

Lady Reading Hospital (LRH) Peshawar Medical Teaching Institution (MTI)

Contact No: 091-9211927

SOLICITATION DOCUMENTS For OFFICE FURNITURE 2024-25

Note: The prospective bidder is expected to examine the Bidding Documents carefully, including all Instructions, Terms & Conditions, and Specifications etc. Failure to furnish all information required by the Bidding documents or submission of a Bid not substantially responsive to the Bidding Documents in every respect would result in the rejection of the Bid.

Manager Material Management LRH/MTI Peshawar		_	laintenance & Engineering /MTI Peshawar
Associate Hospital Director LRH/MTI Peshawar			Director Finance LRH/MTI Peshawar
Director Nursing LRH/MTI Peshawar			Medical Director LRH/MTI Peshawar
	Hospital Director LRH/MTI Peshawar	-	

TABLE OF CONTENTS

S #	Contents	Page#
1.	Introduction	2
2.	Instruction To Bidders	2
3.	Eligible Bidders	4
4.	General Conditions	5
5.	Invitation For Bids	6
6.	Bid Security	7
7.	Bid Validity	7
8.	Statement of Requirement with Specification	8
9.	Evaluation Criteria	16
10.	Blacklisting of Defaulted Bidder/Contractor	18

1. INTRODUCTION:

Medical Teaching Institution Lady Reading Hospital Peshawar/(MTI) invites. Item wise sealed bids from the eligible bidders (Suppliers) for procurement of **Office Furniture 2024-25** for Hospital through open Competitive Bidding under rule 6(2) (b) "**Single Stage Two Envelope**" bidding procedures of Khyber Pakhtunkhwa Public Procurement Regulatory Authority (KPPRA) Rules 2014.

Description	Dates	
Last date and time for Bid submission	12/06/2024 at 11:00 AM	
Pre-Bid Meeting	05/06/2024 at 11:00 AM	
Bid Security	Rs: 200,000/-	

2. INSTRUCTIONS TO BIDDERS:

- 1. This Bidding procedure will be conducted in light of Khyber Pakhtunkhwa Public Procurement Regulatory Authority (KPPRA) Laws, Rules made there under along with Standard Bidding Documents.
- 2. Both Technical Bids and Financial Bids must be submitted in two separate sealed inner envelops marked "1-Technical Bids" and "2-Financial Bids" which should be packed in one outer envelope.
- 3. The technical bids will be opened on at 11:30 am in presence of the bidders/representatives who choose to attend while the financial bids will be opened later on after the evaluation of technical bids. Financial bids of only technically qualified responsive bidders will be opened while the financial bids of technically unqualified bidders will be returned unopened.
- 4. An affidavit is mandatory; in the Technical Bid that bid security is placed in the financial bid. Duly attested by notary public.
- 5. Any bid received after the deadline for submission of bids shall not be entertained and shall be returned unopened to the Bidder.
- 6. All the bidders are required to provide annexure wise complete requisite documents with page marking for their Technical Evaluation / Qualification as prescribed under the rules.
- 7. The bid should be complete in all respect and must be signed by the bidder.
- 8. All prices quoted must be in Pak Rupees (PKR) and should include all applicable taxes. If not specifically mentioned in the Quotation, it will be presumed that the prices include all the taxes.
- 9. Bidders are essentially required to provide correct and latest postal/email/web addresses, phone/mobile/fax numbers for actively and timely communication.

- 10. For any query, clarification regarding Services / Bid Solicitation Documents, the applicants may send a written request at least one day prior to the opening date.
- 11. The Bidder may after its submission withdraw its bid prior to the expiry of the deadline prescribed for submission of bids. Withdrawn bids will be returned unopened to the Bidders.
- 12. Any bid not received as per terms and conditions laid down in this document are liable to be ignored. No offer shall be considered if:
 - a. Received without earnest money;
 - b. It is received after the date and time fixed for its receipt;
 - c. The tender document and the bid is unsigned;
 - d. The offer is ambiguous;
 - e. The offer is conditional i.e. advance payment, or currency fluctuations etc.;
 - f. The offer is from blacklisted firm in any Federal / Provincial Govt. Dept:
 - g. Only typed tender on original prescribing letter pad, sealed & signed (Every Page) should be submitted, the quoted Price must be pre printed and hand written quoted price will not be acceptable. The tenders must be according to hospital specification; alternate rates will not be acceptable.
- 13. Usage of correction fluid & corrections are strictly prohibited unless duly initiated.
- 14. Any erasing / cutting etc. appearing on the offer, must be properly signed by the person signing the tender.
- 15. Bids will be rejected if the Bid is in some way connected with bids submitted under names different from his own.
- 16. In case of Bid Tie, the decision will be taken by making toss/draw/Recall sealed quotation in front of the bidders.
- 17. Any direct or indirect effort by a bidding firm to influence this institution during the process of selection of a bidder or award of contract may besides rejection of its bid result into its disqualification from participation in the LRH Peshawar's future bids.

