

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE TO REDRESS THE GRIEVANCE APPLICATION OF THE FIRM AGAINST THE TECHNICAL EVALUATION REPORT FOR THE EMERGENCY PROCUREMENT OF CONSUMABLES/PCT KITS ETC. FOR PROVINCIAL REFERENCE LAB FOR CORONA TESTING

S.NO	Tender Inquiry Number	Firm Name	Advertised Specifications	Offered Specification	Sample Evaluation Report	Status	Remarks	Grievance	Decision
1	1	PAKISTAN MICROBIOLOGICAL ASSOCIATES	COVID – 19 Virus AMPLICATION Kit Viral RNA Amplification Kits single tube/cycle, with consumables (as per recommendations provided in brochure and to perform full amplification, bidder is required to provide list of such consumables with technical quotation). Number of tests counted in each kit shall be those which are performed for diagnosis exclusively, controls and any other measures consuming reagents shall not be counted in number of tests. Shelf Life: More than 12 Months. CE-IVD/WHO/US FDA/JPMHLW/or as per CDC guidelines. NOTE: Bidder is bound to provide at least 2 instruments (Real time PCR machines) on placement basis	SYSTAAQ 2019-NOVEL Coronavirus (COVID-19) Real Time PCR Kit, 1000 Tests/Pack SYSTAAQ Diagnostics (USA)	Accepted	Non-Responsive	Incomplete offer PCR system to be placed on placement basis not offered.	We would like to clarify that we have offered PCR System on placement basis against the subject tender.Please refer to point number 4 of the technical bid.	Mr Naseem Qadir representative of the firm appeared before the grievance committee and explained thier grievance.The committee after checking scuritized the bid and found that the firm offered PCR System on placement basis.Keeping in view of above the grievance of the firm is accepted.
2	1	CHEMICAL HOUSE	COVID – 19 Virus AMPLICATION Kit Viral RNA Amplification Kits single tube/cycle, with consumables (as per recommendations provided in brochure and to perform full amplification, bidder is required to provide list of such consumables with technical quotation). Number of tests counted in each kit shall be those which are performed for diagnosis exclusively, controls and any other measures consuming reagents shall not be counted in number of tests. Shelf Life: More than 12 Months. CE-IVD/WHO/US FDA/JPMHLW/or as per CDC guidelines. NOTE: Bidder is bound to provide at least 2 instruments (Real time PCR machines) on placement basis	Viral RNA Amplification Kits Single Tube/Cycle with consumables, 2019-nCov Assay 100 Patient Report. Allplex RP10243X Seegene, Korea R,R Basis CFX96 Touch Real Time PCR Detection System, Real Time PCRBio-Rad Laboratories	Rejected	Non-Responsive	Kindly note that we ofered kits from Seegene who have the detection strategy of targeting 3 gene (E gene,RdRp Gene and N Gene plus the IC) instead of 1 or 2 gene from whole genome of SARS COVID-2 Virus.Please be informed that 3 gene detection from single tube plus the IC offer highest sensitivity 10 RNA copies/reaction as per WHO evaluation(document attached) where as 2 gene target detection offere lesser specificity and sensitivity resulting into false negative results.(however company prints 100 copies/reaction to be on the safe side). We understand that our quoted kits are presented to your esteemed organization for the first time and this kit has the ability to detec positivety from sample with 3 gene instead of 2 or 1 gene from other kits being used. Higher number of positive results from our kit is direct result of higher specificity and higher sensitivity and eventually means NO FALSE NEGATIVE RESULTS.False negative results are automatic license to spread the disease.Attached to this letter please find satisfaction letters and repeated purchase orders of end user in Pakistan. 1.AFIP(Armed Forces Institute of Pathology,Pakistan Army. 2.Chughtaies Laboratories,Lahore. 3.North Wet General Hospital,Peshawar. We are attaching copy of the original evaluation report published in collaboration with WHO and available on WWW.FINDDX.ORG/COVID-19/SARSCOV2-EVAL-MOLECULAR/MOLECULAR-EVAL-RESULTS/ We also attached herewith copies of international approval from 14 different independent recognized notified bodies confirming the highest quality of the kits(14 different certificates attached). Also attached copy of media coverage confirming consumption of 30 million test across the globe from Seegene company,which puts this kit on the highest ladder of acceptability.Please also note that kits approved and purchased so far in your esteemed lab have not been recognized by any leading independent international notified organization. We are requesting to please re visit your evaluation and allow us a chance to prove the fact that result from tgis kit are highly reproducible and reliable at a very competitive price with highest throughput.	Mr Nadeem Butt on belf of firm appear before the committee and explained his grievance.The committee heard the view point of the firm in length and decided to retest the kits from testing labs of Primary & Secondary Healthcare Department	

