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Primary & Secondary
Healthcare Department

MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE HELD ON 15th NOVEMBER 2023 AT 11:00 A.M. TO REDRESS THE GRIEVANCE APPLICATIONS OF THE FIRMS AGAINST TECHNICAL EVALUATION REPORT OF REQUEST FOR PROPOSAL FOR PUNJAB HEALTH FACILITIES MANAGEMENT COMPANY (DRUGS/MEDICINES, MEDICAL DEVICES INCLUDING AUTO DISABLE SYRINGES AND SURGICAL DRESSINGS) (FINANCIAL YEAR 2023-24)

A meeting of the Grievance Redressal Committee was held on 15-11-2023 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 Drugs/Medicines, Medical Devices including Auto Disable Syringes and Surgical Dressings for Punjab Health Facilities Management Company, FY 2023-24.

Following were the members of Grievance Redressal Committee:

Sr.	Participants	
1.	Program Director IRMNCH & NP	Chairman/Convener
2.	Director Health Services (CD & EPC) O/o Director General Health Services, Punjab	Member
3.	Additional Director (EPI) O/o Director General Health Services, Punjab	Member
4.	Deputy Program Manager (NCD) O/o Director General Health Services, Punjab	Member
5.	Senior Law Officer O/o Director General Health Services, Punjab	Member

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 Drugs/Medicines, Medical Devices including Auto Disable Syringes and Surgical Dressings for Punjab Health Facilities Management Company, FY 2023-24. The Chair instructed the representatives of aggrieved firms to come one by one serial wise so that proper hearing/ redressal of grievance may be ensured. The grievances of firms and decisions of grievance redressal committee are as follow:

MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE AGAINST TECHNICAL EVALUATION REPORT FOR REQUEST FOR PROPOSAL FOR PUNJAB HEALTH FACILITIES MANAGEMENT COMPANY (PHFC) (DRUGS/MEDICINES, MEDICAL DEVICES INCLUDING AUTO DISABLE SYRINGES AND SURGICAL DRESSINGS) (FINANCIAL YEAR 2023-24)					
Sr. No.	Name of Firm	Item name	Reason for Rejection	Grievance of Firm	Decision of the Committee
1	Shazeb Pharmaceutical Industries Ltd	Dextrose 10% (1000ml) Infusion	1. Bid security 2 % of estimated cost of quoted item not attached. 2. Valid DRC of the quoted item not attached. 3. The quoted item did not obtain qualifying marks.	Sir, with reference to Evaluation Report for year 2023-24, our quoted item at Sr no. 16, 18, 19, 34, 37, 41, 42 and 50 have been declared non-responsive the explanation is as: Bid Security: Sir attached Please photocopy of cdr, that may have been missing due to human error. Valid Drug Registration certificate Item No. 16, 37 and 42: Sir we are attaching again with our grievance application the renewal application with paid fee challan for Drug Registration Certificates of mentioned items. Less Marks in Public/Inst Sale: Sir we attached the summary on stamp paper with documents that we have supplied more than the advertised quantity of RFP the quoted products in Govt Institutions in mentioned period, we are attaching again for our quoted products product as: 1- We have been given 3 marks for item quoted at Sr # 16 instead of 10 marks. 2- We have been given 3 marks for item quoted at Sr # 19 instead of 10 marks. 3- We have been given 0 marks for item quoted at Sr # 34 instead of 10 marks. 4- We have been given 0 marks for item quoted at Sr # 37 instead of 10 marks.	Mr. Waqas Javaid from M/s Shazeb Pharmaceutical Industries Ltd attended the meeting. The committee examined the grievance application submitted by the firm in light of the advertised Evaluation Criteria & Specifications and announced the Technical Evaluation Report. The committee after due deliberation and discussion decided that: 1. The firm provided 2% bid security in form of CDRs, which was accepted. 2. The firm provided DRC renewal application along with paid fee challan of DRC of the quoted item, which was accepted. 3. The firm provided additional POs along with relevant delivery challans, which were accepted; hence, additional 07 marks were awarded to the extent of this parameter. 4. The firm provided 02 additional calibration certificates, which were accepted; hence, additional 02 marks were awarded to the extent of this parameter. Hence, the total marks of the firm became 44 and the status of the quoted item changed to Responsive subject to the attachment of the same original CDRs along with its financial bid.