3. ELIGIBILITY CRITERIA:

0

- o Bidders must give compliance to the below mentioned clauses as these are mandatory to being eligible for the bidding process. Relevant certificates must be attached.
- The bidder must be registered with Income Tax, Sales Tax, reflected as Active Tax Payer on the list of FBR.NTN and Professional tax.
- The bidder shall provide an undertaking that the bidder has not been declared black listed by any Governmental/Semi-Governmental institutions.
- Bidders shall not be eligible to bid if they are under a declaration of In eligibility for corrupt and fraudulent practices issued by any government organization in accordance with the Section 44(1) KPP Rules 2014.

4. GENERAL CONDITIONS: -

- 1. LRH Peshawar shall evaluate the proposal in a manner prescribed in advance, without reference to the price and reject any proposal which does not conform to the specified requirements.
- 2. Alternative bid shall not be considered and shall be rejected by the Competent Authority.
- 3. At any time prior to the deadline for submission of bids, LRH Peshawar may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding documents by amendment.
- 4. If a bid is not substantially responsive, it will be rejected by the Procuring Entity and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
- 5. LRH/MTI Peshawar may accept or reject any or all of the bids under Rule 47 of KPPRA Rules, 2014.

Lady Reading Hospital Medical Teaching institute Peshawar

Phone:

091-9211927

5. INVITATION FOR BIDS

Hospital Director, Medical Teaching Institute, **Lady Reading Hospital Peshawar** invites sealed tenders on turnkey basis under National Competitive Bidding for the procurement of **Office Furniture** for Hospital, under rule 6(2)(b) "single stage two envelope procedure" of KPPRA Rules 2014, from (General order supplier) registered with the Income / Sales tax, reflected on Active Taxpayer List of FBR.

The bidders are required to submit bid security @ 200,000/- in shape of Call Deposit Receipt (CDR)/Bank Guarantee in the name of Hospital Director LRH Peshawar. An affidavit is mandatory, in the technical bid that bid security is placed in the financial bid.

The tenders complete in all respect must reach the undersigned by 11:00 hrs. on 12-06-2024, which will be opened at 11:30 hrs. on the same day in conference room of the Complex in the presence of the procurement committee and the bidders / representatives who may choose to attend.

Competent Authority reserves the right to reject any or all the bids as per provisions contained in Rule 47 of KPPRA Rules 2014.

6. BID SECURITY

Bid security @ 200,000/- in shape of Call Deposit/Bank Guarantee (refundable) drawn in favor of "Hospital Director LRH Hospital" should be kept sealed in the financial proposal. An affidavit is mandatory in the technical bid that bid security is placed in the **financial proposal**.

The bid security may be forfeited:

- i) If a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form; or
- ii) In the case of a successful Bidder, if the Bidder fails to sign the contract.

7. BID VALIDITY:

- i) The bids should be valid for a period of 90 days.
- ii) In exceptional circumstances, LRH Hospital may solicit the Bidder's consent to an extension of the period of validity reasons shell be recorded in writing. The request and the responses there to shall be made in writing. The bid security provided shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be required nor permitted to modify its bid, except as provided in the bidding document.

