campus, **DUHS**. The meeting was convened to address grievances regarding the **Procurement of Furniture / Fixtures for New Girls Hostel at Ojha Campus**, as per NIT No. DUHS/DP/2024/297-299 Dated 18 November 2024 (Ref. No. DUHS/DP/ 2024/299).

2/- In accordance with Rule 31 of SPP Rules 2010, the **CRC** formally examined the grievance / complaint submitted by **M/s. Brisk Services Co.** (hereinafter referred to as "**BSC**") via letter Ref. No. BSC-DUHS-FUR-CRC-2025-8152 Dated 12 February 2025 and letter Ref. No. BSC-DUHS-FUR-CRC-2025-8156 Dated 18 February 2025 (**Annexure - A**).

3/- The meeting was attended by the following members of the **CRC** and representative of the bidders (Copy of the attendance sheet is attached as **Annexure - B**):

COMPLAINT REDRESSAL COMMITTEE

- i. **Professor M. Saeed Quraishy**,
Vice Chancellor,
Dow University of Health Sciences,
Karachi.
- ii. **Engr. M. Sohail Siddiqui**,
University Engineer,
Engineering Department,
Karachi University, Karachi.
(**Independent Professional Expert**)
- iii. **Mr. Shakeel Ahmed Brohi**,
Accounts Officer,
Office of the Accountant General Sindh,
Karachi.
(**Representative of AG Sindh**)

Chairman



VICE CHANCELLOR
Dow University of Health Sciences,
Karachi-Pakistan

Member


University Engineer
University of Karachi
Karachi.

Member


HAKHEEL AHMED BROHI
Accounts Officer
A.G Sindh
Karachi

REPRESENTATIVES OF M/S. BRISK SERVICES CO.

- i. **Mr. Arz Muhammad**,
Admin. Officer
- ii. **Mr. Moosa Khan**

4/- Additionally, the **Director Procurement - DUHS** and the **Project Director Works & Services - DUHS** attended the meeting to assist the **CRC**.



5/- The meeting commenced with a recitation from the Holy QUR'AN, followed by opening remarks from the **Chair**, who welcomed the participants and outlined the agenda. The **Director Procurement** was invited to address procedural and technical queries.

6/- The **Director Procurement** provided a detailed overview of the procurement process, confirming compliance with **SPPRA Rules**. He outlined that the Notice Inviting Tender (NIT) was hoisted on the **DUHS** and **SPPRA** websites and published in three (3) leading newspapers of English, Urdu and Sindh languages viz. Daily Dawn, Daily Jang and Daily Kawish on 23 November 2024 as per Rule 17 of SPP Rules. Two (2) e-bids of M/s. **Brisk Services Co.** and M/s. **Versant** were received through E-Pak Acquisition and Disposable System (EPADS) of the Sindh Public Procurement Regulatory Authority (**SPPRA**), up to the bid submission deadline i.e. 10 December 2024 at 11:30 Hrs. The Bid Evaluation Report was prepared and uploaded on the authority's and University's websites and communicated to the bidders according to Rule 45 of SPP Rules 2010.

The procuring agency responded to **BSC's** grievance via letter No. DUHS/DP/2025-99 Dated 14 February 2025 (**Annexure C**). **BSC** reiterated their initial stance in letter No. BSC-DUHS-FUR-CRC-2025-8156 Dated 18 February 2025.

7/- The **CRC** reviewed the grievance submitted by **BSC** in accordance with Rule 31(3) of the SPP Rules 2010 by examining the record and hearing the representations of the aggrieved bidder/applicant. The details of the grievances, deliberations, and decisions of the Grievance Redressal Committee are given below.:

DELIBERATIONS AND DECISION:

1/- **Arguments of BSC:** **Mr. Arz Muhammad** and **Mr. Moosa Khan** argued that the contract should be awarded to M/s. **Brisk Services Co.** claiming:

- As per the decision of the external member of the procurement committee.
- M/s. Versant did not meet the past experience criteria outlined in the bidding documents.
- M/s. Versant failed to submit the mandatory samples required by the bid.

2/- **Procurement Committee's Recommendation:** The **Director Procurement** clarified that all committee members (except **Mr. Khurram Khalid**, External Member) recommended awarding the contract to the lowest bidder, M/s. **Versant (Rs. 118,329,500/-)** or re-advertising the tender due to a **significant price difference of Rs. 30,765,259/-**. **Mr. Khurram Khalid** dissented, advocating for M/s. **Brisk Services Co.**, whose bid was **Rs. 149,094,758/-**.

