



PURCHASE CELL

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MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE HELD ON 20th MARCH, 2020 AT 02:30 P.M TO REDRESS THE GRIEVANCE APPLICATIONS OF THE FIRMS AGAINST TECHNICAL EVALUATION REPORT FOR THE PROCUREMENT OF COMPUTER STATIONERY ITEMS FOR DIRECTORATE GENERAL HEALTH SERVICES, PUNJAB, FY 2019-20

A meeting of the Grievance Redressal Committee was held on 20th March, 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 Computer Stationery Items for 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 Computer Stationery Items for 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	NAME OF FIRM	STATUS	REASON (S) OF REJECTION	GREVIANCE OF THE FIRM	DECISIONS OF THE GREVIANCE COMMITTEE
01	COMPUTER STATIONERY ITEMS FOR DGHS	WAJDA INTERNATIONAL (PVT.) LTD.	NON-RESPONSIVE	<ol style="list-style-type: none"> 1. The firm has not attached 2% CDR copy. 2. The firm has not provided annual sales turn over/Gross Revenue record. 3. The firm has not provided valid authorization certificate. 4. The firm is only member of HP silver partner, not the sole agent/distributor. 5. Affidavit of sole agent of original manufacturer or distributor is not attached. 6. The firm also not submitted affidavit of advertised/tender specifications. 7. The firm has used 1 judicial stamp paper for parameter No. 7.8 and 12. 8. Undertaking required on judicial stamp paper of Rs.100/- duly verified by Notary Republic that the 	<p>M/S Wajda International (Pvt.) Ltd.</p> <p>The firm submitted the grievance against the technical evaluation report with the following points:</p> <ol style="list-style-type: none"> 1. Copy of the CDR 2. Copy of annual sales turn over. 3. Partnership letter along with undertaking. 4. Technical proposal undertaking of quoted Products specifications 5. Undertaking on stamp paper for product evaluation. 	<p>The representative of M/s WAJDA INTERNATIONAL (PVT.) LTD. 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. 2% CDR copy, which is accepted. 2. Annual sales turn over/Gross Revenue record in the form of FBR tax return. Which is accepted. 3. Valid authorization certificate which is accepted. 4. Membership of HP silver partner, which is accepted.

				<p>vender/firm will replace the item if item provided is defective, did not support the system or any other case where the product does not produce the desired results.</p>		<p>5. Affidavit of sole agent of original manufacturer or distributor Which is accepted.</p> <p>6. Affidavit regarding the compliance of advertised/ tender specifications. Which is accepted.</p> <p>7. Undertaking on one judicial stamp paper for parameter No. 7,8 and 12, Which is accepted.</p> <p>8. Undertaking on judicial stamp paper of Rs.100/- duly verified by Notary Republic that the vender/firm will replace the item if item provided is defective, did not support the system or any other case where the product does not produce the desired results. Which is accepted.</p> <p>Therefore, grievance of the firm is accepted.</p> <p>Hence the status of the firm M/s WAJDA INTERNATIONAL (PVT.) LTD is declared as Responsive.</p>
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02	COMPUTER STATIONERY ITEMS FOR DGHS	FAISAL TRADERS	NON-RESPONSIVE	<ol style="list-style-type: none"> 1. The NTN copy attached is not readable. 2. The annual sales turn over/Gross Revenue for the year 18-19 is not provided. 3. The firm has not provided affidavit of acceptance of terms and conditions of bidding documents. 4. Valid authorization certificate is not provided. 5. The firm also not submitted affidavit of advertised/tender specifications. 6. Faisal Traders is not a sole agent; it is distributor of CP distributors which has membership with HP. 7. Undertaking required on judicial stamp paper of Rs.100/- duly verified by Notary Republic that the vender/firm will replace the item if item provided is 	<p>M/s Faisal Traders</p> <p>The firm submitted its grievance against the technical evaluation report with the following documents</p> <ol style="list-style-type: none"> 1. Undertaking regarding the acceptance of terms and conditions of bidding documents. 2. FBR Annual Sales Turn Over / Gross Revenue 3. Authorization certificate <p>Please accept the all attached documents.</p>	<p>The representative of M/s FAISAL TRADERS 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. NTN Registration copy which is accepted. 2. Annual Sales Turn Over/Gross Revenue for the year 2018-19 which is not accepted. 3. Affidavit regarding acceptance of terms and conditions of bidding documents which is accepted. 4. Valid authorization certificate which is not accepted. 5. Affidavit regarding compliance of advertised/tender specifications which is not accepted. 6. Invalid Authorization, which is not accepted.
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				defective, did not support the system or any other case where the product does not produce the desired results.		<p>7. Undertaking on judicial stamp paper of Rs.100/- duly verified by Notary Republic that the vender/firm will replace the item if item provided is defective, did not support the system or any other case where the product does not produce the desired results which is not accepted.</p> <p>Moreover, the M/s Faisal Traders has been black listed by the PPRA on 4th September 2019 till 3rd September 2024.</p> <p>Therefore, grievance of the firm is not accepted. Hence the status of the firm M/s FAISAL TRADERS is declared as Non-Responsive.</p>
03	COMPUTER STATIONERY ITEMS FOR DGHS	I.K SOLUTIONS	NON-RESPONSIVE	<p>1. Undertaking required on judicial stamp paper of Rs.100/- duly verified by Notary Republic that the vender/firm will replace the item if item provided is defective, did not support the system or any other case where the product</p>	<p>M/S IK Solutions Technical Services and general Order Suppliers.</p> <p>The firm submitted the grievance against the technical evaluation report with the following points:</p> <ol style="list-style-type: none"> 1. Attached all required documents as mentioned in bidding document. 2. Stamp Papers attached. 3. Two CDRS copies attached. 	<p>The representative of M/s IK Solutions Technical Services and general Order Suppliers 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>does not produce the desired results.</p> <p>2. The firm has not provided affidavit and certificate of Valid authorization.</p> <p>3. The firm has not provided 2 years supply experience.</p>	<p>4. Purchase Orders regarding Two-year experience.</p> <p>5. Acceptable stamp paper for replacement items</p>	<p>The committee after due deliberation and discussion, keeping in view the required parameters in detail that firm provided;</p> <p>1. Undertaking on judicial stamp paper of Rs.100/- duly verified by Notary Republic that the vender/firm will replace the item if item provided is defective, did not support the system or any other case where the product does not produce the desired results Which is accepted.</p> <p>2. Affidavit and certificate of Valid Authorization Which is not accepted.</p> <p>3. Supply Experience which is accepted.</p> <p>Therefore, grievance of the firm is not accepted.</p> <p>Hence the status of the firm M/s I.K SOLUTIONS_is declared as Non-Responsive</p>
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