8. Specification Office Furniture 2022-23

S#	ITEM NAME	SPECIFICATION	PRICE
1.	WALL CABINET	Size: length 36" x height 48" x depth 16". 04 shelves and central partition. Height between shelves should remain equal. Structure made of best quality furniture colored laminated board with fine edging.	
2.	CENTER TABLE SMALL	Size: length 22" x width 22" x height 18". Frame made of solid wood which has been proper seasoned. 32mm thick top made of shesham vin-board with Complete high-quality antique/Dark Brown polish finished.	
3.	OFFICE CHAIRS	Size: As per Standard. complete structure of the chair is made of solid wood which has been proper seasoned. The seat of the chair is upholstered with best quality foam covered with brown color fabric. Back of the chair is wooden having 3 wooden. Complete high-quality antique/Dark Brown polish finished.	
4.	EXECUTIVE REVOLVING CHAIRS	Size: As per Standard. Professional high back leather chair with thick padded contour seat and back with built in lumbar support, one touch pneumatic seat height adjustment dual function control, back height adjustment, padded height and width adjustment arms, heavy duty base.	
5.	3-SEATER BENCH FOR WAITING AREA	Size: As per standard. Imported stainless steel 3-seater hospital waiting bench. Chrome color, Gross weight must be at least 32 kg per set.	
6.	WOODEN CUPBOARD	Size: length 1829mm x width 1219mm x depth 457mm. 04 shelves and central partition. Height between shelves should remain equal. 02 doors with heavy duty locking mechanism and best quality handle, structure made of best quality shesham vin-board. Footing is strongly supported by solid wooden base. Complete high-quality antique/Dark Brown polish finished.	
7.	EASY CHAIRS		

