

**MINUTES OF THE MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE HELD ON 15-05-2019 AT 1400 HOURS TO REDRESS THE GRIEVANCES OF THE BIDDERS, AS PER RULE 67 OF PUNJAB PROCUREMENT RULES, 2014 (AMENDED), FOR PROCUREMENT OF RHC's EQUIPMENT FOR THE FY 2018-19 UNDER IRMNCH AND NUTRITION PROGRAM PUNJAB.**

A meeting of the Grievance Redressal Committee was held on 15-05-2019 at 1400 hours in committee room of Director General Health Service Punjab, 24-Cooper Road, Lahore to redress the grievances of the bidders, as per Rule 67 of Punjab Procurement Rules, 2014, for procurement of RHC's Equipment\_for Financial Year 2018-19. The Director General Health Services, Punjab chaired the meeting.

2. Following members of Grievance Redressal Committee attended the meeting:

1	The Director General Health Services, Government of the Punjab, Primary & Secondary Healthcare Department	In-Chair
2	The Program Director, IRMNCH & Nutrition Program, Government of the Punjab, Primary & Secondary Healthcare Department	Member
3	The Co-opted Member O/o the Director General Health Services, Government of the Punjab, Primary & Secondary Healthcare Department	Member

3. Following members of the Bid/Technical Evaluation Committee presented the case to the grievance redressal committee:

1	The Additional Director (Procurement), IRMNCH & Nutrition Program, Government of the Punjab, Primary & Secondary Healthcare Department
2	The Prequalification Specialist-I, Primary & Secondary Healthcare Department
3	Logistics Officer IRMNCH & Nutrition Program, Primary & Secondary Healthcare Department

4. Background of the case is that IRMNCH & Nutrition Program, Punjab invited bids for procurement of RHC's Equipment\_through advertisement in national press on 22-02-2019 & uploaded on websites of program on, Department, Primary & Secondary Healthcare Department and Punjab Procurement Regularity Authority on 25-02-2019. A corrigendum was uploaded on 27-02-2019. The process was initiated for the recommended list of essential items required for RHC for IRMNCH & Nutrition Program, Punjab. In response there to 142 bids were received against 37 items and opened on 04-04-2019.

5. Out of total 41 bids were responsive in full. The finalized technical evaluation report was uploaded on the official websites of the IRMNCH & Nutrition Program Punjab, Primary & Secondary Healthcare Department Punjab on 17-04-2019. Against the Technical Evaluation Report, Grievances were received from aggrieved bidders up to 26-04-2019 which were placed before the Grievance Redressal Committee for decision.

6. The case wise proceedings of the meeting are as follows

Sr. No	Name & Address of the Firm	Item/Status	Reason of Rejection	Grievance of the Applicant Firm	DECISIONS OF THE GRIEVANCE COMMITTEE
1	Maha Tradings	Blanket Non-Responsive	<p><b>Sample Not Approved, Color Not as per specification,</b> Invalid Authorization, GST Registration Certificate not attached, copy of CNIC not attached, Performance of the quoted product does not qualify.</p>	<p>With reference to above cited subject, we would like to draw in your kind attention that our offer has been technically rejected due to some point. We have attached the required documents as per your request.</p> <ul style="list-style-type: none"> <li>• We have attached valid copy of General Sales Tax Certificate</li> <li>• We have attached valid copy of CNIC</li> <li>• Purchase order of the relevant equipment is attached.</li> </ul> <p>Kindly review and take necessary action at the earliest.</p>	<p>No representative from <b>M/s Maha Tradings</b> attended the meeting and did not defend the observations in technical evaluation report. The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance and request of the firm is rejected because no one attended the meeting on behalf of <b>M/s Maha Tradings</b>. So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm is still declared as <b>“Non-Responsive”</b>.</p>

