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MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE HELD ON 06th JANUARY, 2021 AT 02:00 P.M TO REDRESS THE GRIEVANCE APPLICATIONS OF THE FIRMS AGAINST TECHNICAL EVALUATION REPORT FOR THE PROCUREMENT OF HBV & HCV RDTs KITS/DEVICES FOR HEPATITIS & INFECTION CONTROL PROGRAM, IT EQUIPMENT & FURNITURE ITEMS, FY 2020-21

A meeting of the Grievance Redressal Committee was held on 06th Jan, 2021 at 02:00 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 HBV & HCV RDTs Kits/Devices for Hepatitis & Infection Control Program, IT Equipment and Furniture Items, Directorate General Health Services, Punjab, FY 2020-21.

Following members of Grievance Redressal Committee attended the meeting:

Sr. No.	Participants	
1.	Director Health Services (EPI), O/o DGHS	Chairman/Convener
2.	Director Health Services (CD&EPC), O/o DGHS	Member
3.	Senior Law Officer (Litigation Cell), O/o DGHS	Member
4.	Additional Director Health Services (Medical), O/o DGHS	Member
5.	Director Health Services (MIS), O/o 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.	Deputy Director Pharmacy, O/o DGHS

The Chair welcomed all the participants and briefed about agenda of meeting i.e. Grievance Redressal of firms against Technical Evaluation Report.

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 Item	Reason(s) of Rejection	Grievance of the Firm	Decision of the Committee
1	M/s Sind Medical Stores	Anti HCV Antibodies, Rapid Diagnostic Testing Kits/Devices	1. DRC / DEC of quoted product not attached. 2. General Sales Tax Number (STRN) not attached.	The firm submitted its grievance that it has attached the documents found deficient in the evaluation report in the PQ application and also attached the same with the grievance application. Hence, the firm has requested to accept the grievance and prequalify the quoted item.	Mr. Amjad, the representative of M/s Sind Medical Stores, attended the meeting and presented its grievance before 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: 1. General Sales Tax Number (STRN) registration certificate along with Taxpayer Registration Certificate has been provided by the firm with grievance application which is acceptable. 2. As the firm has failed to produce Medical Device Registration Certificate/Enlistment Certificate of quoted item thus justification of firm is not acceptable. Thus, the overall Grievance of the firm is rejected and status of M/s Sind Medical Stores for quoted item is declared as "Not-Prequalified" .
2	M/s ZEDCO	-	1. Technical Proposal not attached with PQ application. 2. DRC / DEC of quoted product not attached. 3. Quality certification of quoted product.	The firm submitted its grievance that it has attached the documents found deficient in the evaluation report with the grievance application.	Mr. Imran Usmani, the representative of M/s ZEDCO, attended the meeting and presented its grievance before the grievance redressal committee.

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			4. Compliance with the advertised technical specifications of the quoted item could not be verified due to not quoting in technical offer/proposal.		<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 agreed upon following:</p> <ol style="list-style-type: none"> 1. Medical Device Registration Certificate/Enlistment Certificate of quoted item has been provided by the firm with grievance application which is acceptable. 2. Quality certification of quoted product has been provided by the firm with grievance application which is acceptable. 3. As the firm has produced evidence regarding technical details of quoted product in submitted PQ Application hence justification of firm is acceptable. <p>Thus, the overall Grievance of the firm is accepted and status of M/s ZEDCO for quoted item is declared as "Prequalified".</p>
3.	M/s A.S. Enterprises	Anti HCV Antibodies, Rapid Diagnostic Testing Kits/Devices	<ol style="list-style-type: none"> 1. DRC / DEC of quoted product not attached. 2. Attached undertakings are not notarized. 	The firm submitted its grievance that it has submitted the file of HCV RDT for DRC on 06.04.2020 in DRAP and file was accepted successfully to proceed further but registration process is quite slow due to COVID-19 Pandemic. Moreover, it has attached all the undertakings given in the documents and we will provide the same with notarization.	<p>Mr. Bassam Ahmad, the representative of M/s A.S. Enterprises, attended the meeting and presented its grievance before 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:</p> <ol style="list-style-type: none"> 1. Requisite notarized

