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SERVICES PUNJAB
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MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE HELD ON 2nd June, 2020 AT 10:30 A.M TO REDRESS THE GRIEVANCE APPLICATIONS OF THE FIRMS AGAINST TECHNICAL EVALUATION REPORTS FOR THE PROCUREMENT OF DRUGS/MEDICINES AND MEDICAL DEVICES PHASE-IV & I FOR DIRECTORATE GENERAL HEALTH SERVICES, PUNJAB, FY 2019-20

A meeting of the Grievance Redressal Committee was held on 02-06-2020 at 10:30 A.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 the procurement of Medicines/Drugs and Medical Devices 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.	TCO-I Procurement Cell, P&SHD

The Chair welcomed all the participants and briefed about agenda of meeting i.e. Grievance Redressal for the procurement of Medicines/Drugs and Medical Devices for Directorate General Health Services, Punjab, FY 2019-20. The Chair instructed the representatives of aggrieved Prequalified 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;

S.NO	Firm Name	Tender Inquiry Number	Advertised Specifications	Offered Specfication	Grievance	Decision
1	Abbott Laboratories (Pakistan) Limited	3	Syp./Susp. Aluminium Hydroxide 215mg or more, Magnesium Hydroxide 80mg or more, Simethicone 25mg or more / 5ml. Bottle of 120ml or less . Rate will be calculated on per ml basis	Dijex MP Suspension.Bottle of 120ml. DRN:000389 MRP:46.25 Mfg By:Abbott Laboratories Pakistan Limited	We are prequalified in DGHS for year 2019-20 and phase 1 tender but we observe that technical evaluation committee did not mark us on following clauses. 1.undertaking against batches sub-standard by DTL 2.undertaking against refer container. 3.Stability study (real time & accelerated) 4.Primary reference standard 5. Technical Staff. We have alraedy submitted the document & undertaking with our orignal bid and submitting again for considerations.	Mr Muhim Khan from M/s Abbott Lab. Pakistan attended the meeting and presented grievance to the grievance redressal committee (GRC). The committee heard the viewpoint of the representative of the firm which was examined in the light of Technical Evaluation Report and decided that Firm grievance regarding technical staff was rejected due to non-provision of salary slips of staff. Moreover, provided GDs for import of reference standard were also not acceptable hence grievance of the firm also rejected for this parameter. However, Firm now submitted valid affidavit of non-declaration of any substandard sample from DTL hence 10 marks granted for this category for both of its quoted item i.e Dijex MP suspension and Tab. Flexin 500 mg. Similarly, firm also submitted valid affidavit for refer container hence 3 marks also granted for both quoted items in this category. Furthermore, firm also submitted Real stability study and Accelerated Stability Study data hence 1 mark also granted for each study to both quoted items. After acceptance of grievance of the firm for these parameters and granting due marks total marks for Dijex MP suspension and Flexin Tab. 500 became
2	Abbott Laboratories (Pakistan) Limited	23	Tab. Naproxen Sodium 550 mg/Naproxen 500 mg, Blister/Al Strip pack of 20 or less, packed in carton with leaflet.	Tablet Flexin 500 mg.Blister pack of 2x10 packed in carton with leaflet. DRN:011359 MRP:262.95/20 Mfg By:Abbott Laboratories Pakistan Limited.		