Sr. No	Name & Address of the Firm	Item/Status	Reason of Rejection	Grievance of the Applicant Firm	DECISIONS OF THE GRIEVANCE COMMITTEE
2 Sr. No	Maha Tradings Name & Address of the Firm	Ward Screen Item/Status Responsive	<ul style="list-style-type: none"> <li>• <b>Sample Not Approved.</b> Reason of Rejection Certificate not attached,</li> </ul>	<p>With reference to above cited subject, we would like to bring to your attention that our offer has been technically rejected due to some point. We have attached the required documents as per your request.</p> <ul style="list-style-type: none"> <li>• We have attached valid copy of General Sales Tax Certificate</li> <li>• We have attached valid copy of CNIC</li> <li>• Purchase order of the relevant equipment is attached.</li> </ul> <p>Kindly review and take necessary action at the earliest.</p>	<p>No representative from M/s Maha Tradings attended the meeting and did not defend the observations in technical evaluation report.</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance and request of the firm is rejected because no one attended the meeting on behalf of M/s <b>Maha Tradings</b>.</p> <p>So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm is still declared as <b>“Non-Responsive”</b>.</p>

3	Maha Tradings	Dressing Drum	<ul style="list-style-type: none"> <li>• <b>Sample Not Approved.</b> GST Registraton Certificate not attached,</li> </ul>	With reference to above cited subject, we would like to draw in your kind attention that our offer has been technically rejected due to some point. We have attached the required documents as per your request.	No representative from <b>M/s Maha Tradings</b> attended the meeting and did not defend the observations in
Sr. No	Name & Address of the Firm	Non-Responsive Item/Status	<ul style="list-style-type: none"> <li>• <b>Reason of Rejection</b> Performance of the quoted product does not qualify.</li> </ul>	<p style="text-align: center;"><b>Grievance of the Applicant Firm.</b></p> <ul style="list-style-type: none"> <li>• We have attached valid copy of General Sales Tax Certificate</li> <li>• We have attached valid copy of CNIC</li> <li>• Purchase order of the relevant equipment is attached.</li> </ul> <p>Kindly review and take necessary action at the earliest.</p>	<p style="text-align: center;"><b>DECISIONS OF THE GRIEVANCE COMMITTEE</b></p> <p>The committee deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance and request of the firm is rejected because no one attended the meeting on behalf of <b>M/s Maha Tradings</b>.</p> <p>So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm is still declared as <b>“Non-Responsive”</b>.</p>

4	Maha Tradings	Patient Stool Non-Responsive	<ul style="list-style-type: none"> <li>GST Registration Certificate not attached, copy of CNIC not attached, Performance of the quoted product does not qualify.</li> </ul>	<p>With reference to above cited subject, we would like to draw in your kind attention that our offer has been technically rejected due to some point. We have attached the required documents as per your request.</p> <p><b>Grievance of the Applicant Firm</b></p> <ul style="list-style-type: none"> <li>We have attached valid copy of General Sales Tax Certificate</li> <li>We have attached valid copy of CNIC</li> <li>Purchase order of the relevant equipment is attached.</li> </ul> <p>Kindly review and take necessary action at the earliest.</p>	<p>No representative from <b>M/s Maha Tradings</b> attended the meeting and did not defend the observations in technical evaluation report.</p> <p><b>DECISIONS OF THE GRIEVANCE COMMITTEE</b></p> <p>The committee after the deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance and request of the firm is rejected because no one attended the meeting on behalf of <b>M/s Maha Tradings</b>.</p> <p>So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm is still declared as <b>"Non-Responsive"</b>.</p>
Sr. No	Name & Address of the Firm	Item/Status	Reason of Rejection	Grievance of the Applicant Firm	DECISIONS OF THE GRIEVANCE COMMITTEE

5	Maha Tradings	Autoclave Non-Responsive	<ul style="list-style-type: none"> <li>Sample Not Approved, GST Registration Certificate not attached, copy of CNIC not attached, Performance of the quoted product does not qualify.</li> </ul>	<p>With reference to above cited subject, we would like to draw in your kind attention that our offer has been technically rejected due to some point. We have attached the required documents as per your request.</p> <p>Grievance of the Applicant Firm.</p> <ul style="list-style-type: none"> <li>We have attached valid copy of General Sales Tax Certificate</li> <li>We have attached valid copy of CNIC</li> <li>Purchase order of the relevant equipment is attached.</li> </ul> <p>Kindly review and take necessary action at the earliest.</p>	<p>No representative from <b>M/s Maha Tradings</b> attended the meeting and did not defend the observations in technical evaluation report.</p> <p><b>DECISIONS OF THE GRIEVANCE COMMITTEE</b></p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance and request of the firm is rejected because no one attended the meeting on behalf of <b>M/s Maha Tradings</b>.</p> <p>So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm is still declared as <b>“Non-Responsive”</b>.</p>
Sr. No	Name & Address of the Firm	Item/Status	Reason of Rejection	Grievance of the Applicant Firm.	DECISIONS OF THE GRIEVANCE COMMITTEE