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					<p>undertakings have been provided by the firm with grievance application which are acceptable.</p> <p>2. As the firm has failed to produce Medical Device Registration Certificate/Enlistment Certificate of quoted item thus justification of firm is not acceptable.</p> <p>Thus, the overall Grievance of the firm is rejected and status of M/s A.S. Enterprises for quoted item is declared as "Not-Prequalified".</p>
4	M/s CP Distributors	Laptops (Core i7) 8GB Memory	<p>1. Expired HP Membership Certificate</p> <p>2. Undertaking of "Neither convicted nor blacklisted/debarred" on Rs. 50 non-notarized stamp paper.</p> <p>3. Warranty Compliance Certificate not attached.</p> <p>4. "Make, model & country of origin of quoted product and all accessories" on Rs. 100 notarized stamp paper not attached.</p> <p>5. Quoted model of the product not available on the current official website of the manufacturer.</p> <p>6. Ambiguous word "optional" mentioned in technical offer does not assure the delivery of parts.</p> <p>7. Default windows "Windows 10 Home" does not fulfil "Windows 10 Pro" requirements.</p> <p>8. Model no. of laptop bags not mentioned in Technical Offer.</p>	The firm submitted its grievance that it has attached the documents found deficient in the evaluation report with the grievance application.	<p>Mr. Faisal, the representative of M/s CP Distributors, attended the meeting and presented its grievance before 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:</p> <p>1. Valid HP Membership Certificate has been provided by the firm with grievance application which is acceptable.</p> <p>2. Undertaking of "Neither convicted nor blacklisted/debarred" has been provided by the firm on notarized stamp paper of Rs.100 with grievance application which is acceptable.</p> <p>3. Warranty compliance certificate has been provided by the firm with grievance application which is acceptable.</p>

Sr.	Name of Firm	Name of Item	Reason(s) of Rejection	Grievance of the Firm	Decision of the Committee
					<p>4. "Make, model & country of origin of quoted product and all accessories" on Rs. 100 notarized stamp paper has been provided by the firm with grievance application which is acceptable.</p> <p>5. The firm has submitted evidence regarding availability of quoted model of the product on the current official website of the manufacturer which is acceptable.</p> <p>6. As the firm has quoted windows model as per requirements of tender in technical offer so justification of firm is acceptable.</p> <p>7. The firm has clarified that quoted it has quoted best quality (standard laptop bag) which comes by default as part of package from so justification of firm is acceptable.</p> <p>Thus, the overall Grievance of the firm is accepted and status of M/s CP Distributors for quoted item is declared as "Responsive".</p>
		Laptops (Core i7) 16GB Memory with cache 08 MB	<p>1. 2% Bid security submitted is less than 2% amount of total estimated cost.</p> <p>2. Expired HP Membership Certificate</p> <p>3. Undertaking of "Neither convicted nor blacklisted/debarred" on Rs. 50 non-notarized stamp paper.</p> <p>4. Warranty Compliance Certificate not attached.</p> <p>5. "Make, model & country of origin of quoted product and all accessories" on Rs. 100</p>	The firm submitted its grievance that it has attached the documents found deficient in the evaluation report with the grievance application.	<p>Mr. Faisal, the representative of M/s CP Distributors, attended the meeting and presented its grievance before 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:</p> <p>1. Valid HP Membership</p>