	(FOR		
	ADMINISTRATIVE		
	OFFICE)		
	,		
8.	OFFICE TABLE SMALL	Size : Length 1200mm x 750mm x height 750mm.	
		Structure made of shesham vin-board with 32mm thick	
		top. 3 drawers with groves on one side. Each drawer must	
		be installed with best quality 12" channel. One upper	
		drawer is installed with heavy duty best quality lock.	
		Keyboard tray of standard size with best quality 12"	
		channel. 25mmx100mm thick wooden strip for good foot	
		step. Complete high-quality antique/Dark Brown polish	
		finished.	
9.	SIDE RACK	Size: length 1065mm x width 407mm x height 760mm.	
		Side rack must have a sliding keyboard tray of standard	
		size, one drawer and a cabinet with door. Wire hole on	
		back for cables. Overall structure made of shesham vin-	
		board. Footing is strongly supported by solid wooden	
		base. Complete high-quality antique/Dark Brown polish	
		finished.	
10	SOFA SET 3+1+1	Single seater size: Length 865mm x width 760mm x	
	001110210111	5111 5 10 000001 01201 2011 5 011 000111111 11 11 11 11 11 11 11 11 11	
		Standard Height.	
	5-Seater	Standard Height.	
	5-Seater	3-seater Size: Length 2000mm x width 760mm x	
	5-Seater		
	5-Seater	3-seater Size: Length 2000mm x width 760mm x	
	5-Seater	3-seater Size: Length 2000mm x width 760mm x Standard Height.	
	5-Seater	3-seater Size: Length 2000mm x width 760mm x Standard Height. Structure made of solid wood, seat upholstered with best	
	5-Seater	3-seater Size: Length 2000mm x width 760mm x Standard Height. Structure made of solid wood, seat upholstered with best quality 4" foam, backrest upholstered with 3" best quality	
	5-Seater	3-seater Size: Length 2000mm x width 760mm x Standard Height. Structure made of solid wood, seat upholstered with best quality 4" foam, backrest upholstered with 3" best quality foam and Arm rest upholstered with 2" best quality foam.	
11		3-seater Size: Length 2000mm x width 760mm x Standard Height. Structure made of solid wood, seat upholstered with best quality 4" foam, backrest upholstered with 3" best quality foam and Arm rest upholstered with 2" best quality foam. Cushioned with best quality brown fabric. base footing is made of solid wood.	
11	CONFERENCE TABLE	3-seater Size: Length 2000mm x width 760mm x Standard Height. Structure made of solid wood, seat upholstered with best quality 4" foam, backrest upholstered with 3" best quality foam and Arm rest upholstered with 2" best quality foam. Cushioned with best quality brown fabric. base footing is made of solid wood. Size: Length 3585mm x width 1240mm x Height 760mm.	
11	CONFERENCE TABLE 12 PERSONS	3-seater Size: Length 2000mm x width 760mm x Standard Height. Structure made of solid wood, seat upholstered with best quality 4" foam, backrest upholstered with 3" best quality foam and Arm rest upholstered with 2" best quality foam. Cushioned with best quality brown fabric. base footing is made of solid wood.	
11	CONFERENCE TABLE 12 PERSONS (FOR MEETING	3-seater Size: Length 2000mm x width 760mm x Standard Height. Structure made of solid wood, seat upholstered with best quality 4" foam, backrest upholstered with 3" best quality foam and Arm rest upholstered with 2" best quality foam. Cushioned with best quality brown fabric. base footing is made of solid wood. Size: Length 3585mm x width 1240mm x Height 760mm. Sides made of shesham vin-board, and 32mm thick top.	
11	CONFERENCE TABLE 12 PERSONS	3-seater Size: Length 2000mm x width 760mm x Standard Height. Structure made of solid wood, seat upholstered with best quality 4" foam, backrest upholstered with 3" best quality foam and Arm rest upholstered with 2" best quality foam. Cushioned with best quality brown fabric. base footing is made of solid wood. Size: Length 3585mm x width 1240mm x Height 760mm. Sides made of shesham vin-board, and 32mm thick top. Built in cable management panel. Complete high-quality	
11	CONFERENCE TABLE 12 PERSONS (FOR MEETING ROOM) EXCUTIVE VISITOR	3-seater Size: Length 2000mm x width 760mm x Standard Height. Structure made of solid wood, seat upholstered with best quality 4" foam, backrest upholstered with 3" best quality foam and Arm rest upholstered with 2" best quality foam. Cushioned with best quality brown fabric. base footing is made of solid wood. Size: Length 3585mm x width 1240mm x Height 760mm. Sides made of shesham vin-board, and 32mm thick top. Built in cable management panel. Complete high-quality	
	CONFERENCE TABLE 12 PERSONS (FOR MEETING ROOM)	3-seater Size: Length 2000mm x width 760mm x Standard Height. Structure made of solid wood, seat upholstered with best quality 4" foam, backrest upholstered with 3" best quality foam and Arm rest upholstered with 2" best quality foam. Cushioned with best quality brown fabric. base footing is made of solid wood. Size: Length 3585mm x width 1240mm x Height 760mm. Sides made of shesham vin-board, and 32mm thick top. Built in cable management panel. Complete high-quality antique/Dark Brown polish finished. Size: As per Standard	
	CONFERENCE TABLE 12 PERSONS (FOR MEETING ROOM) EXCUTIVE VISITOR	3-seater Size: Length 2000mm x width 760mm x Standard Height. Structure made of solid wood, seat upholstered with best quality 4" foam, backrest upholstered with 3" best quality foam and Arm rest upholstered with 2" best quality foam. Cushioned with best quality brown fabric. base footing is made of solid wood. Size: Length 3585mm x width 1240mm x Height 760mm. Sides made of shesham vin-board, and 32mm thick top. Built in cable management panel. Complete high-quality antique/Dark Brown polish finished. Size: As per Standard Complete structure of the chairs is made of solid wood.	
	CONFERENCE TABLE 12 PERSONS (FOR MEETING ROOM) EXCUTIVE VISITOR	3-seater Size: Length 2000mm x width 760mm x Standard Height. Structure made of solid wood, seat upholstered with best quality 4" foam, backrest upholstered with 3" best quality foam and Arm rest upholstered with 2" best quality foam. Cushioned with best quality brown fabric. base footing is made of solid wood. Size: Length 3585mm x width 1240mm x Height 760mm. Sides made of shesham vin-board, and 32mm thick top. Built in cable management panel. Complete high-quality antique/Dark Brown polish finished. Size: As per Standard	

		Back of the chair having special decorative buttons. Wood must have proper seasoned. Complete high-quality antique/Dark Brown polish finished.	
13	SINGLE BED	Size: Length 78" x width 42" x Height of the head board is 36" and height of the foot board is 24". Fitting for the mattress should be on 18" with central support for mattress, having 4" best quality foam. Structure made of solid wood covered with best quality shesham vin-board. Complete high-quality antique/Dark Brown polish finished.	
14	DINNING TABLE FOR 4 PERSONS	Size: Length 900mm x Width 900mm x Height 750mm. Top made of 32mm tick simple white laminated board with wooden edging. Base made of 25x25mm 18gauge best quality steel pipe painted with chrome color.	
15	DINNING CHAIR	Size: As per Standard Structure made of solid wood. Seat upholstered with best quality foam and covered with brown color leatherette. Backrest should be solid and strongly supported. Complete high-quality antique/Dark Brown polish finished.	
16	SOFA CUMBED (03-SEATER)	Standard size: As per Standard 03-Seater, seat and back cushioned with best quality foam & cloth/ Rexene, longer service life, termite resistance, dimensional accuracy and quality finishing. Smooth Tilting mechanism. Design & fabric color customization must be possible.	
17	CENTER TABLE LARGE	Size: length 36" x width 24"height 18". Frame made of solid wood which has been proper seasoned. 32mm thick top made of shesham vin-board with Complete high-quality antique/Dark Brown polish finished.	
18	REVOLVING CHAIRS	Height back (750mm), black leatherette seat and back with best quality foam cushion, lockable tilting mechanism pneumatic height adjustment, five-legged steel base with heavy duty twin caster.	
19	OFFICE TABLE LARGE	Size: length 1500mm x 760mm x height 750mm. Structure made of shesham vin-board with 32mm thick top. 3	

