

**Government of Pakistan**  
**Federal Board of Revenue**  
**(Revenue Division)**

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F. No. 2(64)SS(IT)/2025

Islamabad, the 29<sup>th</sup> April, 2025

**Subject**            **GRIEVANCE FILED BY M/S PRISMA AND M/S MEGAPLUS (JV PARTNERS) REGARDING TENDER FOR SUPPLY OF DESKTOP COMPUTERS FOR FIELD FORMATION OF FBR – SBD REFERENCE 2(83) SS(IT)2025**

It is to convey the proceedings and findings of the Grievance Redressal Committee (GRC) regarding the procurement process initiated under Tender No. 2(83) SS(IT) 2025 for the procurement of Desktop Computers for FBR Field Formations, advertised by IT Wing, FBR through the e-PAD system under the Public Procurement Rules (PPR) as well as in public newspapers.

2.            A Bid Evaluation Committee (BEC) comprising of the officers of FBR and PRAL, was constituted vide IT Wing's letter F.No. 2(64)SS(IT) 2025 dated 14<sup>th</sup> February, 2025 was constituted to carry out the technical and financial evaluation of the submitted bids (Annex-A). The technical bids were opened on 27<sup>th</sup> March 2025 and the technical evaluation report duly signed by the Chairperson and Members of the BEC was finalized on 11<sup>th</sup> April, 2025 and published on the FBR Website.

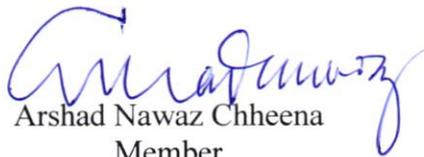
3.            M/s Prisma and M/s Megaplus (JV partners) submitted two separate grievances applications against two bidders participating in the tender, to the Grievance Redressal Committee (Annex-B) within the prescribed period. In order to address the grievance in accordance with the principles of fairness and transparency, a meeting of the GRC was convened and it was decided that bids opening of Lot-1 and Lot-2 would be postponed as the grievance were against the bidders who were participating in these Lots only. The complainant was invited to appear before the Committee for a hearing scheduled on 23<sup>rd</sup> April 2025 at 4:00 PM.

4.            During the hearing, the aggrieved bidders were provided with a detailed opportunity to present their concerns. The complaint primarily revolved around market information and OEM practices regarding support services. The Committee responded by thoroughly explaining the relevant provisions of the bidding documents and the evaluation criteria as per the Standard Bidding Documents (SBDs).

5. After detailed deliberation, it was established that the grievances were not substantiated by concrete evidence and were primarily based on market information. Furthermore, the matter raised by the complainant regarding OEM support was clarified by responses received from other participating bidders, which were in full compliance with the technical requirements outlined in the bidding documents.

6. The complainant also referred to a purchase order submitted by M/s DWP for eligibility under specific experience. However, upon verification, it was observed that the said purchase order was not submitted within the bid and was not considered in the evaluation.

7. After reviewing the explanations and the discussions held, the complainant expressed satisfaction with the GRC's findings and withdrew the grievance in writing (Annex-C). Therefore, the Committee recommends that the procurement process may now be resumed as per PPRA rules.



Arshad Nawaz Chheena  
Member  
Grievance Redressal Committee



Khadija Hussain  
Member  
Grievance Redressal Committee



Ardsher Saleem Tariq  
Chairperson  
Grievance Redressal Committee

"Annex-A"

GOVERNMENT OF PAKISTAN  
FEDERAL BOARD OF REVENUE  
(IT & DT Wing)  
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F. No. 2(64)SS(IT)/2025

Islamabad, 14<sup>th</sup> February 2025

**SUBJECT: CONSTITUTION OF BID EVALUATION COMMITTEE TO OVERSEE  
PROCUREMENT OF DESKTOP COMPUTERS**

I am directed to state that Bid Evaluation Committee, comprising of the following officers of FBR and PRAL individuals, has been constituted to oversee procurement of Desktop Computers for FBR's field formations under PP Rules 2004:

Sr.No	Name	Designation	Role
1.	Mr. Zafar Iqbal Khan (IRS, BS 20)	DG (International Taxes)	Chairperson
2.	Mr. Aamar Javed (IRS, BS 19)	Chief IT (Systems)	Member
3.	Mr. Kashif Younas (Ex-Cadre, BS 19)	Additional Director, Pakistan Raises Revenue Project (PRRP)	Member
4.	Mr. Hasham Khalid Malik (IRS, BS 18)	Secretary (Admin)	Member
5.	Ms. Sadaf Ehsan (IRS, BS 18)	Second Secretary (Operations)	Member
6.	Amjad Khan (AD MIS, BS 17)	Second Secretary (IT- Execution)	Member
7.	Mr. Abdul Razzaq	General Manager (Operations), PRAL	Member
8.	Mr. Shahid Anwar	Chief Manager (Network & Infrastructure), PRAL	Member
9.	Mr. Riaz Alam	Sr. Network Admin, PRAL	Member

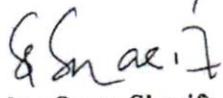
2. The committee may co-opt any member, either a government officer/official or a private person, for assistance. The TORs of the Bid Evaluation Committee shall include the following:

- i. Conducting technical and financial evaluation of submitted bids
  - ii. Preparing the evaluation report in accordance with Rule 35 of the PP Rules 2004
  - iii. Thoroughly assessing each lot on its own and recommending the option that offers the best value, taking into account quality, efficiency, cost-effectiveness, and how well it aligns
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with the procurement needs

iv. Completing the evaluation process and submitting recommendations within 2 weeks from the date of bid opening

3. A pre-bid session is scheduled at FBR (HQ) on 21<sup>st</sup> February 2025 at 10:30 Hrs, and all committee members are encouraged to attend.

