



## **PURCHASE CELL**

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### **MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE HELD ON 28<sup>th</sup> MARCH, 2020 AT 02:30 P.M TO REDRESS THE GRIEVANCE APPLICATIONS OF THE FIRMS AGAINST TECHNICAL EVALUATION REPORT FOR THE PROCUREMENT OF PPEs/CHEMICALS/DISINFECTANTS PHASE-II FOR PREVENTION & CONTROL OF NOVEL CORONAVIRUS (COVID-19) OUTBREAK DURING FINANCIAL YEAR 2019-20 ON EMERGENCY BASIS**

A meeting of the Grievance Redressal Committee was held on 28<sup>th</sup> Mar 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 PPEs/chemicals/disinfectants Phase-II for prevention & control of novel coronavirus (covid-19) outbreak during financial year 2019-20 on emergency basis as per Rule 59 (c) of PPR-2014 (Amended), Directorate General Health Services, Punjab, FY 2019-20.

Following members of Grievance Redressal Committee attended the meeting:

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

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

<b>Sr. No.</b>	<b>Member(s)</b>
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 PPEs/Chemicals/Disinfectants Phase-II for prevention & control of novel coronavirus (COVID-19) outbreak during financial year 2019-20 on emergency basis 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 FIRM	NAME OF THE ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
01	M/s Sign Art Group of Companies (S.G.C)	1. Water Resistant Gowns 2. Goggles, Protective 3. Shoe Cover 4. Scrubs, Tops 6. Gloves, Cleaning	Non-Responsive	1. Sample of Quoted Item (Water resistant gowns) Does Not confirm to the specifications. 2. Sample not provided for goggles, protective. 3. Sample not provided for shoe cover 4. Sample not provided for scrubs, tops. 5. Sample not provided for gloves, cleaning.	The firm submitted the grievance against the technical evaluation report with the following points:  1. All Unit Prices submitted were subject to a 5% Discount, however the discount was not calculated while making Price Comparison.  2. Water resistant Gowns sample that we have provided is the same specification/ material as the sample approved by your office, however our sample did not have tape on the seaming and the thickness is GSM 40 instead of GSM 50 and above. Our Rate is Rs.1045/- (After Discount) which less than lowest rate of Rs.1600/-. Revised sample for technical evaluation will be submitted by day end today. i.e. 27-03-2020.	The representative of M/s Sign Art Group of Companies (S.G.C) attended the meeting and presented the 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. After due deliberation and discussion the committee unanimously agreed upon following points:  1. Referred back the sample of Water Resistant Gown, presented before the committee for technical evaluation.  2. Referred back the sample of Surgical Mask, presented before the committee for technical evaluation.  3. Referred back the sample of Shoe Cover, presented before the committee for technical evaluation.

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					<p>3. We provided 4 different samples of diff. sizes (60ml, 120ml, 500ml, 1000ml) and Unit Rate was averaged accordingly. As sample of 500ml is approved, we can provide the approved 500ml bottle at Rs.535/Unit.</p> <p>4. Our Sample of shoe covers has not been approved regardless of the fact that it is much higher in quality as compared to the approved sample and Rs. 1.5 cheaper (After discount) than the approved rate. Revised sample is submitted for technical evaluation.</p> <p>5. Due to logistical issues as a result of Lockdown our sample for Scrub/Top could not be delivered on the day of bidding. It is now sample is submitted for technical evaluation.</p> <p>6. Samples of cleaning Gloves and Goggles could not be made available due to current</p>	<p>4. Referred back the sample of Scrub Tops, presented before the committee for technical evaluation.</p> <p>5. The notified purchase committee may consider 5% discount on quoted unit prices of technically qualified items as claimed by the firm.</p> <p>Moreover, the committee unanimously decided that the decision of the technical evaluation committee for samples referred back shall be considered as final.</p>

