

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING HELD ON 10.06.2020 FOR PROCUREMENT OF PPEs/CHEMICALS/DISINFECTANT ETC. FOR PREVENTION & CONTROL OF NOVEL CORONAVIRUS (COVID-19) OUTBREAK, FINANCIAL YEAR 2019-20 ON EMERGENCY BASIS, PHASE-V

Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
1	Health Wellness Associates	<p>Goggles, Protective Good seal with the skin of the face, Flexible PVC frame to easily fit with all face contours with even pressure, Enclose eyes and the surrounding areas, Accommodate wearers with prescription glasses, Clear plastic lens with fog and scratch resistant treatments, Adjustable band to secure firmly so as not to become loose during clinical activity, Indirect venting to avoid fogging, May be re-usable (provided appropriate arrangements for decontamination are in place) or disposable.</p> <p>• EU standard directive 86/686/EEC, EN 166/2002, • ANSI/ISEA Z87.1-2010, or equivalent</p>	Non-Responsive	<ul style="list-style-type: none"> - Did not provide Valid CNIC - did not submit NTN/ GST - Not Active Tax payer - Did not submit Undertakings - No Certificate Provided as required in Specifications for quoted item 	The firm has requested to please consider the necessary documents attached with grievance application which were missing from our original bid.	<p>Mr. Cyrus John, the representative of M/s Health Wellness Associates attended the meeting. The representative of the firm was heard.</p> <p>The representation of the M/s Health Wellness Associates is a request rather than grievance against the decision of Technical Bids Evaluation Committee which is itself admittance of the observations of Evaluation Committee.</p> <p>Mr. Cyrus John failed to present GST Certificate issued in the name of Bidder which is prerequisite for the eligibility of the bidder & procurement of goods. Further, the firm did not provide quality compliance certificate for the quoted item.</p> <p>Foregoing in view, the representation of the firm is rejected and decision of the evaluation committee is upheld as "Non-Responsive" for quoted item.</p>
	Health Wellness Associates	<p>Surgical Mask Medical/surgical mask, high fluid resistance, good breathability, internal and external faces should be clearly identified, structured design that does not collapse against the mouth.</p> <p>-In case of imported masks provision of following requisite international certifications for offered batch/lot will be mandatory: ASTM: F2100-19 or Equivalent ISO/EN/ANSI Standards</p> <p>-In case of locally manufactured face masks: A three layer structure (two outer filtering layers and middle absorbing layer of extra fine glass fiber or synthetic microfibers i.e. PP, Polystyrene etc.) ranging from 10-100 GSM with nose holder along with elastic ear holders with reasonable length and comfort of use.</p>	Non-Responsive	<ul style="list-style-type: none"> - Did not provide Valid CNIC - did not submit NTN/ GST - Not Active Tax payer - Did not submit Undertakings -Sample of quoted item does not conform to given specifications (Sample Type 1) 	The firm has requested to please consider the necessary documents attached with grievance application which were missing from Technical Proposal	<p>Mr. Cyrus John, the representative of M/s Health Wellness Associates attended the meeting. The representative of the firm was heard.</p> <p>The representation of the M/s Health Wellness Associates is a request rather than grievance against the decision of Technical Bids Evaluation Committee which is itself admittance of the observations of Evaluation Committee.</p> <p>Mr. Cyrus John failed to present GST Certificate issued in the name of Bidder which is prerequisite for the eligibility of the bidder & procurement of goods. Further, the firm did not contest the rejection of sample in its grievance.</p> <p>Foregoing in view, the representation of the firm is rejected and decision of the evaluation committee is upheld as "Non-Responsive" for quoted item.</p>
	Health Wellness Associates	<p>Surgical Mask Medical/surgical mask, high fluid resistance, good breathability, internal and external faces should be clearly identified, structured design that does not collapse against the mouth.</p> <p>-In case of imported masks provision of following requisite international certifications for offered batch/lot will be mandatory: ASTM: F2100-19 or Equivalent ISO/EN/ANSI Standards</p> <p>-In case of locally manufactured face masks: A three layer structure (two outer filtering layers and middle absorbing layer of extra fine glass fiber or synthetic microfibers i.e. PP, Polystyrene etc.) ranging from 10-100 GSM with nose holder along with elastic ear holders with reasonable length and comfort of use.</p>	Non-Responsive	<ul style="list-style-type: none"> -Did not provide Valid CNIC - did not submit NTN/ GST - Not Active Tax payer - Did not submit Undertakings -Sample of quoted item does not conform to given specifications (Sample Type 2) 	The firm has requested to please consider the necessary documents attached with grievance application which were missing from Technical Proposal	<p>Mr. Cyrus John, the representative of M/s Health Wellness Associates attended the meeting. The representative of the firm was heard.</p> <p>The representation of the M/s Health Wellness Associates is a request rather than grievance against the decision of Technical Bids Evaluation Committee which is itself admittance of the observations of Evaluation Committee.</p> <p>Mr. Cyrus John failed to present GST Certificate issued in the name of Bidder which is prerequisite for the eligibility of the bidder & procurement of goods. Further, the firm did not contest the rejection of sample in its grievance.</p> <p>Foregoing in view, the representation of the firm is rejected and decision of the evaluation committee is upheld as "Non-Responsive" for quoted item.</p>

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	Health Wellness Associates	<p>Face Shield Made of clear plastic and provides good visibility to both the wearer and the patient, Adjustable band to attach firmly around the head and fit snugly against the forehead, Fog resistant (preferable), Completely cover the sides and length of the face, May be re-usable (made of robust Material which can be cleaned and disinfected) or disposable. -In case of imported Face Shield provision of following international certifications for offered batch/lot will be mandatory: EN 166/2002; Personal eye protection specifications -In case of local manufacturing: Materials: PC, PETG, PET Material identification, Material Mechanical Testing and Physical dimensions are mandatory.</p>	Non-Responsive	<p>-Did not provide Valid CNIC - did not submit NTN/ GST - Not Active Tax payer - Did not submit Undertakings . -Sample of quoted item does not conform to given specifications. (Sample Type 1)</p>	The firm has requested to please consider the necessary documents attached with grievance application which were missing from Technical Proposal	<p>Mr. Cyrus John, the representative of M/s Health Wellness Associates attended the meeting. The representative of the firm was heard. The representation of the M/s Health Wellness Associates is a request rather than grievance against the decision of Technical Bids Evaluation Committee which is itself admittance of the observations of Evaluation Committee. Mr. Cyrus John failed to present GST Certificate issued in the name of Bidder which is prerequisite for the eligibility of the bidder & procurement of goods. Further, the firm did not contest the rejection of sample in its grievance. Foregoing in view, the representation of the firm is rejected and decision of the evaluation committee is upheld as "Non-Responsive" for quoted item.</p>
	Health Wellness Associates	<p>Face Shield Made of clear plastic and provides good visibility to both the wearer and the patient, Adjustable band to attach firmly around the head and fit snugly against the forehead, Fog resistant (preferable), Completely cover the sides and length of the face, May be re-usable (made of robust Material which can be cleaned and disinfected) or disposable. -In case of imported Face Shield provision of following international certifications for offered batch/lot will be mandatory: EN 166/2002; Personal eye protection specifications -In case of local manufacturing: Materials: PC, PETG, PET Material identification, Material Mechanical Testing and Physical dimensions are mandatory.</p>	Non-Responsive	<p>-Did not provide Valid CNIC - did not submit NTN/ GST - Not Active Tax payer - Did not submit Undertakings -Sample of quoted item does not conform to given specifications: (Sample Type 2)</p>	The firm has requested to please consider the necessary documents attached with grievance application which were missing from Technical Proposal	<p>Mr. Cyrus John, the representative of M/s Health Wellness Associates attended the meeting. The representative of the firm was heard. The representation of the M/s Health Wellness Associates is a request rather than grievance against the decision of Technical Bids Evaluation Committee which is itself admittance of the observations of Evaluation Committee. Mr. Cyrus John failed to present GST Certificate issued in the name of Bidder which is prerequisite for the eligibility of the bidder & procurement of goods. Further, the firm did not contest the rejection of sample in its grievance. Foregoing in view, the representation of the firm is rejected and decision of the evaluation committee is upheld as "Non-Responsive" for quoted item.</p>
2	Medi Serve	<p>Goggles, Protective Good seal with the skin of the face, Flexible PVC frame to easily fit with all face contours with even pressure, Enclose eyes and the surrounding areas, Accommodate wearers with prescription glasses, Clear plastic lens with fog and scratch resistant treatments, Adjustable band to secure firmly so as not to become loose during clinical activity, Indirect venting to avoid fogging, May be re-usable (provided appropriate arrangements for decontamination are in place) or disposable. • EU standard directive 86/686/EEC, EN 166/2002, • ANSI/ISEA Z87.1-2010, or equivalent</p>	Non-Responsive	<p>Copies missing. • NTN/ GST Certificate • Active Tax Payer -Sample of quoted item does not conform to given specifications.</p>	<p>We attached NTN & STRN along with our technical offer. We re-attached here with both copies. We have submitted samples which are in accordance with the given specifications. We are providing again the samples for Re-evaluation. So please consider us Responsive.</p>	<p>Mr. Zafar Abbas, the representative of M/s Medi Serve attended the meeting. the representative of the firm was heard. The firm was found an active tax payer having NTN/GST Certificate. Sample Evaluation of quoted product was reviewed. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.</p>

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	Medi Serve	Surface Disinfectant Solution (High level surface Disinfectant that can kill micro-bacteria. Quaternary ammonium compounds in combination. Biodegradable, Environment friendly & Non-toxic for human health are the basic requirement. Rate will be calculated on per ml basis in case of pack size variation. Original Manufacturer or his sole agents should certify the quality of the product. Registered from DRAP. Pack of 1 liter or less)	Non-Responsive	Copies missing: • NTN/ GST Certificate • Active Tax Payer -Sample of quoted item does not conform to given specifications.	We attached NTN & STRN along with our technical offer. We re-attached here with both copies. We have submitted samples which are in accordance with the given specifications. We are providing again the samples for Re-evaluation. So please consider us Responsive.	Mr. Zafar Abbas, the representative of M/s Medi Serve attended the meeting. the representative of the firm was heard. The firm was found an active tax payer having NTN/GST Certificate. The committee after due deliberation and discussion, keeping in view the query sought by Punjab Procurement Regulatory Authority vide letter no. L&M(PPRA)1-15(SOC)(i)-AD/DGHS/2018/Com/P5/1099 dated 09.06.2020 regarding T.E# 08 (Surface Disinfectant Solution), decided to pend the decision till the query is resolved. Subsequent decision will be taken in the light of advertised bidding documents.
	Medi Serve	Gloves Examination, Non-Sterile Gloves, Examination, nitrile rubber, non-sterile, Single use. Size, S, M, L	Non-Responsive	Copies missing. • NTN/ GST Certificate • Active Tax Payer -Sample not Provided, hence non-compliance to technical specifications.	We attached NTN & STRN along with our technical offer. We re-attached here with both copies. We have submitted samples which are in accordance with the given specifications. We are providing again the samples for Re-evaluation. So please consider us Responsive.	Mr. Zafar Abbas, the representative of M/s Medi Serve attended the meeting. the representative of the firm was heard. The firm was found an active tax payer having NTN/GST Certificate. The firm took stance they have submitted sample. Foregoing in view, the Committee decided that Technical Bid Evaluation Committee will evaluate the sample of the quoted product and will issue comprehensive report. Further, in case of rejection of any product reasons will be specified.
	Medi Serve	Face Shield Made of clear plastic and provides good visibility to both the wearer and the patient, Adjustable band to attach firmly around the head and fit snugly against the forehead, Fog resistant (preferable). Completely cover the sides and length of the face. May be re-usable (made of robust Material which can be cleaned and disinfected) or disposable. -In case of imported Face Shield provision of following international certifications for offered batch/lot will be mandatory: EN 166/2002: Personal eye protection specifications -In case of local manufacturing: Materials: PC, PETG, PET Material identification, Material Mechanical Testing and Physical dimensions are mandatory.	Non-Responsive	Copies missing. • NTN/ GST Certificate • Active Tax Payer -Sample of quoted item does not conform to following given specifications:	We attached NTN & STRN along with our technical offer. We re-attached here with both copies. We have submitted samples which are in accordance with the given specifications. We are providing again the samples for Re-evaluation. So please consider us Responsive.	Mr. Zafar Abbas, the representative of M/s Medi Serve attended the meeting. the representative of the firm was heard. The firm was found an active tax payer having NTN/GST Certificate. Sample Evaluation of quoted product was reviewed. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
	Medi Serve	Surgical Caps Non-woven Disposable surgical cap with elastic.	Non-Responsive	Copies missing. • NTN/ GST Certificate • Active Tax Payer	We attached NTN & STRN along with our technical offer. We re-attached here with both copies. We have submitted samples which are in accordance with the given specifications. We are providing again the samples for Re-evaluation. So please consider us Responsive.	Mr. Zafar Abbas, the representative of M/s Medi Serve attended the meeting. the representative of the firm was heard. The firm was found an active tax payer having NTN/GST Certificate. Thus, grievance of the firm is accepted and final status of the firm M/s Medi Serve is declared as "Responsive" for quoted item.

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	Medi Serve	Shoe Cover Shoe covers with elastic, nonslip and preferably impermeable. Material: Non-Woven Polypropylene laminated with porous PE layer (preferably 15-20 micrometer) OR Spunbond-Meltblown-Spunbond (SMS, min 3 layers) preferably coated with fluoropolymer GSM > 50.	Non-Responsive	Copies missing. • NTN/ GST Certificate • Active Tax Payer -Sample of quoted item does not conform to given specifications	We attached NTN & STRN along with our technical offer. We re-attached here with both copies. We have submitted samples which are in accordance with the given specifications. We are providing again the samples for Re-evaluation. So please consider us Responsive.	Mr. Zafar Abbas, the representative of M/s Medi Serve attended the meeting. the representative of the firm was heard. The firm was found an active tax payer having NTN/GST Certificate. Sample Evaluation of quoted product was reviewed. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
	Medi Serve	Disposable Pillow Cover Disposable Waterproof Nonwoven fabric Standard size (21" x 30") ± 2"	Non-Responsive	Copies missing. - NTN/ GST Certificate - Active Tax Payer -Sample not Provided	We attached NTN & STRN along with our technical offer. We re-attached here with both copies. We have submitted samples which are in accordance with the given specifications. We are providing again the samples for Re-evaluation. So please consider us Responsive.	Mr. Zafar Abbas, the representative of M/s Medi Serve attended the meeting. the representative of the firm was heard. The firm was found an active tax payer having NTN/GST Certificate. The firm took stance they have submitted sample. Foregoing in view, the Committee decided that Technical Bid Evaluation Committee will evaluate the sample of the quoted product and will issue comprehensive report. Further, in case of rejection of any product reasons will be specified.
3	Iftikhar Enterprises	Grade N95 Or Higher Face Mask N95 with/without respirator according to US NIOSH or FFP2 according to EN 149 or Higher grade. Must have good breathability with design that does not collapse against the mouth (e.g. duckbill, cup shaped). International certification for offered batch/lot is mandatory for supplied stock.	Non-Responsive	• Undertaking missing on judicial stamp (Delivery Schedule, Trade Prices as per MRP). -Sample of quoted item does not conform to given specifications.	- We are submitting Stamp Papers, Kindly accept it. -The Sample provided by us is as per technical specifications given in bidding document. Kindly re-inspect our sample of Grade N95 or higher.	Mr. Asif Butt, the representative of M/s Iftikhar Enterprises attended the meeting. The representative of the firm was heard. The firm has submitted undertakings on stamp paper. Sample Evaluation of quoted product was reviewed. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
	Iftikhar Enterprises	Water Resistant Gowns Single use, fluid resistant, disposable, Coverall with hood, zip in front, tape on seams, that it does not allow penetration of fluid through seams, Protective clothing, thick material, L-Size, light colors preferable to better detect possible contamination, thumb/finger loops or elastic cuff to anchor sleeves in place. Material: Non-Woven Polypropylene laminated with porous PE layer (preferably 15-20 micrometer) OR Spunbond-Meltblown-Spunbond (SMS, min 3 layers) preferably coated with fluoropolymer GSM > 50. •Option 1: fluid penetration resistant: EN 13795 high performance, or AAMI PB70 level 3 performance or above, or equivalent •Option 2: blood borne pathogens penetration resistant: AAMI PB70 level 4 performance, or (EN 14126-B) and partial body protection (EN 13034 or EN 14605), or equivalent	Non-Responsive	• Undertaking missing on judicial stamp (Delivery Schedule, Trade Prices as per MRP). -Sample of quoted item does not conform to given specifications	- We are submitting Stamp Papers, Kindly accept it. -The Sample provided by us is as per technical specifications given in bidding document. As well as the same Gown has already been approved and supplied in this office. The report of TTI testing laboratories of our Gown is also enclose herewith. Kindly re-inspect our sample of Water resistant Gown.	Mr. Asif Butt, the representative of M/s Iftikhar Enterprises attended the meeting. The representative of the firm was heard. The firm has submitted undertakings on stamp paper. Sample Evaluation of quoted product was reviewed. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.

