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MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE HELD ON JAN 29, 2019 AT 11.00 A.M TO REDRESS THE GRIEVANCES OF THE FIRMS AGAINST TECHNICAL EVALUATION REPORT OF AUTO DISABLE SYRINGES, DESKTOP COMPUTERS WITH PRINTERS, SAFETY BOXES AND VACCINES DURING FY 2018-2019, FOR EPI PROGRAM, DIRECTORATE GENERAL HEALTH SERVICES, PUNJAB

A meeting of the Grievance Redressal Committee was held on 29-01-2019 at 11.00 A.M in committee room of Directorate General Health Services, Punjab, to redress the grievance applications submitted by the aggrieved firms, as per Rule 67 of Punjab Procurement Rules, 2014 (Amended), for procurement of Auto Disable Syringes, Desktop Computers with Printers, Safety Boxes and Vaccines during FY 2018-2019.

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 all the participants and briefed about agenda of meeting i.e. Grievance Redressal of firms against technical evaluation report of Auto Disable Syringes, Desktop Computers with Printers, Safety Boxes and Vaccines during Fiscal Year 2018-2019 for EPI Program.

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 the Item	Name of the Firm	Status as per Technical Evaluation Report	Reason of Rejection	Grievance of the Firm	Decisions of the Grievance Redressal Committee
01	**Auto Disable Syringes 0.5 ml (Item#7)**	**M/S Hospital Services & Sales**	**Non-responsive**	**1. AMOUNT CANNOT BE VERIFIED** (2% Bid Security / CDR clause 4 of compulsory parameter) **2. INVALID RENEWAL RECEIPT ATTACHED** (Valid Registration Certificate clause 7 of compulsory parameter)	The firm has submitted a grievance for redressal against the technical evaluation report and firm stated in grievance application that bid security (without mentioning amount) and product registration with renewal challan were attached in technical bid. The firm requested to reconsider the following documents with grievance redressal application: 1. Copy of Bank Guarantee as 2% bid security. 2. Product Registration of auto disable syringe with renewal letter and challan copy.	Mr. Umer Ali, representative of M/s Hospital Services & Sales, appeared before the grievance redressal committee and briefed about the grievance. The firm presented the copy of 2% Bid Security revealing the amount as per requirement of clause 4 of Compulsory Parameters. Regarding the Valid Registration Certificate as per clause 7, the firm presented copies of application for renewal of registration acknowledged by DRAP and deposit slip of fee submission. However, the Committee was concerned about the change of brand name which must be in WHO Pre-qualified list. For clarification of this concern, the firm provided the letter issued by DRAP for change of brand name. Therefore, its grievance is accepted and hence status of the firm, M/S Hospital Services & Sales, is declared as **"Responsive"**.

02	**Auto Disable Syringes 0.5 ml (Item#7)**	**M/s Searle Company Ltd.**	**Non-responsive**	**1. NOT ATTACHED** (Valid Registration Certificate clause 7 of compulsory parameter)	The firm stated that relevant document overlooked by the technical committee during evaluation of technical bid and firm requested to accept the missing documents as attached grievance application.	Mr. Rizwan Saeed, representative of M/S Searle Company Ltd., appeared before the grievance redressal committee and briefed about the grievance. With reference to clause 7, the firm presented copy of application for renewal of registration and deposit slip of fee submitted. Therefore, its grievance is accepted and hence status of the firm, M/S Searle Company Ltd., is declared as **"Responsive"**.
03	**Auto Disable Syringes 0.5 ml (Item#7)**	**M/s Amson Vaccines & Pharma (Pvt) Ltd.**	**Non-responsive**	**1. INVALID** (Valid Manufacturing License / Sale License clause 6 of compulsory parameter) **2. INVALID RENEWAL RECIEPT ATTACHED** (Valid Registration Certificate clause 7 of compulsory parameter)	M/s Amson vaccines & Pharma (Pvt.) Ltd., has submitted a grievance application for redressal as following points: 1. The firm has obtained the highest mark in ordinary parameters i.e. 52/60 as compared to the others two. 2. As per technical evaluation committee's report none of the three bidders complied the compulsory parameters. In spite of the M/s Hospital & Services Sales has been technically accepted. Please rectify this error. 3. Reference to the" Clause 40 of DRAP Act 2012 dated 13-11-2012 of Pakistan any license to manufacture or any registration or maximum retail price fixed, or for the revalidation of a license or registration issued earlier under Act (Drug Act 1976	Mr. Faisal, representative of M/s Amson Vaccines & Pharma (Pvt.) Ltd., appeared before the grievance redressal committee and briefed about the grievance. The firm submitted the copies of required Valid Manufacturing License and Valid Registration Certificate in their presentation to the Grievance Redressal Committee. Therefore, its grievance is accepted and hence status of the firm, M/s Amson Vaccines & Pharma (Pvt.) Ltd., is declared as **"Responsive"**. As far as grievance of the firm against qualification status of M/s Hospital Services & Sales is concerned, the case had been reviewed and error was rectified.