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			<p>notarized stamp paper not attached.</p> <p>6. Ambiguous word "optional" mentioned in technical offer does not assure the delivery of parts.</p> <p>7. Model no. of laptop bags not mentioned in Technical Offer</p>		<p>Certificate has been provided by the firm with grievance application which is acceptable.</p> <p>2. Undertaking of "Neither convicted nor blacklisted/debarred" has been provided by the firm on notarized stamp paper of Rs.100 with grievance application which is acceptable.</p> <p>3. Warranty compliance certificate has been provided by the firm with grievance application which is acceptable.</p> <p>4. "Make, model & country of origin of quoted product and all accessories" on Rs. 100 notarized stamp paper has been provided by the firm with grievance application which is acceptable.</p> <p>5. The firm has submitted evidence regarding availability of quoted model of the product on the current official website of the manufacturer which is acceptable.</p> <p>6. The firm has explained that quoted it has quoted best quality (standard laptop bag) which comes by default as part of package from so justification of firm is acceptable.</p> <p>7. As the firm has submitted bid security less than 2% amount of total estimated cost so justification of firm is not acceptable.</p> <p>Thus, the overall Grievance of the firm is rejected and status of M/s CP Distributors for quoted item is declared as "Non-Responsive".</p>

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		Printers	1. Expired HP Membership Certificate 2. Undertaking of "Neither convicted nor blacklisted/debarred" on Rs. 50 non-notarized stamp paper. 3. Warranty Compliance Certificate not attached. 4. "Make, model & country of origin of quoted product and all accessories" on Rs. 100 notarized stamp paper not attached.	The firm submitted its grievance that it has attached the documents found deficient in the evaluation report with the grievance application.	<p>Mr. Faisal, the representative of M/s CP Distributors, attended the meeting and presented its grievance before 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:</p> <ol style="list-style-type: none"> 1. Valid HP Membership Certificate has been provided by the firm with grievance application which is acceptable. 2. Undertaking of "Neither convicted nor blacklisted/debarred" has been provided by the firm on notarized stamp paper of Rs.100 with grievance application which is acceptable. 3. Warranty compliance certificate has been provided by the firm with grievance application which is acceptable. 4. "Make, model & country of origin of quoted product and all accessories" on Rs. 100 notarized stamp paper has been provided by the firm with grievance application which is acceptable. <p>Thus, the overall Grievance of the firm is accepted and status of M/s CP Distributors for quoted item is declared as "Responsive".</p>
5	M/s Micro Giant Cons. Company	Executive chair	1. Undertaking of "Neither convicted nor blacklisted/debarred" on Rs.100	The firm submitted its grievance that it has attached the documents found deficient in the evaluation	Mr. Atif Ikram, the representative of M/s Micro Giant Cons. Company, attended the meeting

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			<p>notarized stamp paper not attached.</p> <p>2. Warranty Compliance Certificate not attached.</p> <p>3. "Make, model & country of origin of quoted product and all accessories" on Rs.100 notarized stamp paper not attached.</p> <p>4. Specifications of the quoted item do not meet with tender requirement.</p> <p>5. Brochure/literature of the quoted item not attached.</p>	report with the grievance application.	<p>and presented its grievance before 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 agreed upon following:</p> <p>1. Undertaking of "Neither convicted nor blacklisted/debarred" on Rs.100 notarized stamp paper has been provided by the firm with grievance application which is acceptable.</p> <p>2. Warranty Compliance Certificate has been provided by the firm on notarized stamp paper of Rs.100 with grievance application which is acceptable.</p> <p>3. "Make, model & country of origin of quoted product and all accessories" on Rs.100 notarized stamp paper has been provided by the firm with grievance application which is acceptable.</p> <p>4. The firm has clarified that the advertised dimension was length (L) whereas quoted dimension was depth (D) both of which are considered same in case of furniture items so justification of firm is acceptable.</p> <p>5. Brochure/literature of the quoted item has been provided by the firm with grievance application which is acceptable.</p> <p>Thus, the overall Grievance of</p>