2	Shazeb Pharmaceutical Industries Ltd	Dextrose+Saline (1000ml) Infusion 5%w/v +0.9%w/v	1. Bid security 2 % of estimated cost of quoted item not attached. 2. The quoted item did not obtain qualifying marks.	Less Marks in stability Chamber reports with undertaking: Sir we have been given 2 marks in stability chambers clause though we submitted the documents, attached kindly find 4 stability chambers calibration reports with undertaking again for 2 additional marks Sir, based on above explanation, you are requested to accept our grievance and declare the status of above mentioned items from Non responsive to responsive for healthy and competitive business. Regards.	1. The firm provided 2% bid security in form of CDRs, which was accepted. 2. The firm provided additional POs alongwith relevant delivery challans, which were accepted; hence, additional 07 marks were awarded to the extent of this parameter. 3. The firm provided 02 additional calibration certificates, which were accepted; hence, additional 02 marks were awarded to the extent of this parameter. Hence, the total marks of the firm became 44 and the status of the quoted item changed to Responsive subject to the attachment of the same original CDRs along with its financial bid.
3	Shazeb Pharmaceutical Industries Ltd	Mannitol (500ml) 20% w/v Infusion	1. Bid security 2 % of estimated cost of quoted item not attached. 2. The quoted item did not obtain qualifying marks.		1. The firm provided 2% bid security in form of CDRs, which was accepted. 2. The firm provided additional POs alongwith relevant delivery challans, which were accepted; hence, 10 marks were awarded to the extent of this parameter. 3. The firm provided 02 additional calibration certificates, which were accepted; hence, additional 02 marks were awarded to the extent of this parameter. Hence, the total marks of the firm became 46 and the status of the quoted item changed to Responsive subject to the attachment of the same original CDRs along with its financial bid.
4	Shazeb Pharmaceutical Industries Ltd	Metronidazole 500mg/100ml Infusion	1. Bid security 2 % of estimated cost of quoted item not attached. 2. Valid DRC of the quoted item not attached. 3. The quoted item did not obtain qualifying marks.		1. The firm provided 2% bid security in form of CDRs, which was accepted. 2. The firm provided renewal application alongwith paid fee challan of DRC of the quoted item, which was accepted. 3. The firm provided additional POs alongwith relevant delivery challans, which were accepted; hence, 10 marks were awarded to the extent of this parameter. 4. The firm provided 02 additional calibration certificates, which were accepted; hence, additional 02 marks were awarded to the extent of this parameter. Hence, the total marks of the firm became 51 and the status of the quoted item changed to Responsive subject to the attachment of the same original CDRs along with its financial bid.
5	Shazeb Pharmaceutical Industries Ltd	Dextrose 5% (1000ml) Infusion	1. Bid security 2 % of estimated cost of quoted item not attached.		1. The firm provided 2% bid security in form of CDRs, which was accepted. Hence, the status of the quoted item changed to Responsive subject to the attachment of the same original CDRs along with its financial bid.
6	Shazeb Pharmaceutical Industries Ltd	Normal Saline 0.9% Infusion (1000ml)	1. Bid security 2 % of estimated cost of quoted item not attached.		1. The firm provided 2% bid security in form of CDRs, which was accepted. Hence, the status of the quoted item changed to Responsive subject to the attachment of the same original CDRs along with its financial bid.
7	Shazeb Pharmaceutical Industries Ltd	Normal Saline 0.9% Infusion 100ml	1. Bid security 2 % of estimated cost of quoted item not attached. 2. Valid DRC of the quoted item not attached. 3. The quoted product not complies 100% with the required specifications.		1. The firm provided 2% bid security in form of CDRs, which was accepted. 2. The firm provided renewal application alongwith paid fee challan of DRC of the quoted item, which was accepted. 3. The firm did not address the objection regarding 100% compliance of the quoted item with the advertised specifications. Hence, the status of the quoted item remained Non-Responsive .

