



## **PURCHASE CELL**

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### **MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE HELD ON 18<sup>th</sup> JANUARY, 2021 AT 02:30 P.M TO REDRESS THE GRIEVANCE APPLICATIONS OF THE FIRMS AGAINST TECHNICAL EVALUATION REPORT FOR THE EMERGENCY PROCUREMENT OF LAB CONSUMABLES, CHEMICALS, VTM WITH SWAB ETC. ON FRAMEWORK CONTRACT BASIS FOR CORONAVIRUS (COVID-19) TESTING, FY 2020-21**

A meeting of the Grievance Redressal Committee was held on 18<sup>th</sup> Jan, 2021 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 Emergency Procurement of Lab Consumables, Chemicals, VTM with Swab etc. on Framework Contract Basis for Coronavirus (Covid-19) Testing, CD&EPC Program, FY 2020-21 as per Rule 59 (c) of PPR-2014 (Amended), Directorate General Health Services, Punjab, FY 2020-21.

Following members of Grievance Redressal Committee attended the meeting:

<b>Sr. No.</b>	<b>Participants</b>	
1.	Director Health Services (EPI), O/o DGHS	<b>Chairman/Convener</b>
2.	Director Health Services (CD&EPC), O/o DGHS	<b>Member</b>
3.	Senior Law Officer (Litigation Cell), O/o DGHS	<b>Member</b>
4.	Additional Director Health Services (Medical), O/o DGHS	<b>Member</b>
5.	Director Health Services (MIS), O/o 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.	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 Committee
1	M/s Badar Trading	VTM with swab	<p>Sample is rejected by end-user. (Remarks: Firm provided samples of locally made and imported VTM. Breakable glass material and vial is not graduated.)</p>	<p>With reference to the above we hereby submit out grievance application against subject tender evaluation and strongly request to reconsider our quoted product on the following facts and grounds. As per the evaluation report it is mentioned in remarks that the Sample is rejected by end-user. "Remarks: Firm provided samples of locally made and imported VTM".</p> <p>It is clearly stated that our provided sample is not locally made, it is manufactured and produced in China where as it is CE and FDA approved product. The complete brochure and technical specification was enclosed in technical documents. Claiming our product local from technical committee or end used is prejudiced. Further to this as mentioned in technical evaluation report "Breakable glass material and vial is not graduated" there is no such thing in our product as breakable glass material, our vial is made of same standardized transparent plastic (PET, Polypropylene) material submitted in your good office during opening of Bid. In the light of points furnished above, we</p>	<p>Mr. M. Mudassir, the representative of M/s Badar Trading, 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. As the submitted samples of vials containing VTM are not graduated as per requirements of advertised specifications so justification of firm is not acceptable.</p> <p>Thus, the Grievance of the firm is rejected and status of M/s Badar Trading for quoted item is declared as <b>"Non-Responsive"</b>.</p>

Sr.	Name of Firm	Name of Item	Reason(s) of Rejection	Grievance of the Firm	Decision of Committee
				request you to kindly reconsider our submitted samples of the product as responsive. P.S, letter from our Principles M/s Bioteke Corporation (Wuxi) Co., Ltd. China enclosed herewith.	
2	M/s The Medicine Company	VTM with swab	The firm did not provide NTN/GST Certificate.	We (The Medicine Company) participated in the Tender of Frame Work for the emergency purchase of Lab. Consumables and VTM with Swab for COVID-19 control. We are declared NON-RESPONSIVE for not attached NTN Certificate. I attached herewith my NTN Certificate which I already submitted in the Technical Bid. Kindly accept the grievance and declare our company RESPONSIVE and include in the Financial Competition in better interest of public exchequer. Looking Forward to your kind consideration.	Mr. Zafar Bhatti, the representative of M/s The Medicine 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. As the firm has submitted requisite NTN/GST Certificate so justification of firm is acceptable. Thus, the Grievance of the firm is accepted and status of M/s The Medicine Company for quoted item is declared as <b>"Responsive"</b> .
3	M/s Pakistan Hospital and Industrial Laboratory Co.	Falcon tube 50ml with cap	The firm has offered partial quantity. (Advertised required quantity is 150,000 while firm has quoted 100,000)	Kindly refer to your RFQ invited by the Purchase Cell Director General Health Services Punjab Lahore for the Emergency Procurement of Lab Consumables, Chemicals VTM with Swab ETC for (COVID-19) from the eligible vendors which was due on 04-01-2021.	Mr. Amir Shehzad, the representative of M/s Pakistan Hospital and Industrial Laboratory Co., 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