3/- **Experience Requirement:** **Mr. Shakeel A. Brohi** requested **BSC** representatives to provide evidence supporting their claim against M/s. Versant's experience. **BSC** failed to present any documentary evidence and instead demanded a re-evaluation of M/s. **Versant's** bid. The **Director Procurement** assured that purchase order verifications had already been conducted as per the external member's instructions.

4/- **Submission of Samples:** The **Project Director, Works & Services**, confirmed that a technical team had been engaged to invite, evaluate, and approve the samples in accordance with the bidding documents. **Engr. M. Sohail Siddiqui** emphasized that the primary purpose of sample submission is to verify dimensions and design, as well as to provide recommendations to the supplier regarding any necessary modifications in dimension, design, or product quality. He further clarified that detailed compliance is assessed upon the delivery of the furniture and fixtures. Additionally, the **Director of Procurement** stated that sample submission was not a mandatory requirement under ITB Clause 24 of the bidding documents.

University Engineer
University of Karachi
Karachi.

SHAKEEL AHMED BROHI
Accounts Officer
A.G Sindh
Karachi

VICE CHANCELLOR
Dow University of Health Sciences



5/- **SPPRA Notification Misinterpretation:** Addressing **SPPRA** Notification No. DD (A&F)SPPRA/2020-2021/1342 dated 03-11-2020, the **Chair** clarified that **BSC** had misinterpreted the notification. It pertains only to the procurement of 'WORKS' and is not applicable to the procurement of 'GOODS'.

6/- **Re-Tendering Proposal:** Addressing **BSC's** proposal for re-tendering, the **Chair** emphasized that all codal formalities had been duly followed. It was further noted that re-inviting bids would result in unnecessary delays in project implementation, significantly impacting female students, who would face considerable hardship due to the unavailability of adequate hostel facilities.

CONCLUSION / DECISION:

1. The **Complaint Redressal Committee (CRC)** thoroughly reviewed the grievance raised by **M/s. Brisk Services Co.** and found it **unsubstantiated**.
2. The decision to **award the contract to the lowest bidder, M/s. Versant**, remains **upheld unanimously** in line with procurement regulations and the recommendations of the **majority of Procurement Committee members**.
3. The **complaint of M/s. Brisk Services Co. is dismissed**.

Mr. Shakeel Ahmed Brohi
Accounts Officer
Office of the Accountant General Sindh
Karachi
(Representative of AG Sindh)

SHAKEEL AHMED BROHI
Accounts Officer
A.G Sindh
Karachi

Engr. M. Sohail Siddiqui
University Engineer
Engineering Department
Karachi University, Karachi
(Independent Professional Expert)
University Engineer
University of Karachi
Karachi

Professor M. Saeed Quraishy
Vice Chancellor
Dow University of Health Sciences
Karachi
(Chairman - CRC)

VICE CHANCELLOR
Dow University of Health Sciences
Karachi-Pakistan

ANNEXURE - "A"



Ref. No.: BSC-DHUS-FUR-CRC-2025-8156

Date: February 18, 2025

To,
Director Procurement
Dow University of Health Sciences,
Karachi.


Subject: Complaint under Clause 31 of SPPRA Rules Against Tender Committee for Procurement of Furniture/Fixtures for the New Girls' Hostel at Ojha Campus, DUHS, Karachi (Ref. No. DUHS/DP/2024/299), IFB/NIT No. DUHS/DP/2024/297-299, Dated November 18, 2024

Reference: Your letter No. DUHS/DP/2025/99, Dated 14 February, 2025.

Dear Sir,

In reply your above refer letter we would like to inform you that our stance is same as we had submitted in the complaint as above subject.


For Brisk Services Co.

Dow University of Health Sciences Karachi		
Diary No. 175	Dated. 21/2	Time 9:00 am
Receiving / Dispatching Person		
Name Nadia	Signature 	

briskservicesco@gmail.com

Office:

House # C33 Block-3, Metroville-I, S.I.T.E. Karachi
Tel No. +92-21-34647006, 36754509 / Fax No. +92-21-34647006
Mobile: 0310-0100835



14 inward

Ref. No.: BSC-DHUS-FUR-CRC-2025-8152

Date: February 12, 2025

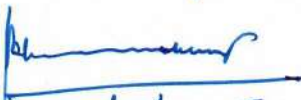
To,
The Chairman,
Complaint Redressal Committee,
Dow University of Health Sciences,
Karachi.