					Pakistan) for which an application has been made to the Licensing Board, Registration Board and Drug Pricing Committee as the case may be within the specified time shall continue to be valid". 4. The copy of manufacturing license along with copy of renewal application & copy of inspection report at Annexure-2 & the copy of valid product registration certificate along with copy of renewal application at Annexure-13 of technical bid were attached in technical bid. The same copies are again enclosed with grievance application.	
04	**DTP Vaccine (Item#05)**	**M/s M&M Pharma**	**Non-responsive**	**1. NO PRODUCT EXPERIENCE** (Quoted Products having less than One-year availability shall not be eligible, Clause#11 of compulsory parameter. Product Availability will be confirmed from the purchase orders / supply orders)	The firm has submitted grievance for redressal against the technical evaluation report and stated the following points in grievance application 1. The Purchase orders were attached with our technical bid from page no. 121 to 127. **2.** The free sale certificate is the document globally acknowledged to ascertain in the product availability. The free sale certificate for the DTP Vaccine was attached with our technical bid from page no. 180-187. **3.** M&M Pharma prequalified	Mr. Adeel, representative of M/s M&M Pharma, appeared before the grievance redressal committee and briefed about the grievance. Upon hearing the presentation of the firm, the Grievance Redressal Committee were convinced to the fact that since the firm was previously pre-qualified by P&SHD, Govt. of Punjab and had successfully supplied the stores in compliance to terms & conditions as laid down by the department, so consequent upon submission of undertaking that WHO Pre-qualification of the quoted product is still valid, its grievance is accepted and hence status of the firm, M/s

					firm from the P&SHD for the supply of said vaccine in the Punjab. The prequalification letter was attached in technical bid from page no. 119-120. **4.** In Pakistan, most of the vaccines are not sold in local market. BoPV & BCG are the most common examples. Not a single value of these vaccines are available in local market. This fact is also acknowledge the DRAP. DRC issued by the DRAP mentions the word " Institutional Supply" The DRC attached our technical Bid at Page no. 75 and last year DGHS Punjab procured BCG vaccine from M&M Pharma on same technical basis. The firm stated that technical evaluation committee overlooked the above stated facts and attached documents in technical bid. The documents are attached as required by DGHS with grievance application.	M&M Pharma, is declared as **"Responsive"**.
05	**Tetanus Toxoid Vaccine (Item#4)**	**M/s Hospital Services & Sales**	**Non-responsive**	**1. AMOUNT CANNOT BE VERIFIED FROM DOCUMENT PROVIDED.** (2% Bid Security / CDR clause no. 4 of compulsory parameter)	The firm submitted a grievance for redressal against the technical evaluation report and submitted the following documents 1. Copy of Bank Guarantee (Bid Security) 2. Copy of request of renewal of product registration along with	Mr. Umer Ali, representative of M/s Hospital Services & Sales, appeared before the grievance redressal committee and briefed about the grievance. The firm presented the copy of 2% Bid Security revealing the amount as per requirement of clause 4 of Compulsory Parameters.

