

MINUTES OF THE MEETING REGARDING REGRARDING GRIEVANCES REDRESSAL FOR PURCHASE OF VARIOUS EQUIPMENT UNDER THE ADP SCHEME “CAPACITY BUILDING OF THE DIRECTORATE OF INFORMATION & ESTABLISHMENT OF SOCIAL MEDIA CELL FOR CHIEF MINISTER, KHYBER PAKHTUNKHWA”

A meeting to redress the grievances of the aggrieved prospective bidders for procurement of various equipment under the ADP Scheme “Capacity Building of the Directorate of Information & Establishment of Social Media Cell for Chief Minister, Khyber Pakhtunkhwa” was held on **14.01.2021 at 11:00am** under the Chairmanship of Secretary Information & PRs (Grievances Redressal Officer), Khyber Pakhtunkhwa in his office. The following attended:

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| 1. Mr.Arshad Khan, Secretary Information & PRs, KP | In Chair |
| 2. Mr. Ahmand Zeb, Additional Secretary Information & PRs, KP | |
| 3. Mr. Zar Ali Khan, Deputy Director (I.T), DGIPR, KP | |
| 4. Mr. Habibullah, Section Officer (B&A), Information & PRs Department, KP | |
| 5. Mr. Muhammad Shah, Planning Officer, Inforamtion & PRs Department, KP | |
| 6. Hafiz Ghulam Mudassir, Assistant Director (I.T), DGIPR, KP | |

2. The chair was briefed that the Department has received as many as five (5) complaints/queries from the prospective bidders i.e. M/S Quick Business Solutions, M/S Micro Systems, M/S IR-JA, M/S Worldwide Vision and M/S O&A Business Machines for redressal under the Khyber Pakhtunkhwa Grievances Redressal Rules 2017.

3. The aggrieved bidders were called one by one and Secretary Information, being the Grievances Redressal Officer, personally heard them by providing ample opportunity to them to express their grievances for all possible redressal under the law.

4. After detailed deliberation, decisions with regard to each complaint/query were made as below:

DECISIONS:

S#	AGGRIEVED FIRM	ITEM NAME/OBSERVATIONS (EXTRACTS)	PROCEEDING & FINAL DECISION
1	M/S Microsystem	<p>S#3.1 of Component-I</p> <p><u>Memory Card</u> The qualified bidder i.e. M/S Quick Business Solutions did not mention Duo Mark 2 in the quoted bid</p>	Representative of M/S Quick Business Solution was heard. He was asked to provide a certificate that Mark 2 is not compatible with his quoted camera and that was the only reason he quoted another compatible memory Card. It was decided that the certificate shall be evaluated by the Technical persons of the Department. If the firm fails to provide the certificate, the entire package shall be declared ‘non-responsive’ and the comparative statement shall be accordingly updated clearly mentioning the next qualified

			bidder.
2	M/S Microsystem	<p>S# 6 & 15 of Component-I and Component -II Respectively</p> <p><u>IMac</u> The qualified bidder i.e. M/S Quick Business Solutions quoted the item with lower specs i.e. 512GB SSD</p>	The complaint of the aggrieved bidder was found genuine. The Firm has highlighted typographic mistake which shall be corrected in the final comparative statement. M/S Microsystem has been selected as the qualified bidder conforming to the technical specifications for the said item in both components.
3	M/S Quick Business Solutions	<p>S#8.8 & 14.2 of Component-I and Component -II Respectively</p> <p><u>Camera External Flash</u> The qualified bidder i.e. M/S Micro system has quoted GODEX-TT520 II which is short of required specs</p>	The Representative of M/S Microsystem has admitted that the quoted external flash i.e. GODEX-TT520 II is below specs as it tilts from 0 to 90 deg instead of -7 to 90 deg. Hence the next qualified bidder i.e. M/S Quick Business Solutions has been selected based on conformity to technical specs.
4	M/S Quick Business Solutions	<p>S#4 Component-II</p> <p>Fax Machine + Copier + Scanner As per requirement, Fax Machine should be multifunctional with copier and scanner but the selected fax machine i.e. Panasonic 981CX is only thermal fax machine</p>	Discrepancy observed in the name of the item and detailed specs which made it difficult to choose the qualified bidder based on conformity to technical specs. It has therefore been decided that the item shall be re-tendered with revised specifications or purchased through direct sourcing if the cost does not exceed 100,000/-
5	M/S Quick Business Solutions	<p>S#8.4 Component-II</p> <p>Tripod The selected King Joy Tripod is a low-quality product not useful for professional work</p>	The Qualified bidder i.e. M/S Micro Systems shall provide a certificate that the quoted item i.e. King Joy is of good quality and yields the required specifications, by Tuesday January 19, 2021. The Firm shall also provide a sample of the same along-with the certificate.

6	M/S Quick Business Solutions	<p>S#8.5 of Component-II</p> <p>Spider Monopod The selected Firm has neither specified a particular brand nor mentioned dimensions/specifications</p>	<p>After traversing the particulars of both bidders, it has been decided that both the firms i.e. M/S Quick Business Solutions and M/S Micro Systems shall furnish a certificate of quality assurance and provide sample(s) which will be examined by the technical person of the Department and the best quality product will be selected for further processes of the procurement.</p>
7	M/S Worldwide Vision	<p>S#11 of Component-I</p> <p>Table Mic & Sound System The quoted item No. 11 and 12 have been clubbed together. However, both are separate items and should be treated separately.</p>	<p>The original bid and later clarifications of M/S Worldwide Vision were thoroughly examined. It has been decided that the Item No. 12 i.e. Wireless Mic shall be separately treated and the comparative statement shall be accordingly updated while the Item No. 11 i.e. Table Mic & Sound System shall be re-advertised as economy of bid cannot be ascertained due to significant disparity in the rates of two prospective bids.</p>
8	M/S M/S IR-JA	<p>S#11 of Component-I</p> <p>Table Mic & Sound System The quoted item meets the required specifications and should be considered</p>	<p>The representative of M/S IR-JA was given ample opportunity to show conformity of his bid to the required specifications. However, he admitted that his bid is short of mentioning "<i>Built-in Digital Acoustic Feedback Suppression (DAFS)</i>". Furthermore, most of the specs quoted were found vague which rendered the bid 'non-responsive'. The decision with regard to the said item mentioned at Serial#7 was also reviewed and thus decided to sustain it and re-advertise the item with revised specifications.</p>
9	M/S O&A Business Machines	<p>S#17 & 10 of Component-I & Component-II respectively</p> <p>Photocopier & heavy duty photostat machine The firm is pleased to see comparative statement and has no objection.</p>	<p>The firm has acknowledged the authenticity of the comparative statement and raised no objection rather shared a 'Thank you' note. However, the cost quoted by the bidder is on high side as compared to the sanctioned budget for the said item. It has therefore been decided to take up the case with Finance Department for provision of required fund and/or re-advertising the item with revised specifications.</p>