3	**Frontier Dextrose Limited**	26	Inf. Ringer Lactate. Bottle of 1000ml, pack of 20 bottles packed in master carton. (Undertaking on Rs. 100 legally notarized Judicial Stamp Paper to the effect that latex and plastic used in manufacturing is of pharmaceutical grade)	Sterifluid-RL IV Infusion 1000ml.Bottle of 1000ml with hanger. DRN:052739 MRP:105.73 Mfg By: Frontier Dextrox Ltd	We have received 3 marks against point 3 experience of quoted product. We have attached summary of supply of product higher than advertised quantity regarding public sector as per requirement and same was mentioned at page No.129-235.Copy of same is again enclosed. herewith this letter ,so you are requested to please give us full 10 marks against said point. We have received 0 marks in our product ringer lactate against No.09 primary reference standard of quoted item.We have attached primary reference standard document including GD and shipping document along with our bid and same was mentioned at page 333-339.Copy of same is being enclosed and requsting to please give us full marks against said point.	Mr Usman Asghar from M/s Frontier Dextrose Limited attended the meeting and presented grievance to the grievance redressal committee (GRC). The committee heard the viewpoint of the representative of the firm which was examined in the light of Technical Evaluation Report and decided that firm provided invoices of Private Sector sale of its quoted item i.e Inf. Ringer Lactate. 1000 ml which is qual to 75 % of advertised quantity hence 7 marks granted in this category. Moreover, firm provided required document for import of primary reference standard hence 2 marks granted for this category for e Inf. Ringer Lactate. 1000 ml hence total marks for this item become 45 hence status of this item become RESPONSIVE.. 2ndly in case of Metronidazlie infusion provided purrchase orders are more then 75% of advertised quantity hence 7 marks were awarded for this category and total marks became 43 and status of firm for Metronidazole infusion changed t Resposnsive.
4	**Frontier Dextrose Limited**	30	Inf. Metronidazole 500mg/100ml, pack of 100ml, with hanger. (In case of poly pack the firm shall submit Undertaking on Rs. 100 legally notarized Judicial Stamp Paper to the effect that material used in manufacturing of poly pack is of pharmaceutical grade and free from DEHP or other hazardous plasticizer and source is not reused/crushed material. The firm shall also provide trail (GD & Invoice from January 2018 onward) of pharmaceutical grade material used in poly pack. Moreover, the firm shall submit certificate from manufacturer of poly pack material that material is of pharmaceutical grade and free from DEHP or other hazardous plasticizer and source is not re-used/crushed material	Sterimet Infusion .500mg/100ml plastic bottle of 100ml with hanger. DRN:068347 MRP:69 Mfg By: Frontier Dextrox Limited.		
5	**Herbion Pakistan (Pvt.) Ltd**	9	Syp/solution cetirizine 5mg/5ml, bottle of 60ml, packed in carton with leaflet.	Zanlan 5mg/5ml (Cetirizine dihydrochloride). Pack of 60 ml packed in cartoon with leaflet. DRN: 084329 Mfg. Lic. No.: 000795 Mfg: Herbion Pakistan (Pvt.) Ltd. Islamabad.	We have already submitted the following document along with our bid but again re-attached for reference. 1.Undertaking regarding non declaration of any spurious/adultrated batch of quoted product. 2.undertaking regarding experience of quoted product-private sector 3.undertaking regarding experience of the quoted priduct-public sector. 4.ISO 17025 certificate 5.Waste water treatment plant laypout pla and SOP. 6.undertaking regarding non declaration of substandard product by DTL. 7.Primary reference standard	Mr Nasim Sajid from M/s Herbion Pharma attended the meeting and presented grievance to the grievance redressal committee (GRC). The committee heard the viewpoint of the representative of the firm which was examined in the light of Technical Evaluation Report and decided that for compulsory parameter Firm submitted valid affidavit for non-declaration of spurious sample of its quoted items which was acceptable. Moreover, Firm also submitted valid affidavit of non-declaration of any substandard sample from DTL hence 10 marks granted for both items i.e. Zanlan Syp 5 mg/5ml and Tab. Zanlan 10mg and total marks for both item become 31. However, firm submitted affidavit for claim of private and public sector sale which could not be verified hence grievance of the firm was rejected for this parameter for both quoted items. In addition, firm submitted SOP for wastewater treatment plant but submitted relevant diagram was not up to the standards hence grievance of the firm was also rejected for this parameter. As per advertised bidding criteria Firm submitted supporting documents in its bid instead of required Valid ISO 17025 certificate hence firm grievance was also rejected in this regard. Similarly, GD/import documents for primary reference standards were also not provided. The Status of Firm for both of its quoted Products i.e. Zanlan Syp 5 mg/5ml and Tab. Zanlan 10mg remained NON RESPOSVE.
