

**MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE**

No: RIC/Admin/ 3089/211

Dated: 07/09/2021

A grievance meeting regarding annual tender of security services for the financial year 2021-22 was held on 06-09-2021 at 10:00am in the office of the Deputy Medical Superintendent (Admin) which comprised all members of Grievance Redressal Committee. Attendance sheet is attached herewith.

Grievances of following firms were presented before the committee.

1. *M/s Arcane Security Services Pvt Ltd.*
2. *M/s Brothers Protection Pvt Ltd.*
3. *M/s A.J Security Services pvt Ltd.*
4. *M/s MPS Security Guards Services Pvt Ltd.*

**1. M/s Arcane Security Services Pvt Ltd.**

The appeal of **M/s Arcane Security Services Pvt Ltd** was discussed with the members of the Technical Advisory Committee and the record of Technical Advisory Committee was reviewed. It was found that **M/s Arcane Security Services Pvt Ltd** substantially responsive subject to provision of valid License from Government of Punjab & Contract agreement of last 05 years.

**DECISION:**

The representative of the firm produces the requisite documents to the committee. The committee accepted the documents and evaluated by the members of Technical Advisory Committee in meeting and **found responsive.**

**2. M/s Brother Protection Pvt Ltd.**

The appeal of **M/s Brother Protection Pvt Ltd** was discussed with the members of the Technical Advisory Committee and the record of Technical Advisory Committee was reviewed. It was found that **M/s Brother Protection Pvt Ltd** substantially responsive subject to provision of Contract agreement of last 05 years & Security Plan of RIC as per bidding documents.

**DECISION:**

The representative of the firm produces the requisite documents to the committee. The committee accepted the documents and evaluated by the members of Technical Advisory Committee in meeting and **found responsive.**

### 3. M/s A.J Security Services Pvt Ltd.

The appeal of M/s A.J Security Services Pvt Ltd was discussed with the members of the Technical Advisory Committee and the record of Technical Advisory Committee was reviewed. It was found that M/s A.J Security Services Pvt Ltd non-responsive due to non provision of following documents

1. Valid license of Government of Punjab.
2. Security Plan as per bidding documents.

### DECISION:

The representative of M/S A.J Security Services Pvt Limited produced a letter of Government of the Punjab, Home Department vide No.HP-I/1-295/2010 (V-I) dated 29<sup>th</sup> June, 2021 issued to the Zonal Administrator, Auqaf Lahore Zone, Lahore, whereby M/S A.J Security Services pvt Limited is allowed to operate business of security services, upon applying for renewal of license.

The verification of the letter provided by M/S A.J Security Services pvt Limited was made from Home Department, Punjab and it is revealed that the renewal of license to be granted within 15 days. The firm is referring a letter which is issued more than 60 days before, hence the same is not acceptable to Rawalpindi Institute of Cardiology, Rawalpindi.

In the light above mentioned points, the grievance of M/S A.J Security Services Pvt Limited is however accepted subject to the provision of license on or before 13<sup>th</sup> September, 2021 at 12:00 noon. Security plan provided by M/S A.J Security Services Pvt Limited as per bidding document is accepted by TAC Department.

### 4. M/s MPS Security Guards Services Pvt Ltd.


The appeal of M/s MPS Security Guards Pvt Ltd was discussed with the members of the Technical Advisory Committee and the record of Technical Advisory Committee was reviewed. It was found that M/s MPS Security Guards Pvt Ltd non-responsive due to non full filling the eligibility criteria.

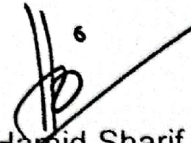
1. Minimum experience less than 05 years.
2. Joint venture is not acceptable as per clause no,7 of term & conditions of tender.

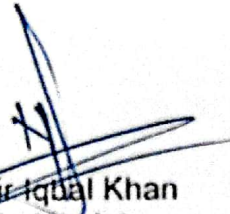
**DECISION:**

The appeal of above firm was discussed with the members of the Technical Advisory Committee and the record of Technical Advisory Committee was reviewed. It was observed that Technical Advisory Committee has followed all the steps of evaluation of bid. Therefore the decision of Technical Committee remains intact.

Meeting was ended with the vote of thanks

  
Mr. Sohaib Hassan  
Account Officer  
RIC Rawalpindi  
(Member)

  
Dr. Hamid Sharif Khan  
Asstt Professor of  
Cardiology  
RIC Rawalpindi  
(Member)

  
Dr. Nasir Iqbal Khan  
DMS (Admin)  
RIC Rawalpindi  
(Chairman)