6	Maha Tradings	Wheel Chair Non-Responsive	<ul style="list-style-type: none"> <li>Sample Not Approved, GST Registration Certificate not attached, copy of CNIC not attached, Performance of the quoted product does not qualify.</li> </ul>	<p>With reference to above cited subject, we would like to draw in your kind attention that our offer has been technically rejected due to some point. We have attached the required documents as per your request.</p> <p><b>Grievance of the Applicant Firm.</b></p> <ul style="list-style-type: none"> <li>We have attached valid copy of General Sales Tax Certificate</li> <li>We have attached valid copy of CNIC</li> <li>Purchase order of the relevant equipment is attached.</li> </ul> <p>Kindly review and take necessary action at the earliest.</p>	<p>No representative from <b>M/s Maha Tradings</b> attended the meeting and did not defend the observations in technical evaluation report.</p> <p><b>DECISIONS OF THE GRIEVANCE COMMITTEE</b></p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance and request of the firm is rejected because no one attended the meeting on behalf of M/s <b>Maha Tradings</b>.</p> <p>So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm is still declared as <b>“Non-Responsive”</b>.</p>
Sr. No	Name & Address of the Firm	Item/Status	Reason of Rejection	Grievance of the Applicant Firm.	DECISIONS OF THE GRIEVANCE COMMITTEE

7	Maha Tradings	Drip Stand Non-Responsive	<ul style="list-style-type: none"> <li>GST Registration Certificate not attached, copy of CNIC not attached,</li> </ul>	<p>With reference to above cited subject, we would like to draw in your kind attention that our offer has been technically rejected due to some point. We have attached the required documents.</p>	<p>No representative from <b>M/s Maha Tradings</b> attended the meeting and did not defend the observations in technical evaluation report.</p>
Sr. No	Name & Address of the Firm	Item/Status	Reason of Rejection	Grievance of the Applicant Firm.	<p><b>DECISIONS OF THE GRIEVANCE COMMITTEE</b> The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance and request of the firm is rejected because no one attended the meeting on behalf of M/s <b>Maha Tradings</b>.</p>
			<p>Performance of the applicant does not qualify.</p>	<ul style="list-style-type: none"> <li>We have attached valid copy of General Sales Tax Certificate</li> <li>We have attached valid copy of CNIC</li> <li>Purchase order of the relevant equipment is attached.</li> </ul> <p>Kindly review and take necessary action at the earliest.</p>	<p>So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm is still declared as <b>“Non-Responsive”</b>.</p>



8	Maha Tradings	Foley's Catheter Non-	<ul style="list-style-type: none"> <li>• <b>Sample Not Submitted,</b> GST Registration Certificate not attached, copy of CNIC not attached, <b>Reason of Rejection</b></li> </ul>	<p>With reference to above cited subject, we would like to draw in your kind attention that our offer has been technically rejected due to some point. We have attached the required document of the Applicant Firm.</p>	<p>No representative from <b>M/s Maha Tradings</b> attended the meeting and did not defend the observations in technical evaluation report.</p>
Sr. No	Name & Address of the Firm	Responsive Item/Status	Reason of Rejection	Grievance of the Applicant Firm	<p><b>DECISIONS OF THE GRIEVANCE COMMITTEE</b></p>
			<p>quoted product does not qualify.</p>	<ul style="list-style-type: none"> <li>• We have attached valid copy of General Sales Tax Certificate</li> <li>• We have attached valid copy of CNIC</li> <li>• Purchase order of the relevant equipment is attached.</li> </ul> <p>Kindly review and take necessary action at the earliest.</p>	<p>The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance and request of the firm is rejected because no one attended the meeting on behalf of M/s <b>Maha Tradings</b>.</p> <p>So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm is still declared as <b>"Non-Responsive"</b>.</p>