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	Iftikhar Enterprises	Syringe Cutter 3.0 liter plastic body, Metal Handle, Sharp needle cutter good quality.	Non-Responsive	<ul style="list-style-type: none"> Undertaking missing on judicial stamp (Delivery Schedule, Trade Prices as per MRP). Sample of quoted item does not conform to given specifications. 	<ul style="list-style-type: none"> We are submitting Stamp Papers, Kindly accept it. Our sample of syringe cutter has been rejected due to not as per specifications. Whereas our sample is according to the specifications and of proper size.(20x16x12cm=3840cm, which is more than 3 liter). The cutter of our quoted brand is of steel less steel with the capacity of 100,000 syringe cutting. The quality of this product can be check by cutting of any size hard needle. Kindly re-evaluate the sample. 	Mr. Asif Butt, the representative of M/s Iftikhar Enterprises attended the meeting. The representative of the firm was heard. The bidder has submitted undertakings. Technical Committee explained that the volume of submitted sample of quoted item is not according to the advertised specifications. Further, its not plastic body as required in tender specifications. Foregoing in view, the representation of the firm is rejected and decision of the evaluation committee is upheld as " Non-Responsive " for quoted item.
	Iftikhar Enterprises	Face Shield Made of clear plastic and provides good visibility to both the wearer and the patient, Adjustable band to attach firmly around the head and fit snugly against the forehead, Fog resistant (preferable), Completely cover the sides and length of the face, May be re-usable (made of robust Material which can be cleaned and disinfected) or disposable. -In case of imported Face Shield provision of following international certifications for offered batch/lot will be mandatory: EN 166/2002; Personal eye protection specifications -In case of local manufacturing: Materials: PC, PETG, PET Material identification, Material Mechanical Testing and Physical dimensions are mandatory.	Non-Responsive	<ul style="list-style-type: none"> Undertaking missing on judicial stamp (Delivery Schedule, Trade Prices as per MRP). Subject to provision of international certificate as defined in specifications. 	<ul style="list-style-type: none"> We are submitting Stamp Papers, Kindly accept it. Our sample is passed by the Evaluation Committee and we are submitting product certificate 	Mr. Asif Butt, the representative of M/s Iftikhar Enterprises attended the meeting. The representative of the firm was heard. The bidder has submitted undertakings. The representative of the Technical Committee were present and product certificate presented was evaluated and was not found in accordance with tender requirement. Foregoing in view, the representation of the firm is rejected and decision of the evaluation committee is upheld as " Non-Responsive " for quoted item.
	Iftikhar Enterprises	Goggles, Protective Good seal with the skin of the face, Flexible PVC frame to easily fit with all face contours with even pressure, Enclose eyes and the surrounding areas, Accommodate wearers with prescription glasses, Clear plastic lens with fog and scratch resistant treatments, Adjustable band to secure firmly so as not to become loose during clinical activity, Indirect venting to avoid fogging, May be re-usable (provided appropriate arrangements for decontamination are in place) or disposable. <ul style="list-style-type: none"> EU standard directive 86/686/EEC, EN 166/2002, ANSI/ISEA Z87.1-2010, or equivalent 	Non-Responsive	<ul style="list-style-type: none"> Undertaking missing on judicial stamp (Delivery Schedule, Trade Prices as per MRP). Subject to provision of international certificate for compliance to standards as defined in specifications. 	<ul style="list-style-type: none"> We are submitting Stamp Papers, Kindly accept it. Our sample is passed by the Evaluation Committee and we are submitting product certificate 	Mr. Asif Butt, the representative of M/s Iftikhar Enterprises attended the meeting. The representative of the firm was heard. The bidder has submitted undertakings. The representative of the Technical Committee were present and product certificate presented was evaluated and was not found in accordance with tender requiremnt. Foregoing in view, the representation of the firm is rejected and decision of the evaluation committee is upheld as " Non-Responsive " for quoted item.
4	SF Platinum Trading Company (Pvt.) Ltd.	Goggles, Protective Good seal with the skin of the face, Flexible PVC frame to easily fit with all face contours with even pressure, Enclose eyes and the surrounding areas, Accommodate wearers with prescription glasses, Clear plastic lens with fog and scratch resistant treatments, Adjustable band to secure firmly so as not to become loose during clinical activity, Indirect venting to avoid fogging, May be re-usable (provided appropriate arrangements for decontamination are in place) or disposable. <ul style="list-style-type: none"> EU standard directive 86/686/EEC, EN 166/2002, ANSI/ISEA Z87.1-2010, or equivalent 	Non-Responsive	Sample of quoted item does not conform to given specifications	Here our goggles certificate is attached. Please consider our certificates and declare us responsive.	Mr. Saqib Ashraf, the representative of M/s SF Platinum Trading Company (Pvt.) Ltd. attended the meeting and was heard. Representation of the firm is generic rather than specific against the decision of Technical Bid Evaluation Committee. The firm did not contest the reason of rejection. Foregoing in view, the representation of the firm is rejected and decision of the evaluation committee is upheld as " Non-Responsive " for quoted item.

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	SF Platinum Trading Company (Pvt.) Ltd.	Face Shield Made of clear plastic and provides good visibility to both the wearer and the patient, Adjustable band to attach firmly around the head and fit snugly against the forehead, Fog resistant (preferable), Completely cover the sides and length of the face, May be re-usable (made of robust Material which can be cleaned and disinfected) or disposable. -In case of imported Face Shield provision of following international certifications for offered batch/lot will be mandatory: EN 166/2002; Personal eye protection specifications -In case of local manufacturing: Materials: PC, PETG, PET Material identification, Material Mechanical Testing and Physical dimensions are mandatory.	Non-Responsive	No Certificate Provided as required in Specifications for quoted item.	Here our googles certificate is attached. Please consider our certificates and declare us responsive.	Mr. Saqib Ashraf, the representative of M/s SF Platinum Trading Company (Pvt.) Ltd. attended the meeting and was heard. The certificate presented is not as per tender requirement. hence, rejected. Foregoing in view, the representation of the firm is rejected and decision of the evaluation committee is upheld as " Non-Responsive " for quoted item.
	SF Platinum Trading Company (Pvt.) Ltd.	Grade N95 Or Higher Face Mask N95 with/without respirator according to US NIOSH or FFP2 according to EN 149 or Higher grade. Must have good breathability with design that does not collapse against the mouth (e.g. duckbill, cup shaped). International certification for offered batch/lot is mandatory for supplied stock.	Non-Responsive	-Sample of quoted item does not conform to specifications.	1. We have provided 02 Samples, while our sample #2 did not evaluated by technical team. 2. There is difference between quality and price of KN95 & N95, so it is requested you to please consider both masks separately. 3. In your specifications, you are asking for KN95 OR N95 mask with or without respiratory valve but how can you evaluate with respiratory value mask without respiratory mask because both have price differences.	Mr. Saqib Ashraf, the representative of M/s SF Platinum Trading Company (Pvt.) Ltd. attended the meeting and was heard. As per advertised documents, the bidder may quote more than one type of samples for each grade to cater emergency situation. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
5	Certopharm	Surgical Mask Medical/surgical mask, high fluid resistance, good breathability, internal and external faces should be clearly identified, structured design that does not collapse against the mouth. -In case of imported masks provision of following requisite international certifications for offered batch/lot will be mandatory: ASTM: F2100-19 or Equivalent ISO/EN/ANSI Standards -In case of locally manufactured face masks: A three layer structure (two outer filtering layers and middle absorbing layer of extra fine glass fiber or synthetic microfibers i.e. PP, Polystyrene etc.) ranging from 10-100 GSM with nose holder along with elastic ear holders with reasonable length and comfort of use.	Non-Responsive	-Sample of quoted item does not conform to given specifications	All our samples meet the specifications mentioned in the RFQ documents, so please re-evaluate the samples and declare our products Responsive.	Mr. Irfan Malik, the representative of M/s Certopharm attended the meeting and was heard in detail. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
	Certopharm	Liquid Hand Soap (With Or Without Dispenser) Hydroxyethyl or equivalent as an active ingredients. Germ protection liquid hand wash, non-toxic for human health. A pack size of 1000ml or less. Rate will be calculated on per ml basis in case of pack size variation. Original Manufacturer or his sole agent should certify the quality of the product.	Non-Responsive	-Sample of quoted item does not conform to given specifications -Complete List of ingredients not mentioned on Label		Mr. Irfan Malik, the representative of M/s Certopharm attended the meeting and was heard in detail. The observations of Evaluation Committee were found correct regarding product evaluation. Foregoing in view, the representation of the firm is rejected and decision of the evaluation committee is upheld as " Non-Responsive " for quoted item.

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	Certopharm	Hand Sanitizer The product must contain WHO recommended formulation composition: • Ethanol 80% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) OR • Isopropyl alcohol 75% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) -Product must be DRAP approved. -Bottle of 100-500ml -Rate will be calculated on per ml basis in case of pack size variation. -In case of local manufacturing: Bacterial resistance test according to ASTM-E2755 or equivalent ISO/EN Standards will be mandatory. -In case of imported product: ASTM-E2755; Determining the Bacteria-Eliminating Effectiveness of Healthcare Personnel Hand Rub Formulations using Hands of Adults Or Equivalent ISO/EN/ANSI Standards	Non-Responsive	-Sample of quoted item does not conform to given specifications) -Labelling not as per DRAP Provisions		Mr. Irfan Malik, the representative of M/s Certopharm attended the meeting and was heard in detail. The sample of quoted item submitted by the firm does not comply to labelling provisions as laid down by the DRAP. Hence, the observations of Evaluation Committee were found correct regarding product evaluation. Foregoing in view, the representation of the firm is rejected and decision of the evaluation committee is upheld as " Non-Responsive " for quoted item.
	Certopharm	Hand Sanitizer The product must contain WHO recommended formulation composition: • Ethanol 80% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) OR • Isopropyl alcohol 75% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) -Product must be DRAP approved. -Bottle of 100-500ml -Rate will be calculated on per ml basis in case of pack size variation. -In case of local manufacturing: Bacterial resistance test according to ASTM-E2755 or equivalent ISO/EN Standards will be mandatory. -In case of imported product: ASTM-E2755; Determining the Bacteria-Eliminating Effectiveness of Healthcare Personnel Hand Rub Formulations using Hands of Adults Or Equivalent ISO/EN/ANSI Standards	Non-Responsive	-Sample of quoted item does not conform to given specifications -Labelling not as per DRAP Provisions		Mr. Irfan Malik, the representative of M/s Certopharm attended the meeting and was heard in detail. The sample of quoted item submitted by the firm does not comply to labelling provisions as laid down by the DRAP. Hence, the observations of Evaluation Committee were found correct regarding product evaluation. Foregoing in view, the representation of the firm is rejected and decision of the evaluation committee is upheld as " Non-Responsive " for quoted item.

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING HELD ON 10.06.2020 FOR PROCUREMENT OF PPEs/CHEMICALS/DISINFECTANT ETC. FOR PREVENTION & CONTROL OF NOVEL CORONAVIRUS (COVID-19) OUTBREAK, FINANCIAL YEAR 2019-20 ON EMERGENCY BASIS, PHASE-V

Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
	Certopharm	Body Bags Made of linear enforced U-Shape and 2 zipper pulls with tie ribs. Adult size 250x120cm Protector Body Bag specialization: 6 hands Impermeable, linear reinforced LLDPE, LDPE, EVA, PEVA, (avoid PVC), minimum thickness 400 microns: Should be able to hold 100-125 kg (200-250 lbs). Should contain no chlorides: burning of chlorides pollute the environment and can cause damage to retort chambers. Body bags should be non-carcinogenic to Health of funeral workers when used for cremations. At least 6 handles included in the body bag to allow burial team to hand carry it safely Heat sealed insure superior strength and safety Provide full containment of blood borne pathogens Cracking point of 25 – 32 degrees below zero Shelf life minimum 10 years Bag and hands should be white color	Non-Responsive	Sample of quoted item does not conform to given specifications		Mr. Irfan Malik, the representative of M/s Certopharm attended the meeting and was heard in detail. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
6	Wasi Sons	Disposable Bed Sheets Disposable Waterproof Nonwoven fabric, Single bed, Standard size (48"x80") ± 2"	Non-Responsive	* Copy of valid CNIC missing	Copy of CNIC attached with this letter.	Mr. Mudassir Ayub, the representative of M/s Wasi Sons attended the meeting and was heard. The firm has provided the copy of valid CNIC of bidder as per Compulsory Knockdown Criteria which is duly accepted by the committee. Foregoing in view, the grievance of the firm is accepted and final status of the firm M/s Wasi Sons is declared as " Responsive " for quoted item.
	Wasi Sons	Disposable Pillow Cover Disposable Waterproof Nonwoven fabric Standard size (21" x 30") ± 2"	Non-Responsive	* Copy of valid CNIC missing -Sample Not Provided	-Copy of CNIC attached with this letter. -Samples already were submitted, if incase of missing, please accept another two with this letter. In the light of above said facts, please review and consider our firm with all quoted items & include us for the next episode accordingly.	Mr. Mudassir Ayub, the representative of M/s Wasi Sons attended the meeting and was heard. The firm has provided the copy of valid CNIC of bidder as per Compulsory Knockdown Criteria which is duly accepted by the committee. The firm took stance they have submitted sample. Foregoing in view, the Committee decided that Technical Bid Evaluation Committee will evaluate the sample of the quoted product and will issue comprehensive report. Further, in case of rejection of any product reasons will be specified.
7	Ahmad Plastic	Body Bags Made of linear enforced U-Shape and 2 zipper pulls with tie ribs. Adult size 250x120cm Protector Body Bag specialization: 6 hands Impermeable, linear reinforced LLDPE, LDPE, EVA, PEVA, (avoid PVC), minimum thickness 400 microns: Should be able to hold 100-125 kg (200-250 lbs). Should contain no chlorides: burning of chlorides pollute the environment and can cause damage to retort chambers. Body bags should be non-carcinogenic to Health of funeral workers when used for cremations. At least 6 handles included in the body bag to allow burial team to hand carry it safely Heat sealed insure superior strength and safety Provide full containment of blood borne pathogens Cracking point of 25 – 32 degrees below zero Shelf life minimum 10 years Bag and hands should be white color	Non-Responsive	Sample of quoted item does not conform to given specifications	We have provided you a very high quality product. This said product is already being supplied to your good office from the The Medicine Company executed by M/S Ahmad Plastic. We request your honor to reconsider our proposal.	Mr. Asghar Ali, the representative of M/s Ahmad Plastic attended the meeting and was heard in detail. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING HELD ON 10.06.2020 FOR PROCUREMENT OF PPEs/CHEMICALS/DISINFECTANT ETC. FOR PREVENTION & CONTROL OF NOVEL CORONAVIRUS (COVID-19) OUTBREAK, FINANCIAL YEAR 2019-20 ON EMERGENCY BASIS, PHASE-V

Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
8	Ayyan Molecular Products	<p>Surgical Mask Medical/surgical mask, high fluid resistance, good breathability, internal and external faces should be clearly identified, structured design that does not collapse against the mouth.</p> <p>-In case of imported masks provision of following requisite international certifications for offered batch/lot will be mandatory: ASTM: F2100-19 or Equivalent ISO/EN/ANSI Standards</p> <p>-In case of locally manufactured face masks: A three layer structure (two outer filtering layers and middle absorbing layer of extra fine glass fiber or synthetic microfibers i.e. PP, Polystyrene etc.) ranging from 10-100 GSM with nose holder along with elastic ear holders with reasonable length and comfort of use.</p>	Non-Responsive	-Sample of quoted item does not conform to given specifications	Our mask is 30GSM and very high quality manufactured locally with nose pin. We are attaching the technical specifications for Surgical mask that will help understand better the quality of our surgical face mask. When Bacterial Filtration Capacity is more than 95% to 99%, it can also cause difficulty in breathing as well (Reference attached from Medicaexpo website). Reason for rejection is requested to be explained so that we can try to convince the committee on the quality and specifications accordingly. Please have a kind look over the specification again.	Mr. Wajahat Khan, the representative of M/s Ayyan Molecular Products attended the meeting and was heard. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
	Ayyan Molecular Products	<p>Goggles, Protective Good seal with the skin of the face, Flexible PVC frame to easily fit with all face contours with even pressure, Enclose eyes and the surrounding areas, Accommodate wearers with prescription glasses, Clear plastic lens with fog and scratch resistant treatments, Adjustable band to secure firmly so as not to become loose during clinical activity, Indirect venting to avoid fogging, May be re-usable (provided appropriate arrangements for decontamination are in place) or disposable.</p> <ul style="list-style-type: none"> • EU standard directive 86/686/EEC, EN 166/2002, • ANSI/ISEA Z87.1-2010, or equivalent 	Non-Responsive	-Subject to provision of certificates for compliance to standards as defined in specifications.	We hereby are attaching the report from PCSIR for its compliance as this is a local made product and PCSIR is the compliance institute for such products so it is attached with this letter. The report has been obtained by our manufacturer from PCSIR hence we are also attaching authorization letter for this purpose. Your kind consideration for this product shall be highly appreciated.	Mr. Wajahat Khan, the representative of M/s Ayyan Molecular Products attended the meeting and was heard. The representation of the firm is itself admittance of observation of Evaluation Committee. The firm did not provide any quality compliance certificate. Foregoing in view, the representation of the firm is rejected and decision of the evaluation committee is upheld as "Non-Responsive" for quoted item.
	Ayyan Molecular Products	<p>Disposable Bed Sheets Disposable Waterproof Nonwoven fabric, Single bed, Standard size (48"x80") ± 2"</p>	Non-Responsive	-Sample of quoted item does not conform to given specifications (Not Waterproof)	We have provided the sample according to specifications but water proof sample is with us. Due to short time at submission of samples, our manufacturer could not make it water proof. We hope to consider this situation and we will provide the same samples with this grievance.	Mr. Wajahat Khan, the representative of M/s Ayyan Molecular Products attended the meeting and was heard. The representation of the firm is itself admittance of observation of Evaluation Committee. The observation of the Evaluation Committee was found correct. Foregoing in view, the representation of the firm is rejected and decision of the evaluation committee is upheld as "Non-Responsive" for quoted item.
	Ayyan Molecular Products	<p>Disposable Pillow Cover Disposable Waterproof Nonwoven fabric Standard size (21" x 30") ± 2"</p>	Non-Responsive	-Sample of quoted item does not conform to given specifications (Not Waterproof)	We have provided the sample according to specifications but water proof sample is with us. Due to short time at submission of samples, our manufacturer could not make it water proof. We hope to consider this situation and we will provide the same samples with this grievance.	Mr. Wajahat Khan, the representative of M/s Ayyan Molecular Products attended the meeting and was heard. The representation of the firm is itself admittance of observation of Evaluation Committee. The observation of the Evaluation Committee was found correct. Foregoing in view, the representation of the firm is rejected and decision of the evaluation committee is upheld as "Non-Responsive" for quoted item.

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING HELD ON 10.06.2020 FOR PROCUREMENT OF PPEs/CHEMICALS/DISINFECTANT ETC. FOR PREVENTION & CONTROL OF NOVEL CORONAVIRUS (COVID-19) OUTBREAK, FINANCIAL YEAR 2019-20 ON EMERGENCY BASIS, PHASE-V

Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
9	Reckitt Benckiser Pakistan Ltd.	<p>Surface Disinfectant Solution High level surface Disinfectant that can kill micro-bacteria. Quaternary ammonium compounds in combination. Biodegradable, Environment friendly & Non-toxic for human health are the basic requirement. Rate will be calculated on per ml basis in case of pack size variation. Original Manufacturer or his sole agents should certify the quality of the product. Registered from DRAP. Pack of 1 liter or less.</p>	Non-Responsive	-Sample of quoted item does not conform to given specifications.	<p>Bidding Documents were issued on 11-05-2020 (Monday) and submission date was 13-05-2020 (Wednesday). Very short time was provided for bids submission. We have submitted representation against the Technical Specifications of Item #8 & 13 (copy of letter is annexed) on 13-05-2020 for amendments in specifications. But our request for designing of generic specifications and identifications of appropriate items required for COVID-19 has not been addressed till date.</p> <p>It has been specified as High Level Surface Disinfectant, environment friendly, non-toxic which is very broader term and give discretionary power to evaluator in judging the product. There must be generic specifications by mentioning alternate required formulas. Health Department should identify either they want hard washable surfaces cleaner solution or disinfectant for the equipment, medical devices like X-ray machines, Computers. Both type of objectives could not be conquered from single disinfectant solution. Therefore, Health Department needs to clarify, bifurcate and design un-ambiguous specifications to invite healthy competition.</p> <p>Further the products of the qualified bidders do not comply with the specifications and they are not high level surface disinfectant which can be verified form neutral experts and material attached. Further, these surface disinfectants are toxic for human health and not for common use but specific use on equipment which have very meagre concern with COVID-19. Further, these qualified firms are not manufacturers and their import documents may be reviewed to observe that they are not repacking the products in Pakistan.</p> <p>Item no.13 specifications, it has been specified as Chloroxylenol or equivalent. Further mentioned the coverage virus, bacteria and other microorganism. Equivalent of Chloroxylenol should be specified. What is percentage of Chloroxylenol required is not specified. At some stages, item no. 8 and item no.13 have same usage. Therefore, vendors may quote same brand against both items. Evaluator can use discretionary power to judge the product. Therefore, Health Department needs to clarify and design un-ambiguous specifications.</p> <p>It is requested to kindly review our letter dated:13-05-2020 and this grievance to save the funds of public exchequer. It is requested to disqualify the bids of two qualified firms for items no. 08 as they are fulfilling specifications & criteria and M/s Mico for item no.13 as the firm product does not meet the quality parameters, no relevant experience and less financial worth.</p> <p>These items (08 & 13) may be retendered with clear requirements and specifications after due consultation with technical experts on products.</p>	<p>Mr. Jalal Bhatti, the representative of M/s Reckitt Benckiser Pakistan Ltd. attended the meeting and was heard in detail.</p> <p>The committee after due deliberation and discussion, keeping in view the query sought by Punjab Procurement Regulatory Authority vide letter no. L&M(PPRA)1-15(SOC)(i)-AD/DGHS/2018/Com/PS/1099 dated 09.06.2020 regarding T.E# 08 (Surface Disinfectant Solution), decided to pend the decision till the query is resolved. The grievance of the firm will be addressed later and subsequent will be taken in the light of advertised bidding documents.</p>
	Reckitt Benckiser Pakistan Ltd.	<p>Chloroxylenol (Antiseptic/Disinfectant) Chloroxylenol or equivalent as an active ingredients and nontoxic for human health are the basic requirement. Coverage 99% of bacteria, virus and other microorganism. Rate will be calculated on per ml basis in case of pack size variation. Original Manufacturer or his sole agents should certify the quality of the product.</p>	Responsive	-	<p>Our competitor bidder M/s Mico product have not been observed in market and firm does not have relevant experience & past performance which is mandatory as per PPRA Rules. We have concerns that financial worth of this product is higher than the total worth of the M/s Mico. We have concerns that financial worth of this product is higher than the total worth of the M/s Mico. Both these parameters are essence of PPRA. Hence, we have doubts on the quality of the product. It is requested to visit the site of M/s Mico to ensure that this product is being manufactured over there.</p>	<p>Mr. Jalal Bhatti, the representative of M/s Reckitt Benckiser Pakistan Ltd. attended the meeting and was heard in detail.</p> <p>The committee after due deliberation and discussion, keeping in view the query sought by Punjab Procurement Regulatory Authority vide letter no. L&M(PPRA)1-15(SOC)(i)-AD/DGHS/2018/Com/PS/1099 dated 09.06.2020 regarding T.E# 13 (Chloroxylenol or equivalent), decided to pend the decision till the query is resolved. The grievance of the firm will be addressed later and subsequent will be taken in the light of advertised bidding documents.</p>

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Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
10	Micko Industrial Chemicals Co.(Pvt.) Ltd.	Surface Disinfectant Solution High level surface Disinfectant that can kill micro-bacteria. Quaternary ammonium compounds in combination. Biodegradable, Environment friendly & Non-toxic for human health are the basic requirement. Rate will be calculated on per ml basis in case of pack size variation. Original Manufacturer or his sole agents should certify the quality of the product. Registered from DRAP. Pack of 1 liter or less.	Non-Responsive	-Sample of quoted item does not conform to given following specifications: 1. DRAP approval did not attach 2. Quaternary ammonium compounds in combination not present	We would like to clarify few points: 1. Registration with DRAP; our product is duly registered with DRAP since 1979. Copy of letter issued by Government of Pakistan is attached herewith (Annex. # 1). Copy of renewal with DRAP up to date is also attached herewith. (Annex. # 2). 2. Peroxydol TM freely available in the Market for more than four decades now. This product is freely available in the market since 1979. Quality and price can easily be checked from the market. Its market price MRP is Rs:64/- 3. Product Specifications: The product is duly registered with DRAP for the same specifications. 4. Surface Disinfectant Solution: Hydrogen Peroxide: WHO also recommends chemical "Hydrogen Peroxide" for surface cleaning & disinfection of environment surface in the context of COVID-19. (Annex. # 3) 5. Product Labeling: The label of the product is designed as the specification of DRAP rules. Any additional specifications required to be mentioned on the label by the department for this specific tender may be added as per rules of DRAP. You are Therefore, requested to kindly qualify our product in technical evaluation on merits.	Mr. Shahryar Aslam, the representative of M/s Micko Industrial Chemicals attended the meeting and was heard in detail. The committee after due deliberation and discussion, keeping in view the query sought by Punjab Procurement Regulatory Authority vide letter no. L&M(PPRA)1-15(SOC)(i)-AD/DGHS/2018/Com/P5/1099 dated 09.06.2020 regarding T.E# 08 (Surface Disinfectant Solution), decided to pend the decision till the query is resolved. The grievance of the firm will be addressed later and subsequent will be taken in the light of advertised bidding documents.
11	Tufail Enterprises	Goggles, Protective Good seal with the skin of the face, Flexible PVC frame to easily fit with all face contours with even pressure, Enclose eyes and the surrounding areas, Accommodate wearers with prescription glasses, Clear plastic lens with fog and scratch resistant treatments, Adjustable band to secure firmly so as not to become loose during clinical activity, Indirect venting to avoid fogging, May be re-usable (provided appropriate arrangements for decontamination are in place) or disposable. • EU standard directive 86/686/EEC, EN 166/2002, • ANSI/ISEA Z87.1-2010, or equivalent	Non-Responsive	Sample Not Provided	-We would like to clarify that we had duly submitted the required samples as per specifications with the bidding document. You are requested to kindly ask the relevant staff to check the sample again.	The representative of M/s Tufail Enterprises attended the meeting and was heard. The firm took stance they have submitted sample. Foregoing in view, the Committee decided that Technical Bid Evaluation Committee will evaluate the sample of the quoted product and will issue comprehensive report. Further, in case of rejection of any product reasons will be specified.
12	Hiaro International	Goggles, Protective Good seal with the skin of the face, Flexible PVC frame to easily fit with all face contours with even pressure, Enclose eyes and the surrounding areas, Accommodate wearers with prescription glasses, Clear plastic lens with fog and scratch resistant treatments, Adjustable band to secure firmly so as not to become loose during clinical activity, Indirect venting to avoid fogging, May be re-usable (provided appropriate arrangements for decontamination are in place) or disposable. • EU standard directive 86/686/EEC, EN 166/2002, • ANSI/ISEA Z87.1-2010, or equivalent	Non-Responsive	- Undertaking missing on judicial stamp (Trade Prices as per MRP). - No certificates for compliance to standards as defined in specifications provided (Sample Type 1 with white vent)	-Certificate is attached. -Stamp Papers are attached.	Mr. Rana Shahid, the representative of M/s Hiaro International attended the meeting and was heard. The firm has submitted the required Undertakings as per compulsory knockdown clauses as well as PCSIR Report indicating the material composition of product but since submitted report does not declare that quoted item conforms to the given International standards as defined in specifications for quoted item. Foregoing in view, the representation of the firm is rejected and decision of the evaluation committee is upheld as "Non-Responsive" for quoted item.

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Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
	Hiaro International	Goggles, Protective Good seal with the skin of the face, Flexible PVC frame to easily fit with all face contours with even pressure, Enclose eyes and the surrounding areas, Accommodate wearers with prescription glasses, Clear plastic lens with fog and scratch resistant treatments, Adjustable band to secure firmly so as not to become loose during clinical activity, Indirect venting to avoid fogging, May be re-usable (provided appropriate arrangements for decontamination are in place) or disposable. • EU standard directive 86/686/EEC, EN 166/2002, • ANSI/ISEA Z87.1-2010, or equivalent	Non-Responsive	-Sample of quoted item does not conform to given specifications. -- Undertaking missing on judicial stamp (Trade Prices as per MRP) -No Certificate Provided as required in Specifications for quoted item. (Sample Type 2 with black vent)	-Certificate is attached. -Stamp Papers are attached.	Mr. Rana Shahid, the representative of M/s Hiaro International attended the meeting and was heard. The firm has submitted the required Undertakings as per compulsory knockdown clauses as well as PCSIR Report indicating the material composition of product. The firm grievance is generic and firm did not contest the sample evaluation report. Foregoing in view, the representation of the firm is rejected and decision of the evaluation committee is upheld as "Non-Responsive" for quoted item.
	Hiaro International	Hand Sanitizer The product must contain WHO recommended formulation composition: • Ethanol 80% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) OR • Isopropyl alcohol 75% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) -Product must be DRAP approved. -Bottle of 100-500ml -Rate will be calculated on per ml basis in case of pack size variation. -In case of local manufacturing: Bacterial resistance test according to ASTM-E2755 or equivalent ISO/EN Standards will be mandatory. -In case of imported product: ASTM-E2755; Determining the Bacteria-Eliminating Effectiveness of Healthcare Personnel Hand Rub Formulations using Hands of Adults Or Equivalent ISO/EN/ANSI Standards	Non-Responsive	• Undertaking missing on judicial stamp (Trade Prices as per MRP) -Subject to verification of claimed composition and efficacy through Test/ Analysis from concerned Laboratory	-Stamp Papers are attached. -We will provide certificate after test analysis report from PCSIR.	Mr. Rana Shahid, the representative of M/s Hiaro International attended the meeting and was heard. The bidder has submitted requisite undertakings in compliance to Compulsory Knockdown Criteria which are duly accepted by the committee. Therefore, grievance of the firm is accepted. Hence the final status of the firm Hiaro International is declared as "Responsive" for quoted item Subject to lab test/analysis for conformance to specifications from the lab specified by the Procuring Agency.
	Hiaro International	Surgical Caps Non-woven Disposable surgical cap with elastic.	Non-Responsive	• Undertaking missing on judicial stamp (Trade Prices as per MRP)	-Stamp Papers are attached.	Mr. Rana Shahid, the representative of M/s Hiaro International attended the meeting and was heard. The bidder has submitted requisite undertakings in compliance to Compulsory Knockdown Criteria which are duly accepted by the committee. Therefore, grievance of the firm is accepted. Hence the final status of the firm Hiaro International is declared as "Responsive" for quoted item.
13	Lifespan Healthcare	VTM Double Swab Sterile cotton tip swab with flexible plastic shaft, individually packed, ETO sterilized, for clinical microbiological sample collection.	Non-Responsive	- Undertaking missing on judicial stamp (Blacklisted, Conviction of Court Of Law, Delivery Schedule, Trade Prices as per MRP). -Subject to lab test/analysis for conformance to specifications.	We are going to submit those missing documents. Kindly consider our grievance as the brand we offered is of premium quality and we are already supplying it to major government hospitals.	Mr. Faisal, the representative of M/s Lifespan Healthcare attended the meeting and was heard in detail. The firm has submitted requisite undertakings in compliance to Compulsory Knockdown Criteria which are duly accepted by the committee. Further, it was noted that Product is already being utilized in many hospitals. Therefore, grievance of the firm is accepted. Hence the final status of the firm M/s Lifespan Healthcare is declared as "Responsive" subject to sample approval by Technical Person from Provincial Reference Lab (Punjab AIDS Control Program).

