MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE AGAINST TECHNICAL EVALUATION REPORT FOR REQUEST FOR PROPOSAL (HBV & HCV PCR KITS/ TESTS AND GLUCOSE & HEAMOGLOBIN TESTS STRIPS) (FINANCIAL YEAR 2023-24)

Sr. No	Name of Firm	Item name	Reason for Rejection	Grievance of Firm	Decision of the Committee
1	Global Marketing Services	HCV Quantitative PCR Tests	1. The shelf life on certificate of analysis not as per enlistment certificate.	Dear Sir I am writing to address the recent non-responsive status assigned to our bid for product Aptima HCV Quant Dx Assay Kit (HCV Quantitative PCR Tests) due to a shelf-life discrepancy in our certificate of Analysis (COA) in comparison to our enlistment certificate. Please note that we have already flled an application with the Drug Regulatory Authority of Pakistan (DRAP) for the correction of the shelf-life discrepancy. We are pleased to inform you that DRAP has now issued an updated registration certificate, aligning the shelf life with the COA submitted with our bid. We kindly request that you review the provided documentation and consider our bid as responsive, now that the issue of shelf-life discrepancy has been resolved. We have always been committed to complying with all regulatory requirements and ensuring the highest quality and integrity of our products. We believe that the updated registration certificate from DRAP demonstrates our adherence to these principles. Thank you for your prompt attention to this matter. We look forward to a positive response and the opportunity to continue participating in the procurement process.	Mr. M. Imran from M/s Global Marketing Services attended the meeting. The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Evaluation Criteria and announced the Technical Evaluation Report. The committee after due deliberation and discussion decided that: 1. The firm provided corrigendum issued by DRAP dated 20-10-2023 regarding the correction of shelf life of of the quoted product namely Aptima HCV Quant Dx Assay Kit (MDIR-0003088) as 24 months instead of 26 months (as per submitted certificate of analysis of the quoted product in the bid), which was accepted. Hence, the status of the quoted item became **Responsive.**
2	Roche Pakistan Pvt. Ltd			**Against M/s Global Marketing Services:** Dear Customer, Reference to above-mentioned tender followed by technical evaluation report. We have observed the following technical observation of M/S Global Marketing Services for your kind consideration. As per clause 14 of compulsory parameters of technical evaluation criteria. The bid must comply 100% with the advertised technical specifications of the quoted item. As per specifications & bidding documents the kits must be "Ready to use". Global Marketing Services has quoted the APTIMA Kit HCV &amp: HBV which is NOT READY to use as per specifications, in fact to the Aptima kit on the quoted instrument Hologic Panther there are 25 steps of reagent preparation before every batch. Lyophilized reagents mix manually with the other solution to prepare kit for testing*. As per the package insert, page # 15 the reagent came in Lyophilized form and further reconstituted with solution. Photos on page # 16. (Package Insert attached for your reference). This complete process of preparing the kit involves with many manual step and take about 45 minutes to prepare. As per tender requirement, bid must fully adhere to the advertised technical specifications of the quoted item. Which is not adhering by Global Marketing Services. In case of any query, please feel free to contact us.	Mr. M. Tanver Hussain from M/s Roche Pakistan Pvt. Ltd attended the meeting. The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Evaluation Criteria and announced the Technical Evaluation Report. The committee after due deliberation and discussion decided that: 1. The quoted item does not require any manual function hence, it is ready to use. The committee unanimously decided to reject the grievance of M/s Roche Pakistan Pvt. Ltd against M/s Global Marketing Services and the status of the quoted item of M/s Global Marketing Services will remain **Responisve.**
3	Eastern Medical Care			**Against Roche Pakistan Pvt. Ltd:** * Please verify the sample (Country of Origin) with the offer. * Please verify the shelf life of samples with the COA and enlistment certificate. * Quality certification of the quoted product not attached. * The quoted item did not obtain qualifying marks. * It is requested to please do not entertain any additional document from them at this stage per the PPRA rules 33. * No bidder shall be allowed to alter or modify his bid after the closing time for the submission of the bids which changes substance of the bid. **Against Popular International (PVT.) Ltd:** * Being a Class C Medical device it is necessary to applicable enlistment certificate clause if company attached enlistment certificate with the bid. * Further the enlistment of On Call Extra is from 2023 hence did not have one year experience from the date of enlistment of product with DRAP. * Brand name / model may be verify from Free Sale Certificate of as per notification of Government of Punjab vides Letter No. SO(PI) H/5-100/2008 dated 3-03-22. * Please also verify the accuracy of the strip test value through lab test and control solution available with the bidder. * Please verify the purchase orders with the brand name (On Call Extra) as in all other teaching hospitals they usually quoted and supply their other model i.e On call Plus. We therefore request you to consider the above for the fair and healthy competition.	