9	Maha Tradings	Oxygen Cylinder Non-	<ul style="list-style-type: none"> <li>Sample Not Approved, GST Registration Certificate not attached, copy of CNIC not attached, Reason of Rejection</li> </ul>	<p>With reference to above cited subject, we would like to draw in your kind attention that our offer has been technically rejected due to some point. We have attached the required documents of the Applicant Firm.</p>	<p>No representative from <b>M/s Maha Tradings</b> attended the meeting and did not defend the observations in technical evaluation report.</p>
Sr. No	Name & Address of the Firm	Responsive Item/Status	Reason of Rejection	Grievance of the Applicant Firm	<p><b>DECISIONS OF THE GRIEVANCE COMMITTEE</b></p>
			<p>quoted product does not qualify.</p>	<ul style="list-style-type: none"> <li>We have attached valid copy of General Sales Tax Certificate</li> <li>We have attached valid copy of CNIC</li> <li>Purchase order of the relevant equipment is attached.</li> </ul> <p>Kindly review and take necessary action at the earliest.</p>	<p>The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance and request of the firm is rejected because no one attended the meeting on behalf of <b>M/s Maha Tradings</b>.</p> <p>So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm is still declared as <b>“Non-Responsive”</b>.</p>

10	Maha Tradings	Laryngoscope Non-Responsive	<ul style="list-style-type: none"> <li>• <b>Sample Not Approved,</b></li> <li>• <b>No Battery included,</b> GST Registration Certificate not attached, copy of CNIC not attached, Performance of the quoted product does not qualify.</li> </ul>	<p>With reference to above cited subject, we would like to draw in your kind attention that our offer has been technically rejected due to some point. We have attached the required documents as per your request.</p> <p><b>Grievance of the Applicant Firm</b></p> <ul style="list-style-type: none"> <li>• We have attached valid copy of General Sales Tax Certificate</li> <li>• We have attached valid copy of CNIC</li> <li>• Purchase order of the relevant equipment is attached.</li> </ul> <p>Kindly review and take necessary action at the earliest.</p>	<p>No representative from <b>M/s Maha Tradings</b> attended the meeting and did not defend the observations in technical evaluation report.</p>
Sr. No	Name & Address of the Firm	Item/Status	Reason of Rejection		<p>DECISIONS OF THE GRIEVANCE COMMITTEE</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance and request of the firm is rejected because no one attended the meeting on behalf of M/s <b>Maha Tradings</b>.</p> <p>So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm is still declared as <b>"Non-Responsive"</b>.</p>

