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MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE HELD ON 12th March, 2020 AT 10:30 A.M TO REDRESS THE GRIEVANCE APPLICATIONS OF THE FIRMS AGAINST TECHNICAL EVALUATION REPORT FOR THE PROCUREMENT OF LAB ITEMS FOR CDC PROGRAM ,DIRECTORATE GENERAL HEALTH SERVICES, PUNJAB, FY 2019-20

A meeting of the Grievance Redressal Committee was held on 12-03-2020 at 10:30 A.M in committee room of Directorate General Health Services, Punjab, to address the grievances of the applicants, as per Rule 67 of Punjab Procurement Rules, 2014 (Amended), for procurement of Lab Items for CDC Program, Directorate General Health Services, Punjab, FY 2019-20.

Following members of Grievance Redressal Committee attended the meeting:

Sr. No.	Participants	
1.	Director Health Services (CD&EPC), DGHS	Chairman/Convener
2.	Director Pharmacy, DGHS	Member
3.	Senior Law Officer (Litigation Cell), DGHS	Member

Following member(s) of the Technical Evaluation Committee presented the cases on behalf of the Technical Evaluation Committee:

Sr. No.	Member(s)
1.	Pharmacist (M&E), DGHS

The Chair welcomed all the participants and briefed about agenda of meeting i.e. Grievance Redressal of firms against Technical Evaluation Report for procurement of Lab Items for CDC Program, Directorate General Health Services, Punjab, FY 2019-20

The Chair instructed the representatives of aggrieved firms to come one by one serial wise based on receipt of grievance so that proper hearing/ redressal of grievance may be ensured. The grievances of firms and decisions of grievance redressal committee are as follow:

Sr.	NAME OF THE ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
01	Pricker	Non-Responsive	Did not obtain qualifying marks i.e. 60% in ordinary parameters	<p>1. M/s Bio Pharma The firm submitted its grievance that it is has attached audit balance sheet of two years in the technical bid. So according to the bidding documents 20 marks should be awarded. Furthermore, copies of degree and appointment letter of concerned technical and managerial staff is awarded. Hence 20 marks should be awarded instead of 0.</p>	<p>The representative of M/s Bio Pharma attended the meeting and presented their grievance to the grievance redressal committee. The committee heard the view point of the representative of the firm which was examined in the light of Technical Evaluation Report.</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail that firm provided:</p> <ol style="list-style-type: none"> 1. Copies of Audit Balance Sheets of 2018-19 & 2017-18 & which are accepted. Hence 10 marks awarded to the extent of this category. 2. Copies of degree and appointment letter of concerned managerial, technical and sales staff, which is accepted. Hence 15 marks awarded to the extent of this category. <p>Therefore, grievance of the firm is accepted. Total marks of M/s Bio Pharma become 65 (81.25%) Hence the status of the firm M/s Bio Pharma is declared as Responsive.</p>