Mr. Kamran Saeed from Eastern Medical Care attended the meeting. The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Evaluation Criteria and announced the Technical Evaluation Report. The committee after due deliberation and discussion decided that: **M/s Eastern Medical Care Against M/s Roche Pakistan Pvt. Ltd:** 1. The country of origin mentioned on the submitted sample and bid cover sheet of M/s Roche Pakistan Pvt. Ltd is U.S.A; hence, the grievance of M/s Eastern Medical Care against M/s Roche Pakistan Pvt. Ltd was not accepted to the extent of this parameter. 2. The shelf life of the quoted item according to sample and COA is 21 months while according to enlistment certificate shelf life of the quoted item is 18 months. The firm M/s Roche Pakistan Pvt. Ltd has applied for extension in shelf life of registered medical device Accu-Chek Instant test strips from 18 to 21 months which is still under evaluation with the DRAP; hence,the grievance of M/s Eastern Medical Care against M/s Roche Pakistan Pvt. Ltd was accepted to the extent of this parameter. 3. Quality certification of the quoted product not attached in the bid and already no marks have been awarded to the extent of this parameter. 4. The quoted item already did not obtain qualifying marks as per technical evaluation report uploaded by DGHS. Moreover, M/s Roche Pakistan Pvt. Ltd did not contest for the quoted item; hence, the decision of the technical evaluation committee will be upheld and the status of the quoted item of Roche Pakistan Pvt. Ltd of will remain **Non-Responsive.** **M/s Eastern Medical Care Against M/s Popular International (PVT.) Ltd:** 1. M/s Popular International (PVT.) Ltd. submitted the enlistment certificate of the quoted item. Moreover, as per SRO 224(1/2023) dated 27-02-2023 Class C medical devices are exempted from enlistment and registration requirements till 31st December, 2023; hence, the grievance of M/s Eastern Medical Care against M/s Popular International (PVT.) Ltd. was not accepted to the extent of this parameter. 2. As per SRO 224(1/2023) dated 27-02-2023 Class C medical devices are exempted from enlistment and registration requirements till 31st December, 2023. So, the exprience of the quoted item will be considered from the submitted purchase orders of the quoted item in the bid; hence, the grievance of M/s Eastern Medical Care against M/s Popular International (PVT.) Ltd. was not accepted to the extent of this parameter. 3. M/s Popular International (PVT.) Ltd. submitted the purchase orders of the quoted item with the brand name On Call Extra in the bid and the quoted brand is also On Call Extra and the quoted brand is verified; hence, the grievance of M/s Eastern Medical Care against M/s Popular International (PVT.) Ltd. was not accepted to the extent of this parameter. 4. Since the decision of enduser is conclusive; hence, the grievance of M/s Eastern Medical Care against M/s Popular International (PVT.) Ltd. was not accepted to the extent of this parameter. 5. M/s Popular International (PVT.) Ltd. submitted the purchase orders of the quoted item with the brand name On Call Extra in the bid and the quoted brand is also On Call Extra; hence, the grievance of M/s Eastern Medical Care against M/s Popular International (PVT.) Ltd. was not accepted to the extent of this parameter. Hence, the decision of the technical evaluation committee will be upheld and the status of the quoted item of M/s Popular International (PVT.) Ltd will remain **Responsive.**

5	S.Ejazuddin & Co.	Hemoglobin Test Strips	1. Shelf life not mentioned on certificate of analysis of the quoted item. 2. The quoted item did not obtain qualifying marks.	Dear Sir, Following material is submitted to meet your observations. 1. Hemocue 301 Instrument Catalogue # 121802. 2. Hemocue 301 Hemoglobin Strip catalogue # 111801. 3. Certificate of Analysis with manufacturing and expiry date. 4. Managerial staff: We have a long list of our staff out of which we are submitting a few as per your requirenment. 5. Sales Staff: We have a long list of our staff out of which we are submitting a few as per your requirement. 