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14	Shrooq Pharmaceuticals (Pvt) Ltd	<p>Water Resistant Gowns Single use, fluid resistant, disposable, Coverall with hood, zip in front, tape on seams, that it does not allow penetration of fluid through seams, Protective clothing, thick material, L-Size, light colors preferable to better detect possible contamination, thumb/finger loops or elastic cuff to anchor sleeves in place. Material: Non-Woven Polypropylene laminated with porous PE layer (preferably 15-20 micrometer) OR Spunbond-Meltblown-Spunbond (SMS, min 3 layers) preferably coated with fluoropolymer GSM > 50. •Option 1: fluid penetration resistant: EN 13795 high performance, or AAMI PB70 level 3 performance or above, or equivalent •Option 2: blood borne pathogens penetration resistant: AAMI PB70 level 4 performance, or (EN 14126-B) and partial body protection (EN 13034 or EN 14605), or equivalent</p>	Non-Responsive	-Sample of quoted item does not conform to given specifications	We have submitted our sample of Water Resistant Gown as per Specifications of tender. (copy of product analysis report(SPUN BOND FABRIC) is attached. We again submitting these documents and we request you to kindly consider it in order to enable us to be Responsive in Technical evaluation.	Mr. Naveed, the representative of M/s Shrooq Pharmaceuticals Pvt. Ltd. attended the meeting and presented the grievance to the grievance redressal committee. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
15	Al-Fateh Enterprises	<p>Surgical Mask Medical/surgical mask, high fluid resistance, good breathability, internal and external faces should be clearly identified, structured design that does not collapse against the mouth. -In case of imported masks provision of following requisite international certifications for offered batch/lot will be mandatory: ASTM: F2100-19 or Equivalent ISO/EN/ANSI Standards -In case of locally manufactured face masks: A three layer structure (two outer filtering layers and middle absorbing layer of extra fine glass fiber or synthetic microfibers i.e. PP, Polystyrene etc.) ranging from 10-100 GSM with nose holder along with elastic ear holders with reasonable length and comfort of use.</p>	non-Responsive	- Undertaking missing on judicial stamp (Delivery Schedule, Trade Prices as per MRP)	We are submitting missing stamp papers again, Please accept it.	Mr. Sohail, the representative of M/s Al-Fateh Enterprises attended the meeting and was heard. The firm has submitted requisite undertakings in compliance to Compulsary Knockdown Criteria which are duly accepted by the committee. Therefore, grievance of the firm is accepted. Hence the final status of the firm M/s Al-Fateh Enterprises is declared as " Responsive " for quoted item.
	Al-Fateh Enterprises	<p>Safety Box 5 Litters WHO Approved</p>	Non-Responsive	<p>* Undertaking missing on judicial stamp (Delivery Schedule, Trade Prices as per MRP) -Sample of quoted item does not conform to given specifications) (Not WHO Approved)</p>	-We are submitting missing stamp papers again, Please accept it. -Our Sample of Safety Box is as per specification/ WHO Approved standard (WHO/PQS/E10/SB01.1, CODE PQS E010/005). Please reevaluate our sample as it is ass per bidding document.	Mr. Sohail, the representative of M/s Al-Fateh Enterprises attended the meeting and was heard. The firm has submitted requisite undertakings in compliance to Compulsary Knockdown Criteria which are duly accepted by the committee. The sample of quoted item is not WHO approved as per advertised specification. Therefore, the committee decided to uphold the decision of Technical Evaluation Committee. Thus, grievance of the firm is not accepted and final status of the firm M/s Al-Fateh is declared as " Non-Responsive " for quoted item.

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Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
	Al-Fateh Enterprises	Face Shield Made of clear plastic and provides good visibility to both the wearer and the patient, Adjustable band to attach firmly around the head and fit snugly against the forehead, Fog resistant (preferable), Completely cover the sides and length of the face, May be re-usable (made of robust Material which can be cleaned and disinfected) or disposable. -In case of imported Face Shield provision of following international certifications for offered batch/lot will be mandatory: EN 166/2002; Personal eye protection specifications -In case of local manufacturing: Materials: PC, PETG, PET Material identification, Material Mechanical Testing and Physical dimensions are mandatory.	Non-Responsive	• Undertaking missing on judicial stamp (Delivery Schedule, Trade Prices as per MRP) - The firm did not provide certificates for compliance to required standards of quoted item.	-We are submitting required certificates with this application. Please accept it.	Mr. Sohail, the representative of M/s Al-Fateh Enterprises attended the meeting and was heard in detail. The firm has submitted requisite undertakings in compliance to Compulsary Knockdown Criteria which are duly accepted by the committee. The compliance certificate is not as per tender requirement. Thus, grievance of the firm is not accepted and final status of the firm M/s Al-Fateh is declared as "Non-Responsive" for quoted item.
16	Mk Traders	Water Resistant Gowns Single use, fluid resistant, disposable, Coverall with hood, zip in front, tape on seams, that it does not allow penetration of fluid through seams, Protective clothing, thick material, L-Size, light colors preferable to better detect possible contamination, thumb/finger loops or elastic cuff to anchor sleeves in place. Material: Non-Woven Polypropylene laminated with porous PE layer (preferably 15-20 micrometer) OR Spunbond-Meltblown-Spunbond (SMS, min 3 layers) preferably coated with fluoropolymer GSM > 50. •Option 1: fluid penetration resistant: EN 13795 high performance, or AAMI PB70 level 3 performance or above, or equivalent •Option 2: blood borne pathogens penetration resistant: AAMI PB70 level 4 performance, or (EN 14126-B) and partial body protection (EN 13034 or EN 14605), or equivalent	Non-Responsive	-Sample of quoted item does not conform to given specifications	The Same Quality of Water Resistant Gown is approved and supplied to NDMA & PAF and exporting to USA. You are kindly requested to re-evaluate the submitted samples of Water Resistant Gown as we have all the resources readily available for the supply within given time lines. The Laboratory testing reports of the submitted Water resistant Gowns are attached herewith for your review.	Mr. Kashif, the representative of M/s MK Traders attended the meeting and was heard. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING HELD ON 10.06.2020 FOR PROCUREMENT OF PPEs/CHEMICALS/DISINFECTANT ETC. FOR PREVENTION & CONTROL OF NOVEL CORONAVIRUS (COVID-19) OUTBREAK, FINANCIAL YEAR 2019-20 ON EMERGENCY BASIS, PHASE-V

Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
17	Diagnostic Medical Associates	<p>Hand Sanitizer The product must contain WHO recommended formulation composition: • Ethanol 80% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) OR • Isopropyl alcohol 75% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) -Product must be DRAP approved. -Bottle of 100-500ml -Rate will be calculated on per ml basis in case of pack size variation. -In case of local manufacturing: Bacterial resistance test according to ASTM-E2755 or equivalent ISO/EN Standards will be mandatory. -In case of imported product: ASTM-E2755; Determining the Bacteria-Eliminating Effectiveness of Healthcare Personnel Hand Rub Formulations using Hands of Adults Or Equivalent ISO/EN/ANSI Standards</p>	Non-Responsive	-Sample of quoted item does not conform to given specifications. -Labelling not as per DRAP Provisions	<p>Specifications approved the DRAP has been printed on the bottle in 02 parts as ACTIVE ingredients & INACTIVE ingredients. (Photo Attached). Detail of ACTIVE ingredients: Ethyl Alcohol 80% has been printed on the upper part of the sticker pasted on bottle. Detail of INACTIVE ingredients: Hydrogen Peroxide, Glycerin has been printed on the lower part of the sticker pasted on bottle. • We are submitting 02 Samples of Hand sanitizer of below Pack Size: 1. Rense Hand Sanitizer 100ml 2. Rense Hand Sanitizer 250ml</p> <p>• Regarding labeling not ass per DRAP provision, please note we are submitting samples of below packing labeled ass per DRAP provision. 1. Rense Hand Sanitizer 500ml 2. Rense Hand Sanitizer 250ml 3. Rense Hand Sanitizer 100ml • Compliance matrix is attached along with this letter. Please accept our clarifications and accept our offer.</p>	<p>Mr. Khalid, the representative of M/s Diagnostic Medical Associates attended the meeting and was heard in detail. The grievance of the bidder is itself admittance of observations of Evaluation Committee. The sample of quoted item (Rense 500ml) submitted by the firm does not comply to labelling provisions as laid down by the DRAP whereas the samples of quoted item Rense 100ml & 250ml was not submitted by the firm for evaluation. Foregoing in view, grievance of the firm is rejected and decision of Evaluation Committee is upheld as "Non-Responsive" for quoted item.</p>
	Diagnostic Medical Associates	<p>Hand Sanitizer The product must contain WHO recommended formulation composition: • Ethanol 80% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) OR • Isopropyl alcohol 75% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) -Product must be DRAP approved. -Bottle of 100-500ml -Rate will be calculated on per ml basis in case of pack size variation. -In case of local manufacturing: Bacterial resistance test according to ASTM-E2755 or equivalent ISO/EN Standards will be mandatory. -In case of imported product: ASTM-E2755; Determining the Bacteria-Eliminating Effectiveness of Healthcare Personnel Hand Rub Formulations using Hands of Adults Or Equivalent ISO/EN/ANSI Standards</p>	Non-Responsive	Sample Not Provided		

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING HELD ON 10.06.2020 FOR PROCUREMENT OF PPEs/CHEMICALS/DISINFECTANT ETC. FOR PREVENTION & CONTROL OF NOVEL CORONAVIRUS (COVID-19) OUTBREAK, FINANCIAL YEAR 2019-20 ON EMERGENCY BASIS, PHASE-V

Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
	Diagnostic Medical Associates	Hand Sanitizer The product must contain WHO recommended formulation composition: • Ethanol 80% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) OR • Isopropyl alcohol 75% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) -Product must be DRAP approved. -Bottle of 100-500ml -Rate will be calculated on per ml basis in case of pack size variation. -In case of local manufacturing: Bacterial resistance test according to ASTM-E2755 or equivalent ISO/EN Standards will be mandatory. -In case of imported product: ASTM-E2755; Determining the Bacteria-Eliminating Effectiveness of Healthcare Personnel Hand Rub Formulations using Hands of Adults Or Equivalent ISO/EN/ANSI Standards	Non-Responsive	Sample Not Provided		
18	Signart Communication	Hand Sanitizer The product must contain WHO recommended formulation composition: • Ethanol 80% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) OR • Isopropyl alcohol 75% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) -Product must be DRAP approved. -Bottle of 100-500ml -Rate will be calculated on per ml basis in case of pack size variation. -In case of local manufacturing: Bacterial resistance test according to ASTM-E2755 or equivalent ISO/EN Standards will be mandatory. -In case of imported product: ASTM-E2755; Determining the Bacteria-Eliminating Effectiveness of Healthcare Personnel Hand Rub Formulations using Hands of Adults Or Equivalent ISO/EN/ANSI Standards	Non-Responsive	-Copies Missing: • NTN/ GST Certificate • Proof missing for Active Tax Payer • Undertaking missing on judicial stamp (Blacklisted, Conviction of Court Of Law, Delivery Schedule, Trade Prices as per MRP).	-Documents (NTN/ GST Certificate • Proof for Active Tax Payer • Undertaking missing on judicial stamp (Blacklisted, Conviction of Court Of Law, Delivery Schedule, Trade Prices as per MRP) were provided by our company along with technical bid document (Annex-1) . -We have provided the samples for the same along with registration certificate from DRAP. DTL reports are formulated on batches supplied and not on samples and we shall ensure provision of the said report along with every batch of sanitizers. In case you require a DTL report for the samples, we can provide you the same as a special case OR you can get the required testing done from your Government Laboratory at our cost and expense.	Mr. Reza, the representative of M/s Signart Communication attended the meeting and was heard in detail. The firm has submitted the required NTN/ GST Certificate, Proof of Active Taxpayer and Undertakings as per compulsory knockdown clauses alongwith its grievance which are duly accepted by the committee. Thus, grievance of the firm is accepted and final status of the firm M/s Signart Communication is declared as "Responsive" for quoted item.
	Signart Communication	Grade N95 Or Higher Face Mask N95 with/without respirator according to US NIOSH or FFP2 according to EN 149 or Higher grade. Must have good breathability with design that does not collapse against the mouth (e.g. duckbill, cup shaped). International certification for offered batch/lot is mandatory for supplied stock.	Non-Responsive	Copies missing of: • NTN/ GST Certificate • Active Tax Payer • Undertaking missing on judicial stamp (Blacklisted, Conviction of Court Of Law, Delivery Schedule, Trade Prices as per MRP) *-Sample of quoted item does not conform to given specifications	-Documents (NTN/ GST Certificate • Proof for Active Tax Payer • Undertaking missing on judicial stamp (Blacklisted, Conviction of Court Of Law, Delivery Schedule, Trade Prices as per MRP) were provided by our company along with technical bid document (Annex-1). -Our company have provided the 2 samples for the same along with all certificates such as EN 149/FFP2/FDA/CE. (Copy attached). Furthermore, complete literature on the product was attached along with technical bid documents (copy attached). If needed our firm can get any necessary testing done locally from a government or private laboratory for the same on your request.	Mr. Reza, the representative of M/s Signart Communication attended the meeting and was heard in detail. The firm has submitted the required NTN/ GST Certificate, Proof of Active Taxpayer and Undertakings as per compulsory knockdown clauses alongwith its grievance which are duly accepted by the committee. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.