  
(Sardar Omer Sharif) 14.2.25  
Secretary (IT)

**Copy for Information:**

- i. SA to Chairman, FBR (HQ), Islamabad
- ii. Member (IR-Ops), FBR (HQ), Islamabad
- iii. All members of the Bid Evaluation Committee
- iv. All members of the Grievance Redressal Committee

To: Procurement Grievance Committee ,

Federal Board of Revenue Islamabad

**Subject: Protest Regarding Technical Bid Submitted by CNS Engineering Due to Non-Compliance with On Site Support Requirement and RFP Qualification Criteria (ITB 33.5) Clause [h] of Specific Experience:\***

Dear Sir,

This is with reference to the subject cited above. Please find attached the relevant facts presented as our formal protest regarding the technical bid submitted by CNS Engineering. Please note that:

**Non-Compliance of CNS Engineering with On-Site Support Requirements and RFP Qualification Criteria**

a) Inadequacy of Dell ProSupport Offering:

The Dell ProSupport service proposed by CNS Engineering does not fulfill the FBR's requirement for comprehensive, end-to-end on-site support. As per the Dell ProSupport model, the burden of fault identification and initial diagnosis lies with the end user. Only upon completion of this process can a support case be logged with Dell, after which the RMA procedure is initiated. Even then, the dispatch of a replacement part and an engineer is contingent upon the availability of the part in the local parts hub.

Despite being a Dell-branded service, ProSupport in Pakistan is delivered through a third-party entity and lacks the direct, proactive, and comprehensive on-site service model mandated in the RFP. This approach requires the FBR's technical team to perform approximately 70% of the diagnostic and support activities, which is misaligned with both the intent and the specific requirements of RFP.

**b) Non-Compliance with Specific Experience Requirement (ITB 33.5, Clause [h]):**

Furthermore, CNS Engineering does not meet the RFP's Qualification Criteria under ITB 33.5, Clause [h] – Specific Experience. The vendor has not demonstrated experience in executing any substantial or relevant projects involving All-in-One (AIO) PCs. The absence of such experience constitutes a failure to meet the mandatory qualification criteria, and as such, CNS Engineering should be deemed non-compliant and disqualified from further consideration.

and necessary action.

**Thanks, and Regards,**

Shafiq Qureshi, On behalf of JV Prisma Enterprises/Mega Plus



Cc: Chairman Procurement Committee FBR Islamabad

To: Procurement Grievance Committee ,

Federal Board of Revenue Islamabad

**Subject: Protest Regarding Technical Bid Submitted by DWP Technologies Due to Non-Compliance with RFP Qualification Criteria (ITB 33.5) Clause [h] of Specific Experience:\***

Dear Sir,

This is with reference to the subject cited above. Please find attached the relevant facts presented as our formal protest regarding the technical bid submitted by DWP Technologies.

It is important to note the following:

**1. Non-Compliance with Specific Experience Requirements:**

DWP Technologies does not meet the requirements outlined in the RFP clause related to Specific Experience. They have not successfully executed any sizable projects involving All-in-One (AIO) PCs.

**2. Incomplete Execution of Cited Project:**

DWP has submitted a Purchase Order (PO) from Punjab Vocational Training Center (PVTC) as part of their technical documentation. However, it must be highlighted that this PO has only been awarded; the delivery and deployment associated with it are still pending. As such, this cannot be considered as evidence of successful and relevant experience.

In light of the above, DWP Technologies should be deemed non-compliant and disqualified from further consideration in the evaluation process.

This is submitted for your information and necessary action.

Thanks, and Regards,

Shafiq Qureshi, On behalf of JV Prisma Enterprises/Mega Plus



Cc: Chairman Procurement Committee FBR Islamabad

**To:** Procurement Grievance Committee  
Federal Board of Revenue, Islamabad

**Subject: Withdrawal of Grievance – SBD Reference No. 2(83) SS (IT)2025**

Dear Sir,

Following the grievance hearing held on 23 April 2025 regarding the procurement case under SBD Reference Number: 2(83) SS (IT)2025, we would like to extend our sincere appreciation to the Grievance Committee for its comprehensive and transparent review of the evaluation process and its outcome.

We are satisfied with the committee's findings, which confirmed that the procurement process adhered to the Public Procurement Regulatory Authority (PPRA) rules and upheld a high standard of transparency and fairness. Accordingly, we formally acknowledge the accuracy and integrity of the documentation reviewed.

As the grievance raisers (members of the Joint Venture between Prisma Enterprises and MEGAPLUS) we respectfully accept the rationale and supporting documentation provided by the Federal Board of Revenue in relation to both DWP Technologies and CNS.

In light of the above, we hereby formally withdraw our grievance application. We commend the Grievance Committee for its efforts in promoting accountability, integrity, and fairness in public procurement processes.

Thank you once again for conducting this process with professionalism and impartiality.

Thanks and regards,

  
Shafiq Qureshi

On behalf of JV Prisma Enterprises / MegaPlus



Dated: 24-04-2025

**Cc:** Chairman, Procurement Committee, FBR Islamabad