



AUQAF, HAJJ, RELIGIOUS & MINORITY AFFAIRS DEPARTMENT

Eidgah Charsadda Road, Peshawar

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Phone: 091-9223441 Email: auqaf@kp.gov.pk

No. SO (Dev)/AHR&MAD/4-63/2020-21

Dated Peshawar the 13th October, 2026

To

The Quick Business Solution,
FF 760, Deans Trade Center, Peshawar cant.

M/s Auorst (Pvt) Limited
Office No 4,5, Sheikh Yaseen Trade Center University Road Peshawar

M/s teachaccess
Office TF/224 Deans Trade center Sadar Peshawar

M/s Computer Marketing Company (Pvt) Limited
FF/739, 1st Floor, Dean's Trade Center, Islamia Road, Peshawar

M/s Mazher Enterprises Pvt Ltd
401,B Techno Tower, University road, Peshawar

SUBJECT: **MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE REGARDING PURCHASE OF LAPTOPS UNDER THE CHIEF MINISTER DIGITAL INCLUSION PROGRAM FOR MINORITY (INF(P)3308/26 DATED 20AND 21 AUGUST, 2026 AT 2:00PM**

I am directed to refer to the subject noted above and to enclose herewith a copy of minutes of the subject meeting held on 20th and 21st August, 2026 at 02:00 PM, in the committee Room of the Auqaf, Hajj, Religious & Minority Affairs Department under the Chairmanship of Senior Planning Officer of the Auqaf, Hajj and Religious Affairs, Khyber Pakhtunkhwa. The minutes of the meeting are hereby submitted for your information, please.

Encl: As above.


SECTION OFFICER (DEV)

Endst: No. & Date Even.

Copy forwarded to the:

1. The P.S to Secretary, Auqaf, Hajj, Religious & Minority Affairs Department, Khyber Pakhtunkhwa, Peshawar.
2. The Additional Secretary, Auqaf, Hajj, Religious & Minority Affairs Department, Khyber Pakhtunkhwa, Peshawar
3. The Deputy Secretary Auqaf, Hajj, Religious & Minority Affairs Department, Khyber Pakhtunkhwa, Peshawar.

RECEIPT
Dispatch No. 2150-57
Dated 13/10/26
Section
Signature


SECTION OFFICER (DEV)

MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE REGARDING PURCHASE OF LAPTOPS UNDER THE CHIEF MINISTER DIGITAL INCLUSION PROGRAM FOR MINORITY (INF(P)3308/26) DATED 20 AND 21 AUGUST, 2026 AT 2:00 PM

Meetings of the notified Grievance Redressal Committee were held on 20th and 21st August, 2026 at 2:00 PM in the Committee Room of the Auqaf, Hajj, Religious & Minority Affairs Department. The meetings were attended by the members of the Committee as well as the authorized representatives of the concerned bidders.

During the meetings, the Committee examined in detail the grievances submitted by the bidders. The Committee also reviewed and re-evaluated the relevant Technical Proposals, supporting documents, and the marks previously awarded under the notified Technical Evaluation Criteria, particularly with reference to the issues raised in the grievances.

The representatives of the concerned bidders were provided an opportunity to present and explain their respective grievances before the Committee. The Committee deliberated upon each grievance in light of the available record, the documents submitted with the Technical Proposals, and the applicable provisions/criteria contained in the Standard Bidding Documents (SBDs).

After detailed examination, re-evaluation of the Technical Proposals, and due deliberation on the grievances raised by the bidders, the Committee arrived at the following decisions:

M/s Quick Business Solution		
S. No.	Grievance / Observation of Bidder	Remarks of the GRC
1	General Experience – Serial No. 2: We have been awarded 9 out of 10 marks under General Experience. As stated in the Evaluation Report, the Committee has considered the Certificate of Incorporation dated 11-November-2016 for calculating the experience. We respectfully submit that “incorporation” and “registration” are two separate terminologies and should not be treated as interchangeable unless expressly provided in the bidding documents. The General Experience criteria in the SBD specifically provides that “Experience shall be calculated from the date of Registrations. Bidders shall attach Registration Certificate.” Quick Business Solution has been registered with FBR since 14-May-2013, with Sales Tax registration effective from 15-	The Committee reviewed the Technical Proposal of the bidder along with the available supporting documents and found that the bidder has been operating and engaged in the relevant business since 5th July, 2013. Accordingly, the Committee determined that the bidder fulfills the prescribed requirement under General Experience and, therefore, awarded 10 out of 10 marks under the said criterion.