11	Maha Tradings	<b>Instrument Set</b> Non-Responsive	<ul style="list-style-type: none"> <li>• <b>Sample Not Approved,</b></li> <li>• <b>No Make &amp; Model mention on instruments, Low Quality,</b> GST Certificate not attached,</li> </ul>	<p>With reference to above cited subject, we would like to draw in your kind attention that our offer has been technically rejected due to some point. We have attached the required documents as per your request.</p> <ul style="list-style-type: none"> <li>• We have attached valid copy of General Sales Tax Certificate</li> <li>• We have attached valid copy of CNIC</li> <li>• Purchase order of the relevant equipment is attached.</li> </ul> <p>Kindly review and take necessary action at the earliest.</p>	<p>No representative from <b>M/s Maha Tradings</b> attended the meeting and did not defend the observations in technical evaluation report. The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance and request of the firm is rejected because no one attended the meeting on behalf of M/s <b>Maha Tradings</b>.</p> <p>So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm is still declared as <b>“Non-Responsive”</b>.</p>
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Sr. No	Name & Address of the Firm	Item/Status	Reason of Rejection	Grievance of the Applicant Firm	DECISIONS OF THE GRIEVANCE COMMITTEE
12	Sigma International	Suction Machine Non-Responsive	<ul style="list-style-type: none"> <li>Undertaking for bid validity and delivery period not provided,</li> </ul>	<p>The firm stated that:</p> <p>The Technical Report uploaded on April, 17<sup>th</sup>, 2019 at the official web site of IRMNCH &amp; Nutrition Program. We would like to submit the objections raised i.e. Bid Validity and Delivery Period were already mentioned and submitted along with Technical Offer, which might have skipped. However, we have submitted the same on Judicial Papers (attached).</p>	<p>Mr. Adnan from M/s Sigma International 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 Report.</p>
Sr. No	Name & Address of the Firm	Item/Status	Reason of Rejection	Grievance of the Applicant Firm	DECISIONS OF THE GRIEVANCE COMMITTEE
1	Strongman	Fowler Beds Responsive	M/s Thankful Agencies has been conditionally Responsive subject to verify the 2 % of Bid Security as per tender if Responsive.	<p>M/s Thankful Agencies has been declared Responsive subject to verify the 2 % of Bid Security as per tender if Responsive. Sir please refer to Page No: 29 of Bidding Documents, according to KNOCKDOWN CRITERIA, 2% bid security and oblige for better competition and healthier benefit of the Hospital and patients welfare.</p> <p><b>With Technical Proposal of Bidders. But as per TER, the 2% is hidden hence there offer should be Nonresponsive due to Non-Compliance of Knock Down Criteria.</b></p>	<p>No representative from M/s Strongman attended the meeting and Legalized/Notarized undertaking of bid validity and delivery period provided by the firm. The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that grievance submitted by the firm is hereby accepted and the status of the firm is declared as "Responsive".</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance as 2% bid security must be as per advertisement/bidding documents that is already clarified in technical evaluation report and is attached with technical bid but value of CDR is hidden.</p> <p>So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm M/s Thankful Agencies is still declared as responsive subject to verify the amount of 2 % of Bid security as per tender.</p>