		drawers with groves on one side. Each drawer having best quality 12" channel. One upper drawer is installed with heavy duty best quality lock. Keyboard tray of standard size with 12" channel. 25mmx100mm thick wooden strip for good foot step. Complete high-quality antique/Dark Brown polish finished.	
20	COMPUTER CHAIRS	Computer Revolving Chair with best quality foam cushion, lockable tilting mechanism pneumatic height adjustment, fivelegged steel base with heavy duty twin caster.	

9. EVALUATION CRITERIA

The bids / proposals will be evaluated on the basis of advertisement, bid solicitation documents and the point system as specified below.

A proposal shall be rejected during the technical evaluation if the bid does not fulfill the minimum specified requirements OR if it fails to achieve the minimum score as indicated in the below mentioned table. Relevant certificates / documents must be attached.

Technical Evaluation Criteria for Office Furniture

S #	Parameters	Sub-parameters	Marks
1	Legal Requirement		15
		Sales Tax Registration Certificate	Mandatory
		NTN Registration Certificate	Mandatory
		KPRA Registration	Mandatory
		Professional Tax Certificate	03
		Annual Turn Over to the tune of PKR 100 million or above for previous 03 Financial Years. (To be verified from the bidder attested bank statement of last 3 years)	03
		Annual Income Tax Returns from Last 3 Years. (1 Mark for Each year)	03

		Sale Tax Returns from Last 3 Years. (1 Mark for Each Year)	03
		Last 3 Year Audited Balance Sheet Duly Attested by Chartered Accountant. (1 Mark for Each Year)	03
2	Product Sample		30
		Fully compliance with the required specifications as per Statement of Requirement. Minor deviations may be accommodated up to 4, subject to the condition that main function and performance in any aspect would not be affected. More than 4 minor deviations will be considered as major deviation and the bidder will be considered as non-responsive for the quoted item.	Mandatory
	Product that 100% comply with	Samples will be examined & accepted by the Technical & Evaluation Committee	
	the advertised specifications will	satisfactory	30
	be considered for evaluation	Good	15
	Sample(s) of successful bidder(s)	Unsatisfactory	0
	shall be kept by LRH. Supplies, when received, will be cross checked against the samples. Should the supplies fall below the standard of the supplied samples, they will be rejected and subsequently returned to the vendors.	Note: Sample of the Quoted Item shall be submitted to the technical Evolution Committee	
3	Relevant Experience		10
	Public Sector Last 05 year	One mark for each after sale satisfactory performance certificate (verifiable) of the firm / bidder on letter head or signed and stamped from the public sector institution / hospital for the relevant items with copies of supply orders/contract agreement. Supply Order / Purchase Order / Delivery challan / Completion Certificate will not be considered as satisfactory performance certificate.	05
	Private Sector Last 05 Year	One mark for each after sale satisfactory performance certificate (verifiable) of the firm / bidder on letter head of private institution / hospital for the relevant items with copies of supply orders/contract agreement. Supply Order / Purchase Order / Delivery challan/ Completion Certificate will not be considered as satisfactory performance certificate.	05

4	Manufacturer/ Authorized Dealer Performance		15
		The Bidder will have to give valid proof of being Manufacturer/ Authorized Distributor. Documented Proof must be attached.	Mandatory
		Experience as Bidder to be verified from date of NTN registration (Above 08 Years)	05
		Valid Certificate of Registration with Pakistan Engineering Council (PEC). PEC License must be online verifiable and copy of the certificate must be attached.	05
		Valid ISO 9001 Quality Management Certificate, must be registered with Pakistan National Accreditation Council (PNAC).	05
			1
	Total Marks		70
	Qualifying Marks		49
	Note: The firm scoring at leas	t 70% marks shall be declared responsive.	