6	**Herbion Pakistan (Pvt.) Ltd**	10	Tab. Cetirizine (as Hydrochloride) 10mg Blister/strip pack of 30 or less. Packed in carton with leaflet.	Zanlan 10 mg ((Cetirizine dihydrochloride) 10mg Blister/strip pack of 30 . Packed in carton with leaflet. DRN: 084328 Mfg. Lic. No.: 000795 Mfg: Herbion Pakistan (Pvt.) Ltd. Islamabad.		
7	**Nabi qasim**	29	Inf. Omeprazole (Omeprazole Sodium 42.6 mg eq. to omeprazole 40mg). Vial, Individually Packed in carton with solvent & leaflet	Loprot 40mg.Lypholized powder for IV injection and IV infusion.Individually packed in carton with leaflet and WFI. DRN:070680 MRP:330 Mfg By:NabiQasim Industries Pvt Ltd.	We have attached following documents and attaching again for re-evaluation. 1.No. of functional stability chamber undertaking and documents. 2.Primary reference standard import & shipming documnets and certificate of analysis. 3.Degree,appoinment letter and salary slip of technical staff/pharmacist.	Mr Asim from M/s Nabiqasim attended the meeting and presented grievance to the grievance redressal committee (GRC). The committee heard the viewpoint of the representative of the firm which was examined in the light of Technical Evaluation Report and decided that firm fail to provide GD/import documents for primary reference hence grievance of the firm was rejected to the extent of this parameter. Nonetheless, firm provided valid calibration certificate of 6 stability chambers hence further 3 marks granted for this category. Moreover, firm also provided required documents for Technical staff category hence due 5 marks were also added for this parameter. After acceptance of grievance of the firm for both parameters and granting due marks total marks for quoted item loprot 40 mg infusion became 42, hence status of quoted item changed to RESPONSIVE.

8	S.J. & G. Fazul Ellahie (Pvt) Ltd	29	Inf. Omeprazole (Omeprazole Sodium 42.6 mg eq. to omeprazole 40mg). Vial, Individually Packed in carton with solvent & leaflet	Vify Injection 40mg.Individually packed in carton with leaflet and WFI. DRN:050696 MRP:350 Mfg By:S.J. & G. Fazul Ellahie (Pvt) Ltd.	[illegible] attaching for re-evaluation. 1.Copy of 2% bid Money. 2.Non declaration of any spurious/adultrated batch. 3.Undertaking regarding blacklisting 4.Public Sector Experience 5.Valid ISO 14001. 6.Waste Water Treatment Plant. 7. Tehnical Staff(12 Pharmacist).	Firm submitted request to withdraw its submitted grievance which was accepted by Grievance Redressal Committee hence status of firm's quoted item remained NONRESPONSIVE.
9	The Searle Company Limited	24	ORS (Oral Rehydration Salt) WHO formulation (Low Osmolarity). Each sachet contains Sodium Chloride 2.60 gm + Tri-/Sodium Citrate 2.90 gm + Potassium Chloride 1.5 gm + Dextrose Anhydrous 13.50 gm.	Peditrol Sachet.Low osmolarity.WHO recomended formulation. DRN:061351 MRP:18 Mfg By: The Searle Company Limited.	We have attached waste water managment SOP & Lay out Plan with our bid and attaching agin for reference. We have 8 fully functional stability chamber in our facility but due to COVID-19 emergency lockdown the third party (Muslim Trading agencies) certificate are delay.we attached the last calibration certificates in our bid and attaching again along with undertaking on judicial stamp. We have attached our complete technical staff list in our bid but due to COVID-19 lock down,we did`t get the remaining documents on	Mr Munim Khan from M/s The Searle company attended the meeting and presented grievance to the grievance redressal committee (GRC). The committee heard the viewpoint of the representative of the firm which was examined in the light of Technical Evaluation Report and decided that firm submitted SOP for wastewater treatment plant which was not up to the standards hence grievance of the firm was rejected for this parameter. Further, Firm failed to provide validation record of its all claimed stability required chambers hence grievance of the firm also rejected in this regard. Nevertheless, firm provided valid required documents for its Technical staff hence, grievance of the firm accepted, and 5 marks added in for this category. After this addition total marks for firm's quoted item i.e O.R.S become 45 and its status changed to RESPONSIVE.