2	<b>Strongman</b>	<b>Drip Stand 4 Prongs</b> Responsive	<p>M/s Thankful Agencies, M/s Orient Medical has been conditionally Responsive subject to verify the 2 % of Bid Security as per tender if Responsive.</p> <p>M/s Medi Source, the Technical &amp; Engineering capability (As defined for the specific tender in specifications) is "N/A"</p>	<p>Sir, M/s Thankful Agencies &amp; M/s Orient Medical have been declared Responsive subject to verify the 2 % of Bid Security as per tender if Responsive. <b>Sir please refer to Page No. 29 of Bidding Documents, according to KNOCK DOWN CRITERIA, 2% bid security /CDR with amount of total estimated cost given in advertisement must be attached with Technical Proposal of Bidders. But as per TER, the 2% is hidden hence there offer should be Nonresponsive due to Non-Compliance of Knock Down Criteria.</b></p> <p>According to TER, for M/s Medi Source, the Technical &amp; Engineering capability (As for the specific tender in specifications) is N/A (Not applicable or Not Available) which un-understandable because for any supply or manufacturer and ref to page no. 28 of bidding documents, Technical Capabilities is compulsory. <b><u>So we request to your goodself for declaring Non-Responsive of M/s Medi Source due to Non-compliance of Vendor Evaluation Criteria lay down in bidding documents.</u></b></p>	<p>No representative from <b>M/s Strongman</b> attended the meeting and submitted grievance against M/s Thankful Agencies that is conditionally Responsive subject to verify the 2 % of Bid Security. M/s Strongman did not defend the observations in technical evaluation report.</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance as 2% bid security must be as per advertisement/bidding documents that is already clarified in technical evaluation report and is attached with technical bid but value of CDR is hidden.</p> <p>So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm M/s Thankful Agencies is still declared as responsive subject to verify the amount of 2 % of Bid security as per tender.</p> <p>No representative from <b>M/s Strongman</b> attended the meeting and did not defend the observations in technical evaluation report against <b>M/s Medi Source</b>.</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance and request of the firm is rejected because no one attended the meeting on behalf of <b>M/s Strongman</b>. So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee.</p>
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3	<b>Strongman</b>	<b>Stretcher Trolley</b> Responsive	M/s Thankful Agencies has been conditionally Responsive subject to verify the 2 % of Bid Security as per tender if Responsive.	Sir, M/s Thankful Agencies has been declared Responsive subject to verify the 2 % of Bid Security as per tender if Responsive. <b>Sir please refer to Page No. 29 of Bidding Documents, according to KNOCK DOWN CRITERIA, 2% bid security /CDR with amount of total estimated cost given in advertisement must be attached with Technical Proposal of Bidders. But as per TER, the 2% is hidden hence there offer should be Nonresponsive due to Non-Compliance of Knock Down Criteria.</b>	No representative from <b>M/s Strongman</b> attended the meeting and submitted grievance against M/s Thankful Agencies that is conditionally Responsive subject to verify the 2 % of Bid Security. M/s Strongman did not defend the observations in technical evaluation report. The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance as 2% bid security must be as per advertisement/bidding documents that is already clarified in technical evaluation report and is attached with technical bid but value of CDR is hidden. So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm M/s Thankful Agencies is still declared as responsive subject to verify the amount of 2 % of Bid security as per tender.
4	<b>Strongman</b>	<b>Examination Couch</b> Responsive	M/s Thankful Agencies, M/s Orient Medical has been conditionally Responsive subject to verify the 2 % of Bid Security as per tender if Responsive.	Sir, M/s Thankful Agencies & M/s Orient Medical have been declared Responsive subject to verify the 2 % of Bid Security as per tender if Responsive. <b>Sir please refer to Page No. 29 of Bidding Documents, according to KNOCK DOWN CRITERIA, 2% bid security /CDR with amount of total estimated cost given in advertisement must be attached with Technical Proposal of Bidders. But as per TER, the 2% is hidden hence there offer should be Nonresponsive due to Non-Compliance of Knock Down Criteria.</b>	No representative from <b>M/s Strongman</b> attended the meeting and submitted grievance against M/s Thankful Agencies that is conditionally Responsive subject to verify the 2 % of Bid Security. M/s Strongman did not defend the observations in technical evaluation report. The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance as 2% bid security must be as per advertisement/bidding documents that is already clarified in technical evaluation report and is attached with technical bid but value

					of CDR is hidden. So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm M/s Thankful Agencies is still declared as responsive subject to verify the amount of 2 % of Bid security as per tender.
5	<b>Strongman</b>	<b>Ward Screen 4 Pieces Responsive</b>	M/s Thankful Agencies, M/s Orient Medicals has been conditionally Responsive subject to verify the 2 % of Bid Security as per tender if Responsive.  M/s Noorani Surgical is Responsive	Sir, M/s Thankful Agencies & M/s Orient Medical have been declared Responsive subject to verify the 2 % of Bid Security as per tender if Responsive. <b>Sir please refer to Page No. 29 of Bidding Documents, according to KNOCK DOWN CRITERIA, 2% bid security /CDR with amount of total estimated cost given in advertisement must be attached with Technical Proposal of Bidders. But as per TER, the 2% is hidden hence there offer should be Nonresponsive due to Non-Compliance of Knock Down Criteria.</b>  Moreover, Sir we have physical seen the samples of M/s Orient Medical, M/s Thankful Agencies, M/s Noorani Surgical, the width of Ward Screen when in 4 pieces is small in terms of end-user use. <b><u>According to international standards for Ward Screen, it should cover one side of Bed and food section of bed when demanded in 4 pieces so that during examination of patient by doctors/nurses/staff, patient should not be seen by other patients. The quoted Ward Screen of other bidders seem to be ok but when it will be used by End-User, due to less width, the purpose of Ward Screen will not be served hence big loss of Public Money.</u></b>	No representative from <b>M/s Strongman</b> attended the meeting and submitted grievance against M/s Thankful Agencies that is conditionally Responsive subject to verify the 2 % of Bid Security. M/s Strongman did not defend the observations in technical evaluation report. The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance as 2% bid security must be as per advertisement/bidding documents that is already clarified in technical evaluation report and is attached with technical bid but value of CDR is hidden. So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm M/s Thankful Agencies is still declared as responsive subject to verify the amount of 2 % of Bid security as per tender. No representative from <b>M/s Strongman</b> attended the meeting and did not defend the observations in technical evaluation report against