				2. EXPIRED Drug Registration Certificate (Clause no. 07 of compulsory parameter)	bank challan.	Furthermore, the firm submitted the copies of application for renewal of registration acknowledged by DRAP as well as bank challan as an evidence of fee submission thereby fulfilling the requirements of Clause 7 of compulsory parameters. Therefore, its grievance is accepted and hence status of the firm, M/s Hospital Services & Sales, is declared as **"Responsive"**.
06	**Pentavalent Vaccine (ITEM#3)**	**M/s Sind Medical Stores (SMS)**	**Non-responsive**	**1. NOT ENSURED TO BE 2% OF THE ESTIMATED COST** (2% Bid Security / CDR clause no. 4 of compulsory parameter) **2. INVALID, RENEWAL FEE IS DEPOSITED** (Drug manufacturing License / Drug Sale License Clause no. 6 of compulsory parameter) **3. EXPIRED** (Drug Registration Certificate clause no.7 of compulsory parameter)	The firm has submitted a grievance application for redressal against the technical evaluation report and submitted the following documents for review 1. Copy of Bank Guarantee (Bid Security) 2. Copy of DSL will be submitted in due course of time, as already applied and will be issued soon. 3. Copy of request of renewal of product registration along with bank challan.	Mr. Umer, representative of M/s Sind Medical Stores (SMS), appeared before the grievance redressal committee and briefed about the grievance. The firm presented the copy of 2% Bid Security revealing the amount as per requirement of clause 4 of Compulsory Parameters. The firm submitted the copies of valid drug manufacturing license and valid drug registration certificate as required under clause 6 & 7 of the compulsory parameters. Therefore, its grievance is accepted and hence status of the firm, M/s Sind Medical Stores, is declared as **"Responsive"**.
07	**BoPV (Item#1)**	**M/s SIND MEDICAL STORES (SMS)**	**Non-responsive**	**1. YES, BUT SUBJECT TO VERIFICATION OF AMOUNT RUPEES 2 PERCENT FROM FINANCIAL BID**	The firm submitted a grievance application for redressal against the technical evaluation report and submitted the following documents and requested for	Mr. Umer, representative of M/s Sind Medical Stores, appeared before the grievance redressal committee and expressed its grievance. The firm presented the copy of 2% Bid

				(2% Bid Security / CDR clause no. 04 of compulsory parameter) **2. INVALID (RENEWAL FEE DEPOSITED)** (Drug manufacturing License / Drug Sale License Clause no. 6 of compulsory parameter) **3. EXPIRED ON 2ND DEC, 2018** (Authorization Certificate clause no.08 of compulsory parameter) **4. YES, BUT EXPIRES ON 4TH DEC, 2018.** (Product Prequalification clause no. 10 of compulsory parameter) **5. YES, BUT AVAILABILITY LESS THAN ONE YEAR.** Product Availability (Quoted Products having less than One-year availability shall not be eligible clause no.11 of compulsory parameter)	review the case. 1. Copy of Bank Guarantee (Bid Security) 2. Copy of DSL will be submitted in due course of time, as already applied and will be issued soon. 3. Copy of Valid Sole Agency letter from manufacturer. 4. Copy of valid WHO prequalified Certificate, expiry date is not mentioned. 5. It is to inform you that the said product is imported only for EPI Program, we have successfully supplied bOPV to DGHS Punjab (EPI Program) in June, 2018.	Security revealing the amount as per requirement of clause 4 of Compulsory Parameters. Moreover, the firm submitted the copies of application for renewal of drug manufacturing lisence acknowledged by DRAP as well as deposit slip as an evidence of fee submission thereby fulfilling the requirements of Clause 6 of compulsory parameters. The firm submitted valid sole agency certificate from manufacturer thereby fulfilling the requirements of clause 8. In regard to validity of quoted product's Pre-qualification by WHO as per clause 10, the Committee verified the validity from the website of WHO and found its status as "Current". The firm explained with respect to clause 11 that it imports the quoted item only for EPI program of this directorate and had successfully supplied the stores in last financial year. Therefore, its grievance is accepted and hence status of the firm, M/s Sind Medical Stores, is declared as **"Responsive"**.