6. Technical Staff: We have a long list of our staff out of which we are submitting a few as per your requirement. Respective information about 3,4,5,6 have already been submitted and now the have been tagged carefully. However, we are submitting the same for your ready reference. Hope you will find this information sufficient to change our status to "Responsive". **Against AS Enterprises:** Dear Sir, Referred is your notification # 10237-42 dated 13/09/2023 about prequalification of Rapid diagnostic testing strips 2023-2024. Following are the manufacturers of 1. Mission Plus Hemoglobin Strips 2. Ecotest Hemoglobin Strips 3. HemoCue HB Microcuvettes, Manufactured by "Acon Laboratories Inc. USA", Manufactured by "Assure Tech (Hangzhou) Co., Ltd.", Manufactured by "HemuCue Sweden." It is understood that all vendors will supply the item from their respective manufacturers as mentioned in your notification. According to our information M/s. A.S Enterprises have quoted the product manufactured by Acon Biotech (Hangzhou) Co., Ltd. No. 210 Zhenzhong Road, Aicheng Industrial Park, West Lake District, Hangzhou, 310030, Zhejiang, P.R. China. We hereby draw your attention that Acon Biotech (Hangzhou) Co., Ltd., are not prequalified according to your above referred document. Hence their offer cannot be graded as "Responsive".	Mr. Malik Bashir from M/s S.Ejazuddin & Co. attended the meeting. The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Evaluation Criteria and announced the Technical Evaluation Report. The committee after due deliberation and discussion decided that: 1. The firm provided manufacturer certificate of analysis showing shelf life of the product, which was accepted. 2. The firm provided documents regarding degrees and appointment letters of managerial staff, which were accepted; hence, 05 marks were awarded to the extent of this parameter. 3. The firm provided additional documents regarding degrees and appointment letters of technical and sales staff, which were accepted; hence, additional 07 marks were awarded to the extent of this parameter. Hence, the total marks of the quoted item became 45 and the status of the quoted item became **Responsive.** **M/s S.Ejazuddin & Co. Against M/s AS Enterprises:** M/s AS Enterprises has clearly mentioned the manufacturer ACON Laboratories USA and country of origin Acon Biotech (Hangzhou) Co Ltd., China on bid cover sheet submitted in prequalification and RFP tenders. According to the advertised knock down criteria M/s AS Enterprises submitted all the relevant documents of manufacturing site i.e. Acon Biotech (Hangzhou) Co Ltd., China. Moreover, M/s AS Enterprises presented the letter issued by Acon Laboratories Inc. USA showing the rationale as to why the product is labeled which the name and addresss of Acon Laboratories United States; hence, the grievance of the M/s S.Ejazuddin & Co. against M/s AS Enterprises was not accepted to the extent of this parameter. Hence, the decision of the technical evaluation committee will be upheld and the status of the quoted item of M/s AS Enterprises will remain **Responisve.**
6	The Medicine Company	Hemoglobin Test Strips	1. Scope of the quoted product not mentioned on quality certification. 2. The bidder is not active on FBR active taxpayer list. 3. Quoted product did not have one year availability. 4. Shelf life not mentioned on manufacturer certificate of analysis. 5. The samples of the quoted product not submitted. 6. The quoted item did not obtain qualifying marks.	Dear Sir, We participated in the tender (HBV & HcV PCR KITS/ TESTS AND GLUCOSE & HEAMOGLOBIN TESTS STRIPS) we were non-responsive by the technical evaluation committee these were the reservation observed by technical evaluation committee. 1. Scope of the quoted product not mentioned on quality certification 2. The bidder is not active on FBR active taxpayer list. 3. Quoted product did not have one year availability. 4. Shelf life not mentioned on manufacturer certificate of analysis. 5. The samples of the quoted product not submitted. 6. The quoted item did not obtain qualifying marks. We have submitted all the documents with our bid and here we are submitting again.	Mr. Hussnain Asif from M/s S.Ejazuddin & Co. attended the meeting. The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Evaluation Criteria and announced the Technical Evaluation Report. The committee after due deliberation and discussion decided that: 1. The firm did not provide quality certification with scope of the quoted item; hence, the grievnace of the firm was not accepted to the extent of this parameter. 2. Upon rechecking, the bidder was found to be active on FBR active taxpayer list, which was accepted. 3. The firm did not provide proof of one year availability of the quoted item; hence, the grievnace of the firm was not accepted to the extent of this parameter. 4. The firm mentioned shelf life of quoted item on manufacturer certificate of analysis, which was accepted. 5. As per advertised bidding document, the bidder is required to submit two packs/samples of the quoted brand of each quoted item along with its bid for evaluation by end user so, samples can not be accepted at this stage; hence, the grievance of the firm was not accepted to the extent of this parameter. 6. The firm did not provide any additional documents; hence, no additional marks were awarded. Hence, the total marks of the quoted item reamained 25 and the status of the quoted item remained **Non-Responsive.**