					M/s M/s Orient Medical, M/s Thankful Agencies, M/s Noorani Sugical. The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance and request of the firm is rejected because no one attended the meeting on behalf of M/s <b>Strongman</b> . So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee.
6	<b>Strongman</b>	<b>Dressing Table / Trolley with Basin &amp; Bucket</b> Responsive	M/s Thankful Agencies has been conditionally Responsive subject to verify the 2 % of Bid Security as per tender if Responsive.	Sir, M/s Thankful Agencies has been declared Responsive subject to verify the 2 % of Bid Security as per tender if Responsive. <b>Sir please refer to Page No. 29 of Bidding Documents, according to KNOCK DOWN CRITERIA, 2% bid security /CDR with amount of total estimated cost given in advertisement must be attached with Technical Proposal of Bidders. But as per TER, the 2% is hidden hence there offer should be Nonresponsive due to Non-Compliance of Knock Down Criteria.</b>  Sir, we are one of the Largest & oldest ISO – Certified Manufacturer of Hospital / Ward Furniture items for more than 3 decades, “we don’t compromise on Quality”. Sir we hope your good self will consider our above mentioned grievances against Technical evaluation report for the procurement of best quality products, ultimate beneficial for patient health and declare our offer “Responsive”.	No representative from <b>M/s Strongman</b> attended the meeting and submitted grievance against M/s Thankful Agencies that is conditionally Responsive subject to verify the 2 % of Bid Security. M/s Strongman did not defend the observations in technical evaluation report. The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance as 2% bid security must be as per advertisement/bidding documents that is already clarified in technical evaluation report and is attached with technical bid but value of CDR is hidden. So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm M/s Thankful Agencies is still declared as responsive subject to verify the amount of 2 % of Bid security as per tender.