10	Unisa Pharmaceutical Industries (Ltd.)	26	Inf. Ringer Lactate. Bottle of 1000ml, pack of 20 bottles packed in master carton. (Undertaking on Rs. 100 legally notarized Judicial Stamp Paper to the effect that latex and plastic used in manufacturing is of pharmaceutical grade)	Unisol -RL Inf. Ringer Lactate. Bottle of 1000ml, pack of 20 bottles packed in master carton. Mfg: Main G.T. Road, Adamzai, Akora Khattak, District Nowshera K.P.K Pakistan.	We are not given mark on the submitted documents of following points,we are again attaching documents for consideration. 1.Market invoices for quoted item (Infusion Ringer Lactate & Infusion Metronidazole) equivalent to required quantity to secure 10 points. 2.Accelerated stability study for quoted item to secure 1 point. 3.Waste water treatment plant to secure 3 marks for quited items. 4.Total number of pharmacist (10) with degree,appointment letter and salary slip to secure 5 points for quoted items.	Mr Zeeshan from M/s Unisa Pharmaceutical Ltd. attended the meeting and presented grievance to the grievance redressal committee (GRC). The committee heard the viewpoint of the representative of the firm which was examined in the light of Technical Evaluation Report and decided that firm submitted SOP & diagram for wastewater treatment plant which was not up to the standards hence grievance of the firm was rejected for this parameter. However, firm provided verifiable invoices of Private Sector sale or require of both of its quoted item i.e Unisol -RL Inf. Ringer Lactate 1000 ml & Unizol Inf. Metronidazole 500mg/100ml, which are more than advertised quantity hence 10 marks added for both products in this category. Firm further submitted required documents for its Technical Staff which were accepted, and 5 further marks granted for this parameter. In addition, firm also provided accelerated stability studies for both of its quoted item i.e Unisol -RL Inf. Ringer Lactate 1000 ml & Unizol Inf. Metronidazole 500mg/100ml 1 mark added for both products in this category. Hence, total marks for for both of its quoted item i.e Unisol -RL Inf. Ringer Lactate 1000 ml & Unizol Inf. Metronidazole 500mg/100ml became 48 & 43 and status of both items changed to RESPONSIVE.
11	Unisa Pharmaceutical Industries (Ltd.)	30	Inf. Metronidazole 500mg/100ml, pack of 100ml, with hanger. (In case of poly pack the firm shall submit Undertaking on Rs. 100 legally notarized Judicial Stamp Paper to the effect that material used in manufacturing of poly pack is of pharmaceutical grade and free from DEHP or other hazardous plasticizer and source is not re-used/crushed material. The firm shall also provide trail (GD & Invoice from January 2018 onward) of pharmaceutical grade material used in poly pack. Moreover, the firm shall submit certificate from manufacturer of poly pack material that material is of pharmaceutical grade and free from DEHP or other hazardous plasticizer and source is not re-used/crushed material	Unizol Inf. Metronidazole 500mg/100ml, pack of 100ml, with leaflet and hanger. DRN:075545 MRP:50 Mfg By: Unisa Pharmaceuticals Industries Ltd.		

S.NO	Firm Name	Tender Inquiry Number	Advertised Specifications	Grievance	Decision
1	**Chiesi Pharma**	6	Beclomethasone (Dipropionate) 800mcg, suspension for aerosol therapy on single dose vial, pack of 10 or less, packed in carton with leaflet	We have been declared non responsive for our quoted items on account of missing documents.You are requested to re consider attched documents which are already submitted with tender documents.	Mr Humayo from M/s Chessi Pharmaceutical attended the meeting and presented grievance to the grievance redressal committee (GRC). The committee heard the viewpoint of the representative of the firm which was examined in the light of Technical Evaluation Report and decided that for compulsory parameter Firm submitted valid affidavit for non-declaration of spurious sample of its both quoted items which was acceptable. Hence after complied this knock down criteria status of its quoted item i.e Clenil for Aerosol 0.8mg/2ml & Clenil 250mcg pressurized Inhalation Solution become RESPONSIVE.