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Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
	Signart Communication	Surgical Caps Non-woven Disposable surgical cap with elastic.	Non-Responsive	Copies missing of: • NTN/ GST Certificate • Active Tax Payer • Undertaking missing on judicial stamp (Blacklisted, Conviction of Court Of Law, Delivery Schedule, Trade Prices as per MRP) *Sample of quoted item does not conform to given specifications (Sample Type 1)	-We have been considered Non-responsive due to missing documents mentioned in Annex-1, we are re-submitting the same for your convenience. -Documents (NTN/ GST Certificate • Proof for Active Tax Payer • Undertaking missing on judicial stamp (Blacklisted, Conviction of Court Of Law, Delivery Schedule, Trade Prices as per MRP) were provided by our company along with technical bid document (Annex-1).	Mr. Reza, the representative of M/s Signart Communication attended the meeting and was heard in detail. The firm has submitted the required NTN/ GST Certificate, Proof of Active Taxpayer and Undertakings as per compulsory knockdown clauses alongwith its grievance which are duly accepted by the committee. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
	Signart Communication	Surgical Caps Non-woven Disposable surgical cap with elastic.	Non-Responsive	-Copies Missing: • NTN/ GST Certificate • Proof missing for Active Tax Payer • Undertaking missing on judicial stamp (Blacklisted, Conviction of Court Of Law, Delivery Schedule, Trade Prices as per MRP) (Sample Type 2)	-We have been considered Non-responsive due to missing documents mentioned in Annex-1, we are re-submitting the same for your convenience. -Documents (NTN/ GST Certificate • Proof for Active Tax Payer • Undertaking missing on judicial stamp (Blacklisted, Conviction of Court Of Law, Delivery Schedule, Trade Prices as per MRP) were provided by our company along with technical bid document (Annex-1).	Mr. Reza, the representative of M/s Signart Communication attended the meeting and was heard in detail. The firm has submitted the required NTN/ GST Certificate, Proof of Active Taxpayer and Undertakings as per compulsory knockdown clauses alongwith its grievance which are duly accepted by the committee. Thus, grievance of the firm is accepted and final status of the firm M/s Signart Communication is declared as "Responsive" for quoted item.
	Signart Communication	Shoe Cover Shoe covers with elastic, nonslip and preferably iC54:C55impermeable. Material: Non-Woven Polypropylene laminated with porous PE layer (preferably 15-20 micrometer) OR Spunbond-Meltblown-Spunbond (SMS, min 3 layers) preferably coated with fluoropolymer GSM > 50.	Non-Responsive	Copies missing of: • NTN/ GST Certificate • Active Tax Payer • Undertaking missing on judicial stamp (Blacklisted, Conviction of Court of Law, Delivery Schedule, Trade Prices as per MRP) -Sample of quoted item does not conform to given specifications	-Documents (NTN/ GST Certificate • Proof for Active Tax Payer • Undertaking missing on judicial stamp (Blacklisted, Conviction of Court Of Law, Delivery Schedule, Trade Prices as per MRP) were provided by our company along with technical bid document (Annex-1). -The given sample is a UK based imported brand that is Anti-Microbial in nature. The supporting document is attached along with for your reference.	Mr. Reza, the representative of M/s Signart Communication attended the meeting and was heard in detail. The firm has submitted the required NTN/ GST Certificate, Proof of Active Taxpayer and Undertakings as per compulsory knockdown clauses alongwith its grievance which are duly accepted by the committee. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
	Signart Communication	Disposable Bed Sheets Disposable Waterproof Nonwoven fabric, Single bed, Standard size (48"x80") ± 2"	Non-Responsive	-Copies Missing: • NTN/ GST Certificate • Proof missing for Active Tax Payer • Undertaking missing on judicial stamp (Blacklisted, Conviction of Court Of Law, Delivery Schedule, Trade Prices as per MRP) -Sample Not Provided	-Documents (NTN/ GST Certificate • Proof for Active Tax Payer • Undertaking missing on judicial stamp (Blacklisted, Conviction of Court Of Law, Delivery Schedule, Trade Prices as per MRP) were provided by our company along with technical bid document (Annex-1). -It is stated that we have not provided the sample for the same, however we did provided the sample of the bed sheets. These are also imported Anti-Microbial (protector UK) sheets. Another sample is attached along with for your reference.	Mr. Reza, the representative of M/s Signart Communication attended the meeting and was heard in detail. The firm has submitted the required NTN/ GST Certificate, Proof of Active Taxpayer and Undertakings as per compulsory knockdown clauses alongwith its grievance which are duly accepted by the committee. Technical Committee explained tha he sample of quoted item is not impermeable as per advertised specification. The representation of the firm is itself admittance of the observations of Evaluation Committee that the firm did not provide sample for quoted product. Foreging in view, grievance of the firm is rejected for quoted item and bidder is declared as non-responsive for quoted item.

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Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
	Signart Communication	<p>Surgical Mask Medical/surgical mask, high fluid resistance, good breathability, internal and external faces should be clearly identified, structured design that does not collapse against the mouth.</p> <p>-In case of imported masks provision of following requisite international certifications for offered batch/lot will be mandatory: ASTM: F2100-19 or Equivalent ISO/EN/ANSI Standards</p> <p>-In case of locally manufactured face masks: A three layer structure (two outer filtering layers and middle absorbing layer of extra fine glass fiber or synthetic microfibers i.e. PP, Polystyrene etc.) ranging from 10-100 GSM with or without nose holder along with elastic ear holders with reasonable length and comfort of use.</p>	Non-Responsive	<p>Copies missing of:</p> <ul style="list-style-type: none"> • NTN/ GST Certificate • Active Tax Payer • Undertaking missing on judicial stamp (Blacklisted, Conviction of Court Of Law, Delivery Schedule, Trade Prices as per MRP) *Sample of quoted item does not conform to given specifications 	<p>-Documents (NTN/ GST Certificate</p> <ul style="list-style-type: none"> • Proof for Active Tax Payer • Undertaking missing on judicial stamp (Blacklisted, Conviction of Court Of Law, Delivery Schedule, Trade Prices as per MRP) were provided by our company along with technical bid document (Annex-1). <p>-Our company has provided the sample as per specifications. Advertised specifications did not state any specific testing that the sample is supposed to pass. It should kindly be reviewed.</p>	<p>Mr. Reza, the representative of M/s Signart Communication attended the meeting and was heard in detail. The firm has submitted the required NTN/ GST Certificate, Proof of Active Taxpayer and Undertakings as per compulsory knockdown clauses alongwith its grievance which are duly accepted by the committee.</p> <p>After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.</p>
	Signart Communication	<p>Water Resistant Gowns Single use, fluid resistant, disposable, Coverall with hood, zip in front, tape on seams, that it does not allow penetration of fluid through seams, Protective clothing, thick material, L-Size, light colors preferable to better detect possible contamination, thumb/finger loops or elastic cuff to anchor sleeves in place. Material: Non-Woven Polypropylene laminated with porous PE layer (preferably 15-20 micrometer) OR Spunbond-Meltblown-Spunbond (SMS, min 3 layers) preferably coated with fluoropolymer GSM > 50. •Option 1: fluid penetration resistant: EN 13795 high performance, or AAMI PB70 level 3 performance or above, or equivalent •Option 2: blood borne pathogens penetration resistant: AAMI PB70 level 4 performance, or (EN 14126-B) and partial body protection (EN 13034 or EN 14605), or equivalent</p>	Non-Responsive	<p>Copies missing of:</p> <ul style="list-style-type: none"> • NTN/ GST Certificate • Active Tax Payer • Undertaking missing on judicial stamp (Blacklisted, Conviction of Court Of Law, Delivery Schedule, Trade Prices as per MRP) *Sample of quoted item does not conform to given specifications 	<p>-Documents (NTN/ GST Certificate</p> <ul style="list-style-type: none"> • Proof for Active Tax Payer • Undertaking missing on judicial stamp (Blacklisted, Conviction of Court Of Law, Delivery Schedule, Trade Prices as per MRP) were provided by our company along with technical bid document (Annex-1). <p>-Sample provided for this tender are the same currently being used by your kind office. Kindly provide us the reason as to why our sample has not been approved so that we can improve our product for future tendering.</p>	<p>Mr. Reza, the representative of M/s Signart Communication attended the meeting and was heard in detail. The firm has submitted the required NTN/ GST Certificate, Proof of Active Taxpayer and Undertakings as per compulsory knockdown clauses alongwith its grievance which are duly accepted by the committee.</p> <p>After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.</p>
19	SNH International	<p>Grade N95 Or Higher Face Mask N95 with/without respirator according to US NIOSH or FFP2 according to EN 149 or Higher grade. Must have good breathability with design that does not collapse against the mouth (e.g. duckbill, cup shaped). International certification for offered batch/lot is mandatory for supplied stock.</p>	Non-Responsive	<p>-Sample of quoted item does not conform to given specifications: Sample Type 1</p>	<p>Technical evaluation report uploaded on 03-06-2020 is biased and not acceptable. Committee has rejected 12 out of 14 samples although we fully qualify all other technical criteria's. The sample corresponds with the required specifications. No valid reason has been given to reject the sample.</p> <p>It is, Therefore, requested to kindly reconsider our samples as per explanation/objection and allow us to join the financial bids in all offered items.</p>	<p>Mr. Rashid, the representative of M/s SNH International attended the meeting and was heard. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.</p>

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Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
	SNH International	<p>Surgical Mask Medical/surgical mask, high fluid resistance, good breathability, internal and external faces should be clearly identified, structured design that does not collapse against the mouth.</p> <p>-In case of imported masks provision of following requisite international certifications for offered batch/lot will be mandatory: ASTM: F2100-19 or Equivalent ISO/EN/ANSI Standards</p> <p>-In case of locally manufactured face masks: A three layer structure (two outer filtering layers and middle absorbing layer of extra fine glass fiber or synthetic microfibers i.e. PP, Polystyrene etc.) ranging from 10-100 GSM with nose holder along with elastic ear holders with reasonable length and comfort of use.</p>	Non-Responsive	-Sample of quoted item does not conform to given specifications	<p>Technical evaluation report uploaded on 03-06-2020 is biased and not acceptable. Committee has rejected 12 out of 14 samples although we fully qualify all other technical criteria's. The sample corresponds with the required specifications. No valid reason has been given to reject the sample.</p> <p>It is, Therefore, requested to kindly reconsider our samples as per explanation/objection and allow us to join the financial bids in all offered items.</p>	<p>Mr. Rashid, the representative of M/s SNH International attended the meeting and was heard. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.</p>
	SNH International	<p>Water Resistant Gowns Single use, fluid resistant, disposable, Coverall with hood, zip in front, tape on seams, that it does not allow penetration of fluid through seams, Protective clothing, thick material, L-Size, light colors preferable to better detect possible contamination, thumb/finger loops or elastic cuff to anchor sleeves in place. Material: Non-Woven Polypropylene laminated with porous PE layer (preferably 15-20 micrometer) OR Spunbond-Meltblown-Spunbond (SMS, min 3 layers) preferably coated with fluoropolymer GSM > 50. •Option 1: fluid penetration resistant: EN 13795 high performance, or AAMI PB70 level 3 performance or above, or equivalent •Option 2: blood borne pathogens penetration resistant: AAMI PB70 level 4 performance, or (EN 14126-B) and partial body protection (EN 13034 or EN 14605), or equivalent</p>	Non-Responsive	-Sample of quoted item does not conform to given specifications	<p>Technical evaluation report uploaded on 03-06-2020 is biased and not acceptable. Committee has rejected 12 out of 14 samples although we fully qualify all other technical criteria's. The sample corresponds with the required specifications. No valid reason has been given to reject the sample.</p> <p>It is, Therefore, requested to kindly reconsider our samples as per explanation/objection and allow us to join the financial bids in all offered items.</p>	<p>Mr. Rashid, the representative of M/s SNH International attended the meeting and was heard. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.</p>
	SNH International	<p>Goggles, Protective Good seal with the skin of the face, Flexible PVC frame to easily fit with all face contours with even pressure, Enclose eyes and the surrounding areas, Accommodate wearers with prescription glasses, Clear plastic lens with fog and scratch resistant treatments, Adjustable band to secure firmly so as not to become loose during clinical activity, Indirect venting to avoid fogging, May be re-usable (provided appropriate arrangements for decontamination are in place) or disposable.</p> <p>• EU standard directive 86/686/EEC, EN 166/2002, • ANSI/ISEA Z87.1-2010, or equivalent</p>	Non-Responsive	-Subject to provision of certificates for compliance to standards as defined in specifications. (Sample Type 1 with Black vent)	<p>Technical evaluation report uploaded on 03-06-2020 is biased and not acceptable. Committee has rejected 12 out of 14 samples although we fully qualify all other technical criteria's. The sample corresponds with the required specifications. No valid reason has been given to reject the sample.</p> <p>It is, Therefore, requested to kindly reconsider our samples as per explanation/objection and allow us to join the financial bids in all offered items.</p>	<p>Mr. Rashid, the representative of M/s SNH International attended the meeting and was heard. The firm failed to produce any evidence/ certificate for compliance to International standards as defined in specifications for quoted item.</p> <p>Foregoing in view, grievance of the firm is rejected and decision of the Evaluation Committee is upheld as "Non-Responsive" for quoted item.</p>

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING HELD ON 10.06.2020 FOR PROCUREMENT OF PPEs/CHEMICALS/DISINFECTANT ETC. FOR PREVENTION & CONTROL OF NOVEL CORONAVIRUS (COVID-19) OUTBREAK, FINANCIAL YEAR 2019-20 ON EMERGENCY BASIS, PHASE-V

Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
	SNH International	Goggles, Protective Good seal with the skin of the face, Flexible PVC frame to easily fit with all face contours with even pressure, Enclose eyes and the surrounding areas, Accommodate wearers with prescription glasses, Clear plastic lens with fog and scratch resistant treatments, Adjustable band to secure firmly so as not to become loose during clinical activity, Indirect venting to avoid fogging, May be re-usable (provided appropriate arrangements for decontamination are in place) or disposable. • EU standard directive 86/686/EEC, EN 166/2002, • ANSI/ISEA Z87.1-2010, or equivalent	Non-Responsive	-Sample of quoted item does not conform to given specifications (Sample Type 2 with White vent)	Technical evaluation report uploaded on 03-06-2020 is biased and not acceptable. Committee has rejected 12 out of 14 samples although we fully qualify all other technical criteria's. The sample corresponds with the required specifications. No valid reason has been given to reject the sample. It is, Therefore, requested to kindly reconsider our samples as per explanation/objection and allow us to join the financial bids in all offered items.	Mr. Rashid, the representative of M/s SNH International attended the meeting and was heard. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
	SNH International	Liquid Hand Soap (With Or Without Dispenser) Hydroxyethyl or equivalent as an active ingredients. Germ protection liquid hand wash, non-toxic for human health. A pack size of 1000ml or less. Rate will be calculated on per ml basis in case of pack size variation. Original Manufacturer or his sole agent should certify the quality of the product.	Non-Responsive	-Sample of quoted item does not conform to given specifications -Complete List of ingredients not mentioned on Label	Technical evaluation report uploaded on 03-06-2020 is biased and not acceptable. Committee has rejected 12 out of 14 samples although we fully qualify all other technical criteria's. The sample corresponds with the required specifications. Since the liquid soap was to be provided without dispenser, so there was no question of label with ingredients on the bottle. However, test report of liquid soap declaring it good by Pakistan Council of Scientific and industrial laboratories complex Lahore was attached with the technical bid (copy attached). It is, Therefore, requested to kindly reconsider our samples as per explanation/objection and allow us to join the financial bids in all offered items.	Mr. Rashid, the representative of M/s SNH International attended the meeting and was heard. Technical Committee explained the observations and sample of quoted item does not conform to the given specifications technically. The observations were found correct. The grievance of the firm is generic rather than specific against the specific observations of Evaluation Committee. Thus, grievance of the firm is not accepted and final status of the firm M/s SNH International is declared as "Non-Responsive" for quoted item.