08	**Safety Boxes (Item#08)**	**M/s Chaudhary Drug House**	**Non-responsive**	**1. SAMPLES NOT SUBMITTED** Clause#06 of compulsory parameter Product Evaluation (Product must comply with the tender / advertised specifications. Samples/ brochure literature / demonstration submitted by the firm.) **2. NO PRODUCT EXPERIENCE** Clause#08 of compulsory parameter Product Availability (Quoted Products having less than One-year availability shall not be eligible)	The firm stated that it has provided samples of safety boxes (as per specification) at DGHS office and its quoted product having more than one year experience which can be confirmed from attached purchase orders in technical bid. The firm stated that relevant documents overlooked by the technical committee during technical evaluation of technical bid. The M/s Chaudhary Drug House requested that grievance application should be accepted on above said clarifications.	Mr. Yasir, representative of M/S Chaudhary Drug House, appeared before the grievance redressal committee and briefed about the grievance. With respect to clause 6 of compulsory parameters, the firm had submitted the samples along with technical bid but overlooked by technical evaluation committee. The committee evaluated the said samples and found conforming to advertised specifications. With reference to clause 8 of compulsory parameters, Experience of quoted product was checked from purchase orders given in the bid and was recorded to be of more than one year. However, the Committee conditioned the final status of the firm with its WHO Pre-qualification which upon probing found to be not present among WHO Pre-qualified list of quoted product. Therefore, due to being WHO Non-prequalified, the status of the firm, M/s Chaudhary Drug House, is declared as **"Non-Responsive"**.
09	**Desktop Computers with Printer**	**M/S Astrontech Distributors**	**Responsive**	–	M/s Astrontech has submitted grievance for redressal against M/s Data Distinct and stated in grievance application that M/s Data distinct has no authority letter from the foreign principle (DELL) and in this regard firm failed to comply the clause no. 06 of compulsory parameter of evaluation criteria in spite of technical evaluation committee	Mr. Waqas, representative of M/s Astrontech Distributors, appeared before the grievance redressal committee and narrated about the grievance. The Firm was unable to justify its presentation for grievance against M/s Data Distinct Solutions (Pvt.) Ltd. and failed to convince the Committee. So, its grievance in this regard is rejected and hence status of

					has qualified to the M/s Data Distinct. The firm requested to look into matter on serious note and take necessary action.	the firm, M/s Data Distinct Solutions (Pvt.) Ltd., still stands as **"Responsive"**.
10	**Desktop Computers with Printer**	**M/s Data Distinct Solutions (Pvt.) Ltd.**	**Responsive**	-	M/s Data Distinct has submitted grievance for redressal against M/s Astrontech Distributors and stated in grievance application that M/s Astrontech Distributors has no authority letter from the foreign principle (HP Printer). M/s Data Distinct stated that it has authorization of both brands HP & DELL which can be verified from both principal HP&DELL. The firm also requested to re-evaluate the technical bid and verify the HP partnership status of M/s Astrontech.	Mr. Basit, representative of M/s Data Distinct Solutions (Pvt.) Ltd., appeared before the grievance redressal committee and narrated about the grievance. The Firm was unable to justify its presentation for grievance against M/s Astrontech Distributors and failed to convince the Committee. So, its grievance in this regard is rejected and hence status of the firm, M/s Astrontech Distributors, still stands as **"Responsive"**.