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	July-2013, NTN 4133335-7, and the relevant FBR registration documents were submitted with our Technical Bid.	
2	2. Past Performance – Serial No. 3 Under Past Performance/Completed Supply of Laptops/Computers Projects during the last five years, Quick Business Solution has been awarded 28 out of 40 marks. We respectfully request reconsideration of the relevant projects submitted with our Technical Bid, particularly: - Central Police Office (CPO), Police Department Supply Order/Contract of approximately Rs. 30.36 million. - AIG Police, CTD Peshawar Supply Order/Contract of approximately Rs. 126.15 million. For both projects, we submitted the relevant Contract Agreements/Supply Orders and Delivery Challans. The Delivery Challans establish that the ordered goods were supplied and delivered to the respective departments. We therefore request that these documents may kindly be considered while reassessing our Past Performance marks. Alternatively, if any further confirmation is required, the delivery/completion status may kindly be verified directly from the concerned departments.	The Grievance Redressal Committee re-evaluated the bidder's past performance and observed that the mandatory supporting documents i.e. Contract Agreements and Completion Certificates were not furnished as required under the evaluation criteria prescribed in the SBDs. Accordingly, the 28 marks previously awarded were found to have been incorrectly awarded. Upon re-evaluation strictly in accordance with the SBD criteria, the bidder has been awarded 0 marks instead of 28 marks under Past Performance. The details of the re-evaluation are as follows: - Directorate General Mines & Minerals, KP: Supply of 60 laptops, 64 computers and 02 ACs, Supply Order dated 01-01-2021, total cost approximately Rs. 19.883 million. Completion Certificate: Attached. Contract Agreement: Not attached (Pages 56–57). - Office of the Advocate General, KP: Supply and installation of IT equipment including 30 laptops and 40 desktop computers, Supply/Purchase Order dated 24-03-2022, total cost Rs. 18.318 million. Completion Certificate attached while Contract Agreement is not attached/found. (Pages 58–60) - Central Police Office (CPO), KP Police: Supply of 105 desktop computer systems, Contract/Purchase Order dated 14-05-2026, total cost approximately Rs. 30.366 million. Contract Agreement attached while Completion Certificate is not attached/found. (Pages 61–64) - P&D Department, Monitoring & Evaluation System, KP: Supply of laptops, 70 desktop computers, printers and other IT equipment, Purchase Order issued in 2025; project cost is above Rs. 30 million based on the listed items/lots. Contract Agreement is not attached/found

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	(though referred to in the Purchase Order). Completion Certificate: Not attached/found. (Pages 65–70) • Counter Terrorism Department (CTD), KP Police: Supply of IT equipment including 90 laptops and 30 desktop computers, Purchase/Work Order dated 20-05-2025, total cost Rs. 126.155 million. Contract Agreement attached while Completion Certificate is not attached/found. (Pages 71–73) • Khyber Pakhtunkhwa Information Technology Board (KPITB): Supply of 102 desktop computers and 21 laptops, Purchase Order dated 08-09-2023, total cost Rs. 31.087 million. Completion Certificate: attached while Contract Agreement is not attached/found. (Pages 74–75) • Khyber Pakhtunkhwa Education Monitoring Authority (KPEMA): Supply of 884 smartphones and 63 laptops, Contract/Supply Order dated 14-05-2026 at a total cost of PKR 23.86 million. Contract Agreement attached while Completion Certificate is not attached/found. (Pages 76–78) • National Database & Registration Authority (NADRA): Supply of IT equipment including 170 desktop computers and 15 laptops, Purchase Order dated 03-06-2024, total cost Rs. 38.896 million. Performance/Completion Certificate attached while Contract Agreement is not attached/found. (Pages 79–80) Furthermore, it is clarified for the information of the firm/bidder that no marks have been awarded to the M/s Aursoft (Pvt.) Limited under project (<i>which was supported by Work Order & Delivery Challan</i>). Further, 8 marks have also been deducted from the M/s Aursoft (Pvt.) Limited awarded under project at S# 4. Therefore, upon re-valuation the M/s Aursoft (Pvt.) Limited has been awarded 32 Marks instead of 40 Marks under “Past Performance”.
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3	The bidder has requested verification of the 10/10 marks awarded to M/s Aursoft (Pvt.) Limited under General Experience. It has requested verification of Aursoft's FBR Income Tax/NTN and Sales Tax registration dates and the basis for calculating its experience, so that the same interpretation and documentary standard is applied uniformly to all bidders.	The Committee has reviewed the registration of the M/s Aursoft (Pvt.) Limited and found that the company has been registered on 19.09.2013 under Security Exchange Commission of Pakistan. The registration certificate of the company is attached on Page 9 of the Technical Proposal.
4	The bidder states that under Serial No. 5 of the SBD, Income Tax Returns and Sales Tax Record for the last five (05) years were required, with no marks to be awarded if the prescribed Income Tax Returns were not attached. It alleges that M/s Aursoft (Pvt.) Limited submitted Income Tax Return records for only four (04) years but was awarded 10/10 marks, and therefore requests reconsideration of the marks strictly in accordance with the SBD.	The Committee has also reviewed the "Chargeable Tax Amount of Last 5 Years of M/s Aursoft (Pvt.) Limited. The Committee has found that the firm has submitted returns of the last five years as mentioned on Page 420-447 of the Technical Proposal. So, the M/s Aursoft (Pvt.) Limited has fulfilled all the requirements in this category.