8	Shazeb Pharmaceutical Industries Ltd	Ringer's Lactate (500ml) Infusion	1. Bid security 2 % of estimated cost of quoted item not attached.		1. The firm provided 2% bid security in form of CDRs, which was accepted. Hence, the status of the quoted item changed to Responsive subject to the attachment of the same original CDRs along with its financial bid.
9	Neutro Pharma(Pvt) Ltd	Diclofenac (Sodium) Injection 75mg in 3ml Ampoule	1. Fee challan along with DRC renewal application of the quoted item not attached.	Sir our quoted items have been rejected on the basis of valid DRC not attached, we have attached the required documents with our grievance application, you are requested to accept and declare the status of our mentioned products from non-responsive to responsive for healthy and competitive business.	Mr. M. Zeeshan from M/s Neutro Pharma(Pvt) Ltd attended the meeting. The committee examined the grievance application submitted by the firm in light of the advertised Evaluation Criteria & Specifications and announced the Technical Evaluation Report. The committee after due deliberation and discussion decided that: 1. The firm provided the paid fee challan along with the DRC renewal application of the quoted item, which was accepted. Hence, the status of the quoted item changed to Responsive .
10	Neutro Pharma(Pvt) Ltd	Dexamethasone sodium phosphate Injection 4mg/ml, ampoule/vial of 1ml	1. Valid DRC of the quoted pack size (25s) not attached.		1. The firm provided the DRC renewal application along with the paid challan form of the quoted pack size (25s), which was accepted. Hence, the status of the quoted item changed to Responsive .
11	Abbott Laboratories(Pakistan)Limited	Vancomycin (HCl) 1000mg Injection	1. The offered solvent (10mL) not pre-qualified with DGHS Punjab for FY 2023-24 2. DRC of the solvent not attached. 3. The quoted item did not obtain qualifying marks.	Respected Sir, Reference to your technical evaluation report: PC-Drug/Medicine/Medical devices/Surgical Devices/RFP/2023-24 (Financial year 2023-2024). We would like to bring your kind attention that our quoted item Tender Inquiry No. 58 Vancomycin (HCl) 1g Injection is declare non-responsive by your evaluation committee due to following reasons. 1. The offered solvent (10mL) not pre-qualified with DGHS Punjab for FY 2023-24. It is to inform you that the prequalification document for WFI Surge Laboratories have same registration no. for both volume 5ml & 10ml, if the product has same registration number than product is prequalified for any volume, size. DRC & notification attached for your reference. 2. DRC of the solvent not attached DRC of WFI is attach along with our grievance. 3. The quoted item did not obtain qualifying marks Criteria <input type="checkbox"/> Public Sale 0 (5) <input type="checkbox"/> Accelerated Study 0 (1) <input type="checkbox"/> Real Time Study 0 (1) Chain Pharmacy 0 (5) Attached the same document along with our grievance for your reference. Therefore, we request in your kind honor to please review your technical evaluation committee decision and change our status as responsive. Your corporation in this regard his highly obliged.	Mr. M. Suleman Raza from M/s Abbott Laboratories(Pakistan)Limited attended the meeting. The committee examined the grievance application submitted by the firm in light of the advertised Evaluation Criteria & Specifications and announced the Technical Evaluation Report. The committee after due deliberation and discussion decided that: 1. The offered volume of the solvent (WFI 10mL Surge Laboratories) is not pre-qualified with DGHS Punjab for FY 2023-24 and it is necessary for each quoted volume/pack size of the quoted item to be prequalified for subsequent bidding; hence, the grievance of the firm was not accepted to the extent of this parameter. 2. The firm provided the DRC renewal application along with paid fee challan of the solvent, which was accepted. 3. The firm provided additional documents regarding the public sale, which were accepted; hence, 05 marks were awarded to the extent of this parameter. 4. The firm did not provide accelerated stability studies of WFI; hence, no marks were awarded to the extent of this parameter. 5. The firm did not provide real-time stability studies of WFI; hence, no marks were awarded to the extent of this parameter. 6. The firm provided warranty invoices regarding the availability of the quoted item at chain pharmacies, which were accepted; hence, 05 marks were awarded to the extent of this parameter. Hence, the total marks of the quoted item became 50 and the status of the quoted item remained Non-Responsive .