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING HELD ON 10.06.2020 FOR PROCUREMENT OF PPEs/CHEMICALS/DISINFECTANT ETC. FOR PREVENTION & CONTROL OF NOVEL CORONAVIRUS (COVID-19) OUTBREAK, FINANCIAL YEAR 2019-20 ON EMERGENCY BASIS, PHASE-V

Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
	SNH International	Face Shield Made of clear plastic and provides good visibility to both the wearer and the patient, Adjustable band to attach firmly around the head and fit snugly against the forehead, Fog resistant (preferable), Completely cover the sides and length of the face, May be re-usable (made of robust Material which can be cleaned and disinfected) or disposable. -In case of imported Face Shield provision of following international certifications for offered batch/lot will be mandatory: EN 166/2002; Personal eye protection specifications -In case of local manufacturing: Materials: PC, PETG, PET Material identification, Material Mechanical Testing and Physical dimensions are mandatory.	Non-Responsive	-Sample of quoted item does not conform to given specifications.	Technical evaluation report uploaded on 03-06-2020 is biased and not acceptable. Committee has rejected 12 out of 14 samples although we fully qualify all other technical criteria's. The sample corresponds with the required specifications. No valid reason has been given to reject the sample. It is, Therefore, requested to kindly reconsider our samples as per explanation/objection and allow us to join the financial bids in all offered items.	Mr. Rashid, the representative of M/s SNH International attended the meeting and was heard. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
	SNH International	Shoe Cover Shoe covers with elastic, nonslip and preferably impermeable. Material: Non-Woven Polypropylene laminated with porous PE layer (preferably 15-20 micrometer) OR Spunbond-Meltblown-Spunbond (SMS, min 3 layers) preferably coated with fluoropolymer GSM > 50.	Non-Responsive	-Sample of quoted item does not conform to given specifications	Technical evaluation report uploaded on 03-06-2020 is biased and not acceptable. Committee has rejected 12 out of 14 samples although we fully qualify all other technical criteria's. The sample corresponds with the required specifications. No valid reason has been given to reject the sample. It is, Therefore, requested to kindly reconsider our samples as per explanation/objection and allow us to join the financial bids in all offered items.	Mr. Rashid, the representative of M/s SNH International attended the meeting and was heard. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
	SNH International	Disposable Bed Sheets Disposable Waterproof Nonwoven fabric, Single bed, Standard size (48"x80") ± 2"	Non-Responsive	-Sample of quoted item does not conform to given specifications (Not Waterproof)	Technical evaluation report uploaded on 03-06-2020 is biased and not acceptable. Committee has rejected 12 out of 14 samples although we fully qualify all other technical criteria's. The sample corresponds with the required specifications. No valid reason has been given to reject the sample. Bed Sheets was waterproof but wrongly declared as Non-Waterproof. It is, Therefore, requested to kindly reconsider our samples as per explanation/objection and allow us to join the financial bids in all offered items.	Mr. Rashid, the representative of M/s SNH International attended the meeting and was heard. Technical Committee explained that the sample of quoted item is not waterproof as required in advertised specification. The observations were found correct. The grievance of the firm is generic rather than specific against the specific observations of Evaluation Committee. Foregoing in view, grievance of the firm is rejected and decision of the Evaluation Committee is upheld as " Non-Responsive " for quoted item.
	SNH International	Disposable Pillow Cover Disposable Waterproof Nonwoven fabric Standard size (21" x 30") ± 2"	Non-Responsive	-Sample of quoted item does not conform to given specifications (Not Waterproof)	Technical evaluation report uploaded on 03-06-2020 is biased and not acceptable. Committee has rejected 12 out of 14 samples although we fully qualify all other technical criteria's. The sample corresponds with the required specifications. No valid reason has been given to reject the sample. Bed Sheets was waterproof but wrongly declared as Non-Waterproof. It is, Therefore, requested to kindly reconsider our samples as per explanation/objection and allow us to join the financial bids in all offered items.	Mr. Rashid, the representative of M/s SNH International attended the meeting and was heard. Technical Committee explained that the sample of quoted item is not waterproof as required in advertised specification. The observations were found correct. The grievance of the firm is generic rather than specific against the specific observations of Evaluation Committee. Foregoing in view, grievance of the firm is rejected and decision of the Evaluation Committee is upheld as " Non-Responsive " for quoted item.
	SNH International	Syringe Cutter 3.0 litter plastic body, Metal Handle, Sharp needle cutter good quality.	Non-Responsive	-Sample of quoted item does not conform to given specifications	Technical evaluation report uploaded on 03-06-2020 is biased and not acceptable. Committee has rejected 12 out of 14 samples although we fully qualify all other technical criteria's. The sample corresponds with the required specifications. No valid reason has been given to reject the sample. It is, Therefore, requested to kindly reconsider our samples as per explanation/objection and allow us to join the financial bids in all offered items.	Mr. Rashid, the representative of M/s SNH International attended the meeting and was heard. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING HELD ON 10.06.2020 FOR PROCUREMENT OF PPEs/CHEMICALS/DISINFECTANT ETC. FOR PREVENTION & CONTROL OF NOVEL CORONAVIRUS (COVID-19) OUTBREAK, FINANCIAL YEAR 2019-20 ON EMERGENCY BASIS, PHASE-V

Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
	SNH International	Safety Box 5 Liters WHO Approved	Non-Responsive	-Sample of quoted item does not conform to given specifications) (Not WHO Approved)	Technical evaluation report uploaded on 03-06-2020 is biased and not acceptable. Committee has rejected 12 out of 14 samples although we fully qualify all other technical criteria's. The sample corresponds with the required specifications. No valid reason has been given to reject the sample. It is, Therefore, requested to kindly reconsider our samples as per explanation/objection and allow us to join the financial bids in all offered items.	Mr. Rashid, the representative of M/s SNH International attended the meeting and was heard. Technical Committee explained that the sample of quoted item is not as WHO approved as required in advertised specification. The observations were found correct. The grievance of the firm is generic rather than specific against the specific observations of Evaluation Committee. Foregoing in view, grievance of the firm is rejected and decision of the Evaluation Committee is upheld as " Non-Responsive " for quoted item.
20	SA Knitwear	Surgical Mask Medical/surgical mask, high fluid resistance, good breathability, internal and external faces should be clearly identified, structured design that does not collapse against the mouth. -In case of imported masks provision of following requisite international certifications for offered batch/lot will be mandatory: ASTM: F2100-19 or Equivalent ISO/EN/ANSI Standards -In case of locally manufactured face masks: A three layer structure (two outer filtering layers and middle absorbing layer of extra fine glass fiber or synthetic microfibers i.e. PP, Polystyrene etc.) ranging from 10-100 GSM with nose holder along with elastic ear holders with reasonable length and comfort of use.	Non-Responsive	-Proof of Active Tax Payer missing. -Sample of quoted item does not conform to given specifications	NTN/GST registration certificate copy mention active status attached as Annex-D. -Company attached two sample with technical proposal for said item and it is submitted that these item be tested by PCSIR lab Lahore, which is only authorized by the Government of Pakistan. The SA Knitwear will bear the cost of testing. It is submitted that grievance be accepted and send items for testing to PCSIR lab, Lahore and after receiving of report, qualified items of the company declare as Responsive.	Mr. Ch. Asghar, the representative of M/s SA Knitwear attended the meeting and presented the 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 firm has submitted proof of ATL as per compulsory knockdown clause. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
	SA Knitwear	Water Resistant Gowns Single use, fluid resistant, disposable, Coverall with hood, zip in front, tape on seams, that it does not allow penetration of fluid through seams, Protective clothing, thick material, L-Size, light colors preferable to better detect possible contamination, thumb/finger loops or elastic cuff to anchor sleeves in place. Material: Non-Woven Polypropylene laminated with porous PE layer (preferably 15-20 micrometer) OR Spunbond-Meltblown-Spunbond (SMS, min 3 layers) preferably coated with fluoropolymer GSM > 50. •Option 1: fluid penetration resistant: EN 13795 high performance, or AAMI PB70 level 3 performance or above, or equivalent •Option 2: blood borne pathogens penetration resistant: AAMI PB70 level 4 performance, or (EN 14126-B) and partial body protection (EN 13034 or EN 14605), or equivalent	Non-Responsive	-Proof of Active Tax Payer missing. -Sample of quoted item does not conform to given specifications	NTN/GST registration certificate copy mention active status attached as Annex-D. -Company attached two sample with technical proposal for said item and it is submitted that these item be tested by PCSIR lab Lahore, which is only authorized by the Government of Pakistan. The SA Knitwear will bear the cost of testing. It is submitted that grievance be accepted and send items for testing to PCSIR lab, Lahore and after receiving of report, qualified items of the company declare as Responsive.	Mr. Ch. Asghar, the representative of M/s SA Knitwear attended the meeting and presented the 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 firm has submitted proof of ATL as per compulsory knockdown clause. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING HELD ON 10.06.2020 FOR PROCUREMENT OF PPEs/CHEMICALS/DISINFECTANT ETC. FOR PREVENTION & CONTROL OF NOVEL CORONAVIRUS (COVID-19) OUTBREAK, FINANCIAL YEAR 2019-20 ON EMERGENCY BASIS, PHASE-V

Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
	SA Knitwear	Face Shield Made of clear plastic and provides good visibility to both the wearer and the patient, Adjustable band to attach firmly around the head and fit snugly against the forehead, Fog resistant (preferable), Completely cover the sides and length of the face, May be re-usable (made of robust Material which can be cleaned and disinfected) or disposable. -In case of imported Face Shield provision of following international certifications for offered batch/lot will be mandatory: EN 166/2002; Personal eye protection specifications -In case of local manufacturing: Materials: PC, PETG, PET Material identification, Material Mechanical Testing and Physical dimensions are mandatory.	Non-Responsive	-Proof of Active Tax Payer missing. -Sample of quoted item does not conform to given specifications:	NTN/GST registration certificate copy mention active status attached as Annex-D. -Company attached two sample with technical proposal for said item and it is submitted that these item be tested by PCSIR lab Lahore, which is only authorized by the Government of Pakistan. The SA Knitwear will bear the cost of testing. It is submitted that grievance be accepted and send items for testing to PCSIR lab, Lahore and after receiving of report, qualified items of the company declare as Responsive.	Mr. Ch. Asghar, the representative of M/s SA Knitwear attended the meeting and presented the 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 firm has submitted proof of ATL as per compulsory knockdown clause. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
	SA Knitwear	Shoe Cover Shoe covers with elastic, nonslip and preferably impermeable. Material: Non-Woven Polypropylene laminated with porous PE layer (preferably 15-20 micrometer) OR Spunbond-Meltblown-Spunbond (SMS, min 3 layers) preferably coated with fluoropolymer GSM > 50.	Non-Responsive	-Proof of Active Tax Payer missing. -Sample of quoted item does not conform to given specifications	NTN/GST registration certificate copy mention active status attached as Annex-D. -Company attached two sample with technical proposal for said item and it is submitted that these item be tested by PCSIR lab Lahore, which is only authorized by the Government of Pakistan. The SA Knitwear will bear the cost of testing. It is submitted that grievance be accepted and send items for testing to PCSIR lab, Lahore and after receiving of report, qualified items of the company declare as Responsive.	Mr. Ch. Asghar, the representative of M/s SA Knitwear attended the meeting and presented the 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 firm has submitted proof of ATL as per compulsory knockdown clause. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
	SA Knitwear	Disposable Bed Sheets Disposable Waterproof Nonwoven fabric, Single bed, Standard size (48"x80") ± 2"	Non-Responsive	* Proof missing for Active Tax Payer -Sample Not Provided	-NTN/GST registration certificate copy mention active status attached as Annex-D. -Company attached two sample with technical proposal for said item. It can be checked from Director Procurement, DGHS sample collection record and moreover, Director procurement, DGHS had taken picture on 15 May 2020 along with SA Knitwear 7 Samples.	Mr. Ch. Asghar, the representative of M/s SA Knitwear attended the meeting and presented the 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 firm has submitted proof of ATL as per compulsory knockdown clause. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will evaluate the sample of the quoted product and will issue comprehensive report. In case of rejection of any product reasons will be specified.

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING HELD ON 10.06.2020 FOR PROCUREMENT OF PPEs/CHEMICALS/DISINFECTANT ETC. FOR PREVENTION & CONTROL OF NOVEL CORONAVIRUS (COVID-19) OUTBREAK, FINANCIAL YEAR 2019-20 ON EMERGENCY BASIS, PHASE-V

Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
21	Anax Associates (Pvt) Ltd.	<p>Water Resistant Gowns Single use, fluid resistant, disposable, Coverall with hood, zip in front, tape on seams, that it does not allow penetration of fluid through seams, Protective clothing, thick material, L-Size, light colors preferable to better detect possible contamination, thumb/finger loops or elastic cuff to anchor sleeves in place. Material: Non-Woven Polypropylene laminated with porous PE layer (preferably 15-20 micrometer) OR Spunbond-Meltblown-Spunbond (SMS, min 3 layers) preferably coated with fluoropolymer GSM > 50. •Option 1: fluid penetration resistant: EN 13795 high performance, or AAMI PB70 level 3 performance or above, or equivalent •Option 2: blood borne pathogens penetration resistant: AAMI PB70 level 4 performance, or (EN 14126-B) and partial body protection (EN 13034 or EN 14605), or equivalent</p>	Non-Responsive	<ul style="list-style-type: none"> • Undertakings missing on judicial stamp -Sample of quoted item does not conform to given specifications 	<p>We quoted the best specified Coverall Kit with Seaming and our cover all is also PPE laminated like our samples presented in the bidding submitted and our quoted item is also water resistant like WHO Guidelines and our Pakistan healthcare Recommended Parameters. It is requested you to please recheck the samples give us a chance to serve your honorable department with our best quality products.</p>	<p>No representative of firm attended the meeting however grievance petition submitted by the firm was considered and examined in the light of Technical Evaluation Report. The firm did not contest observation of Technical Evaluation committee regarding non-provision of undertakings. Thus, grievance of the firm is not accepted and final status of the firm M/s Anax Associates (Pvt.) Ltd. is declared as "Non-Responsive" for quoted item.</p>
	Anax Associates (Pvt) Ltd.	<p>Water Resistant Gowns Single use, fluid resistant, disposable, Coverall with hood, zip in front, tape on seams, that it does not allow penetration of fluid through seams, Protective clothing, thick material, L-Size, light colors preferable to better detect possible contamination, thumb/finger loops or elastic cuff to anchor sleeves in place. Material: Non-Woven Polypropylene laminated with porous PE layer (preferably 15-20 micrometer) OR Spunbond-Meltblown-Spunbond (SMS, min 3 layers) preferably coated with fluoropolymer GSM > 50. •Option 1: fluid penetration resistant: EN 13795 high performance, or AAMI PB70 level 3 performance or above, or equivalent •Option 2: blood borne pathogens penetration resistant: AAMI PB70 level 4 performance, or (EN 14126-B) and partial body protection (EN 13034 or EN 14605), or equivalent</p>	Non-Responsive	<ul style="list-style-type: none"> • Undertakings missing on judicial stamp -Sample of quoted item does not conform to given specifications 		<p>No representative of firm attended the meeting however grievance petition submitted by the firm was considered and examined in the light of Technical Evaluation Report. The firm did not contest observation of Technical Evaluation committee regarding non-provision of undertakings. Thus, grievance of the firm is not accepted and final status of the firm M/s Anax Associates (Pvt.) Ltd. is declared as "Non-Responsive" for quoted item.</p>

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING HELD ON 10.06.2020 FOR PROCUREMENT OF PPEs/CHEMICALS/DISINFECTANT ETC. FOR PREVENTION & CONTROL OF NOVEL CORONAVIRUS (COVID-19) OUTBREAK, FINANCIAL YEAR 2019-20 ON EMERGENCY BASIS, PHASE-V

Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
	Anax Associates (Pvt) Ltd.	<p>Water Resistant Gowns Single use, fluid resistant, disposable, Coverall with hood, zip in front, tape on seams, that it does not allow penetration of fluid through seams, Protective clothing, thick material, L-Size, light colors preferable to better detect possible contamination, thumb/finger loops or elastic cuff to anchor sleeves in place. Material: Non-Woven Polypropylene laminated with porous PE layer (preferably 15-20 micrometer) OR Spunbond-Meltblown-Spunbond (SMS, min 3 layers) preferably coated with fluoropolymer GSM > 50. •Option 1: fluid penetration resistant: EN 13795 high performance, or AAMI PB70 level 3 performance or above, or equivalent •Option 2: blood borne pathogens penetration resistant: AAMI PB70 level 4 performance, or (EN 14126-B) and partial body protection (EN 13034 or EN 14605), or equivalent</p>	Non-Responsive	<ul style="list-style-type: none"> • Undertakings missing on judicial stamp -Sample of quoted item does not conform to given specifications 		<p>No representative of firm attended the meeting however grievance petition submitted by the firm was considered and examined in the light of Technical Evaluation Report. The firm did not contest observation of Technical Evaluation committee regarding non-provision of undertakings. Thus, grievance of the firm is not accepted and final status of the firm M/s Anax Associates (Pvt.) Ltd. is declared as "Non-Responsive" for quoted item.</p>

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING HELD ON 10.06.2020 FOR PROCUREMENT OF PPEs/CHEMICALS/DISINFECTANT ETC. FOR PREVENTION & CONTROL OF NOVEL CORONAVIRUS (COVID-19) OUTBREAK, FINANCIAL YEAR 2019-20 ON EMERGENCY BASIS, PHASE-V

Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
22	Greenz International	<p>Water Resistant Gowns Single use, fluid resistant, disposable, Coverall with hood, zip in front, tape on seams, that it does not allow penetration of fluid through seams, Protective clothing, thick material, L-Size, light colors preferable to better detect possible contamination, thumb/finger loops or elastic cuff to anchor sleeves in place. Material: Non-Woven Polypropylene laminated with porous PE layer (preferably 15-20 micrometer) OR Spunbond-Meltblown-Spunbond (SMS, min 3 layers) preferably coated with fluoropolymer GSM > 50. •Option 1: fluid penetration resistant: EN 13795 high performance, or AAMI PB70 level 3 performance or above, or equivalent •Option 2: blood borne pathogens penetration resistant: AAMI PB70 level 4 performance, or (EN 14126-B) and partial body protection (EN 13034 or EN 14605), or equivalent</p>	Non-Responsive	<ul style="list-style-type: none"> • Undertakings missing on judicial stamp. -Sample of quoted item does not conform to given specifications 	<p>-We have attached all undertakings, included in Technical Proposal. -We have provided you a very high quality product. This said product is already being supplied to NDMA and PAF. We request your honor to reconsider our proposal.</p>	<p>Mr. Abdullah Saeed, the representative of M/s Greenz International attended the meeting and presented the 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 firm has submitted the required undertakings as per compulsory knockdown criteria. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.</p>
	Greenz International	<p>Hand Sanitizer The product must contain WHO recommended formulation composition: • Ethanol 80% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) OR • Isopropyl alcohol 75% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) -Product must be DRAP approved. -Bottle of 100-500ml -Rate will be calculated on per ml basis in case of pack size variation. -In case of local manufacturing: Bacterial resistance test according to ASTM-E2755 or equivalent ISO/EN Standards will be mandatory. -In case of imported product: ASTM-E2755; Determining the Bacteria-Eliminating Effectiveness of Healthcare Personnel Hand Rub Formulations using Hands of Adults Or Equivalent ISO/EN/ANSI Standards</p>	Non-Responsive	<ul style="list-style-type: none"> - Undertakings missing on judicial stamp. -Subject to verification of claimed composition and efficacy through Test/ Analysis from concerned Laboratory. 	<p>We have attached all undertakings, included in Technical Proposal.</p>	<p>Mr. Abdullah Saeed, the representative of M/s Greenz International attended the meeting and presented the 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 firm has submitted the required undertakings as per compulsory knockdown criteria which were duly accepted by the committee. Thus, grievance of the firm is accepted and final status of the firm M/s Greenz International is declared as "Responsive" for quoted item subject to verification of claimed composition and efficacy through Test/ Analysis from concerned Laboratory.</p>

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING HELD ON 10.06.2020 FOR PROCUREMENT OF PPEs/CHEMICALS/DISINFECTANT ETC. FOR PREVENTION & CONTROL OF NOVEL CORONAVIRUS (COVID-19) OUTBREAK, FINANCIAL YEAR 2019-20 ON EMERGENCY BASIS, PHASE-V

Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
	Greenz International	Face Shield Made of clear plastic and provides good visibility to both the wearer and the patient, Adjustable band to attach firmly around the head and fit snugly against the forehead, Fog resistant (preferable), Completely cover the sides and length of the face, May be re-usable (made of robust Material which can be cleaned and disinfected) or disposable. -In case of imported Face Shield provision of following international certifications for offered batch/lot will be mandatory: EN 166/2002; Personal eye protection specifications -In case of local manufacturing: Materials: PC, PETG, PET Material identification, Material Mechanical Testing and Physical dimensions are mandatory.	Non-Responsive	• Undertaking missing on judicial stamp (Blacklisted, Conviction of Court Of Law, Delivery Schedule, Trade Prices as per MRP) -Sample of quoted item does not conform to given specifications:	We have attached all undertakings, included in Technical Proposal.	Mr. Abdullah Saeed, the representative of M/s Greenz International attended the meeting and presented the grievance to the grievance redressal committee. The undertaking was accepted. However, the firm did not contest the observations of Technical Committee for quoted product. Therefore, the committee decided to uphold the decision of Technical Evaluation Committee. Thus, grievance of the firm is not accepted and final status of the firm M/s Greenz International is declared as "Non-Responsive" for quoted item.
	Greenz International	Surgical Caps Non-woven Disposable surgical cap with elastic.	Non-Responsive	Undertaking missing on judicial stamp (Blacklisted, Conviction of Court Of Law, Delivery Schedule, Trade Prices as per MRP)	We have attached all undertakings, included in Technical Proposal.	Mr. Abdullah Saeed, the representative of M/s Greenz International attended the meeting and presented the 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 firm has submitted the required undertakings as per compulsory knockdown criteria which were duly accepted by the committee. Thus, grievance of the firm is accepted and final status of the firm M/s Greenz International is declared as "Responsive" for quoted item.
	Greenz International	Shoe Cover Shoe covers with elastic, nonslip and preferably impermeable. Material: Non-Woven Polypropylene laminated with porous PE layer (preferably 15-20 micrometer) OR Spunbond-Meltblown-Spunbond (SMS, min 3 layers) preferably coated with fluoropolymer GSM > 50.	Non-Responsive	- Undertakings not attached as per compulsory parameters - Subject to Supply of increased Shoe Cover Size No. 9	The firm has requested to please again evaluate its technical proposal as all the required undertakings have been attached with it.	Mr. Abdullah Saeed, the representative of M/s Greenz International attended the meeting and presented the 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 firm has submitted the required undertakings as per compulsory knockdown criteria which were duly accepted by the committee. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
	Greenz International	Disposable Bed Sheets Disposable Waterproof Nonwoven fabric, Single bed, Standard size (48"x80") ± 2"	Non-Responsive	Undertakings missing on judicial stamp.	We have attached all undertakings, included in Technical Proposal.	Mr. Abdullah Saeed, the representative of M/s Greenz International attended the meeting and presented the 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 firm has submitted the required undertakings as per compulsory knockdown criteria which were duly accepted by the committee. Thus, grievance of the firm is accepted and final status of the firm M/s Greenz International is declared as "Responsive" for quoted item.

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Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
	Greenz International	Disposable Pillow Cover Disposable Waterproof Nonwoven fabric Standard size (21" x 30") ± 2"	Non-Responsive	Undertakings missing on judicial stamp.	We have attached all undertakings, included in Technical Proposal.	Mr. Abdullah Saeed, the representative of M/s Greenz International attended the meeting and presented the 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 firm has submitted the required undertakings as per compulsory knockdown criteria which were duly accepted by the committee. Thus, grievance of the firm is accepted and final status of the firm M/s Greenz International is declared as "Responsive" for quoted item.
23	Tata Soap	Liquid Hand Soap (With Or Without Dispenser) Hydroxyethyl or equivalent as an active ingredients. Germ protection liquid hand wash, non-toxic for human health. A pack size of 1000ml or less. Rate will be calculated on per ml basis in case of pack size variation. Original Manufacturer or his sole agent should certify the quality of the product.	Non-Responsive	-Complete List of ingredients not mentioned on Label. -Sample of quoted item does not conform to given specifications. (Complete List of Ingredients not mentioned on label).	It is intimated that we have provided the label with the bottle, which shows the ingredients of the liquid hand soap. Copy of liquid hand soap formulation (ingredients) is attached for ready reference. So you are requested to please accept our offer and check quality of our soap from any laboratory.	Mr. Asif, the representative of M/s Tata Soap attended the meeting and presented the 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. As the sample of quoted item submitted by the firm does not bear Complete List of ingredients on Label. Therefore, the committee decided to uphold the decision of Technical Evaluation Committee regarding quoted item. Thus, grievance of the firm is not accepted and final status of the firm M/s Tata Soap is declared as "Non-Responsive" for quoted item.
24	Bio Pharma International	Grade N95 Or Higher Face Mask N95 with/without respirator according to US NIOSH or FFP2 according to EN 149 or Higher grade. Must have good breathability with design that does not collapse against the mouth (e.g. duckbill, cup shaped). International certification for offered batch/lot is mandatory for supplied stock.	Non-Responsive	-Sample of quoted item does not conform to given specifications:	1. We have provided 02 Samples, while our sample #2 did not evaluated by technical team. 2. There is difference between quality and price of KN95 & N95, so it is requested you to please consider both masks separately. 3. In your specifications, you are asking for KN95 OR N95 mask with or without respiratory valve but how can you evaluate with respiratory valve mask without respiratory mask because both have price differences. It is submitted that please consider our points and accept our grievances.	Mr. M. Abbas, the representative of M/s Bio Pharma International attended the meeting and presented the grievance to the grievance redressal committee. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
	Bio Pharma International	Goggles, Protective Good seal with the skin of the face, Flexible PVC frame to easily fit with all face contours with even pressure, Enclose eyes and the surrounding areas, Accommodate wearers with prescription glasses, Clear plastic lens with fog and scratch resistant treatments, Adjustable band to secure firmly so as not to become loose during clinical activity, Indirect venting to avoid fogging, May be re-usable (provided appropriate arrangements for decontamination are in place) or disposable. • EU standard directive 86/686/EEC, EN 166/2002, • ANSI/ISEA Z87.1-2010, or equivalent	Non-Responsive	-Subject to provision of certificates for compliance to standards as defined in specifications. (Sample Type 1)	Here our goggles certificate is attached. Please consider our certificates and declare us responsive.	Mr. M. Abbas, the representative of M/s Bio Pharma International attended the meeting and presented the 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 quality compliance certificate is not as per requirement of tender specifications. Thus, grievance of the firm is accepted and final status of the firm M/s Bio Pharma International is declared as "Non-Responsive" for quoted item.

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Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
	Bio Pharma International	Goggles, Protective Good seal with the skin of the face, Flexible PVC frame to easily fit with all face contours with even pressure, Enclose eyes and the surrounding areas, Accommodate wearers with prescription glasses, Clear plastic lens with fog and scratch resistant treatments, Adjustable band to secure firmly so as not to become loose during clinical activity, Indirect venting to avoid fogging, May be re-usable (provided appropriate arrangements for decontamination are in place) or disposable. • EU standard directive 86/686/EEC, EN 166/2002, • ANSI/ISEA Z87.1-2010, or equivalent	Non-Responsive	-Subject to provision of certificates for compliance to standards as defined in specifications. (Sample Type 2)	Here our goggles certificate is attached. Please consider our certificates and declare us responsive.	Mr. M. Abbas, the representative of M/s Bio Pharma International attended the meeting and presented the 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 quality compliance certificate is not as per requirement of tender specifications. Thus, grievance of the firm is accepted and final status of the firm M/s Bio Pharma International is declared as "Non-Responsive" for quoted item.
25	M & M Pharma.	Surface Disinfectant Solution (High level surface Disinfectant that can kill micro-bacteria, Quaternary ammonium compounds in combination. Biodegradable, Environment friendly & Non-toxic for human health are the basic requirement. Rate will be calculated on per ml basis in case of pack size variation. Original Manufacturer or his sole agents should certify the quality of the product. Registered from DRAP. Pack of 1 liter or less)	Non-Responsive	Sample of quoted item does not conform to given specifications.	Company undertake that our quoted sample comply with the advertised specifications. Recent PCSIR Test report of our quoted product dated 20 may 2020 shows that our product has excellent efficacy. (report attached)	Mr. Adeel, the representative of firm 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 quoted product of the firm does not comply with advertised specifications. The committee after due deliberation and discussion, keeping in view the query sought by Punjab Procurement Regulatory Authority vide letter no. L&M(PPRA)1-15(SOC)(i)-AD/DGHS/2018/Com/P5/1099 dated 09.06.2020 regarding T.E# 08 (Surface Disinfectant Solution), decided to pend the decision till the query is resolved. The grievance of the firm will be addressed later and subsequent will be taken in the light of advertised bidding documents.
26	Chenone Interiors	Liquid Hand Soap (With Or Without Dispenser) Hydroxyethyl or equivalent as an active ingredients. Germ protection liquid hand wash, non-toxic for human health. A pack size of 1000ml or less. Rate will be calculated on per ml basis in case of pack size variation. Original Manufacturer or his sole agent should certify the quality of the product.	Non-Responsive	-Sample of quoted item does not conform to given specifications) -Complete List of ingredients not mentioned on Label	Our sample has been shared at the time of submission of Tender submission fully complies with tender specifications. The certificate/lab report is annex-A for information.	Mr. Irfan Malik, the representative of M/s Certopharm attended the meeting and presented the 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 sample of quoted item submitted by the firm does not bear Complete List of ingredients on Label. Therefore, the committee decided to uphold the decision of Technical Evaluation Committee regarding quoted item. Thus, grievance of the firm is not accepted and final status of the firm M/s Certopharm is declared as "Non-Responsive" for quoted item.

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Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
	Chenone Interiors	Hand Sanitizer The product must contain WHO recommended formulation composition: • Ethanol 80% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) OR • Isopropyl alcohol 75% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) -Product must be DRAP approved. -Bottle of 100-500ml -Rate will be calculated on per ml basis in case of pack size variation. -In case of local manufacturing: Bacterial resistance test according to ASTM-E2755 or equivalent ISO/EN Standards will be mandatory. -In case of imported product: ASTM-E2755; Determining the Bacteria-Eliminating Effectiveness of Healthcare Personnel Hand Rub Formulations using Hands of Adults Or Equivalent ISO/EN/ANSI Standards	Non-Responsive	-Sample of quoted item does not conform to given specifications -Labelling not as per DRAP Provisions	Our sample has been shared at the time of submission of Tender submission fully complies with tender specifications. The required reports / details: 1. Certificate for enlistment with DRAP as Annex-B 2. Lab report as Annex-C 3. Letter of permission by DRAP dated April,17,2020, Annex-D	Mr. Usman Gul, the representative of M/s Chenone attended the meeting and presented the 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 sample of quoted item submitted by the firm does not comply to labelling provisions as laid down by the DRAP. Therefore, the committee decided to uphold the decision of Technical Evaluation Committee. Thus, grievance of the firm is not accepted and final status of the firm M/s Chenone is declared as "Non-Responsive" for quoted item.
	Chenone Interiors	Disposable Bed Sheets Disposable Waterproof Nonwoven fabric, Single bed, Standard size (48"x80") ± 2"	Non-Responsive	-Sample of quoted item does not conform to given specifications) (Not Waterproof)	Our sample has been shared at the time of submission of Tender submission fully complies with tender specifications. Our samples are disposable, water proof and are made of non-woven fabric.	Mr. Usman Gul, the representative of M/s Chenone attended the meeting and presented the 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 sample of quoted item is not waterproof as per advertised specifications. Therefore, the committee decided to uphold the decision of Technical Evaluation Committee. Therefore, grievance of the firm is Not accepted. Hence the status of the firm M/s Chenone Interiors is declared as "Non-Responsive" for quoted item.
	Chenone Interiors	Disposable Pillow Cover Disposable Waterproof Nonwoven fabric Standard size (21" x 30") ± 2"	Non-Responsive	-Sample of quoted item does not conform to given specifications) (Not Waterproof)	Our sample has been shared at the time of submission of Tender submission fully complies with tender specifications. Our samples are disposable, water proof and are made of non-woven fabric.	Mr. M. Abbas, the representative of M/s Bio Pharma International attended the meeting and presented the 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 sample of quoted item is not waterproof as per advertised specifications. Therefore, the committee decided to uphold the decision of Technical Evaluation Committee. Therefore, grievance of the firm is Not accepted. Hence the status of the firm M/s Bio Pharma International is declared as "Non-Responsive" for quoted item.
27	Z.R. Engineering	Face Shield Made of clear plastic and provides good visibility to both the wearer and the patient, Adjustable band to attach firmly around the head and fit snugly against the forehead, Fog resistant (preferable), Completely cover the sides and length of the face, May be re-usable (made of robust Material which can be cleaned and disinfected) or disposable. -In case of imported Face Shield provision of following international certifications for offered batch/lot will be mandatory: EN 166/2002; Personal eye protection specifications -In case of local manufacturing	Non-Responsive	Sample Not Provided	In the final evaluation report our Request for Quotation (RFQ) was declared NON-RESPONSIVE on the basis that they did not provide the required samples with the bidding document. We would like to submit that we had submitted the samples with the RFQ. So kindly qualify our technical bid.	The representative of M/s ZR Engineering attended the meeting and presented the 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 firm took the stance that sample of quoted item was submitted. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will evaluate the sample of the quoted product and will issue comprehensive report. In case of rejection of any product reasons will be specified.