Subject: Complaint Under Clause 31 of SPPRA Rules Against Tender Committee for Procurement of Furniture/Fixtures for the New Girls' Hostel at Ojha Campus, DUHS, Karachi (Ref. No. DUHS/DP/2024/299), IFB/NIT No. DUHS/DP/2024/297-299, Dated November 18, 2024

Respected Sir,

We hereby submit our complaint regarding the aforementioned procurement process, highlighting the following concerns:

1. The Bid Evaluation Report (BER) uploaded today on the EPADS website clearly states that the external member, Mr. Khurram Khalid, recommended awarding the contract to M/s. Brisk Services Co., as its bid was deemed the most advantageous as per procurement rules.
2. M/s. Versant failed to meet the mandatory requirement of submitting samples at the time of bid submission. As of December 19, 2024, they had not submitted the required samples. We seek clarification on which clause permits the submission of a reduced quantity of samples nine days after bid submission and why the Tender Committee accepted this violation.
3. When M/s. Versant later submitted a few samples, we observed the following discrepancies:
 - a) The specifications required stainless steel (SS) for dining and discussion tables, whereas M/s. Versant used mild steel, painted silver instead.
 - b) The specifications called for a 16mm thick plain MDF sheet plus a 2.5mm thick OAK MDF sheet pasted on both sides, resulting in a total thickness of 21mm. However, our competitor used a lower specification, which does not meet the required standard.


13/2/2025

DR Procurement

briskservicesco@gmail.com



Office:

House # C33 Block-3, Metroville-I, S.I.T.E. Karachi

Tel No. +92-21-34647006, 36754509 / Fax No. +92-21-34647006

Mobile: 0310-0100835



Government of Sindh
Sindh Public Procurement Regulatory Authority



NOTIFICATION

In pursuance of the powers conferred under Section 27 of Sindh Public Procurement Act, 2009 and decision taken by SPPRA Board in its 34th Meeting held on 23rd September, 2020, the Authority is pleased to notify the following amendment in clause 11.3.4 of SPPRA Regulations / Guidelines for procurement of Works notified vide Notification No. DD(A&F)/SPPRA/17-18/22 dated 5th July, 2017;

30% is hereby replaced with 20%

Managing Director

No. DD (A&F)/SPPRA/2020-2021/1342

Karachi, dated 3rd Nov., 2020

Copy for information to:

1. The Principal Secretary to Governor Sindh.
2. The Principal Secretary to Chief Minister Sindh.
3. The Chairman, P&D Board, Government of Sindh.
4. The Senior Member, Board of Revenue, Government of Sindh.
5. Administrative Secretaries (All), Government of Sindh.
6. All members of SPPRA Board.
7. The PS to Chairman, SPPRA Board.

Deputy Director (A&F)



SINDH PUBLIC PROCUREMENT REGULATORY
AUTHORITY
GOVERNMENT OF SINDH

NOTIFICATION

In pursuance of the power conferred under Section 27 of Sindh Public Procurement Act, 2009 and decision taken during 28th meeting of Board of Directors of Sindh Public Procurement Regulatory Authority, the Authority is pleased to notify the insertion of the following clause in the Guidelines / Regulation for Procurement of Works:

Clause: 11.3.4 "In case a procuring agency receives a bid, which is more than 30% below the Engineer's Estimate or Composite Schedule Rates (CSR), the procuring agency can reject that particular bid(s) or float tenders afresh, if deemed appropriate."

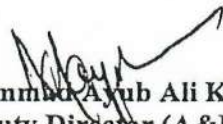
Managing Director

No. DD (A&F)/SPPRA/17-18/22

Dated: Karachi, 5th July, 2017

Copy for information to:

1. The Principal Secretary to Governor Sindh.
2. The Principal Secretary to Chief Minister Sindh.
3. The Chairman, Planning & Development Board, GoS, Karachi.
4. The Senior Member, Board of Revenue, GoS, Karachi.
5. Administrative Secretaries to GoS (all).
6. All Members of the SPPRA Board.
7. The Deputy Secretary (Staff) to Chief Secretary Sindh.
8. The Web Programmer for hosting on SPPRA website.
9. The PS to Minister Food & Parliamentary Affairs / Chairman SPPRA Board, Government of Sindh, Karachi.
10. PS to Managing Director, SPPRA.