2	**Chiesi Pharma**	5	Beclomethasone (Dipropionate) 250mcg per 200 metereddose , packed in carton with leaflet		
3	Sanofi-Aventis Pakistan limited	12	Tab. Clopidogrel 75mg. Blister/Al strip Packing. Pack of 30 or less. Packed in carton with leaflet.	We are surprise to see that our quoted item tab.clopidogrel 75mg is non responsive and awarded 10 marks only in sole agent criteria. Our quoted item clopidogrel is prequalified as locl manfactyurer not as sole agent because in DRAP our status is not as sole agent and we already submitted letter for your clarification.Kindly re-evaluate our bid for this tem and declared us responsive for health competition.	Mr Munim Khan from M/s Sanofi-Aventis Pakistan limited attended the meeting and presented grievance to the grievance redressal committee (GRC). The committee heard the viewpoint of the representative of the firm which was examined in the light of Technical Evaluation Report and decided that Drug Registration Certificate of its quoted item Plavix (Clopidogral 75 mg) issued by Drug Regulatory Authority of Pakistan (DRAP) bears manufacturing address M/s Sanofi Winthrop Industrie, France hence firm request to deal this item under local manufacturing category could not be accepted.

S.NO	Firm Name	Tender Inquiry Number	Generic Name	Grievance	Decision
1	**Cotton craft Pvt Ltd**	1	Absorbent cotton wool	We have been declared non responsive on account of Expired ISO 13485.we are submitteing valid copy of ISO 13485:2016 for perusal and necessary consideration.	No representative of the firm attended the meeting.However the firm submitted the valid ISO 13485 which is accepted.Moreover,the firm did not submit any document regarding three year local market experience.Hence,the grievance of the firm is rejected and status of firm remains Non-Responsive.
2	**Cotton Craft Pvt Ltd**	14	Cotton Bandages		
3	**Cotton Craft Pvt Ltd**	15	Cotton crepe bandage		

Sr No.	Firm Name	Advertised Specifications	offered Specfication	End User Remarks	Grievance	Decision
1	Amson Vaccines and Pharma (Private) Ltd	Disposable Syringes 5ml with needle. Individually sterile blister pack, pack of 100 or less. (Undertaking on Rs. 100 legally notarized Judicial Stamp Paper to the effect that the said item is manufactured from material of transparent medical grade)	Apple Disposable Syringe 5 ml.Individually sterile blistrer pack.Pack of 100's. DRN:MDMR-000027 MRP:20 Mfg By Amson Vaccine & Pharma.	Not recomended by End user due to following reasons 1.Piston movement not smooth 2.Patient discomfort on injection. 3.loos luer lock. 4.blunt needle.	Amson Vaccines and Pharma (Pvt) Ltd is the only manufacturer in Pakistan whose five (05) syringes are accredited by WHO. WHO accreditation letter for syringes is enclosed at Annex-1. Amson Vaccines and Pharma (Pvt) Ltd has to its credit that its high quality syringes are being procured by UNICEF the biggest global procurer of syringes procuring more than 1.6 billion pieces worth 10.4 billion PKR of syringes worldwide. Thus Amson Vaccines and Pharma (Pvt) Ltd has made its presence known in the international market of quality syringes. Please refer to UNICEF URL (https://www.unicef.org/supply/reports/auto-disable-ad-and-re-use-prevention-rup-syringes-and-safety-boxes-price-data) for verifying the status of Amson Vaccines and Pharma (Pvt) Ltd with UNICEF. Award Letter and Purchase Orders (PO) of 5 ml syringe from UNICEF are enclosed at Annex-2. Amson Vaccines and and Pharma (Pvt) Ltd has the distinction of supplying more than 100 million pieces of syringes to Expanded Program on Immunization (EPI) in Pakistan which is largest procurer of the syringes in Pakistan for immunization of infants in Pakistan. POs are attached at Annex-3. Amson Vaccines and Pharma (Pvt) Ltd has supplied more than 4.5 million pieces of syringes to DGHS Punjab without any adverse affects cited plus 44 million rupees financial benefit to procurer vis a vis prices quoted by our competitor . Please also note that other than disposable 10ml we have also supplied AD syringes to DGHS Punjab. (Financial Comparison & POs attached at Annex-4). In the same financial year i.e. 2019-20 we have participated in the DHAs Punjab tenders for syringes. It is also pertinent to note here that DHAs Punjab used the same bidding documents and Evaluation Criteria as were used by DGHS Punjab. We were evaluated by the END USER of 18 DHAs in Punjab and not a single END USER knocked us down in their report. Please also note that in Case of DHAs