Total Marks in Technical Criteria: 70

Financial Criteria (30 Marks):

S#	Parameters	Sub-Parameters	Total Marks: 30
	Price		30
		Lowest Price will get full marks.	
		The formula to calculate the marks for the price submitted is:	30
		[Lowest Price (Fm)/Price of Bid under consideration (F)] x100 x 0.30	

Total Marks (Technical Criteria + Financial Criteria): 100

Financial bids of only technically responsive bidders will be opened publicly at the time to be announced by the Procuring Agency. The Financial Bids of technically disqualified bidders will be returned un-opened to the respective Bidders. After getting the financial score from the remaining 30 marks, the two scores will be combined to identify the best evaluated bid.

Merit Point Evaluation Methodology: Contract will be awarded to the best evaluated responsive bid which gets the maximum marks and becomes the highest ranking in the Combined Evaluation calculated through the Merit Point Average Methodology which puts greater emphasis on non-price factors like stringent global certifications on Conformance Specifications (i.e., meeting the required technical specifications), Performance Specifications (i.e., meeting the requirements the product is designed for) leading to customer satisfaction verification, certifications of the technical staff, provision of maintenance & services and postwarranty services etc.

BLACKLISTMENT OF DEFAULTED BIDDER/CONTRACTOR

Conditions for Blacklistment of Defaulted Bidder/Contractor under rule 44 of KPPRA Rules 2014

The following are the events which would lead to initiate (Rule 44 of KPPRA Rules 2014) blacklisting/debarment process;

- Consistent failure to provide satisfactory performances.
- Found involved in corrupt/fraudulent practices.
- Abandoned the place of work permanently

Conditions for debarment of Defaulted Bidder/Contractor

- Failure or refusal to;
- Accept Purchases Order / Services order terms;
- Make supplies as per specifications agreed:
- Fulfill contractual obligations as per contract
- Non execution of work as per terms & condition of contract.
- Any unethical or unlawful professional or business behavior detrimental to good conduct and integrity of the public procurement process.
- Persistent and intentional violation of important conditions of contract.

- Non-adherence to quality specifications despite being importunately pointed out.
- Security consideration of the State i.e., any action that jeopardizes the security of the State or good repute of the Lady Reading Hospital MTI Peshawar.

Procedure for blacklisting and debarment

- 1. Competent authority of Lady Reading Hospital MTI Peshawar may on information, or on its own motion, issue show cause notice to the bidder.
- 2. The show cause notice shall contain the statement of allegation against the Bidder.
- 3. The bidder will be given maximum of seven days to submit the written reply of the show cause notice.
- 4. In case the bidder fails to submit written reply within the requisite time, the competent authority may proceed forth with ex-parte against the bidder.
- 5. Direct to issue notice of personal hearing to the bidder/ authorized representative of the bidder and the competent authority shall decide the matter on the basis of available record and personal hearing, if availed.
- 6. The competent authority shall decide the matter within thirty days from the initiation of proceedings.
- 7. The order of competent authority shall be communicated to the bidder by indicating reasons.
- 8. The order past as above shall be duly conveyed to the PKPRA and defaulting bidder within three days of passing order.
- 9. The duration of debarment may vary up to five years depending upon the nature of violation.

REDRESSING OF GRIEVANCES

- 1. The purchaser shall constitute a committee comprising of disagreed & notified by the competent authority proper powers and authorizations to address the complaints of bidders that may occur prior to the entry into force of the procurement contract.
- 2. Any bidder feeling aggrieved by any act of the purchaser after the submission of his bid may lodge a written complaint concerning his grievances not later than 03 days after the announcement of the bid evaluation report.
- 3. The grievance redressed Officer shall investigate and decide upon the complaint within 06 days of the receipt of the complaint. The report along with decision shall be forwarded to the purchaser officer within the prescribed period.
- 4. Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.

5. Note: Grievance notified & designated who can invite appropriate official as co-opted member for grievance.

8. Award of Contract:

Contracts shall be confirmed through a written agreement signed by the successful bidder and the LRH/MTI Peshawar.

9. Payment:

- a. No advance payment will be permissible.
- b. The payment will be made after successful supply, installation/inspection and test run of all requisite items.