



PURCHASE CELL

DIRECTORATE GENERAL HEALTH
SERVICES PUNJAB
24-COOPER ROAD, LAHORE



Primary & Secondary
Healthcare Department

Phone No.: [+924299201145](tel:+924299201145)

Purchase Cell E-mail: pcdghslahore@gmail.com

MINUTES OF GRIEVANCE REDRESSAL COMMITTEE MEETING HELD ON APRIL 11, 2019 AT 2.00 P.M TO REDRESS THE GRIEVANCE OF THE FIRM AGAINST TECHNICAL EVALUATION REPORT OF ACQUIRING TEMPERATURE CONTROLLED AND SECURITY PROTECTED WAREHOUSE DURING FY 2018-2019, DIRECTORATE GENERAL HEALTH SERVICES, PUNJAB

A meeting of the Grievance Redressal Committee was held on 11-04-2019 at 2.00 P.M in committee room of Directorate General Health Services, Punjab, to redress the grievance application submitted by the aggrieved firm, as per Rule 67 of Punjab Procurement Rules, 2014 (Amended).

Following members of Grievance Redressal Committee attended the meeting:

Sr. No.	Participants	
1.	Dr. Shahnaz Naeem, Director Health Services (CDC), DGHS	Chairman/Convener
2.	Dr. Abdul Jabbar, Senior Medical Officer (EPI), DGHS	Member
3.	Senior Law Officer (Litigation Cell), DGHS	Member

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

Sr. No.	Member(s)
1.	Pharmacist, Purchase Cell, DGHS

The Chair welcomed the participant and briefed about agenda of meeting i.e. Grievance Redressal of firm against technical evaluation report of Temperature Controlled and Security Protected Warehouse during Fiscal Year 2018-2019.

The grievance of firm and decisions of grievance redressal committee are as follow:

Sr.	Name of procurement	Name of the Firm	Status as per Technical Evaluation Report	Reason of Rejection	Grievance of the Firm	Decisions of the Grievance Redressal Committee
01	Temperature Controlled And Security Protected Warehouse	M/s TCS (Pvt.) Ltd.	Non-responsive	<p>i) Storage Capacity is less than 50,000 sq. ft. ii) No Temperature Controlling Equipment was installed at the time of inspection.</p>	<p>The firm has submitted a grievance application for redressal against the technical evaluation report and stated that in the evaluation report it is declared that TCS Logistics Private Limited had scored qualifying marks in ordinary parameters of evaluation criteria, but unfortunately Technically Non-Responsive due to two main reasons point (i) and (ii) in the remarks of the report.</p> <p>Point (i) is regarding storage capacity of the warehouse which was required 50,000 sq. ft. TCs Logistics Private Limited had claimed 46,900 sq. ft. as covered area, it is normal practice during most of the contracts with the flexibility of t10% of capacity hence, we request this point to be reconsidered or TCS Logistic should be allowed to provide an alternative warehouse. Detailed map (showing capacity of the warehouse) is enclosed.</p> <p>Point (ii) in the report is about the Temperature Controlling Equipment which was not being installed at the time inspection.</p>	<p>Mr. Ghalib & Mr. Rashid Mehmood, representatives of M/s TCS (Pvt.) Ltd., appeared before the grievance redressal committee and briefed about the grievance. It was discussed in the grievance committee that TCS did not elaborate the storage capacity specifically in its technical proposal. Technical offer should have been well defined by the firm. Convener of the grievance committee pointed out that firm did not quote the required covered area i.e. 50,000 sq. ft. This is actual requirement of the department as mentioned in the bidding documents. Grievance Committee highlighted that when inspection committee, a sub-committee constituted by Technical Evaluation Committee, visited the warehouse, the representative of the M/s TCS told inspection committee that total covered area is 63,000 sq. ft. which is bifurcated as 42000 sq. ft. storage area, 3,000 sq. ft. docking area, 1,900 sq. ft. for offices & rest rooms and remaining area as free space. Convener of the grievance committee asked the representative of M/S TCS that department cannot pay for the un-useable areas available in the warehouse. The firm agreed to charge for total</p>

				<p>Since huge cost is involved to install such equipment before time, therefore usual practice is to install such instruments to maintain the certain temperature if required within 10 to 15 days lead time after the contract being awarded.</p> <p>TCS Logistics Private Limited is already running many temperature-controlled warehouses in private as well as Government sector e.g. EPI Warehouses located at Manga Mandi and Multan.</p> <p>So kindly give us a chance, TCS Logistics Private Limited assures you the best level of services beyond the customer expectations. Please allow us a time for discussion to find a way in between to fulfill your requirement.</p>	<p>45,000 sq. ft. (42,000 storage area and 3,000 docking area) as goodwill gesture whereby rest of area will not be charged.</p> <p>Moreover, the representative of firm assured that temperature controlling equipment will be installed within 10 to 15 days after the contract being awarded. The committee instructed the firm to submit as mentioned above in written on letter head of the firm on the same day.</p> <p>Therefore, its grievance is accepted and hence status of the firm, M/s TCS (Pvt.) Ltd., is declared as “Responsive”.</p>
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