Sr.	Name of Firm	Name of Item	Reason(s) of Rejection	Grievance of the Firm	Decision of Committee
				<p>Accordingly, Pakistan Hospital and Ind Lab Co (PHILCO) has participated in the said tender along with others.</p> <p>It is stated that we have come to know through your website that our bid of (Falcon Tube 50ml with cap) has been declared nonresponsive due to offering less quantity as mentioned in the quotation. In this regard it is further stated that we have (100000 Falcon Tube 50m1 with cap) in ready stock and we could supply the same within the prescribed time limit of 15 days against the asking quantity of (150000 Flacon Tube 50ml with cap). Keeping in view of the COVID 19 outbreak, it is therefore, requested that our above said bid may kindly be reconsidered for approval please.</p>	<p>Report. After due deliberation and discussion the committee unanimously agreed upon following:</p> <p>As the firm has submitted full bid/proposal security against full advertised quantity therefore justification of firm is acceptable. Thus, the Grievance of the firm is accepted and status of M/s Pakistan Hospital and Industrial Laboratory Co. for quoted item is declared as "<b>Responsive</b>".</p>
		<p>PCR tubes strips 0.2ml</p>	<p>The firm has offered partial quantity. (Advertised required quantity is 600,000 while firm has quoted 400,000)</p>	<p>Kindly refer to your RFQ invited by the Purchase Cell Director General Health Services Punjab Lahore for the Emergency Procurement of Lab Consumables, Chemicals VTM with Swab ETC for (COVID-19) from the eligible vendors which was due on 04-01-2021.</p> <p>Accordingly, Pakistan Hospital and Ind lab Co (PHILCO) has participated in the said tender along with others.</p> <p>It is stated that we have come to know through your website that</p>	<p>Mr. Amir Shehzad, the representative of M/s Pakistan Hospital and Industrial Laboratory Co., 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>

Sr.	Name of Firm	Name of Item	Reason(s) of Rejection	Grievance of the Firm	Decision of Committee
				<p>our bid of the said item (0.2ml PCR Strips) has been declared nonresponsive due to offering less quantity as mentioned in the quotation. In this regard it is further stated that we have (400000 0.2ml PCR Strips) in ready stock and we could supply the same within the prescribed time limit of 15 days against the asking quantity of (600000 0.2ml PCR Strips). Keeping in view of the COVID 19 outbreak, it is therefore, requested that our above said bid may kindly be reconsidered for approval please.</p>	<p>As the firm has submitted full bid/proposal security against full advertised quantity therefore justification of firm is acceptable. Thus, the Grievance of the firm is accepted and status of M/s Pakistan Hospital and Industrial Laboratory Co. for quoted item is declared as <b>"Responsive"</b>.</p>
4	M/s Hiaro International	Ethanol	<p>1. Complete technical offer is not provide  2. Signed &amp; stamp Bid-form on letterhead of the firm is not provided  3. Supplier's declaration is not provided.  4. NTN/GST number is not active.  5. Sample is rejected by end-user.  Remarks: Both firms M/s Scientific System and M/s Hairo Int. submitted samples with same Cat. No. and Lot No. (K06300000) but their packing is in different bottles.</p>	<p>It is to state that we M/S Hiaro International have participated in the tender No. 11202-14/PC in two products; Ethanol (Item No. 8) &amp; VTM with Swab (Item No. 13). We have been declared non-responsive due to the following reasons; 1. Incomplete Technical Bid. 2. Bid Form not submitted on Letter Head. 3. Supplier Declaration not submitted on Letter head. 4. NTN/ GST not active.  We have had submitted the Bid Form &amp; Supplier Declaration with our technical bid and also attaching the same herewith for the ready reference. This shall complete the technical bid.  We are active tax payer and are submitting the latest tax return for the ready reference.</p>	<p>Mr. Rana Shahid, the representative of M/s Hiaro International, 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:  As the firm has failed to produce any evidence of complete technical offer/detail of quoted item as per requirement of knockdown clause of technical evaluation criteria in submitted Technical quotation as well as based on rejected of sample by</p>

Sr.	Name of Firm	Name of Item	Reason(s) of Rejection	Grievance of the Firm	Decision of Committee
				Kindly accept the grievance and declare the company responsive considering our submitted documents.	end-user justification of firm is not acceptable. Thus, the Grievance of the firm is rejected and status of M/s Hiaro International for quoted item is declared as <b>"Non-Responsive"</b> .
		VTM with swab	<ol style="list-style-type: none"> <li>1. Complete technical offer is not provided.</li> <li>2. Signed &amp; stamped Bid form on letterhead of the firm is not provided</li> <li>3. Supplier's declaration is not provided.</li> <li>4. NTN/GST number is not active.</li> </ol>		<p>Mr. Rana Shahid, the representative of M/s Hiaro International, 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> <ol style="list-style-type: none"> <li>1. As the firm has failed to produce any evidence of complete technical offer/detail of quoted item as per requirement of knockdown clause of technical evaluation criteria in submitted Technical quotation so justification of firm is not acceptable.</li> </ol> <p>Thus, the Grievance of the firm is rejected and status of M/s Hiaro International for quoted item is declared as <b>"Non-Responsive"</b>.</p>
5	M/s Scientific systems	Ethanol	Sample is rejected by end-user. (Remarks: Both firms M/s	Please be informed that worthy technical evaluation committee declared our items as "Non-	Mr. Faisal Rana, the representative of M/s Scientific systems, attended the meeting and presented its grievance