(Muhammad Ayub Ali Khan)
Deputy Director (A&F)



DOW UNIVERSITY OF HEALTH SCIENCES

ATTENDANCE SHEET

**COMPLAINT REDRESSAL COMMITTEE MEETING
HELD ON 25 FEBRUARY 2025 AT 12:30 PM.**

**PROCUREMENT OF FURNITURE / FIXTURES FOR THE NEW GIRLS' HOSTEL
AT OJHA CAMPUS, DUSH, KARACHI – (Ref. No. DUHS/DP/2024/299)**

IFB/NIT No. DUHS/DP/2024/297-299 Dated November 18, 2024

S#	NAME	DESIGNATION	SIGNATURE
01.	Prof. M. Saeed Quraishy	Vice Chancellor DUHS, Karachi (Chairman – CRC)	
02.	Engr. M. Sohail Siddiqui	University Engineer Engineering Department Karachi University, Karachi (Member CRC – Independent Professional Expert)	
03.	Mr. Shakeel Ahmed Brohi	Accounts Officer Office of the Accountant General Sindh, Karachi (Member CRC – Representative of AG Sindh)	
4.	M/s Brisk Services Co Arz Muhammad	Admin officer	
5.	MOOSA KHA		
6.	ENGR. ABDUL RAHIM KHAN	PROJECT DIRECTOR, WORKS & SERVICES. DUHS.	
7.	S. SHAFQAT HUSSAIN	DIRECTOR PROCUREMENT DUHS.	

DIRECTORATE OF PROCUREMENT

DOW UNIVERSITY OF HEALTH SCIENCES, KARACHI

Procurement Directorate at Library Block, SUPARCO Road, off Main University Road,
Gulzar-e-Hijri, Scheme No. 33, Karachi
Tel: PABX 021-99261472-9 Email: director.procurement@duhs.edu.pk, Website: www.duhs.edu.pk



No. DUHS/DP/2025/- 99

Dated: 14 February 2025

M/s. Brisk Services Co.,
House # C33, Block-3, Metroville-I,
S.I.T.E, Karachi.

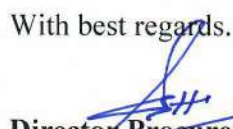
Subject: Complaint Under Clause 31 of SPPRA Rules Against Tender Committee for Procurement of Furniture / Fixtures for the New Girls' Hostel at Ojha Campus, DUSH, Karachi (Ref. No. DUHS/DP/2024/299), IFB/NIT No. DUHS/DP/2024/297-299 Dated November 18, 2024.

I am directed to refer your letter Ref. No. BSC-DUHS-FUR-CRC-2025-8152 dated 12 February 2025 on the subject noted above. Regarding the contents of the referenced letter, I would like to present the following point-wise replies for your kind perusal:

1. You have solely quoted the statement of the External Member while disregarding the recommendations of the other four members/Chairperson of the Procurement Committee (PC). It is important to reiterate that the decision was made based on the majority vote, considering the significant price difference of PKR 30,765,259/- between M/s. Brisk Services Co. and M/s. Versant, the lowest bidder duly complying with the laid down terms and conditions of the tender. The PC recommendations, along with the approval of the competent authority based on the Bid Evaluation Report, have been entirely ignored by you.
2. M/s. Versant fully complied with all mandatory requirements outlined in the bidding documents. Notably, the submission of samples was not a mandatory requirement, as specified in ITB Clause 24 of the bidding documents. The committee based its decision on the Technical Report provided by the relevant authority, which was duly incorporated into the published Bid Evaluation Report.
3. Firstly, we would like to understand the source of your observations. However, we would like to clarify that the relevant technical team invited, evaluated, and approved the samples in accordance with the provisions of the bidding documents.
4. It is elucidated that the documents submitted by M/s. Versant in support of the relevant criteria for the projects valued at 12 million and above were crossed checked and verified with the issuing offices, on the instruction of the External Member.
5. The SPPRA Notification No. DD(A&F)SPPRA/2020-2021/1342 dated 03-11-2020, which you have referenced, has been misrepresented, misleading and taken entirely out of context. This notification specifically pertains to the procurement of 'WORKS' and does not apply to the procurement of 'GOODS'.

We assure you that the entire procurement process, from tender advertisement to final evaluation, was conducted in strict accordance with the prescribed SPPRA Rules 2010. The procuring agency has fully safeguarded its interests in terms of both the quality of goods and value for money.

With best regards.


Director Procurement
Dow University of Health Sciences, Karachi.


15-2-2025

Jallat Khan

c.c. to: PA to the Vice Chancellor, DUHS, Karachi.