samples of our syringes were evaluated by END USER (of 18 DHAs) on far much larger scale than DGHS Punjab (List of DHA served along with Purchase Orders and Technical Evaluation Reports of DHAs Punjab are being enclosed at Annex- 5). Our Disposable and Auto Disable syringes are 95% identical to each other in terms of Dimensions, Rubber Gasket, and needle. (Samples of both are being provided for comparison). Our syringes were tested through WHO accredited lab last year for verification and validations of all parameters. The lab performed twelve tests on the syringes and verified and validated all the parameters. You can confirm WHO accreditation of TUV through this URL https://www.who.int/immunization_standards/vaccine_quality/accredited_labs/en/ (WHO accredited lab's (TUV) reports are being attached at Annex-6). In your technical evaluation report we have been declared technically qualified for Auto Disable Syringe 0.5ml while for Disposable Syringe 5ml END USER rejected samples of our syringes citing following reasons. 1.PISTON MOVEMENT NOT SMOOTH. 2.PATIENT DISCOMFORT ON INJECTION. 3.LOOSE LUER LOCK 4.BLUNT NEEDLE. It is interesting to note here that above mentioned both syringes are manufactured in the same plant using the same sources of raw materials. Thus prequalification of one syringe and disapproval of another by the END USER defies one's comprehension. Notwithstanding, we re-tested the same batch and found all the results within limits (Report is being enclosed for your perusal at Annex- 7). We request you to spare us fifteen minutes of your precious time so that our technical team could verify the results for above mentioned observation in your office. There is no standard definition and protocol set for feedback of END USER in the bidding documents which enshrines all the terms and conditions of the bid. As per WHO standards there is a well defined protocol set on the feedback of END USER for obviating the element of partiality and biasness in its reports. This adverse END USER report has not only knocked us out from the bid but more than that has greatly dented our hard earned repute. Please also note that last year we have conducted trials of our syringes under WHO guidelines. This trial was conducted to full fill UNICEF tender requirements. (Trial Report under WHO Protocol is attached for reference on Annex-8). Amson Vaccines and Pharma (Pvt) Ltd is also willing to get tested the Disposable Syringe 5 ml from any WHO accredited lab on our expenses to contest the observations. Due to great flaws pointed out above on the working of END USER we may not accept this report and we will go to any appropriate forum to contest it to safeguard our reputation. Financial Impact: Out of 5 contenders for Disposable syringe 5 ml only one was declared responsive by END USER. If we compare the recently awarded prices of the DHA and consider the baseline awarded price of our AD syringe 5 ml i.e. 8.4 rupees Vis a vis 16.95 of our competitor you could save up to 34.2 carore rupees. This huge saving will add to the revenues of Government of Punjab and will save the country foreign reserves. (Financial Comparison Enclosed at Annex- 9) We anticipate a very positive response from your side for the sake of providing a level playing field and healthy competition amongst competitors.	Dr Najeeb from M/s Amson Vaccine & Pharma. attended the meeting and presented grievance to the grievance redressal committee (GRC). The Committee heard the firm's representative's point of view and also takes account of the fact that Honorable Lahore High Court Lahore revoked its order of 14-10-2019 in Writ Petition No. 58412/2019 ordered the procurement / bidding phase of syringes and I.V cannulas in the financial years 2019-20 "subject to the final outcome of this petition" and this matter is still subject to judgment. Moreover, Office of The Advocate General Punjab vide its letter no.7385-/A.G.Pb dated 21-4-2020 explained said order as follows; It can be safely said that there is no stay. However, in the event that the writ petition is decided against the department everything will fall to the ground. If, however, the repetition does not succeed the bidding and procurement process will stand." Keeping in view these facts and high stakes of department due to bulk quantity of syringes and cannualas, Committee decided as the matter is sub judice and its fate is undecided hence not to proceed further in this matter until Honorable High Court Lahore 's decision.