		<p>Non-Responsive</p>	<p>1. The firm did not provide the undertaking on notarized stamp paper of Rs. 100 that bidder is sole agent / distributor from foreign / local manufacturer of quoted item.</p> <p>2. Did not provide the country of origin, country of manufacturer</p> <p>3. Did not obtain qualifying marks i.e. 60% in ordinary parameters</p>	<p>2. M/s Three Star</p> <p>The firm submitted its grievance that it has not attached the Stamp paper regarding sole agent/distributor from the foreign / local manufacturer of quoted item. In ordinary parameters: The Technical Evaluation Committee awarded 10 marks instead of 20 in Past performance of the bidder, all required documents attached against parameter 02 i.e. Certificates, attached the audit balance sheet and tax returns of last five years and technical committee awarded 0 mark instead of 20 and the firm has already attached company profile & technical/managerial staff with relevant qualification degrees & staff record, the evaluation committee awarded 0 mark instead of 15.</p> <p>Hence total 15 marks awarded instead of 0.</p>	<p>Mr. Ali Zaffar from the M/s Three Stars attended the meeting and presented their grievance to the grievance redressal committee. The committee heard the view point of the representative of the firm which was examined in the light of Technical Evaluation Report.</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail that firm provided:</p> <ol style="list-style-type: none"> 1. The undertaking on notarized stamp paper of Rs. 100 that bidder is sole agent / distributor from foreign / local manufacturer of quoted item which is accepted. 2. The country of origin, country of manufacturer is accepted. 3. Purchase Orders regarding Past performance of the bidder which is accepted. Hence 10 more marks awarded to the extent of this category. 4. Copy of FBR tax returns of 2018-19 & 2017-18, which is accepted. Hence 10 marks awarded to the extent of this category. 5. Copies of degree and appointment letter of concerned managerial, technical and sales staff, which is accepted. Hence 15 marks awarded to the extent of this category. <p>Therefore, grievance of the firm is accepted. Total marks of M/s Three Star become 50 (62.5%)</p> <p>Hence the status of the firm M/s Three Star Medical Supplies is declared as Responsive.</p>
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02	Disposable swabs	Non-Responsive	Did not obtain qualifying marks i.e. 60% in ordinary parameters	<p>1. M/s Bio Pharma The firm submitted its grievance that it is has attached audit balance sheet of two years in the technical bid. So according to the bidding documents 20 marks should be awarded. Furthermore, copies of degree and appointment letter of concerned technical and managerial staff is awarded. Hence 20 marks should be awarded instead of 0.</p>	<p>The representative of M/s Bio Pharma attended the meeting and presented their grievance to the grievance redressal committee. The committee heard the view point of the representative of the firm which was examined in the light of Technical Evaluation Report.</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail that firm provided:</p> <ol style="list-style-type: none"> 1. Copies of Audit Balance Sheets of 2018-19 & 2017-18 which are accepted. Hence 10 marks awarded to the extent of this category. 2. Copies of degree and appointment letter of concerned managerial, technical and sales staff, which is accepted. Hence 15 marks awarded to the extent of this category. <p>Therefore, grievance of the firm is accepted. Total marks of M/s Bio Pharma become 65 (81.25%) Hence the status of the firm M/s Bio Pharma is declared as Responsive.</p>
03	Giemsa Stain	Non-Responsive	<ol style="list-style-type: none"> 1. The Availability of quoted product is less than one year 2. Invalid Sole agency agreement/authorization letter 3. Offered specifications (1000ml) are not in compliance with advertised specifications (500ml) 	<p>1. M/s Bio Pharma The firm submitted its grievance that it is has attached One year quoted product eligibility and sole agency agreement / authorization letter of compulsory parameters.</p> <p>In Ordinary parameters, GMP, TUV and ISO certificates attached, audit balance sheet of two years in the technical bid attached. So according to the bidding documents 20 marks should be awarded. Furthermore, copies of degree and appointment letter of concerned technical and managerial staff</p>	<p>The representative of M/s Bio Pharma attended the meeting and presented their grievance to the grievance redressal committee. The committee heard the view point of the representative of the firm which was examined in the light of Technical Evaluation Report.</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail that firm provided:</p> <ol style="list-style-type: none"> 1. Availability of quoted product not attached which is not accepted.