12	Bloom Pharmaceuticals (Pvt) Ltd	Dextromethorphan + Pseudoephedrine + others Syp/ Susp	1. The quoted item not complies 100% with the required specifications.	Respected Sir, With reference to the Technical Evaluation Report uploaded on the website of Director General Health Services on 19-10-2023 in which our firm M/S Bloom Pharmaceuticals Pvt. Ltd Rawalpindi Hattar is declared Non Responsive against the medicines mentioned at Serial no. 11 & 19. In this regard we have the following grievances:- Observation: It is humbly stated that technical evaluation committee of DGHS Punjab has given us 46 Marks against Dextromethorphan + Pseudoephedrine + others Syp/ Susp but declared the said medicine as Non Responsive on the basis that the quoted item not complies 100% with the required specifications Reply: In this regard it is stated that The Pre-qualification Committee of DGHS Punjab has prequalified our medicine namely Conil Syp with the same specification which was advertised by your good office. In the recent tender of DGHS Punjab Phase-I & II, the purchase cell has given us the Order of 425000 Bottles of Conil Syp on the same specification in Phase-I tender and 325900 Bottles of Conil syp in Phase-II tender. Copies of Both the Orders are attached herewith for ready reference. It is very much unexpected for us that the medicine which was awarded in Phase-I & II Tender and in the next tender the same medicine declared Non-Responsive on the basis that the quoted item not complies with the 100% required specification. In this regard it is requested that TEC of DGHS Punjab may be requested to review their decision and declared us responsive against the said medicine.	Mr. Qaisar Iqbal from M/s Bloom Pharmaceuticals (Pvt) Ltd attended the meeting. The committee examined the grievance application submitted by the firm in light of the advertised Evaluation Criteria & Specifications and announced the Technical Evaluation Report. The committee after due deliberation and discussion decided that: 1. The ingredients of the formulation of the quoted item were reviewed from the DRC and the submitted sample and were found satisfactory as per advertised specifications; hence, the grievance of the firm was accepted to the extent of this parameter. Hence, the status of the quoted item changed to Responsive .

13	Bloom Pharmaceuticals (Pvt) Ltd	Domperidone maleate 5mg/5ml Syp/Susp	<p>1. The quoted item not prequalified with DGHS Punjab for FY 2023-24.</p> <p>2. The quoted item not complies 100% with the required specifications.</p>	<p>Observation:</p> <p>It is humbly stated that technical evaluation committee of DGHS Punjab has given us 51 Marks against Domperidone maleate 5mg/5ml Syp/Susp but declared the said medicine as Non-Responsive on the basis that the quoted item not prequalified with DGHS Punjab for FY 2023-24 & the quoted item not complies 100% with the required specifications.</p> <p>Reply:</p> <p>In this regard it is stated that The Pre-qualification Committee of DGHS Punjab has prequalified all the firms having specification Domperidon 5mg/5ml only. No Pharmaceutical Firm was prequalified for the year 2023-24 for Domperidone Maleate 5mg/5ml Syp/ Susp. In the RFP for Punjab Health Facilities Management Company (PHFMC) it was a typographic error because in the name of medicine it was mentioned as Domperidone Maleate 5mg/5ml Syp/Susp and in the specification it was mentioned as Domperidone 5mg/5ml Syrup/Susp.</p> <p>It is further mentioned here that if a medicine was not pre-qualified for the year 2023-24 how is it possible to issue RFP for that medicine. It means it is a typographic mistake. In this regard it is requested that TEC of DGHS Punjab may be requested to review their decision and declared us responsive against the said medicine.</p>	<p>1. The quoted item is not prequalified with DGHS Punjab for FY 2023-24; hence, the grievance of the firm was not accepted to the extent of this parameter.</p> <p>2. The ingredients of the formulation of the quoted item were reviewed from the DRC and the submitted sample and were found to be not-complied with the advertised specifications; hence, the grievance of the firm was not accepted to the extent of this parameter.</p> <p>Hence, the status of the quoted item remained Non-Responsive.</p>