2	Nisa Impex (Private) Limited	Disposable I.V Set with needle with flow control regulator. Minimum length 150 cm. Individually sterile blister pack. Pack of 500 or less. (Undertaking on Rs. 100 legally notarized Judicial Stamp Paper to the effect that the said item is manufactured from material of transparent medical grade).	NISA IV set With needle.Individul lay sterile blister pack,pack of 25.(20 drops/ml) DRN:066049 MRP:40 Mfg By: Chengdu Xinjin Shifeng Medical Apparatus & Instrument Co., Ltd China. Imported By: NISA Impex Private Limited.	Not recomended by end user 1.Poor quality. 2.Rubber tubing which is easily compressible and kinked causing stopage of flow. 3.Connection easily disconnected.	NISA IV set prequalified in accordance witgh advertised specification and we have made undertaking on legally Judiacial stamp paper to the effect that said item is manufactured from material of transparent medical grade.Certificate for exportation medical devices from exportation department people republic of CHina in which spike air inlet part tubing,drip chamber,flow regulatorhas certified.On the basis of this certification IV set is exported to at least 36 countries..We have been awarded1.5 million IV in LGH Hospital.Since one and half decad NIA IV set are regulalry using all over the country by teaching hospitals and CEO of DHAs.Never received any complaint..DTL of IV set have never failed since one and half decade. Shifeng Medical Apparat & Instrument company is FDA approved because largest company of medical devices in south china.1ml/5ml syringes is FDA approved.Performa invoices of exporting countries by shifeng china is enclosed.FSC certificate has already been verified by DGHS office from MInistry of Foreign affair(copy enclosed) and from other Government Institutes. Keeping in view it is requested to reconsider the decision.	Please refere to decision of grievance at sr#1

3	Nisa Impex (Private) Limited	Disposable Syringes 5ml with needle. Individually sterile blister pack, pack of 100 or less. (Undertaking on Rs. 100 legally notarized Judicial Stamp Paper to the effect that the said item is manufactured from material of transparent medical grade)	NISA disposable syringes 5 ml with needle.individually sterile blister pack,pack of 100 Mfg By: Chengdu Xinjin Shifeng Medical Apparatus & Instrument Co., Ltd China. DRN:063910 MRP:20 Imported By: NISA Impex Private Limited.	Not recomended by end user 1.Poor quality 2. blunt needle. 3.Chamber easily compressed. 4.Piston movement not smooth. 5.Poor plastic material.		Please refere to decision of grievance at sr#1
4	Nisa Impex (Private) Limited	Disposable Insulin Syringe 1ml with needle, blister pack, pack of 100 or less. (Undertaking on Rs. 100 legally notarized Judicial Stamp Paper to the effect that the said item is manufactured from material of transparent medical grade)	Nisa Disposable Insuline syringe 1ml with needle.Individullay sterile blister pack,pack of 100 Mfg By: Chengdu Xinjin Shifeng Medical Apparatus & Instrument Co., Ltd China. DRN:063912 MRP:1500 Imported By: NISA Impex Private Limited.	Not recomended by end user 1.Loose piston movement entering air while aspiration.		Please refere to decision of grievance at sr#1
5	SY'AH IMPEX	Disposable Insulin Syringe	SHIFA Disposable	Not recomended by end user	1.We have been issued establishment license by DRAP and Drug sale licence.The quoted products are registered and their respective registration certificate are attached.These documents were already submitted in the bidding documents and are being submitted again for perusal. 2.Free sale certificate were attached in bidding documents which meet the mandatory requirement of evidencing that quoted brand is freely available in the country of manufactyurer for least two years.It is to be noted that similar condition was also part of bidding document of DHA Faisalabad,Rawalpindi,Pakpatan and Sahiwal.The applicants FSC were held to be in comliance with requirement of experience by not just the aforementioned but also by other reputed hospital across Pakistan including Jinnah Hospital,Lahore.Relevant documents are attached. It is also noted that brand of the quoted product i.e SHIFA has been registered and has been available for sale in domestic market of China,the country of Manufacturer for last many years.The aforementioned brand regsitration certificate has been stamped by the SFDA and approved by the Chinese Chamber of Commerce (Issuance authority of Free sale certificate that the barands of the product mentioned in the current and previous FSC have been sold locally and exported for last more than 3 years. 