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MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE HELD ON 22nd JANUARY, 2020 AT 2:30 P.M TO REDRESS THE GRIEVANCE APPLICATIONS OF THE FIRMS AGAINST TECHNICAL EVALUATION REPORT FOR THE PROCUREMENT OF GLUCOSE TEST STRIPS & IT EQUIPMENT(S) FOR NCD PROGRAM, DIRECTORATE GENERAL HEALTH SERVICES, PUNJAB, FY 2019-20

A meeting of the Grievance Redressal Committee was held on 22-01-2020 at 02:30 P.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 Glucose Test Strips & IT Equipment's for NCD 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 Glucose Test Strips & IT Equipment(s) for NCD 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 FIRM	NAME OF THE ITEM	STATUS AS PER TECHNICAL EVALUATION REPORT	REASON (S) OF REJECTION	GREVIANCE OF THE FIRM	DECISIONS OF THE GREVIANCE COMMITTEE
01	M/s Roche Pakistan	Glucose Test Strips	Non-Responsive	<ol style="list-style-type: none"> Expired CNIC Undertaking Acceptance of the terms & conditions not provided 	<p>The firm has submitted a grievance against the report of the Technical committee and submitted the following documents:</p> <ol style="list-style-type: none"> The undertaking on judicial stamp paper of Rs. 100 regarding acceptance of all the terms & conditions. Valid CNIC of Mr. Wajid Waseem, Head of sales, Diabetes Care, Rpche Pakistan. <p>The firm requested to accept the above said documents.</p> <p>2. Other Qualified Brand</p> <p>It is submitted that the qualified brand is the only brand in category of tender165 which has following limitations as under:</p> <ol style="list-style-type: none"> The leaflet of the reference brand states (copy of leaflet enclosed): <ol style="list-style-type: none"> "Test only with whole blood" "Very high (above 60%) and very low (below 25%) 	<p>Mr. Tahir Abbas from M/s Roche Pakistan Ltd. attended the meeting. The Grievance Committee examined the documents submitted by the firm along with its grievance application in the light of Technical Evaluation Report.</p> <p>The committee after detail discussion, keeping in view the advertised evaluation criteria in detail decided that:</p> <ol style="list-style-type: none"> Copy of valid CNIC is accepted. Undertaking on notarized stamp paper regarding acceptance of the terms & conditions is accepted. <p>Therefore, grievance of the firm is accepted and status of the firm M/s Roche Pakistan is declared as "Responsive".</p> <p>Moreover, Grievance of the firm regarding other Qualified Brands is rejected on the basis of satisfactory sample evaluation report provided by the end user.</p>

					<p>hematocrit can give you wrong results”</p> <p>iii. Not for neonatal testing”</p> <p>iv. Not for patients undergoing oxygen therapy”</p> <p>b. Their above said limitations are based on mechanism of functioning of the glucose testing strip/meter. The enzyme reactions are also explained.</p> <p>Keeping in view the above stated facts, we request you to please accept our missing documents and the qualification of the brand offered by M/s popular Int. and the grievance of the 3rd offered brand (if any), may be reviewed in the light of above limitations.</p>	
02	M/s Synergy Computers Pvt. Ltd.	IT Equipment	Non-Responsive	<p>1. No Brand Name/manufacturer name has been mentioned in technical offer therefor the Valid Authorization from the manufacturer could not be verified.</p> <p>2. Online Availability (Model not</p>	<p>The firm has submitted the grievance with following documents against the technical evaluation report</p> <p>i. Authorization Certificate (Sole Agent / Distributor/Partner)</p> <p>ii. Affidavit on Judicial Stamp Paper of Rs. 50 regarding the Quoted Product Evaluation must comply with advertised / tender specification.</p> <p>iii. Quoted product having less than one-year</p>	<p>The representative of M/s Synergy Computers attended the meeting. The committee examined the documents submitted by the firm along with its grievance application in the light of Technical Evaluation Report.</p> <p>The committee after detail discussion, keeping in view the advertised evaluation criteria in detail decided that:</p> <p>I. Authorization Certificate (Sole Agent /</p>

