MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE AGAINST TECHNICAL EVALUATION REPORT FOR THE PROCUREMENT OF SAFETY BOXES (5L) FOR EPI PROGRAM (FINANCIAL YEAR 2023-24)

Sr. No	Name of Firm	Item name	Reason for Rejection	Grievance of Firm	Decision of the Committee
1	TOTAL TECHNOLOGIES (PRIVATE) LTD	Safety Boxes (5L)	1. The quoted product is not WHO prequalified with respect to the quoted nominal syringe capacity. 2. The offered dimensions of the quoted product are not as per advertised criteria. 3. The sample rejected by end user.	Respected Sir, We would like to submit our grievances for your kind consideration. Please note that our quoted model is WHO prequalified product we had attached the WHO pre-qualification certification with the tender while attached again for your ready reference. Regarding quoted nominal syringe capacity, please note that there are different typed of syringes that is used and disposed-off however, our quoted model can cater / receive more than that of required capacity i.e., 377 syringes used in hospitals specially and for a valid proof of which you may verify that our offered safety box has the capacity of 5-L as required in the tender while dimension of our quoted model's safety box is more than the required dimension hence, it can receive more than 377 syringes while you may test it on our sample submitted. Please note that we have offered the same capacity of safety box i.e. 5-L that was required in the tender specifications therefore the capacity is same while the required dimensions in the tender were: 310X150X110 while our offered safety box offers a better and bigger dimension that is 325x162x 125 therefore on offering a better product there should be no reservations rather. Looking forward to receive your positive response.	No representative from TOTAL TECHNOLOGIES (PRIVATE) LTD attended the meeting. The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Evaluation Criteria and announced the Technical Evaluation Report. The committee after due deliberation and discussion decided that: 1. The offered nominal syringe capacity of the quoted item was 377, while nominal syringe capacity was 150 in WHO performance quality safety certificate of HFD-5L; hence, the grievance of the firm was not accepted to the extent of this parameter. 2. The offered dimensions of the quoted product were 325x162x 125 mm, that did not comply with the advertised dimensions (310X150X110 mm)of the said item; hence, the grievance of the firm was not accepted to the extent of this parameter. Furthermore, the quoted product has also been rejected by end user. Hence, the status of the quoted item remained **Non-Responsive.**
2	M &M Pharma	Safety Boxes (5L)	1. The sample rejected by end user.	Sir, We were declared Non-responsive the remarks and clarification given as: This reason is vague in nature. We request the end user to mention the reasons for rejection. We are representing & quoted WHO preequalified Safety Box. The WHO Performance, Quality and Safety (PQS) process prequalifies products and devices so that member states and UN purchasing agencies are assured of their suitability for use in immunization programs. It is very unfortunate that the WHO prequalified products are rejected without any reason. We request to re-evaluate our product on our methodolgy devised by the WHO. https://apps.who.int/immunization standards/vaccine quality/pqs catalogue/	Mr. M. Raheel Munawar from M &M Pharma attended the meeting. The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Evaluation Criteria and announced the Technical Evaluation Report. The committee after due deliberation and discussion decided that: 1. Since the decision of the end user is conclusive; hence, the grievance of the firm was not accepted to the extent of this parameter. Hence, the status of the quoted item remained **Non-Responsive.**

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3	Hospital Services & Sales	Safety Boxes (5L)	1. The quoted product is not WHO prequalified with respect to the specifications. 2. The sample rejected by end user.	Dear Sir, Reference to your technical Bid Evaluation Report, We Hospital Services & Sales being the sole agent of WHO prequalified Safety Box manufacturer Smurfit Kappa, Sweden, want to bring in your kind knowledge that we have valid WHO PQ Certificate of the quoted safety box was submitted at the time of tender, so once again we are submitting you WHO PQ Certificate of said product. On the basis of WHO Prequalification Certificate we had Supplies this Product too many Institution of Pakistan including DGHS Punjab, our Product is 100% according to the specification as mentioned in enclosed specification letter issued by WHO. Which is valid up to May, 2024. Detail of attached documents: 1- WHO PQ Certificate Copy Indicating the Specification approved by WHO. 2- Purchase orders of safety boxes attached. Keeping in view the facts narrated above & WHO Prequalification along with its Specification + Some Purchase Orders copies, you are requested to please accept our request.	Mr. Malik Bashir Ahmad Hospital Services & Sales from attended the meeting. The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Evaluation Criteria and announced the Technical Evaluation Report. The committee after due deliberation and discussion decided that: 1. The offered nominal syringe capacity of the quoted item was 377, while nominal syringe capacity was 150 in WHO performance quality safety certificate of quoted item; hence, the grievance of the firm was not accepted to the extent of this parameter. 2. The Advertised dimensions of the quoted product were (310X150X110 mm) , that did not comply with dimensions (154X113X315 mm) mentioned in WHO performance quality safety certificate of quoted item ; hence, the grievance of the firm was not accepted to the extent of this parameter. 3. Since the decision of the end user is conclusive; hence, the grievance of the firm was not accepted to the extent of this parameter. Hence, the status of the quoted item remained **Non-Responsive.**