			<p>4. Did not obtain qualifying marks i.e. 60% in ordinary parameters</p>	<p>is awarded. Hence 20 marks should be awarded instead of 0.</p>	<p>2. Sole agency agreement / authorization letter which is accepted.</p> <p>3. Offered specifications (1000ml) are not in compliance with advertised specifications (500ml) which is not accepted.</p> <p>4. Copies of GMP, TUV and ISO certificates is not attached which is not accepted. Hence no marks awarded to the extent of this category.</p> <p>5. Copies of Audit Balance Sheets of 2018-19 & 2017-18, which are accepted. Hence 10 marks awarded to the extent of this category.</p> <p>6. Copies of degree and appointment letter of concerned managerial, technical and sales staff, which is accepted. Hence 15 marks awarded to the extent of this category.</p> <p>Therefore, grievance of the firm is not accepted.</p> <p>Total marks of M/s Bio Pharma become 55 (68.75%)</p> <p>Hence the status of the firm M/s Bio Pharma is declared as Non-Responsive.</p>
	Giemsa Stain	Non-Responsive.	<p>1. Invalid Sole agency agreement/authorization letter</p> <p>2. Did not obtain qualifying marks i.e. 60% in ordinary parameters</p>	<p>2. M/s Chemsol International</p> <p>The firm submitted its grievance against the technical evaluation report with following documents</p> <ol style="list-style-type: none"> 1. Authorization Letter: Authorization was already sent to you in email. Copy of email of Biognost is attached. 2. Technical & Managerial Staff list attached 3. Copies of ISO, CE and IVD Certificates attached. 	<p>The representative of M/s Chemsol International attended the meeting and presented their grievance to the grievance redressal committee. The committee heard the view point of the representative of the firm which was examined in the light of Technical Evaluation Report.</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail that firm provided:</p>

					<ol style="list-style-type: none"> 1. Valid Sole agency agreement/ authorization which is accepted. 2. Copy of Staff provided by the firm which is accepted. Hence 15 marks awarded to the extent of this category. <p>Therefore, grievance of the firm is accepted. Total marks of M/s Chemsol International become 60 (75%). Hence the status of the firm M/s Chemsol International is declared as Responsive.</p>
04	Disinfectant	Non-Responsive	Did not obtain qualifying marks i.e. 60% in ordinary parameters	<p>1. M/s Bio Pharma</p> <p>The firm submitted its grievance that it is has attached establishment license issued by the DRAP & 05 marks should be awarded, audit balance sheet & Income Tax returns of two years attached in the technical bid. So according to the bidding documents 20 marks should be awarded. Furthermore, copies of degree and appointment letter of concerned technical and managerial staff is awarded. Hence 20 marks should be awarded instead of 0.</p>	<p>The representative of M/s Bio Pharma attended the meeting and presented their grievance to the grievance redressal committee. The committee heard the view point of the representative of the firm which was examined in the light of Technical Evaluation Report.</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail that firm provided:</p> <ol style="list-style-type: none"> 1. No any certificate provided by the firm hence 0 mark awarded. 2. Copies of Audit Balance Sheets of 2018-19 & 2017-18 which are accepted. Hence 10 marks awarded to the extent of this category. 3. Copies of degree and appointment letter of concerned managerial, technical and sales staff, which is accepted. Hence 15 marks awarded to the extent of this category <p>Therefore, grievance of the firm is accepted. Total marks of M/s Bio Pharma become 55 (68.75%). Hence the status of the technical evaluation report is declared as Responsive.</p>

		Non-Responsive	<ol style="list-style-type: none"> 1. Availability of quoted product is less than one year 2. Did not obtain qualifying marks i.e. 60% in ordinary parameters 	<p>2. M/s Hiaro International The firm submitted its grievance that it has attached relevant documents found deficient in the technical evaluation report.</p>	<p>The representative of M/s Hiaro International attended the meeting and presented their grievance to the grievance redressal committee. The committee heard the view point of the representative of the firm which was examined in the light of Technical Evaluation Report.</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail that firm provided:</p> <ol style="list-style-type: none"> 1. Copy of purchase order of the quoted item showing experience of product greater than one year, which is accepted. 2. Copy of audit balance sheet of 2018-19 and FBR tax returns of 2018-19 & 2017-18, which is accepted. Hence 20 marks awarded to the extent of this category. 3. Copies of degree and appointment letter of concerned managerial, technical and sales staff, which is accepted. Hence 15 marks awarded to the extent of this category <p>Therefore, grievance of the firm is accepted. Total marks of M/s Hiaro International become 55 (68.75%). Hence the status of the firm M/s Hiaro International is declared as Responsive.</p>
	Disinfectant	Non-Responsive	<ol style="list-style-type: none"> 1. Availability of quoted product is less than one year 2. The firm did not provide the undertaking on 	<p>3. M/s Chemsol International The firm submitted its grievance against the technical evaluation report with following documents</p> <ol style="list-style-type: none"> 1. Authorization Letter: Authorization certificate from the local manufacturer is attached. 	<p>The representative of M/s Chemsol International attended the meeting and presented their grievance to the grievance redressal committee. The committee heard the view point of the representative</p>

