

PROCUREMENT UNIT
No. SEF/512/19
Date: 01-02-2019
(SAY NO TO CORRUPTION)

To,

Mr. Attiq Hassan Shah,
Director Coordination, Policy and Legal Affairs,
M/s. National Examination & Evaluation Foundation (NEEF),
Islamabad.

SUBJECT: Award of Contract for Consultancy Services for Invigilation / Execution & Electronic Marking of Students Assessments SEF/NP/18-19/02

I am directed to refer to your complaint vide letter No.NEEF/SEF/2019/001 dated 22nd January 2019 received on 23rd January 2019, on the subject noted above and to state that the meeting of Complaint Redressal Committee (CRC) was held on 28 January 2019.

The Complaint Redressal Committee examined your Complaint and the issues raised therein. It examined entire process of procurement relating to the Consultancy Services for Invigilation / Execution & Electronic Marking of Students Assessments SEF/NP/18-19/02 and has set aside the Complaint raised by yourself is unjustified and factually incorrect as concluded by CRC as under:

- DD (Legal)
- The CRC examined all the points of the letter from M/s NEEF, the technical findings and evaluation of both the firms and concluded that the Procurement Regime as prescribed by the SPPRA Rules has been complied with accordingly while the evaluations has been done without any bias or subjectivity and is based on Merit.
 - The CRC also concluded that the Minutes of this Meeting shall be circulated to all concerned with the decision that the Complaint Redressal Committee (CRC) is satisfied with the procedures and evaluations of the subject tender and that the process as prescribed in the SPPRA Rules 31 has also been complied with in letter & spirit. The complaint / grievance submitted by M/s NEEF is unjustified and factually incorrect and that the Procurement Agency shall continue the subject tender process as per guidelines provided in SPPRA Rules 31(5), (6) & (7) and

SPPRA INWARD DIARY

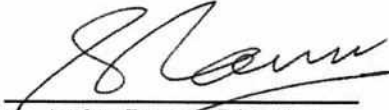
NO : 9146

DATED : 01-02-2019

PLOT NO.21, BLOCK-7/8, OVERSEASE HOUSING, AMEER KHUSRO ROAD KARACHI, PAKISTAN.
Phone: (92-21) 34169141-5, FAX #: (92-21) 34169182

4/2
Put up in relevant file.
4/2
ASST

further complete the procurement proceedings as per Rule 48 as recommended by the Consultant Selection Committee in view of the standing evaluation.



**Acting Deputy Director,
Procurement Unit, SEF**

Encl: (Meeting Minutes of CRC)

A copy is forwarded for information to:

- The Deputy Managing Director, SEF, Govt. of Sindh, Karachi
- The Director (GAC), SEF, Govt. of Sindh, Karachi
- The Staff Officer, M.D, SEF. Govt. of Sindh
- The P.S. to Secretary SELD. Govt. of Sindh Karachi.
- The P.S. to Managing Director SPPRA, Govt. of Sindh Karachi
- Member of Complaint Redressal Committee
- Members of Consultant Selection Committee
- Transparency International Pakistan, Karachi
- Master File.



SINDH EDUCATION FOUNDATION
GOVT. OF SINDH
(HEAD OFFICE)

SEF (Plot. No. 21/A, Block No.7& 8 Overseas Cooperative Housing Society,
Ameer Khusro Road) Karachi. 021-34169182 & 184



SEF/CRC/Minutes/18-19/

Minutes of Complaint Redressal Committee (CRC) Meeting for the RFP of "Consultancy Services for Students Invigilation/Execution & E-Marking for AY (2018-19, 2019-20 & 2020-21)".

As per the SPPRA Rule 31 of 2010, the Complaint Redressal Committee formally examined the grievance / complaint of one of the bidders, M/s National Examination & Evaluation Foundation vide its letter # NEEF/SEF/2019/001 (**Annexure-A**). The Meeting of the Complaint Redressal Committee was held at 12:30 p.m. on 28th January, 2019 at the Head office of Sindh Education Foundation, Karachi. The Committee's composition is as under;

1. **Ms. Naheed S. Durrani**, Managing Director, SEF, (**Chairman of CRC-SEF**).
 2. **Mr. Tariq Irshad**, Accounts officer, Representative of Accountant General Sindh, Government of Sindh. (**Member/Secretary of CRC-SEF**).
 3. **Mr. Muhammad Aqeel Farooq**, Ex-Manager, Assistant Operation, Agha Khan University Examination Board, Karachi. (Independent representative from relevant field), (**Member of CRC-SEF**).
2. The Chairperson briefed the participants of the Committee about the agenda of the meeting while the following relevant officials were also called upon to respond to procedural & technical queries;

1. Mr. Nasim Mirani (Director GA&C / Chairman CSC)
2. Mr. Shahnawaz Khan (Acting Deputy Director, Procurement Unit, SEF)
3. Mr. Mubashir Mirza (AD-AASP/Member CSC)
4. Ms. Huma Shafique (Acting AD-Assessment/Co-opted Member CSC)
5. Mr. Ishtiaque Qureshi (Subject Specialist Assessor/Co-opted Member CSC)

(Copy of attendance sheet is attached overleaf)

The meeting initiated with Bismillah-hir-Rehman-Nir-Rahim and a formal introduction and briefing about the Foundation along with an overview of the background of the subject RFP, its scope and significance. Further details are summarized as under.

1. Discussion

- 1.1 The participants were apprised by the Acting Dy. Director Procurement that the evaluation for the subject tender had been done by the 'Consultant Selection Committee' which has been notified by the Government of Sindh and comprises of two external members, who are currently both Senior Representatives of their Departments, i.e. Planning & Development and Finance respectively. (Notification of CSC, in compliance with SPPRA Rules, is attached at **Annexure-B**).