Sr.	NAME OF FIRM	NAME OF THE ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
					lockdown. We will submit them within a week for your kind office to consider these items for future demand.	
02	M/s Zulfiqar Security Company (Pvt.) Ltd. (Z.S.C)	1.Body Bag  2.Shoe Cover  3.Water Resistant Gowns  4.Surgical Mask  5. Gloves , Cleaning	Non-Responsive	1. Sample of Quoted Item (Body Bag) Does Not conform to the specifications.  2. Sample not provided for Shoe Cover.  3. Sample of Quoted Item (Water Resistant Gowns) Does Not conform to the specifications.  4. Sample not provided for Surgical Mask.  5. Sample not provided for gloves, cleaning.	The firm submitted the grievance against the technical evaluation report with the following points:  1. We have provided 2 samples of Body Bags, one of LLDPE and other of PVC as in Pakistan PVC is used instead of EVA, PEVA.  2. We have provided the sample of Shoe cover and in the report it is mentioned that sample has not been provided.  3. Two options of Water Resistant Gowns were provided, <b>Option-1:</b> Fluid penetration resistance: EN 13795 high performance or AAMI PB70 Level 3 performance or above or equivalent. <b>Option-2:</b> Blood borne pathogens penetration	The representative of M/s Zulfiqar Security Company (Pvt.) Ltd. (Z.S.C) attended the meeting and presented the 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. After due deliberation and discussion the committee unanimously agreed upon following points:  1. Referred back the sample of Shoe Cover, presented before the committee for technical evaluation and further decided that the decision of technical evaluation committee shall be considered as final.  2. As the representative of the firm confessed itself

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					<p>resistant: AAMI PB70 level 4 Performance.</p> <p>4. The surgical mask provided is with 2 ply. Sample has been provided and it is machine stitched rather than the machine welding.</p> <p>5. We have provided scotch-brite gloves for this purpose. However mistakenly it is taken under consideration in Gloves Examination, non-Sterile. Please reconsider the item.</p>	<p>before the committee that the given sample of surgical mask was of 2 ply which cannot be recommended in any case for use thereby making no compromise on health and safety of healthcare professionals who are fighting as frontline soldiers against Corona Virus Pandemic.</p> <p>3. The committee decided to upheld the decision of Technical Evaluation Committee regarding samples of body bag as the said samples were evaluated by panel of leading experts. Thus, grievance of the firm is rejected and final status is declared as <b>“Non-Responsive” for quoted item (Body Bag Sample Type 1 and Sample Type 2).</b></p> <p>4. The committee decided to upheld the decision of Technical Evaluation Committee regarding sample of Water Resistant Gown as the said sample was evaluated by panel of leading experts. Thus, grievance of the firm is rejected and final status is declared as <b>“Non-</b></p>

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						<p><b>Responsive” for quoted item (Water Resistant Gown).</b></p> <p>5. The representative of Technical Evaluation Committee explained the house that sample of “Cleaning Gloves” was approved by the Sample Evaluation Committee whereas the final status of the firm regarding quoted item was declared as Non-Responsive due to typo-error.</p> <p>Thus, grievance of the firm is accepted and final status is declared as <b>“Responsive” for quoted item (Cleaning Gloves).</b></p>
03	M/S Medicine Company	Body Bag	Non-Responsive	Sample not provided for Body Bag.	<p>The firm submitted the grievance against the technical evaluation report with the following points:</p> <ol style="list-style-type: none"> <li>1. Requested to evaluate presented sample of body bag.</li> </ol>	<p>The representative of M/s The Medicine Company attended the meeting and presented their grievance to the grievance redressal committee.</p> <p>The committee heard the view point of the representative of the firm which was examined in the light of Technical Evaluation Report. After due deliberation and discussion the committee unanimously</p>

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						<p>agreed upon following points:</p> <p>1. Referred back the sample of Body Bag, presented before the committee for technical evaluation and further decided that the decision of technical evaluation committee shall be considered as final.</p>