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MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE AGAINST TECHNICAL EVALUATION REPORT FOR REQUEST FOR PROPOSAL FOR PUNJAB HEALTH FACILITIES MANAGEMENT COMPANY (PHFMC) (DRUGS/MEDICINES, MEDICAL DEVICES INCLUDING AUTO DISABLE SYRINGES AND SURGICAL DRESSINGS) (FINANCIAL YEAR 2023-24)

Sr. No	Name of Firm	Item name	Reason for Rejection	Grievance of Firm	Decision of the Committee
1	Sind Medical Stores	Disposable Insulin Syringe 1ml with needle (Blister Pack)	<ol style="list-style-type: none"> 1. Drug Enlistment certificate not attached. 2. Valid quality certification CE/JMHLW/US FDA of quoted item not attached. 3. Valid free sale certificate not attached. 4. Delivery challan of relevant Purchase orders not attached. 	<p>We are writing this in response to technical evaluation report announced by technical evaluation committee in which our firm was declared non responsive. We have attached all the required documents along with our bid but it may be overlooked by committee. We are again attaching the documents highlighted in technical report along with our grievance for consideration.</p> <p>1. DEVICES ENLISTMENT CERTIFICATE NOT ATTACHED</p> <p>We have attached drug registration certificate and application submission for Registration and enlistment of our all-quoted products (Insulin Syringe, Disposable syringe 10ml and 20ml). Moreover, Additional Director (MDMC) Ministry of National Health Services, Regulation & Coordination Drug Regulatory Authority vide No.F.12-7/2021-MD that our application for grant of renewal of registration of medical devices for import are valid (copy attached). Furthermore, we have been prequalified based on the same documents.</p> <p>2. VALID QUALITY CERTIFICATE OF QUOTED ALL ITEMS NOT ATTACHED</p> <p>We have attached valid quality certificate No.G10 045084 0043 Rev. 00 issued by TUV SUD notified body with identification No.0123 along with our bid and again attaching for consideration.</p> <p>3. VALID FREE SALE CERTIFICATE NOT ATTACHED</p>	<p>Mr. Salman Ahmad from M/s Sind Medical Stores attended the meeting. The committee examined the grievance application submitted by the firm in light of the advertised Evaluation Criteria & Specifications and announced the Technical Evaluation Report. The committee after due deliberation and discussion decided that:</p> <ol style="list-style-type: none"> 1. The firm did not provide drug enlistment certificate of the quoted item; hence, the grievance of the firm was not accepted to the extent of this parameter. 2. The firm did not provide the quality certification CE/JMHLW/US FDA of quoted item; hence, the grievance of the firm was not accepted to the extent of this parameter. 3. The firm provided the free sale certificate which does not have validity till bid validity; hence, the grievance of the firm was not accepted to the extent of this parameter. 4. The firm did not provide the delivery challans of the submitted purchase orders; hence, the grievance of the firm was not accepted to the extent of this parameter. <p>Hence, the status of the quoted item remained Non-Responsive.</p>
2	Sind Medical Stores	Disposable syringe 10ml with Luer lock and needle. (Blister pack)	<ol style="list-style-type: none"> 1. Drug Enlistment certificate not attached. 2. Valid quality certification CE/JMHLW/US FDA of quoted item not attached. 3. Scope of quoted item not mentioned on ISO13485. 4. Valid free sale certificate not attached. 5. Delivery challan of relevant Purchase orders not attached. 6. The sample rejected by end user 	<p>We have attached valid embassy attested free sale certificate of quoted brand along with our bid and attaching again for consideration.</p> <p>4. DELIVERY CHALLAN OF RELEVANT PURCHASE ORDERS NOT ATTACHED</p> <p>Delivery challan was not part of evaluation criteria nor it was demanded in bidding documents. We are attaching the purchase order along with delivery challan along with our grievance application for consideration.