				<p>mentioned in Technical Offer therefore the valid authorization from manufacturer could not be verified).</p> <p>3. No detail of CPU & UPS provided and detail of operating system and utility software's is not given, therefore the quoted model is not as per advertised/tender specifications.</p> <p>4. Product Availability (Quoted Products having less than One-year availability shall not be eligible)</p> <p>5. After Sale Services (Under taking on Judicial stamp paper of Rs.100/-The firm will provide after sale services for three years w.e.f. instalment</p>	<p>iv. availability shall not be eligible.</p> <p>iv. After sale services; the firm is offering 01 years on site services w.e.f installation of quoted product.</p> <p>v. Brand Name; In tender specification's the required computer is non branded because there was not mentioned any brand name and it was not mentioned that computer should be branded. The word ATX in tender specifications which means non branded system in Tower casing / Tower form Factor.</p> <p>vi. All products will be online verified from serial number and part number after delivery Because every part of computer having Different serial number and part numbers.</p> <p>vii. After sale services; The firm is offering 03 years after sale services after date of instalment.</p> <p>viii. The firm will provide CPU Intel core i3-8th generation 64 bit, 3.6 GHZ Speed and UPS will be 650 Volt. Brand name Crown model CMU</p>	<p>Distributor/Partner) is not accepted.</p> <p>II. Quoted Product does not comply with advertised tender specifications.</p> <p>III. No evidence regarding experience of quoted product provided.</p> <p>IV. No detail of operating system, utility software and brand name/model of CPU & UPS is provided by the firm. Therefore, the quoted model is not as per advertised tender specifications.</p> <p>V. Quoted product could not be verified online because firm does not have any authorization of quoted product as well as has not mentioned any model number of quoted item in technical offer.</p> <p>VI. The firm is offering undertaking regarding 01 years after sale service on judicial stamp paper and 03 years on firm's letter head w.e.f date of instalment which is rejected.</p> <p>VII. The firm provided undertaking regarding installation of MS Window 10 Professional and MS office 2016 (Standard) on firm's</p>
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				of quoted product.)	800 VA (Data Sheet attached) ix. The firm will provide and install MS Window 10 Professional and MS office 2016 (Standard) on all computers on site. The firm requested that please accept the grievance and consider above mentioned information.	letter head instead of judicial stamp paper. On the basis of aforementioned grounds, grievance of the firm is rejected. Hence the status of the firm M/s Synergy Computers Pvt. Ltd. is declared as “Non-Responsive” .
03	M/s Astrontech Distribution	IT Equipment	Non-Responsive	<ol style="list-style-type: none"> 1. Product Evaluation (Detail Specification/ brochures/samples not provided) 2. Product Availability (Evidence of one-year availability is not provided) 3. Detail of Operating System utility software is not given) 4. Under taking on Judicial stamp paper of Rs.100/- (The firm is neither convicted nor blacklisted from any court of law/competent authority) 	<p>The M/s Astrontech Distributions submitted the grievance against following points of the technical evaluation report:</p> <ol style="list-style-type: none"> i. Quoted product must comply with tender advertised specs. ii. Quoted product less than one-year availability shall not be eligible. iii. Conviction iv. After sale services three years w.e.f instalment of the quoted product. <p>➤ The firm further submitted that desktop computers according to your required tender specifications. Our quoted equipment is available if the manufacturer will upgrade / replace any model so we will provide the upgraded model accordingly.</p>	<p>Mr. Muhammad Waqas from M/s Astrontech Distribution attended the meeting. The committee examined the documents submitted by the firm along with its grievance application in the light of Technical Evaluation Report.</p> <p>The committee after detail discussion, keeping in view the advertised evaluation criteria in detail decided that:</p> <ol style="list-style-type: none"> I. Detailed Specification/ broacher/samples provided by the firm is accepted. II. Evidence regarding Product Availability is provided and accepted. III. Detail of Operating System & Utility Software is accepted. IV. Under taking on Judicial stamp paper that the firm is neither convicted nor blacklisted from any court of law/competent authority is accepted.