Sr.	Name of Firm	Name of Item	Reason(s) of Rejection	Grievance of the Firm	Decision of Committee
			<p>Scientific System and M/s Hairo Int. submitted samples with same Cat. No. and Lot No. (K06300000) but their packing is in different bottles.)</p>	<p>responsive" in this regard we would like to clarify some points highlighted by Technical evaluation committee. Details are as follow:</p> <p><b><u>Item No. 8 Ethanol</u></b>            Technical evaluation committee declared our quoted item as Non-Responsive. In this regard we would like to clarify that we quoted this item claiming that it is locally packed in Pakistan, as import of ethanol is restricted by GOP, So, we clearly indicated in our technical offer that this item is locally packed. Hence Cat. No. and Lot No. (K06300000) or any information mentioned on bottle/ packing is not considerable/ applicable for the evaluation of the product. More over having same specimen pasted on M/s Hairo Int. submitted sample's packing is just coincidence and does not relate to the technical properties/ qualities of the product. Furthermore, we can supply this chemical on department's prescribed packing/ format.</p> <p><b><u>Item No. 9 Formalin</u></b>            Technical evaluation committee declared our quoted item as Non-Responsive. In this regard we would like to clarify that we quoted this item claiming that it is</p>	<p>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. As the samples of quoted item submitted by the firm are rejected by end-user with the remarks that Both firms M/s Scientific System and M/s Hairo Int. submitted samples with same Cat. No. and Lot No. (K06300000) but their packing is in different bottles so justification of firm is not acceptable.            Thus, the Grievance of the firm is rejected and status of M/s Scientific systems for quoted item is declared as <b>"Non-Responsive"</b>.</p>
		Formaline	<p>Sample is rejected by end-user.            (Remarks: Quantity in every sample is different.)</p>	<p>same specimen pasted on M/s Hairo Int. submitted sample's packing is just coincidence and does not relate to the technical properties/ qualities of the product. Furthermore, we can supply this chemical on department's prescribed packing/ format.</p> <p><b><u>Item No. 9 Formalin</u></b>            Technical evaluation committee declared our quoted item as Non-Responsive. In this regard we would like to clarify that we quoted this item claiming that it is</p>	<p>Mr. Faisal Rana, the representative of M/s Scientific systems, 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. As the samples of quoted item submitted by the firm are rejected by end-user with the remarks that Quantity in every sample is different so justification of firm is</p>

Sr.	Name of Firm	Name of Item	Reason(s) of Rejection	Grievance of the Firm	Decision of Committee
				<p>locally packed in Pakistan, we packed and submitted the sample on a very short notice so might be mistakenly quantity may be varied in different packs. We hereby undertake that we will supply this chemical on machine filled packing so the quantity of the chemical will be exactly the same in all packs. We can also provide this chemical on department's prescribed packing/ format. In the light of above clarification, it is therefore requested to kindly consider our clarification and re-evaluate our bid and declare us Responsive in said items.</p>	<p>not acceptable. Thus, the Grievance of the firm is rejected and status of M/s Scientific systems for quoted item is declared as <b>"Non-Responsive"</b>.</p>
6	M/s 5M Solutions	VTM with swabs	<p>The firm has offered partial quantity. (Advertised required quantity is 1,000,000 while firm has quoted 700,000)</p>	<p>We are submitting this appeal on the decision by the DGHS to declare our firm as non-responsive on basis of Less offered quantity.</p> <p>With all due respect, we would like to say that in the tender advertised the quantity was 1,000,000 Nos. which is a large quantity and to provide in short time span of 15 days. We have offered 700,000 quantity to be provided within 15 days from issuance of purchase order. Which we have in stock: and in the last tender having T.E No. PC-10-E/VTM PHASE-IV/2020-21 the partial quantities were also accepted and Purchase</p>	<p>No representative of M/s 5M Solutions, attended the meeting. However, the committee considered the submitted grievance application which was examined in the light of Technical Evaluation Report. After due deliberation and discussion the committee unanimously agreed upon following: As the firm has submitted full bid/proposal security against full advertised quantity therefore justification of firm is acceptable. Thus, the Grievance of the firm is accepted and status of M/s 5M Solutions for quoted item is declared as <b>"Responsive"</b>.</p>

Sr.	Name of Firm	Name of Item	Reason(s) of Rejection	Grievance of the Firm	Decision of Committee
				<p>order were issued against partial quantities from which 3,00,000 Nos were issued to our firm and rest of the quantity to others at same rate (which was the lowest on the respective financial opening).</p> <p>Moreover, the import of raw material and ingredients is a time taking procedure. So, we would like if you can have a look at this matter again and declare our firm as responsive.</p>	