</p> <p>5. SCOPE OF QUOTED ITEM NOT MENTIONED ON ISO-13485</p> <p>Embassy attested ISO-13485 No.Q5 045084 0039 Rev. 01 is already attached with our technical bid having scope of quoted items as Sterile hypodermic syringes for single use with/without needle, sterile insulin syringes for single use mentioned in the scope of submitted ISO-13485. Copy of certificate again attached for reference</p> <p>6. THE SAMPLE REJECTED BY END USER.</p> <p>It is submitted that it may be typo error for these comments against our quoted item 10ml syringes as our syringes was technically accepted by end users. We have been declared technically responsive by PHFMC and user which is your allied department and</p>	<ol style="list-style-type: none"> 1. The firm did not provide drug enlistment certificate of the quoted item; hence, the grievance of the firm was not accepted to the extent of this parameter. 2. The firm did not provide the quality certification CE/JMHLW/US FDA of the quoted item; hence, the grievance of the firm was not accepted to the extent of this parameter. 3. The firm provided ISO13485 on which the scope of the quoted product is mentioned, which was accepted. 4. The firm provided the new free sale certificate with validity till bid validity, which was accepted. 5. The firm did not provide the delivery challans of the submitted purchase orders; hence, the grievance of the firm was not accepted to the extent of this parameter. 6. Since the decision of end user is conclusive; hence, the grievance of the firm was not accepted to the extent of this parameter. <p>Hence, the status of the quoted item remained Non-Responsive.</p>

3	Sind Medical Stores	Disposable Syringe 20ml with Luer lock and needle. (Blister pack)	<ol style="list-style-type: none"> 1. Drug Enlistment certificate not attached. 2. Valid quality certification CE/JMHLW/US FDA of quoted item not attached. 3. Scope of quoted item not mentioned on ISO13485. 4. Valid free sale certificate not attached. 5. Delivery challan of relevant Purchase orders not attached. 	<p>declared technically responsive by firm the end user which is your aimed department and both report of DGHS and PHFMC came from same end user. It is requested to rectify this mistake and declare our product as responsive.</p>	<ol style="list-style-type: none"> 1. The firm did not provide drug enlistment certificate of the quoted item; hence, the grievance of the firm was not accepted to the extent of this parameter. 2. The firm did not provide the quality certification CE/JMHLW/US FDA of the quoted item; hence, the grievance of the firm was not accepted to the extent of this parameter. 3. The firm provided ISO13485 on which the scope of quoted product is mentioned, which was accepted. 4. The firm provided the new free sale certificate with validity till bid validity, which was accepted. 5. The firm did not provide the delivery challans of the relevant purchase orders; hence, the grievance of the firm was not accepted to the extent of this parameter. <p>Hence, the status of the quoted item remained Non-Responsive.</p>
4	Eastern Medical Care Pvt Ltd	Sterile Surgical Gloves Pairs 6 ½, 7, 7 ½ (Powdered)	<ol style="list-style-type: none"> 1. Valid quality certification CE/JMHLW/US FDA not attached. 2. Manufacturing site address mentioned on Enlistment certificate and sample is not as per address mentioned on prequalification notification and bid cover sheet. 	<p>CE Certificate & its valid extension issued by concern department till 31-12-2028 is already attached with the bid however copy is again enclosed for your kind record / approval. Manufacturing site address is not mentioned on bid cover sheet and pre-qualification notification. We here by undertake that it's same as per sample, DRAP registration and prequalification notification. Enclosed please find the print out of the information uploaded at the time of pre-qualification and DRAP Registration and picture of sample label for your kind approval.</p> <p>With reference to the above tender; below please find our reservations regarding the quoted items by M/S The Searle Company Limited please verify the check the validity of FSC as per RFP section-IV (evaluation criteria) sub section C clause-K "which hereby read as free sale certificate (FSC) shall be valid till validity period of the bid validity"180 days from 12.10-2023 (i.e. 09.04.2024) whereas the expiry date of FSC of said brand is 08.01.2024. We therefor request you to please also consider above point while for evaluation their bid for the fair and healthy competition.