S.NO	Tender Inquiry Number	Firm Name	Advertised Specifications	Offered Specification	Sample Evaluation Report	Status	Remarks	Grievance	Decision
3	1	HOORA PHARMA	COVID – 19 Virus AMPLIFICATION KIT Viral RNA Amplification Kits single tube/cycle, with consumables (as per recommendations provided in brochure and to perform full amplification, bidder is required to provide list of such consumables with technical quotation). Number of tests counted in each kit shall be those which are performed for diagnosis exclusively, controls and any other measures consuming reagents shall not be counted in number of tests. Shelf Life: More than 12 Months. CE-IVD/WHO/US FDA/JPMHLW/or as per CDC guidelines.NOTE: Bidder is bound to provide at least 2 instruments (Real time PCR machines) on placement basis	Novel Coronavirus (2019-nCoV) Nucleic Acid Diagnostic Kit. Sansure Biotech Inc. China	Sample not submitted	Non-Responsive	Incomplete offer.Equipment on placement basis not offered.	We would like to submit our grievance as we have offered instrument on reagent rental basis as required in tender specification.Unfortunately bid reference/cover is missed in our proposal which is enclosed with this letter. According your sample evaluation report that sample not submitted but we submit sample at Punjab AIDS Control Program COVID-19 Testing Lab between your deadline so delivery note receiving copy attached with this letter.Kindly accept our bid cover letter & allow us to proceed further in the above said tender.	Mr Shoaib and Mr Faizan appeared beofre the committee and explained their grievance.Keeping in view of dire need of kits and in order to increase the competition, grievance committee decided to grant two (2) days to the firm for submission of samples.Sample will be evaluated by the end user and report of the end user will be final.
3	3	HOORA PHARMA	COVID 19 Virus Extraction and Amplification kit in one package. Real Time PCR based test. Fully Automated nucleic acid extraction and amplification system with minimal human intervention. System provides up to 96 results in about three and a total of 384 results for System in an 8 hour shift. Ready to use reagents. Number of tests counted in each kit shall be those which are performed for diagnosis exclusively, controls and any other measures consuming reagents shall not be counted in number of tests. One set = Extraction Kit + Amplification Kit + Consumables + Controls + Calibration Standards. Shelf Life: More than 12 Months. CE-IVD and EUA (FDA) approved instrument and kit.	Multi-Type Sample DNA/RNA Extraction or Purification KIT. Nucleic Acid Diagnostic Kit. Sansure Biotech Inc; China Universal Sample Preparation Kit FTD SARS-Cov-19 Assay Verstact KPCR & QuantStudio 5 Siemens Healthineers-USA	Sample not submitted	Non-Responsive	Incomplete offer,automatic extraction on placement basis not offered		
4	2	THE BIOTECH SCIENTIFIC INTERNATIONAL	Virus RNA Extraction for COVID-19 RNA Automatic Viral RNA Extraction systems with RNA extraction kit; spin column based/magnetic beads/vacuum based with all necessary consumables (as per recommendations provided in brochure and to perform full extraction from Viral transport media (VTM)/ Human serum/plasma. bidder is required to provide list of such consumables with technical quotation). CE-IVD/WHO/US FDA/JPMHLW/or as per CDC guidelines. Extraction kit Shelf Life: More than 12 Months (For Clinical/Diagnosis Purpose only). NOTE: 8 Instrument will be provided by the firm on placement basis.	Promoter System with RNA extraction Kit Acon Laboratories USA	Accepted	Non-Responsive	Non compliance of clause 3.3 Eligibility of bidder which states " The bidder can submit only one bid against an item. If the bidder quotes an alternative bid or submit two bids then the bidder will be considered as non-responsive." 4 Instrument on placement basis	We biotech Scientifica took part in tender for emergency procurement of consumables/pcr kits etc. for provincial reference laboratory for corona COvid-19 testing.Due to emergency purchase we quoted all readily available product which include two different models for single product quote. Niotech Scientific international sent sample for for one product Automatic Nucleic Acid Extraction (Acon Laboratory USA) for technical evaluation and was passed by Department.Sample of alternate product was not sent to department.As department has considered our company as non responsive because of alternate quote which was done just to facilitate Government of Punjab in time of emergency and crisis. You are requested to kindly consider our companies product that was technically qualified so that Government can save its time and resources for procurement.We ensure delivery of 5 automatic extraction ssystem and 30000 tests in two working days after issuance of purchase order.	No representative of the firm appred before the committee.However the committee discussed the grievance of the firm in detaile and keeping in view of required parameter decided to reject the grievance as it is violation of clause 3.3 Eligibility of bidder which states " The bidder can submit only one bid against an item. If the bidder quotes an alternative bid or submit two bids then the bidder will be considered as non-responsive".Moreover, the offer of firm is also partial.Hence,the grievance of the firm is rejected.
4	2	THE BIOTECH SCIENTIFIC INTERNATIONAL	Virus RNA Extraction for COVID-19 RNA Automatic Viral RNA Extraction systems with RNA extraction kit; spin column based/magnetic beads/vacuum based with all necessary consumables (as per recommendations provided in brochure and to perform full extraction from Viral transport media (VTM)/ Human serum/plasma. bidder is required to provide list of such consumables with technical quotation). CE-IVD/WHO/US FDA/JPMHLW/or as per CDC guidelines. Extraction kit Shelf Life: More than 12 Months (For Clinical/Diagnosis Purpose only). NOTE: 8 Instrument will be provided by the firm on placement basis.	Nuetraction 32 with compatible RNA extraction Kit Hangzhou Bigfish Biotech Co. China	Sample not submitted	Non-Responsive	Non compliance of clause 3.3 Eligibility of bidder which states " The bidder can submit only one bid against an item. If the bidder quotes an alternative bid or submit two bids then the bidder will be considered as non-responsive." 4 Instrument on placement basis		