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- 1.2 The Acting Dy. Director Procurement also apprised the participants that all relevant procedures including advertisement, RFP, opening of technical & financial bids have been executed in total compliance with SPPRA Rules and has also been observed by Transparency International during meetings for which relevant record is available for reference of CRC members (Minutes of Meetings attached at **Annexure-C**).
- 1.3 The CRC member, Mr. Tariq Irshad enquired regarding the details of evaluation, specifically the parts that have been highlighted in the letter of M/s NEEF, upon which CRC Chair asked for a detail briefing the process of Technical Bid opening & evaluation.
- 1.4 The CRC was apprised by Dy. Director Procurement that Technical Proposals of Request for Consultancy Services for Students' Invigilation/Execution & E-Marking for AY (2018-19, 2019-20 & 2020-21) (SEF/NP/18-19/02) was opened on 2nd October, 2018 at 3:30 pm. In response to the RFP, two Firms submitted their Proposals M/s. National Examination & Evaluation Foundation (NEEF) & M/s. Sukkur IBA University out of which one firm M/s. National Examination & Evaluation Foundation (NEEF) has been dis-qualified with a score of 63.8% in Technical Evaluation whereas M/s. Sukkur IBA University has been found eligible with a score of 87.4% and shortlisted by Consultant Selection Committee as per Criteria of RFP.
- 1.5 It was apprised by AD-AASP that the eligibility evaluation was done based on the documents submitted by the two bidders. In the initial review, clarity was sought on certain areas through calling of few documents as well (**Annexure-D**).
- 1.6 Acting AD-Assessment briefed the participants that considering the highly technical nature of the assignment as well as its strategic importance and scope for the Foundation, given the currency of the Framework Contract was 03 years, site visits were conducted for both bidders to physically examine the technical requisites as encompassed in the Proposals submitted by the two bidders.
- 1.7 Dy. Director Procurement also put on record the reports from the two site visits along with photographic evidences in reference to the technical parameters of evaluation for the reference of CRC Members.
- 1.8 Mr. Aqeel Farooq (Technical Expert) enquired regarding the Technical Findings and Evaluation of both firms in reference to the grievance of M/s NEEF on evaluation points 'a' to 'f' of Technical Evaluation Criteria.

Aqeel
01/02/2019



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- 1.9 The Technical Team further shared the comparative analysis and the bases for each and every criterion of the Technical Evaluation with the CRC Members along with documentary evidences (Annexure-E). The CRC members were apprised with the attention to details given to each and every aspect of Technical Evaluation which is the reason why this exercise took more than three months to complete.
- 1.10 It was noted during the review of evaluation that M/s NEEF had quoted the experience of working with SEF in 2016 and also mentioned E-Marking and use of IRT, whereas it was on record with the Foundation that it was a Manual Marking assignment without IRT, which is tantamount to misrepresentation. Moreover, the Technical Team also shared that the Foundation did not have a good experience of working with M/s NEEF that an unwarranted delay of around 06 months whereby M/s NEEF was also penalized while the Foundation had to face a strategic backlog, however, the evaluation in subject was completely kept unbiased from this fact.
- 1.11 It was also noted during the review that M/s NEEF had bid in a similar tender last year (SEF/NP/16-17/18 which was also for E-Marking & Invigilation with IRT of being prime significance and M/s NEEF was disqualified at Technical Evaluation stage due to lack of experience to which they did not contest even at that time. The CRC was also apprised Dy. Director Procurement that SEF engages third party through competitive process and four different organizations have been selected in last five years completely on merit.
- 1.12 The Chairperson of CRC also referred to the point of 'Conflict of Interest' in the letter of M/s NEEF and shared that the SPPRA Rules clearly provide the necessary guidelines for Government entities as per Rule 29 [2 (a) & (b)] and also Rule 62 & 63 which have been complied with through Rules 41 – 46(2) and enforcement of Rule 72(2) in letter and spirit.

2. Conclusion

- 2.1 The CRC examined all the points of the letter from M/s NEEF, the technical findings and evaluation of both the firms and concluded that the Procurement Regime as prescribed by the SPPRA Rules has been complied with accordingly while the evaluations has been done without any bias or subjectivity and is based on *Merit*.
- 2.2 The CRC also concluded that the Minutes of this Meeting shall be circulated to all concerned with the decision that the Complaint Redressal Committee (CRC) is satisfied with the procedures and evaluations of the subject tender and that the process as prescribed in the SPPRA Rules 31 has also been complied with in letter & spirit. The complaint / grievance

Agreed
01/02/2019



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submitted by M/s NEEF is unjustified and factually incorrect and that the Procurement Agency shall continue the subject tender process as per guidelines provided in SPPRA Rules 31(5), (6) & (7) and further complete the procurement proceedings as per Rule 48 as recommended by the Consultant Selection Committee in view of the standing evaluation.

COMPLAINT REDRESSAL COMMITTEE-SEF (CRC)

Mr. Tariq Urshad
Member/ Secretary CRC-SEF
Accounts officer, Representative of
Accountant General Sindh.
Government of Sindh.

Mr. Muhammad Aqeel Farooq
Member CRC-SEF
Ex- Manager, Assistant Operation, Agha
Khan University Examination Board,
Karachi (Independent representative from
relevant field).

Ms. Naheed S. Durrani
Chairperson CRC-SEF
Managing Director - Sindh Education
Foundation-SEF.