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Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
28	The Medicine Company	Long Shoes Nonslip, have a PVC sole which is completely sealed, Kneehigh in order be higher than the bottom edge of the gown, Optional light color to better detect possible contamination. A variety of sizes to improve comfort, long shoes rubber made, Size = 7, 8, 9 number	Non-Responsive	Sample Not Provided	Samples were reached a bit late on the same day due to lock down and restricted transportation and were not considered. So we are submitting for the evaluation.	The representative of M/s Tufail Enterprises attended the meeting and presented the 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. As the sample of quoted item was not submitted by the firm for evaluation. Thus, grievance of the firm is not accepted and final status of the firm M/s Tufail Enterprises is declared as "Non-Responsive" for quoted item.
	The Medicine Company	Surgical Mask Medical/surgical mask, high fluid resistance, good breathability, internal and external faces should be clearly identified, structured design that does not collapse against the mouth. -In case of imported masks provision of following requisite international certifications for offered batch/lot will be mandatory: ASTM: F2100-19 or Equivalent ISO/EN/ANSI Standards -In case of locally manufactured face masks: A three layer structure (two outer filtering layers and middle absorbing layer of extra fine glass fiber or synthetic microfibers i.e. PP, Polystyrene etc.) ranging from 10-100 GSM with nose holder along with elastic ear holders with reasonable length and comfort of use.	Non-Responsive	-Sample of quoted item does not conform to given specifications.	We provided the following samples of high quality from the reputed manufacturing company being widely used nationwide, but our samples declared as Non-Responsive. You are requested to please re-evaluate our samples and declare us responsive for the financial competition.	Mr. Zafar Bhatti, the representative of M/s The Medicine Company attended the meeting and presented the 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 firm took the stance that they had submitted the sample. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
	The Medicine Company	Water Resistant Gowns Single use, fluid resistant, disposable, Coverall with hood, zip in front, tape on seams, that it does not allow penetration of fluid through seams. Protective clothing, thick material, L-Size, light colors preferable to better detect possible contamination, thumb/finger loops or elastic cuff to anchor sleeves in place. Material: Non-Woven Polypropylene laminated with porous PE layer (preferably 15-20 micrometer) OR Spunbond-Meltblown-Spunbond (SMS, min 3 layers) preferably coated with fluoropolymer GSM > 50. •Option 1: fluid penetration resistant: EN 13795 high performance, or AAMI PB70 level 3 performance or above, or equivalent •Option 2: blood borne pathogens penetration resistant: AAMI PB70 level 4 performance, or (EN 14126-B) and partial body protection (EN 13034 or EN 14605), or equivalent	Non-Responsive	-Sample of quoted item does not conform to given specifications	We provided the following samples of high quality from the reputed manufacturing company being widely used nationwide, but our samples declared as Non-Responsive. You are requested to please re-evaluate our samples and declare us responsive for the financial competition.	Mr. Zafar Bhatti, the representative of M/s The Medicine Company attended the meeting and presented the 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 firm took the stance that they had submitted the sample. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Further, fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified.
	The Medicine Company	Liquid Hand Soap (With Or Without Dispenser) Hydroxyethyl or equivalent as an active ingredients. Germ protection liquid hand wash, non-toxic for human health. A pack size of 1000ml or less. Rate will be calculated on per ml basis in case of pack size variation. Original Manufacturer or his sole agent should certify the quality of the product.	Non-Responsive	Sample Not Provided	Samples were reached a bit late on the same day due to lock down and restricted transportation and were not considered. So we are submitting for the evaluation.	Mr. Zafar Bhatti, the representative of M/s The Medicine Company attended the meeting and presented the 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. As the sample of quoted item was not submitted by the firm for evaluation. Thus, grievance of the firm is not accepted and final status of the firm M/s The Medicine Company is declared as "Non-Responsive" for quoted item.

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Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
	The Medicine Company	Shoe Cover Shoe covers with elastic, nonslip and preferably impermeable. Material: Non-Woven Polypropylene laminated with porous PE layer (preferably 15-20 micrometer) OR Spunbond-Meltblown-Spunbond (SMS, min 3 layers) preferably coated with fluoropolymer GSM > 50.	Non-Responsive	-Sample of quoted item does not conform to given specifications) (Not Water Proof) (Sample Type 2)	We provided the following samples of high quality from the reputed manufacturing company being widely used nationwide, but our samples declared as Non-Responsive. You are requested to please re-evaluate our samples and declare us responsive for the financial competition.	Mr. Zafar Bhatti, the representative of M/s The Medicine Company attended the meeting and presented the 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 sample of quoted item is not impermeable as per advertised specification. Therefore, the committee decided to uphold the decision of Technical Evaluation Committee. Thus, grievance of the firm is not accepted and final status of the firm M/s The Medicine Company is declared as "Non-Responsive" for quoted item.
	The Medicine Company	Disposable Bed Sheets Disposable Waterproof Nonwoven fabric, Single bed, Standard size (48"x80") ± 2"	Non-Responsive	-Sample of quoted item does not conform to given specifications) (Not Waterproof)	We provided the following samples of high quality from the reputed manufacturing company being widely used nationwide, but our samples declared as Non-Responsive. You are requested to please re-evaluate our samples and declare us responsive for the financial competition.	Mr. Zafar Bhatti, the representative of M/s The Medicine Company attended the meeting and presented the 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 sample of quoted item is not waterproof as per advertised specifications. Therefore, the committee decided to uphold the decision of Technical Evaluation Committee. Therefore, grievance of the firm is Not accepted. Hence the status of the firm M/s The Medicine Company is declared as "Non-Responsive" for quoted item.
	The Medicine Company	Disposable Pillow Cover Disposable Waterproof Nonwoven fabric Standard size (21" x 30") ± 2"	Non-Responsive	-Sample of quoted item does not conform to given specifications) (Not Waterproof)	We provided the following samples of high quality from the reputed manufacturing company being widely used nationwide, but our samples declared as Non-Responsive. You are requested to please re-evaluate our samples and declare us responsive for the financial competition.	Mr. Zafar Bhatti, the representative of M/s The Medicine Company attended the meeting and presented the 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 sample of quoted item is not waterproof as per advertised specifications. Therefore, the committee decided to uphold the decision of Technical Evaluation Committee. Therefore, grievance of the firm is Not accepted. Hence the status of the firm M/s The Medicine Company is declared as "Non-Responsive" for quoted item.
29	Helix Pharma	Hand Sanitizer The product must contain WHO recommended formulation composition: • Ethanol 80% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) OR • Isopropyl alcohol 75% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) -Product must be DRAP approved. -Bottle of 100-500ml -Rate will be calculated on per ml basis in case of pack size variation. -In case of local manufacturing: Bacterial resistance test according to ASTM-E2755 or equivalent ISO/EN Standards will be mandatory. -In case of imported product: ASTM-E2755; Determining the Bacteria-Eliminating Effectiveness of Healthcare Personnel Hand Rub Formulations using Hands of Adults Or Equivalent ISO/EN/ANSI Standards	Non-Responsive	-Sample of quoted item does not conform to given specifications -Labelling not as per DRAP Provisions	Our product is enlisted by the DRAP and available in Market. We provided the sample which was being marketed before the DRAP Regulation on which the label was not in accordance with their specifications. Although DRAP has withdrawn the regulation but we are following the labeling rule in new productions. You are requested to please review our samples (Labeling) and qualify as RESPONSIVE to participate in the competition.	Mr. Imran, the representative of M/s Helix Pharma attended the meeting and presented the 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 sample of quoted item submitted by the firm does not comply to labelling provisions as laid down by the DRAP. Therefore, the committee decided to uphold the decision of Technical Evaluation Committee. Thus, grievance of the firm is not accepted and final status of the firm M/s Helix Pharma is declared as "Non-Responsive" for quoted item.

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Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
30	Biotech Hygiene (Pvt) Ltd.	Surface Disinfectant (High level surface Disinfectant that can kill micro-bacteria. Quaternary ammonium compounds in combination. Biodegradable, Environment friendly & Non-toxic for human health are the basic requirement. Rate will be calculated on per ml basis in case of pack size variation. Original Manufacturer or his sole agents should certify the quality of the product. Registered from DRAP. Pack of 1 liter or less)	Non-Responsive	Sample of quoted item does not conform to given specifications:	It is intimated that our offer has been rejected due to packing of product according to quotation. It is intimated that Primary Healthcare Department Govt. of Punjab and Districts (CEOs Offices) had Purchased in packing of 5 Liter in 2018-20 (copies attached). It is further intimated that the packing of this product consider on international level in 5 liter or not in 1 liter. So you are requested to please accept our offer according to international level and check quality from any laboratory. Copy of formulation (ingredients) is attached for your ready reference.	No representative of firm attended the meeting however grievance petition submitted by the firm was considered and examined in the light of Technical Evaluation Report. The committee after due deliberation and discussion, keeping in view the query sought by Punjab Procurement Regulatory Authority vide letter no. L&M(PPRA)1-15(SOC)(i)-AD/DGHS/2018/Com/P5/1099 dated 09.06.2020 regarding T.E# 08 (Surface Disinfectant Solution), decided to pend the decision till the query is resolved. The grievance of the firm will be addressed later and subsequent will be taken in the light of advertised bidding documents.
31	Omelet	Surface Disinfectant (High level surface Disinfectant that can kill micro-bacteria. Quaternary ammonium compounds in combination. Biodegradable, Environment friendly & Non-toxic for human health are the basic requirement. Rate will be calculated on per ml basis in case of pack size variation. Original Manufacturer or his sole agents should certify the quality of the product. Registered from DRAP. Pack of 1 liter or less)	Non-Responsive	-Proof missing for Active Tax Payer -Sample of quoted item does not conform to given specifications:	We have some objection on bidding process and the criteria in which they have mentioned objection: 1. The bid was never opened publically as announced, they have opened and informed via email. 2. Proof of active tax payer attached. 3. Our sample is attached with this letter and this is as per standards. 4. Technical bid was safely attached separately on the day of submission. 5. Ingredients of Surface Disinfectant Solution Given as: • Active Substance: 3% Hydrogen Peroxide 50%, Polyquart 7. Ethylene Diamine Tetra Acetic Acid, Ortho Phosphoric Acid 85%	Mr. Shoab Ghani, the representative of firm 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 quoted product does not comply active ingredients required in the advertised specifications. The committee after due deliberation and discussion, keeping in view the query sought by Punjab Procurement Regulatory Authority vide letter no. L&M(PPRA)1-15(SOC)(i)-AD/DGHS/2018/Com/P5/1099 dated 09.06.2020 regarding T.E# 08 (Surface Disinfectant Solution), decided to pend the decision till the query is resolved. The grievance of the firm will be addressed later and subsequent will be taken in the light of advertised bidding documents.
32	Arber Pharma	Liquid Hand Soap (With Or Without Dispenser) Hydroxyethyl or equivalent as an active ingredients. Germ protection liquid hand wash, non-toxic for human health. A pack size of 1000ml or less. Rate will be calculated on per ml basis in case of pack size variation. Original Manufacturer or his sole agent should certify the quality of the product.	Responsive	-	It is stated that M/S M & M PHARMA qualified by the committee in Liquid Hand Soap do not have proper manufacturing premises, regulatory body approvals and documentation for the formulation of mentioned products. We request you to ask the firm to present authenticated firms registration documents.	Mr. Omar, the representative of firm 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. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified. Further, documents regarding registration be reviewed.
33	Rafaq Cos-Ceuticals	Liquid Hand Soap (With Or Without Dispenser) Hydroxyethyl or equivalent as an active ingredients. Germ protection liquid hand wash, non-toxic for human health. A pack size of 1000ml or less. Rate will be calculated on per ml basis in case of pack size variation. Original Manufacturer or his sole agent should certify the quality of the product.	Responsive	-	It is stated that M/S M & M PHARMA qualified by the committee in Liquid Hand Soap do not have proper manufacturing premises, regulatory body approvals and documentation for the formulation of mentioned products. We request you to ask the firm to present authenticated firms registration documents.	Mr. Omar, the representative of firm 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. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified. Further, documents regarding registration be reviewed.

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING HELD ON 10.06.2020 FOR PROCUREMENT OF PPEs/CHEMICALS/DISINFECTANT ETC. FOR PREVENTION & CONTROL OF NOVEL CORONAVIRUS (COVID-19) OUTBREAK, FINANCIAL YEAR 2019-20 ON EMERGENCY BASIS, PHASE-V

Sr. No.	NAME OF FIRM	NAME OF ITEM	STATUS	REASON (S) OF REJECTION	GRIEVANCE OF THE FIRM	DECISIONS OF THE GRIEVANCE COMMITTEE
	Rafaq Cos-Ceuticals	Liquid Hand Soap (With Or Without Dispenser) Hydroxyethyl or equivalent as an active ingredients. Germ protection liquid hand wash, non-toxic for human health. A pack size of 1000ml or less. Rate will be calculated on per ml basis in case of pack size variation. Original Manufacturer or his sole agent should certify the quality of the product.	Responsive	-	It is stated that M/S Ever Clean Enterprises qualified by the committee in Liquid Hand Soap do not have proper manufacturing premises, regulatory body approvals and documentation for the formulation of mentioned products. We request you to ask the firm to present authenticated firms registration documents.	Mr. Omar, the representative of firm 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. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified. Further, documents regarding registration be reviewed.
34	SHMZ Labs & Pharmaceuticals (Pvt.) Ltd.	Liquid Hand Soap (With Or Without Dispenser) Hydroxyethyl or equivalent as an active ingredients. Germ protection liquid hand wash, non-toxic for human health. A pack size of 1000ml or less. Rate will be calculated on per ml basis in case of pack size variation. Original Manufacturer or his sole agent should certify the quality of the product.	Responsive	-	It is stated that M/S M & M PHARMA qualified by the committee in Liquid Hand Soap do not have proper manufacturing premises, regulatory body approvals and documentation for the formulation of mentioned products. We request you to ask the firm to present authenticated firms registration documents.	No representative of firm attended the meeting however grievance petition submitted by the firm was considered and examined in the light of Technical Evaluation Report. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified. Further, documents regarding registration be reviewed.
	SHMZ Labs & Pharmaceuticals (Pvt.) Ltd.	Hand Sanitizer The product must contain WHO recommended formulation composition: • Ethanol 80% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) OR • Isopropyl alcohol 75% (v/v), • Glycerol 1.45% (v/v), • Hydrogen peroxide 0.125% (v/v) -Product must be DRAP approved. -Bottle of 100-500ml -Rate will be calculated on per ml basis in case of pack size variation. -In case of local manufacturing: Bacterial resistance test according to ASTM-E2755 or equivalent ISO/EN Standards will be mandatory. -In case of imported product: ASTM-E2755; Determining the Bacteria-Eliminating Effectiveness of Healthcare Personnel Hand Rub Formulations using Hands of Adults Or Equivalent ISO/EN/ANSI Standards	Responsive	-	It is stated that M/S M & M PHARMA qualified by the committee in Hand Sanitizer do not have proper manufacturing premises, regulatory body approvals and documentation for the formulation of mentioned products. We request you to ask the firm to present authenticated firms registration documents.	No representative of firm attended the meeting however grievance petition submitted by the firm was considered and examined in the light of Technical Evaluation Report. After detailed discussions, the Committee decided that Technical Bid Evaluation Committee will re-evaluate the already submitted sample of the quoted product and will issue comprehensive report. Fresh samples of any product will not be accepted and in case of rejection of any product reasons will be specified. Further, documents regarding registration be reviewed.