			<p>judicial stamp paper of Rs. 100 that the bidder is sole agent/distributor of manufacturer/principle of quoted item.</p> <p>3. Did not obtain qualifying marks i.e. 60% in ordinary parameters</p>	<p>2. Quoted product fully meets the tender specifications/requirements.</p> <p>3. Technical & Managerial Staff list attached</p>	<p>of the firm which was examined in the light of Technical Evaluation Report.</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail that firm provided:</p> <ol style="list-style-type: none"> 1. Evidence of availability of quoted product is attached which is accepted. 2. The firm provide the undertaking on judicial stamp paper of Rs. 100 that the bidder is sole agent/distributor of manufacturer/principle of quoted item which is accepted. 3. Copy of Staff provided by the firm which is accepted. Hence 15 marks awarded to the extent of this category. <p>Therefore, grievance of the firm is Accepted. Total marks of M/s Chemsol International become 60 (70%). Hence the status of the firm M/s Chemsol International is declared as Responsive.</p>
05	Glass slides	Non-Responsive	<ol style="list-style-type: none"> 1. Availability of quoted product is less than one year 2. Invalid Sole agency agreement/authorization letter (Quoted Product should be USA, Europe, Japan while firm provided China Source) 3. Did not obtain qualifying marks i.e. 60% in ordinary parameters 	<p>1. M/s Chemsol International</p> <p>The firm submitted its grievance against the technical evaluation report with following documents</p> <ol style="list-style-type: none"> 1. Product Eligibility: The firm attached the different purchase order of 03 years in technical bid and again is attached 2. Authorization Letter: Authorization was already sent to you in email. Copy of email of Biognost is attached. 3. Technical & Managerial Staff list attached 4. Copies of ISO, CE and IVD Certificates attached. 	<p>The representative of M/s Chemsol International attended the meeting and presented their grievance to the grievance redressal committee. The committee heard the view point of the representative of the firm which was examined in the light of Technical Evaluation Report.</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail that firm provided:</p> <ol style="list-style-type: none"> 1. Availability of quoted product which is accepted. 2. Valid Sole agency agreement/authorization which is accepted. 3. Copy of Staff provided by the firm which is accepted. Hence 15 marks awarded.

					Therefore, grievance of the firm is accepted . Total marks of M/s Chemsol International become 60 (70%). Hence the status of the firm M/s Chemsol International is declared as Responsive
	Glass slides	Non-Responsive	<ol style="list-style-type: none"> 1. Availability of quoted product is less than one year 2. The quote product should be Europe, USA, Japan while the vendor is supplying glass slides of the china source. 3. Did not obtain qualifying marks i.e. 60% in ordinary parameters 	<p>2.M/s Bio Pharma</p> <p>The firm submitted its grievance that it has attached the quoted product experience as per requirement as well as all documents regarding qualifying marks. Please consider our grievance.</p>	<p>Mr. Abbas from M/s Bio Pharma attended the meeting and presented their grievance to the grievance redressal committee. The committee heard the view point of the representative of the firm which was examined in the light of Technical Evaluation Report.</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail that firm provided:</p> <ol style="list-style-type: none"> 1. Purchase orders are attached regarding the availability of quoted product which is accepted. 2. The manufacturer of quoted product is Germany which is accepted. 3. Copies of Audit Balance Sheets of 2018-19 & 2017-18 which are accepted. Hence 10 marks awarded to the extent of this category. 4. Copies of degree and appointment letter of concerned managerial, technical and sales staff, which is accepted. Hence 15 marks awarded to the extent of this category <p>Therefore, grievance of the firm is accepted. Total marks of M/s BIO Pharma International become 70 (87.5%).</p>