Decision: Keeping in view the available record and upon re-evaluation of the Technical Proposal of M/s Quick Business Solution (QBS), the Committee decided to award **full marks (10/10)** under "**General Experience**". However, the Committee found that the bidder did not fulfil the requirements prescribed under **S. No. 3 (Past Performance)** of the Technical Evaluation Criteria. Consequently, upon re-evaluation, M/s QBS obtained a total of **60 marks** out of **100 marks** in the Technical Evaluation.

The Committee also re-evaluated the Technical Proposal of **M/s Aursoft (Pvt.) Limited** and decided to deduct **eight (08) marks** in the **Past Performance**. Consequently, its revised technical score stands at **92 marks** out of **100 marks**.

The M/s QBS be treated as "**Disqualify**" for Second Stage i.e. **Financial Proposal**.

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M/s techaccess		
S. No.	Grievance / Observation of Bidder	Remarks of the GRC
1.	M/s Tech Access Pakistan contended that the original E-Stamp Papers and CDR were physically submitted within the prescribed deadline; however, the E-Stamp Papers could not be uploaded on EPADS due to technical/file-size limitations. The firm, therefore, requested the Committee to consider the physically submitted documents and declare the firm technically qualified.	The Committee reviewed the grievance and observed that the requisite Affidavits on E-Stamp Papers were not included in the Technical Proposal submitted by the bidder through EPADS. No addition or alteration is allowed after submission of proposal on EPADS.
Decision: The M/s techaccess be treated as " Disqualify " for Second Stage i.e. Financial Proposal .		

M/s Computer Marketing Company (Pvt.) Limited		
S. No.	Grievance / Observation of Bidder	Remarks of the GRC
1.	M/s CMC submitted that it was disqualified for non-submission of mandatory documents; however, the firm claimed that the required Contract Agreements/Work Orders and Purchase Orders demonstrating its minimum five (05) years' experience in the supply of laptops/computers were already attached at pages 26-49 of its Technical Proposal but were overlooked during evaluation. The firm, therefore, requested the Committee to re-verify its Technical Proposal and reconsider its technical qualification.	The Committee reviewed the Technical Proposal of the firm and observed that no documentary evidence, such as Work Order or Contract Agreement, was attached to substantiate the bidder's claim of five (05) or more years of experience in the relevant field.
Decision: The M/s Computer Marketing Company (Pvt.) Limited be treated as " Disqualify " for Second Stage i.e. Financial Proposal .		

M/s Mazher Enterprises Pvt. Ltd.		
S. No.	Grievance / Observation of Bidder	Remarks of the GRC
1.	Authorization Letter: M/s Mazhar Enterprises stated that the required Authorization Letter was already submitted with its Technical Proposal and requested the Committee to re-check the relevant documents in the original bid.	The letter of authorization issued by the OEM and subsequently submitted by the bidder doesn't fulfill the requirement of the P.E as mentioned at Page # 24 of the SBDs.

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2.	Manufacturer Authorization Letter (MAL): The firm stated that the required tender-specific Manufacturer Authorization Letter (MAL) was also submitted with its Technical Proposal and requested its re-verification from the original bid record.	The Manufacturer Authorization Letter (MAL) submitted by the bidder doesn't fulfill the requirement of the P.E as mentioned at Page # 24 of the SBDs.
3.	Five Years' Experience: The firm stated that Mazhar Enterprises has been in business since 2003, while the Work Orders/Completion documents from 2022 onwards were submitted only to demonstrate recent and relevant assignments. The firm requested that its experience be reconsidered in light of its registration history.	The Committee reviewed the Technical Proposal of the firm and observed that no documentary evidence, such as Work Order or Contract Agreement, was attached to substantiate the bidder's claim of five (05) or more years of experience in the relevant field.
Decision: The M/s Mazher Enterprises (Pvt.) Limited be treated as " Disqualify " for Second Stage i.e. Financial Proposal .		


Senior Planning Officer (Chairman)


Section Officer-Admn (Member)

 25-08
Section Officer -HR&MA (Member)