</p>	<p>Mr. M. Kamran Saeed from M/s Eastern Medical Care Pvt Ltd attended the meeting. The committee examined the grievance application submitted by the firm in light of the advertised Evaluation Criteria & Specifications and announced the Technical Evaluation Report.</p> <p>The committee after due deliberation and discussion decided that:</p> <ol style="list-style-type: none"> 1. The firm provided extension regarding validity time period of CE mark certification issued by SGS till 31 December 2028, which was accepted. 2. The firm provided documentary evidences regarding clarification of the manufacturing site, which was accepted. <p>Hence, the status of the quoted item changed to Responsive.</p> <p>Against The Searle Company:</p> <p>The date of expiry of the attached free sale certificate in the bid of M/s The Searle Company is 08-01-2024; hence, the grievance of M/s Eastern Medical Care Pvt Ltd was accepted against M/s The Searle Company to the extent of this parameter. Moreover, M/s The Searle Company Limited did not contest for the quoted item; hence, decision of the technical evaluation committee will be upheld and the status of the the quoted item of The Searle Company Limited will remain Non-Responsive.</p>
5	Lab Link Enterprise	I.V Cannula with Injection Port and Integrated Closing Cone Sterile Pack 18G	<ol style="list-style-type: none"> 1. Experience of the quoted product in public sector institution since July 2018 onward not attached. (Delivery challans of relevant Purchase orders not attached.) 	<p>With reference of above-mentioned subject, it is submitted that technical evaluation report announced by technical evaluation committee in which our firm was declared non responsive. We have attached all the required documents along with our bid but it may be overlooked by the committee.</p> <p>We are again attaching the documents along with our grievance for consideration.</p> <p>1.VALID QUALITY CERTIFICATE OF IV SET NOT ATTACHED</p> <p>We have attached valid quality certificate issued by notified body with along with our bid and again attaching for consideration.</p>	<p>Mr. Kashif Ahmed from M/s Lab Link Enterprise attended the meeting. The committee examined the grievance application submitted by the firm in light of the advertised Evaluation Criteria & Specifications and announced the Technical Evaluation Report.</p> <p>The committee after due deliberation and discussion decided that:</p> <ol style="list-style-type: none"> 1. The firm provided the delivery challans of the submitted purchase orders, which were accepted. <p>Hence, the status of the quoted item changed to Responsive.</p>
6	Lab Link Enterprise	I.V Cannula with Injection Port and Integrated Closing Cone Sterile Pack 20G	<ol style="list-style-type: none"> 1. Experience of the quoted product in public sector institution since July 2018 onward not attached. (Delivery challans of relevant Purchase orders not attached.) 	<ol style="list-style-type: none"> 2.VALID QUALITY CERTIFICATE & DRAP REGISTRATION OF VOLUMETRIC CHAMBER (IV BURETTE) IS NOT ATTACHED. We have attached valid quality certificate & Drap Registration issued by notified body with along with our bid and again attaching for consideration. 3. DELIVERY CHALLAN OF RELEVANT PURCHASE ORDERS NOT ATTACHED FOR ALL QUOTED ITEMS (IV Cannula 18G, 20G, 22G, 24G, IV SET & VOLUMTERIC CHAMBER (IV 	<ol style="list-style-type: none"> 1. The firm provided the delivery challans of the submitted purchase orders, which were accepted. <p>Hence, the status of the quoted item changed to Responsive.</p>