					Hence the status of the M/s Bio Pharma International is declared as Responsive .
06	Oil immersion	Non-Responsive	<ol style="list-style-type: none"> 1. Availability of quoted product is less than one year 2. Invalid Sole agency agreement/authorization letter 3. Undertaking that bidder is sole agent/distributor of foreign/local principles / manufacturers of item not attached 4. Offered specifications (500ml) are not in compliance with advertised specifications (250ml) 5. Did not obtain qualifying marks i.e. 60% in ordinary parameters 	<p>1. M/s Bio Pharma</p> <p>The firm submitted its grievance that it is has attached TUV certificate, ISO Certification, GMP certificate and EL issued by DRAP, audit balance sheet of two years in the technical bid, So according to the bidding documents 20 marks should be awarded.</p> <p>Furthermore, copies of degree and appointment letter of concerned technical and managerial staff is awarded. Hence 20 marks should be awarded instead of 0.</p>	<p>Mr. Abbas from M/s Bio Pharma attended the meeting and presented their grievance to the grievance redressal committee. The committee heard the view point of the representative of the firm which was examined in the light of Technical Evaluation Report.</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail that firm provided:</p> <ol style="list-style-type: none"> 1. Availability of quoted product is less than one year which is not accepted. 2. Sole agency agreement/ authorization letter which is accepted. 3. Undertaking that bidder is sole agent/ distributor of foreign/local principles / manufacturers of item which is accepted. 4. Offered specifications (500ml) are not in compliance with advertised specifications (250ml) which is not accepted. 5. No any certificate attached by the firm hence 0 mark awarded to the firm. 6. Copies of Audit Balance Sheets of 2018-19 & 2017-18 which are accepted. Hence 10 marks awarded to the extent of this category. 7. Copies of degree and appointment letter of concerned managerial, technical and sales staff, which is accepted. Hence 15

					<p>marks awarded to the extent of this category.</p> <p>Therefore, grievance of the firm is not accepted.</p> <p>Total marks of M/s BIO Pharma International become 55 (68.75%).</p> <p>Hence the status of the M/s Bio Pharma International is declared as Non-Responsive.</p>
	Oil immersion	Non-Responsive	<ol style="list-style-type: none"> 1. Availability of quoted product is less than one year (offered item's pack size different to advertised pack size) 2. The firm did not provide the sole agency agreement/ authorization letter from foreign /local principle of quoted item. 3. Did not obtain qualifying marks i.e. 60% in ordinary parameters 	<p>2. M/s Chemsol International</p> <p>The firm submitted its grievance against the technical evaluation report with following documents</p> <ol style="list-style-type: none"> 1. The Firm bounds for the supply of items as per required demand. 2. Authorization Letter: Authorization was already sent to you in email. Copy of email of Biognost is attached. 3. Copies of ISO, CE and IVD Certificates attached. 4. Technical & Managerial Staff list attached 	<p>The representative of M/s Chemsol International attended the meeting and presented their grievance to the grievance redressal committee. The committee heard the view point of the representative of the firm which was examined in the light of Technical Evaluation Report.</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail that firm provided:</p> <ol style="list-style-type: none"> 1. Availability of quoted product provided by the firm which is accepted. 2. Valid Sole agency agreement/ authorization which is accepted. 3. Copy of Staff provided by the firm which is accepted. Hence 15 marks awarded to the extent of this category. <p>Therefore, grievance of the firm is accepted. Total marks of M/s Chemsol International become 60 (70%).</p> <p>Hence the status of the firm M/s Chemsol International is declared as Responsive.</p>