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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 STATIONERY ITEMS FOR DIRECTORATE GENERAL HEALTH SERVICES, PUNJAB, FY 2019-20

A meeting of the Grievance Redressal Committee was held on 20th 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 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 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	STATIONERY ITEMS FOR DGHS	FAISAL TRADERS	NON-RESPONSIVE	<ol style="list-style-type: none"> 1. Affidavit for advertised/tender specifications is not provided. 2. The NTN copy attached is not readable. 3. The annual sales turn over/Gross Revenue for the year 18-19 is not provided. 4. The firm has not provided affidavit of acceptance of terms and conditions of bidding documents. 5. Valid authorization certificate is not provided. 	<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 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. Affidavit regarding compliance of advertised/tender specifications which is not accepted. 2. NTN copy which is accepted. 3. Annual sales turn over/Gross Revenue for the year 2018-19 which is not accepted. 4. Affidavit regarding acceptance of terms and

						<p>conditions of bidding documents which is accepted.</p> <p>5. Invalid authorization certificate which is not applicable in stationery items.</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.</p> <p>Hence the status of the firm M/s Faisal Traders is declared as Non-Responsive.</p>
02	STATIONERY ITEMS FOR DGHS	I.K SOLUTIONS	NON-RESPONSIVE	<ol style="list-style-type: none"> 1. 2% Bid Security cannot be verified. 2. The annual sales turn over/Gross Revenue for the year 18-19 is not provided. 3. The firm has not provided affidavit and certificate of valid authorization. 4. The firm has not provided 2 years supply experience. 5. Below said Samples not accepted by end user. <ol style="list-style-type: none"> a- Register 190Pages 12 ½ x 7.9" (wide line Hard binding, b- Permanent Marker-Different Colors C- Gum Stick Medium Size 	<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. 4. Purchase Orders regarding Two-year experience. <p>Acceptable stamp paper for replacement items</p>	<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>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% Bid Security which is accepted.

				<p>d- Fax Roll</p> <p>e- Poker Steel wooden handle.</p> <p>f- Flapper with dori standard size.</p> <p>g- Stapler Machine Heavy Duty</p> <p>h- Photo state paper 80gm size legal 13" x 8.5"</p> <p>i- Note book spiral binding</p> <p>j- log book</p> <p>k- Packing tape</p> <p>l- stock register 500 pages</p> <p>m- Mail folder rexin</p> <p>n- paper cutter heavy duty</p> <p>o- Writing pad size 5x7 spiral binding 50 pages</p>	<p>2. Annual sales turn over/Gross Revenue for the year 2018-19 which is accepted.</p> <p>3. Affidavit and certificate of valid authorization is not applicable in stationary items.</p> <p>4. Supply experience which is accepted.</p> <p>5. Below said samples did not qualify by the evaluator</p> <p>a- Register 190Pages 12 ½ x 7.9" (wide line Hard binding,</p> <p>b- Permanent Marker- Different Colors</p> <p>c- Gum Stick Medium Size</p> <p>d- Fax Roll</p> <p>e- Poker Steel wooden handle.</p> <p>f- Flapper with dori standard size.</p> <p>g- Stapler Machine Heavy Duty</p> <p>h- Photo state paper 80gm size legal 13" x 8.5"</p> <p>ii- Note book spiral binding</p> <p>j- log book</p> <p>k- Packing tape</p> <p>l- stock register 500 pages</p> <p>m- Mail folder rexin</p> <p>n- paper cutter heavy duty</p> <p>o- Writing pad size 5x7 spiral binding 50 pages.</p> <p>Moreover, the M/s IK Solutions could not qualify in aforesaid samples and the grievance committee accepted grievance of the firm in respect of qualified samples.</p>
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						Therefore, grievance of the firm is accepted. Hence the status of the firm M/s I.K SOLUTIONS is declared as Responsive except the abovementioned disqualified samples.
03	STATIONERY ITEMS FOR DGHS	O & A Business Machine (Pvt) Ltd.	NON-RESPONSIVE	<ol style="list-style-type: none"> 1. The NTN copy attached is not readable. 2. The Firm Has Not Provided The annual sales turn over/Gross Revenue for the year 18-19. 3. Company Name is not mentioned on affidavit. 	M/s O & A Business Machine (Pvt.) Ltd The firm submitted its grievance against the technical evaluation report and submitted the missing documents.	The representative of M/s O&A Business Machine (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. The committee after due deliberation and discussion, keeping in view the required parameters in detail that firm provided; <ol style="list-style-type: none"> 1. NTN registration copy attached which is accepted. 2. Annual sales turn over/Gross Revenue for the year 2018-19 which is accepted. 3. Company Name on affidavit which is accepted. Therefore, grievance of the firm is accepted.

						Hence the status of the firm M/s O&A Business Machine (Pvt.) Ltd. is declared as Responsive .
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