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### **MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE HELD ON 06<sup>th</sup> JANUARY, 2020 AT 11:00 A.M TO REDRESS THE GRIEVANCE APPLICATIONS OF THE FIRMS AGAINST TECHNICAL EVALUATION REPORT FOR THE PROCUREMENT OF POWER GENERATOR SETS FOR HEPATITIS PREVENTION & INFECTION CONTROL PROGRAM, DIRECTORATE GENERAL HEALTH SERVICES, PUNJAB, FY 2019-20**

A meeting of the Grievance Redressal Committee was held on 06-01-2020 at 11:00 A.M in committee room of Directorate General Health Services, Punjab, to address the grievances of the applicants, as per Rule 67 of Punjab Procurement Rules, 2014 (Amended), for Procurement of Power Generator Sets for Hepatitis Prevention & Infection Control Program, Directorate General Health Services, Punjab, FY 2019-20.

Following members of Grievance Redressal Committee attended the meeting:

Sr. No.	Participants	
1.	Director Health Services (CD&EPC), DGHS	<b>Chairman/Convener</b>
2.	Director Pharmacy, DGHS	<b>Member</b>
3.	Senior Law Officer (Litigation Cell), DGHS	<b>Member</b>

Following member(s) of the Technical Evaluation Committee presented the cases on behalf of the Technical Evaluation Committee:

Sr. No.	Member(s)
1.	Pharmacist (M&E), DGHS

The Chair welcomed all the participants and briefed about agenda of meeting i.e. Grievance Redressal of firms against Technical Evaluation Report for the Procurement of Power Generator Sets for Hepatitis Prevention & Infection Control Program, Directorate General Health Services, Punjab, FY 2019-20.

The Chair instructed the representatives of aggrieved firms to come one by one serial wise based on receipt of grievance so that proper hearing/ redressal of grievance may be ensured. The grievances of firms and decisions of grievance redressal committee are as follow:

Sr.	Name of Firm	Status as per Technical Evaluation Report	Reason(s) of Rejection	Grievance of the Firm	Decision of the Committee
1	M/s Mecatech	Non-responsive	<ol style="list-style-type: none"> <li>Amount of 2% bid security hidden.</li> <li>Annual Sales turnover less than 100 million</li> <li>Import, the bidder shall provide import documents i.e. Goods Declaration (GD) Certificate/Bill of Lading etc. not attached.</li> <li>The offer does not fully meet the tender requirement and specifications. <ul style="list-style-type: none"> <li>Contradiction regarding Governor. Incomplete technical offer</li> </ul> </li> </ol>	<p>The firm submitted its grievance that it has attached:</p> <ol style="list-style-type: none"> <li>Copy of Call deposit receipt</li> <li>Copy of Bill of lading</li> <li>Copy of Supply/Purchase Orders</li> <li>Copy of Commissioning Reports</li> <li>Copy of Handing/Taking over certificates</li> <li>Copy of Compliance Sheet</li> <li>Copy of Audited Balance Sheets</li> </ol>	<p>Mr. Abid Akbar from <b>M/s Mecatech</b> attended the meeting. The committee examined the documents submitted by the firm along with its grievance application in the light of Technical Evaluation Report.</p> <p>The committee after due deliberation and discussion, keeping in view the required amount of call deposit receipt (CDR) set forth as knockdown criteria in bidding documents is of the view that as the submitted bid security is less than 2% of the estimated cost of tender. Thus, grievance of the firm is rejected thereby upheld the decision of Technical Evaluation Committee. Hence, status of the firm is declared as <b>“Non-responsive”</b>.</p>
2	M/s Tricom Power	Non-responsive	<ol style="list-style-type: none"> <li>Import, the bidder shall provide import documents i.e. Goods Declaration (GD) Certificate/Bill of Lading etc. not attached.</li> <li>The offer does not fully meet the tender requirement and specifications. <ul style="list-style-type: none"> <li>Conditional Offer</li> </ul> </li> </ol>	<p>The firm submitted its grievance that it has enclosed copy of GD Certificates, copy of LCs in its application.</p> <p>DGHS declared the technical eligibility of the product <b>“Conditional”</b>. The offer is unconditional, and Tricom Power has complied and accepted all technical specifications along with general terms and conditions.</p> <p>Hence discrepancy should be removed accordingly.</p>	<p>Mr. Noman Ali from M/s Tricom Power attended the meeting. The committee examined the documents submitted by the firm along with its grievance application in the light of Technical Evaluation Report.</p> <p>The committee scrutinized the following documents provided by the firm along with grievance application:</p> <ol style="list-style-type: none"> <li>Copy of Goods Declaration certificates and Copy of LCs which are accepted.</li> <li>Under taking on firm’s letter head that the offer is unconditional and Tricom Power has complied and accepted all technical</li> </ol>