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					the firm is accepted and status of M/s Micro Giant Cons. Company for quoted item is declared as "Responsive" .
		Executive Table along with 1 side rack	<p>1. Undertaking of "Neither convicted nor blacklisted/debarred" on Rs. 100 notarized stamp paper not attached.</p> <p>2. Warranty Compliance Certificate not attached.</p> <p>3. "Make, model & country of origin of quoted product and all accessories" on Rs. 100 notarized stamp paper not attached.</p> <p>4. Specifications of the quoted item do not meet with tender requirement.</p> <p>5. Brochure/literature of the quoted item not attached.</p>	The firm submitted its grievance that it has attached the documents found deficient in the evaluation report with the grievance application.	<p>Mr. Atif Ikram, the representative of M/s Micro Giant Cons. Company, attended the meeting and presented its grievance before 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 agreed upon following:</p> <p>1. Undertaking of "Neither convicted nor blacklisted/debarred" on Rs.100 notarized stamp paper has been provided by the firm with grievance application which is acceptable.</p> <p>2. Warranty Compliance Certificate has been provided by the firm on notarized stamp paper of Rs.100 with grievance application which is acceptable.</p> <p>3. "Make, model & country of origin of quoted product and all accessories" on Rs.100 notarized stamp paper has been provided by the firm with grievance application which is acceptable.</p> <p>4. Brochure/literature of the quoted item has been provided by the firm with grievance application which is acceptable.</p> <p>5. Since quoted item dimensions are different from advertised dimensions so</p>

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					justification of firm is not acceptable. Thus, the overall Grievance of the firm is rejected and status of M/s Micro Giant Cons. Company for quoted item is declared as "Non-Responsive" .
		Executive Sofa (1 Seater)	1. Undertaking of "Neither convicted nor blacklisted/debarred" on Rs. 100 notarized stamp paper not attached. 2. Warranty Compliance Certificate not attached. 3. "Make, model & country of origin of quoted product and all accessories" on Rs. 100 notarized stamp paper not attached. 4. Specifications of the quoted item do not meet with tender requirement. 5. Brochure/literature of the quoted item not attached.	The firm submitted its grievance that it has attached the documents found deficient in the evaluation report with the grievance application.	Mr. Atif Ikram, the representative of M/s Micro Giant Cons. Company, attended the meeting and presented its grievance before 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: 1. Undertaking of "Neither convicted nor blacklisted/debarred" on Rs.100 notarized stamp paper has been provided by the firm with grievance application which is acceptable. 2. Warranty Compliance Certificate has been provided by the firm on notarized stamp paper of Rs.100 with grievance application which is acceptable. 3. "Make, model & country of origin of quoted product and all accessories" on Rs.100 notarized stamp paper has been provided by the firm with grievance application which is acceptable. 4. Brochure/literature of the quoted item has been provided by the firm with grievance

Sr.	Name of Firm	Name of Item	Reason(s) of Rejection	Grievance of the Firm	Decision of the Committee
					<p>application which is acceptable.</p> <p>5. Since quoted item dimensions are different from advertised dimensions so justification of firm is not acceptable.</p> <p>Thus, the overall Grievance of the firm is rejected and status of M/s Micro Giant Cons. Company for quoted item is declared as "Non-Responsive".</p>
		Executive Sofa (2 Seater)	<p>1. Undertaking of "Neither convicted nor blacklisted/debarred" on Rs. 100 notarized stamp paper not attached.</p> <p>2. Warranty Compliance Certificate not attached.</p> <p>3. "Make, model & country of origin of quoted product and all accessories" on Rs. 100 notarized stamp paper not attached.</p> <p>4. Specifications of the quoted item do not meet with tender requirement.</p> <p>5. Brochure/literature of the quoted item not attached.</p>	The firm submitted its grievance that it has attached the documents found deficient in the evaluation report with the grievance application.	<p>Mr. Atif Ikram, the representative of M/s Micro Giant Cons. Company, attended the meeting and presented its grievance before 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 agreed upon following:</p> <p>1. Undertaking of "Neither convicted nor blacklisted/debarred" on Rs.100 notarized stamp paper has been provided by the firm with grievance application which is acceptable.</p> <p>2. Warranty Compliance Certificate has been provided by the firm on notarized stamp paper of Rs.100 with grievance application which is acceptable.</p> <p>3. "Make, model & country of origin of quoted product and all accessories" on Rs.100 notarized stamp paper has been provided by the firm with</p>