				<p>5. After Sale Services (Under taking on Judicial stamp paper of Rs.100/-The firm will provide after sale services for three years w.e.f. instalment of quoted product.)</p>	<ul style="list-style-type: none"> ➤ The M/s Astronotech hereby confirmed you that our organization never convicted from any department although we provide you undertaking for black listing & litigation and we are also providing you non-conviction certificate with our appeal. ➤ The firm will provide you after sale services according below mentioned plan and this breakup is also mentioned in our financial proposal (yea wise) in PKR 1st Year 10% of the Total value 2nd year 20% of the Total Value 3rd year 30% of the Total Value ➤ Our quoted product all detail information available online and we are also providing you the technical specification / brochures with our appeal. If you have required sample for the quoted equipment, so we can also provide you sample on your demand. ➤ We quoted all the hardware /software according to your tender specification. ➤ In the light of above mentioned facts, we hereby request you to please declare our technical bid a responsive bid & provide us an 	<p>V. Under taking on Judicial stamp paper of Rs.100/- that the firm will provide after sale services for three years w.e.f. instalment of quoted product which is accepted.</p> <p>Hence, grievance of the firm is accepted and status of the firm M/s Astronotech Distributions is declared as “Responsive”.</p>
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					<p>opportunity to proceed further in your tender.</p> <p>The grievance committee will consider our request in best interest of your esteemed organization and would declare our technical bid a responsive bid. Looking forward to your positive and prompt response.</p>	
04	M/s Wajda Group	IT Equipment	Non-Responsive	<ol style="list-style-type: none"> 1. Copy of 2% bid Security with technical proposal is not attached 2. The firm will provide Notarized affidavit on Judicial Stamp Paper of Rs. 100/- that the firm accepts all terms and conditions of tender/bidding documents. 3. Registration Certificate (Supplier/Agent shall have to produce the legal document proving that it is a legally registered firm in Pakistan.) 4. Online Availability 	<p>The firm has submitted following grievances against the technical evaluation report of IT equipment for NCD Program</p> <ol style="list-style-type: none"> i. Please check CDR in financial proposal and also attached copy of CDR as Annexure –A ii. Please check copy of incorporation certificate in technical proposal detail attached as Annexure-B iii. Past Experience attached in technical bid and further detail is attached as Annexure-C iv. All branded products come with INTEL/AMD global policies which is based on generators, As Acer always work on latest INTEL/AMD Generation so for Pcs Acer offer 03 years Warranty which extendable up to 05 	<p>Mr. Habib from M/s Wajda Group attended the meeting. The committee examined the documents submitted by the firm along with its grievance application in the light of Technical Evaluation Report.</p> <p>The committee after detail discussion, keeping in view the advertised evaluation criteria in detail decided that:</p> <ol style="list-style-type: none"> 1. Copy of 2% bid Security is accepted. 2. Notarized affidavit on Judicial Stamp Paper of Rs. 100/- stating that the firm accepts all terms and conditions of tender/bidding documents is accepted. 3. Registration Certificate is accepted. 4. Online Availability of Quoted Product could not be verified. 5. Quoted Product does not comply with the tender / advertised specifications.

				<p>Product Evaluation</p> <p>5. (Quoted Product must comply with the tender / advertised specifications</p> <p>6. Detail about operating system and utility software is not available.</p> <p>7. SATA is not mentioned in the broacher</p> <p>8. Product Availability (Quoted Products having less than One-year availability shall not be eligible)</p> <p>9. Past Performance of the Bidder (Last Three Fiscal Years)</p> <p>10. Under taking on Judicial stamp paper of Rs.100/-that The firm is neither convicted nor blacklisted from any court of law/competent authority".</p>	<p>years so its mean ACER is responsible to manage Warranty claims as per standard warranty offer to customer through Acer authorized service partner (TEAM INTERNATIONAL PAKISTAN) which is already mentioned in ACER MAL Letter.</p> <p>v. Please check declaration further is attached as Annexure-D.</p> <p>vi. The quoted products/brand is available at manufacturer website please check detail web address https://store.acer.com/en-sg/business/business-desktop still Acer website_____under upgradation as intel just launched 9th generation & 10th Generation so approx. take time for all updated data at Acer website by the end of this quarter.</p> <p>vii. The firm mentioned in technical proposal detail of software with make / version.</p>	<p>6. Detail about operating system and utility software is not available.</p> <p>7. SATA not mentioned in the sample broacher.</p> <p>8. Availability of Quoted Products for more than one year could not be verified.</p> <p>9. Past Performance of the Bidder could not be established.</p> <p>10. Undertaking on Judicial stamp paper of Rs.100/- that the firm is neither convicted nor blacklisted from any court of law/competent authority not provided.</p> <p>Based on above mentioned grounds, grievance of the firm is rejected. Hence. the status of the firm M/s Wajda Group is declared as "Non-Responsive".</p>
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					<p>viii. Quoted product desktop computers are latest with 9th Generation Process; All latest computers have SATA HDD</p> <p>ix. We submitted stamp papers against black listing further please check Annexure E</p> <p>Thank you for your kind understanding and support.</p>	
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