Sr.	Name of Firm	Status as per Technical Evaluation Report	Reason(s) of Rejection	Grievance of the Firm	Decision of the Committee
					<p>specifications along with general terms and conditions.</p> <p>The committee after detailed discussion, unanimously decided to refer back the case to technical evaluation committee for re-evaluation as per advertised specifications and given evaluation criteria. Furthermore, the decision of technical evaluation committee shall be deemed to be final.</p>
3	M/s Bahum Associates	Non-responsive	<ol style="list-style-type: none"> <li>1. Amount of 2% bid security is less than estimated 2% amount.</li> <li>2. Annual Sales turnover less than 100 million</li> <li>3. Import, the bidder shall provide import documents i.e. Goods Declaration (GD) Certificate/Bill of Lading etc. not attached.</li> <li>4. The offer does not fully meet the tender requirement and specifications. <ul style="list-style-type: none"> <li>• Generator Set Model Not mentioned</li> <li>• No details of Control and Monitoring features.</li> <li>• Incomplete technical offer</li> </ul> </li> </ol>	<p>The firm submitted its grievance that:</p> <ol style="list-style-type: none"> <li>1. Bid security is not less than 2%</li> <li>2. Verified document from finance department are attached along with audited report</li> <li>3. Import document may be issued after shipment</li> <li>4. Genset model mentioned in grievance application</li> <li>5. Country of manufacturer of engine mentioned in grievance application</li> </ol> <p>Country of origin of product mentioned in grievance application</p>	<p>Mr. Mudassar Baig from M/s Bahum Associates attended the meeting. The committee examined the documents submitted by the firm along with its grievance application in the light of Technical Evaluation Report.</p> <p>The committee after due deliberation and discussion, keeping in view the required amount of call deposit receipt (CDR) set forth as knockdown criteria in bidding documents is of the view that as the submitted bid security is less than 2% of the estimated cost of tender. Thus, grievance of the firm is rejected thereby upheld the decision of Technical Evaluation Committee. Hence, status of the firm is declared as <b>“Non-responsive”</b>.</p>
4	M/s Hitech Networks	Non-responsive	<ol style="list-style-type: none"> <li>1. Valid Sole Agency Authorization/Certificate</li> <li>2. Import, the bidder shall provide import documents i.e. Goods Declaration (GD) Certificate/Bill of Lading etc. not provided.</li> <li>3. Quoted product experience is less than one year.</li> <li>4. Manufacturer's Warranty Compliance certificate not provided.</li> </ol>	<p>The firm submitted its grievance that it has attached:</p> <ol style="list-style-type: none"> <li>1. Valid sole agency certificate</li> <li>2. Import Documents</li> <li>3. Minimum one-year product experience</li> <li>4. Compliance warranty as per tender</li> <li>5. Brand of Generator</li> <li>6. Model of Generator</li> <li>7. Country of Manufacturer</li> </ol>	<p>Mr. Shahzaib Khalid from M/s Hitech Networks. 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.</p> <p>The committee scrutinized the following documents provided by the firm along with grievance application:</p>

Sr.	Name of Firm	Status as per Technical Evaluation Report	Reason(s) of Rejection	Grievance of the Firm	Decision of the Committee
			<p>5. The offer does not fully meet the tender requirement and specifications:</p> <ul style="list-style-type: none"> <li>• Make and Model not mentioned.</li> <li>• Two proposals from alternator.</li> <li>• Governor not offered.</li> <li>• Incomplete technical offer.</li> <li>• No warranty mentioned in technical offer.</li> </ul>	<p>8. Country of Origin of Product/Model 9. Local Market History</p>	<ol style="list-style-type: none"> <li>1. Valid Sole Agency Authorization/ Certificate. (verified via email from manufacturer/foreign principal)</li> <li>2. Import Documents</li> <li>3. Purchase order exhibiting the one-year product experience.</li> <li>4. Compliance warranty as per tender requirement. (verified via email from manufacturer/principal)</li> <li>5. The technical specifications quoted product offered by the firm.</li> </ol> <p>The committee after detailed discussion, unanimously decided to refer back the case to technical evaluation committee for re-evaluation as per advertised specifications and given evaluation criteria. Furthermore, the decision of technical evaluation committee shall be deemed to be final.</p>