3.Our quoted products have decades of experience in the local market and documents evidence were annexed in bid and attached along with instant complaint. 4.Our product have allegedly been rejected by the end user.It comes as shock and surprises to the applicant as we have suplied these products for more than two decads to renowed hospitals,withouit any complaint either from medical staff or the patients.The quoted items have also been tested in DTL and declared of standard quality without any such observation.It is further noted that DRAp only grant registration under Medical Device Rules 2017 to products which are of standard quality.Furthermore,DRAP also subject imported products to testing at the time of customs clearance.No such issue in the quoted product were noted or observed by either DRAP or Drug Testing Laboratory. We also have discriminated against as the FSC of another bidder Lab Link has been held to be in comliance with parameter as provided in the bidding documents.The FSC of Lab Link has been issued on 23-04-2018 and was only valid for two years.Lab Link has been declared as responsive even though its FSC has expired.Whereas the FSC of lab link has been issued on 04-11-2019 which being valid for two years has still not expired.The applicant has also provided expired FSC(similar to the expired FSC) of Lab Link having same product registration code mentioned in the current FSC to evidence that quoted products have been available in the country of manufacturer for more than past three years.However,technial evaluation committee has failed to take into account facts evident from record while erroneously holding that FSC of applicant doen not fulfill two years.Moreover,FSC of lab link has been held to be controvening the requiremnts by Sevises Hospital as well as forged.The technical evaluation report observed the following:During verification as per barcode scan result,the document found false. It is to be noted that Lab Link claimed in its FSC that quoted products manufactured in Indonesia by NIPRO Indonesia Jaya.One of the requiremebt of technical evaluation criteria is provison of quality certificate by US FDA of the quoted product,Lab Link submitted a certificate issued by US FDA in favour of NIPRO Medical COrporation USA having Establishment Registration No.1056186 in order to fulfill the aformentioned condition.However sauid certifciate has not been issued regarding the quoted products of manufacturer from whome Lab Link is importaing and hance does not fulfill the compulsaory criteria. Keeping in view of above you are requesting to accept the instant grievance complaint and declared us as responsive.Furthermore,the products quoted by M/s lab link be most graciously be declared as non responsive as they do not meet tghe requirement of technical evaluation.	Please refere to decision of grievance at sr#1
6	SY'AH IMPEX	Disposable I.V Set with needle with flow control regulator. Minimum length 150 cm. Individually sterile blister pack. Pack of 500 or less. (Undertaking on Rs. 100 legally notarized Judicial	SHIFA IV set with needle.Individually sterile blister pack ,pack of 25.tube length 150 cm. DRN:059236 MRP:45 imported By: Sy`ah Impex	Not recomended by end user being of Poor quality.		Please refere to decision of grievance at sr#1
7	SY'AH IMPEX	Disposable Syringes 5ml with needle. Individually sterile blister pack, pack of 100 or less. (Undertaking on Rs. 100 legally notarized Judicial Stamp Paper to the effect that the	SHIFA Disposable Syringe 5ml With needle.individually sterile blister pack,pack of 100. DRN:059234 MRP:20	Not recomended by end user 1.Needle prick painful with some leakage of blood sample reported.		Please refere to decision of grievance at sr#1