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					<p>grievance application which is acceptable.</p> <p>4. The firm has clarified that the advertised dimension was length (L) whereas quoted dimension was depth (D) both of which are considered same in case of furniture items so justification of firm is acceptable.</p> <p>5. Brochure/literature of the quoted item has been provided by the firm with grievance application which is acceptable. Thus, the overall Grievance of the firm is accepted and status of M/s Micro Giant Cons. Company for quoted item is declared as "Responsive".</p>
		Executive Sofa (3 Seater)	<p>1. Undertaking of "Neither convicted nor blacklisted/debarred" on Rs. 100 notarized stamp paper not attached.</p> <p>2. Warranty Compliance Certificate not attached.</p> <p>3. "Make, model & country of origin of quoted product and all accessories" on Rs. 100 notarized stamp paper not attached.</p> <p>4. Specifications of the quoted item do not meet with tender requirement.</p> <p>5. Brochure/literature of the quoted item not attached.</p>	The firm submitted its grievance that it has attached the documents found deficient in the evaluation report with the grievance application.	<p>Mr. Atif Ikram, the representative of M/s Micro Giant Cons. Company, attended the meeting and presented its grievance before 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 agreed upon following:</p> <p>1. Undertaking of "Neither convicted nor blacklisted/debarred" on Rs.100 notarized stamp paper has been provided by the firm with grievance application which is acceptable.</p> <p>2. Warranty Compliance Certificate has been provided by the firm on notarized stamp paper of Rs.100 with grievance</p>

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					<p>application which is acceptable.</p> <p>3. "Make, model & country of origin of quoted product and all accessories" on Rs.100 notarized stamp paper has been provided by the firm with grievance application which is acceptable.</p> <p>4. The firm has clarified that the advertised dimension was length (L) whereas quoted dimension was depth (D) both of which are considered same in case of furniture items so justification of firm is acceptable.</p> <p>5. Brochure/literature of the quoted item has been provided by the firm with grievance application which is acceptable. Thus, the overall Grievance of the firm is accepted and status of M/s Micro Giant Cons. Company for quoted item is declared as "Responsive".</p>
		Visitor Chair	<p>1. Undertaking of "Neither convicted nor blacklisted/debarred" on Rs. 100 notarized stamp paper not attached.</p> <p>2. Warranty Compliance Certificate not attached.</p> <p>3. "Make, model & country of origin of quoted product and all accessories" on Rs. 100 notarized stamp paper not attached.</p> <p>4. Specifications of the quoted item do not meet with tender requirement.</p> <p>5. Brochure/literature of the quoted item not attached.</p>	The firm submitted its grievance that it has attached the documents found deficient in the evaluation report with the grievance application.	<p>Mr. Atif Ikram, the representative of M/s Micro Giant Cons. Company, attended the meeting and presented its grievance before 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 agreed upon following:</p> <p>1. Undertaking of "Neither convicted nor blacklisted/debarred" on Rs.100 notarized stamp paper has been provided by the firm with</p>

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					<p>grievance application which is acceptable.</p> <p>2. Warranty Compliance Certificate has been provided by the firm on notarized stamp paper of Rs.100 with grievance application which is acceptable.</p> <p>3. "Make, model & country of origin of quoted product and all accessories" on Rs.100 notarized stamp paper has been provided by the firm with grievance application which is acceptable.</p> <p>4. The firm has clarified that the advertised dimension was length (L) whereas quoted dimension was depth (D) both of which are considered same in case of furniture items so justification of firm is acceptable.</p> <p>5. Brochure/literature of the quoted item has been provided by the firm with grievance application which is acceptable.</p> <p>Thus, the overall Grievance of the firm is accepted and status of M/s Micro Giant Cons. Company for quoted item is declared as "Responsive".</p>