7	Lab Link Enterprise	I.V Cannula with Injection Port and Integrated Closing Cone Sterile Pack 22G	<p>1. Drug Registration Certificate/ Drug Enlistment Certificate not attached.</p> <p>2. Valid Quality Certification CE/JMHLW/US FDA not attached.</p> <p>3. Experience of the quoted product in public sector institution since July 2018 onward not attached. (Delivery challans of relevant Purchase orders not attached.)</p>	<p>BURETTE). We are attaching the purchase order along with delivery challan along with our grievance application for consideration.</p> <p>Keeping in view of above it is requested to consider our request and declared our all-quoted items as responsive.</p>	<p>1. The firm provided the delivery challans of the submitted purchase orders, which were accepted.</p> <p>1. The provided the enlistment certificate of the quoted item, which was accepted.</p> <p>2. The firm provided the valid quality CE certification of the quoted item, which was accepted.</p> <p>Hence, the status of the quoted item changed to Responsive.</p>
8	Lab Link Enterprise	I.V. Sets Sterile blister Pack	<p>1. Valid Quality Certification CE/JMHLW/US FDA not attached.</p> <p>2. Experience of the quoted product in public sector institution since July 2018 onward not attached. (Delivery challans of relevant Purchase orders not attached.)</p>		<p>1. The firm provided the valid quality CE certification of the quoted item, which was accepted.</p> <p>2. The firm provided the delivery challans of the submitted purchase orders, which were accepted.</p> <p>Hence, the status of the quoted item changed to Responsive.</p>
9	Lab Link Enterprise	Volumetric Chamber (I.V Burette) Sterile Packs 100ml size	<p>1. Drug Registration Certificate/ Drug Enlistment Certificate not attached.</p> <p>2. Valid Quality Certification CE/JMHLW/US FDA not attached.</p> <p>3. Experience of the quoted product in public sector institution since July 2018 onward not attached. (Delivery challans of relevant Purchase orders not attached.)</p>		<p>1. The provided the enlistment certificate of the quoted item, which was accepted.</p> <p>2. The firm provided the valid quality CE certification of the quoted item, which was accepted.</p> <p>3. The firm provided the delivery challans of the submitted purchase orders, which were accepted.</p> <p>Hence, the status of the firm changed to Responsive.</p>

MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE AGAINST TECHNICAL EVALUATION REPORT FOR REQUEST FOR PROPOSAL FOR PUNJAB HEALTH FACILITIES MANAGEMENT COMPANY (PHFMC) (DRUGS/MEDICINES, MEDICAL DEVICES INCLUDING AUTO DISABLE SYRINGES AND SURGICAL DRESSINGS) (FINANCIAL YEAR 2023-24)					
Sr. No	Name of Firm	Item name	Reason for Rejection	Grievance of Firm	Decision of the Committee
1	S. Fazalilahi & Sons (Pvt) Ltd.	Absorbent cotton wool pack 500gm	1. Sample not approved by End user	<p>I would like to say to please re-evaluate our samples once again as we are providing the best quality of absorbent cotton at a very low cost because we are the biggest manufacturer and exporter of Pakistan and therefore we are able to provide the best competitive rates. Sir, Moreover I want to say that S.Fazalilahi & Sons Pvt Ltd that in Pakistan we have recorded sales of Approximately 4 billion rupees last year in the FBR record provided in DG Health pre-qualification as well also we are supplying this product to many other Government and private institutions of Pakistan with no such complaint.</p> <p>Furthermore, we are exporting our product to all major developing and developed nations of the world that includes, UK, RUSSIAN, CHINA, ITALY and many other European countries. So, making an objection on our quality leaves a very negative impression on us as we are bringing more than 1 billion dollars in this country by selling the same product on which our respected end-user's has given a statement about. Also, our product is made responsive in many other districts including Gujranwala, Khanewal, Layyah, Bhakkar and many others of which the evaluation reports can be checked online as well and rate awards / PO's can be provided whenever asked.</p> <p>So, kindly accept our grievance as we are not satisfied by the current outcome.</p>	<p>Mr. Basit Shah from M/s S. Fazalilahi & Sons (Pvt) Ltd attended the meeting. The committee examined the grievance application submitted by the firm in light of the advertised Evaluation Criteria & Specifications and announced the Technical Evaluation Report.</p> <p>The committee after due deliberation and discussion decided that:</p> <p>1. Since the decision of the end user is conclusive; hence, the grievance of the firm was not accepted to the extent of this parameter.</p>