Sr. No	Name & Address of the Firm	Item/Status	Reason of Rejection	Grievance of the Applicant Firm	DECISIONS OF THE GRIEVANCE COMMITTEE
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1	<b>Noorani Surgical Pvt Ltd</b>	<ol style="list-style-type: none"> <li>1. <b>Fowler Beds</b></li> <li>2. <b>Drip Stand</b></li> <li>3. <b>Stretcher Trolley</b></li> <li>4. <b>Dressing Table</b></li> <li>5. <b>Patient Stool</b></li> <li>6. <b>Blanket with Cover</b></li> <li>7. <b>Bed Sheet</b></li> <li>8. <b>Pillow with Cover</b></li> </ol> <p>All are Non-Responsive</p>	<ol style="list-style-type: none"> <li>1. <b><u>Fowler Bed</u></b> (<b>Sample Not approved</b>, over Bed Table: Breakage, No Gas Spring assisted Height, Improper Finishing, No CO2 Welding, No color match with bed, same was quoted by M/s Mirza Niaz Muhammad &amp; Sons.</li> <li>2. <b><u>Drip Stand</u></b> (<b>Sample Not approved</b>, over Bed Table: Breakage, No Gas Spring assisted Height, Improper Finishing, No CO2 Welding, No color match with bed, same was quoted by M/s Mirza Niaz Muhammad &amp; Sons.</li> <li>3. <b><u>Stretcher Trolley</u></b> (<b>Sample not Approved</b>, No Bumpers for Safety)</li> <li>4. <b><u>Dressing Table</u></b> (<b>Sample not Approved</b>, Sharp Edges)</li> <li>5. <b><u>Patient Stool</u></b> (<b>Sample not Approved</b>, No S.S)</li> <li>6. <b><u>Blanket with Cover</u></b> (Invalid Authorization)</li> <li>7. <b><u>Bed Sheet</u></b> (Invalid Authorization)</li> <li>8. <b><u>Pillow with Cover</u></b> (Invalid Authorization)</li> </ol>	<p>Dear Sir, Our firm participated in a Tender of IRMNCH &amp; Nutrition Program, Punjab for purchase of RHC Equipment for the year 2018-19.</p> <p>We submitted bids, samples as per floated tender of IRMNCH &amp; Nutrition Program, Punjab. The product evaluation report was released through the official website of your organization, which shows that our above said samples are non-responsive. We submitted the sample which are compatible with the provided specifications, and quality of the sample are up to the mark, but technical committee declared non responsive on the following points;</p> <ol style="list-style-type: none"> <li>1. <b>Fowler Bed</b> <ol style="list-style-type: none"> <li>1. Fowler bed which is 100% Co2 welded, kindly recheck.</li> <li>2. Sample provided is with gas spring mechanism, needs to be rechecked.</li> <li>3. We are prequalified firm for the year 2018-1-. Our finishing is up to mark.</li> <li>4. Color match is not specified in the specs for the tender, how can the department object on the color.</li> </ol> </li> <li>2. <b>Drip Stand</b> <ol style="list-style-type: none"> <li>5. There has been some error, in uploading the remarks, M/s Mirza Niaz Muhamamd &amp; Sons did not even submit sample for IV Stand.</li> </ol> </li> <li>3. <b>Stretcher Trolley</b> <ol style="list-style-type: none"> <li>6. We have made our sample as per your required specifications, unfortunately our supervisor by mistake did not attached the bumpers, we requested the department to please allow us to attached bumpers to the Stretcher Trolley and give us a chance.</li> </ol> </li> <li>4. <b>Dressing Table</b></li> </ol>	<p>Mr. Faheem Ahmad &amp; Zaffar Iqbal from <b>M/s Noorani Surgical Pvt Ltd</b> 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. Firm requested to re-evaluate sample of fowler bed. It was a request rather than grievance. The firm provided authorization letters for the blanket with cover, Bed sheet and pillow with cover. The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that committee rejected the request of firm regarding flower bed however grievance submitted by the firm extent to blanket with cover, Bed sheet and pillow with cover only is hereby accepted and the status of the firm is declared as <b>“Responsive”</b></p>
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Sr. No	Name & Address of the Firm	Item/Status	Reason of Rejection	Grievance of the Applicant Firm	DECISIONS OF THE GRIEVANCE COMMITTEE
1	Quintex Medicals	<ol style="list-style-type: none"> <li>1. Suction Machine</li> <li>2. Nebulizer</li> <li>3. ECG Machine Three Channel</li> <li>4. Instrument Set</li> <li>5. Hot air Oven</li> <li>6. Laryngoscope</li> <li>7. Digital Thermometer</li> <li>8. Stethoscope Adult</li> <li>9. Stethoscope Paeds</li> </ol>	<ol style="list-style-type: none"> <li>1. <b>Suction Machine</b> Sample Not Approved, Not as per specification, 10 filter not provided,</li> <li>2. <b>Nebulizer</b> Sample Not Approved</li> <li>3. <b>ECG Machine Three Channel</b> Sample Not Approved, Not as per Specification, Stand Not Provided,</li> <li>4. <b>Instrument Set</b> Sample Not Approved, Tray was not S.S</li> <li>5. <b>Hot air Oven</b> Sample Not Approved, Not as per specification</li> <li>6. <b>Laryngoscope</b> Sample Not Approved, No Battery Included,</li> <li>7. <b>Digital Thermometer</b> Sample Not Approved, Equipment not working as there is no cell in thermometer, Quoted Product does not have certificate of quality i.e. FDA/CE/JPMHLW, Performance of the quoted product does not qualify.</li> <li>8. <b>Stethoscope Adult</b> Performance of the quoted product does not qualify.</li> <li>9. <b>Stethoscope Paeds</b> Performance of the quoted</li> </ol>	<p>The firm stated that With the reference of Technical Evaluation Report uploaded on your website dated 17-04-2019 for the tender was due on dated 11-03-2019 for the purchase of RHC Equipment for the year 2018-19, we have the grievances in the following items / tenders;</p> <ol style="list-style-type: none"> <li>1. <b>Suction Machine</b> You required noise level 50dB while our quoted model of suction machine has noise level 52.5 dB hence this is minor deviation our standard unit is with 10 bacterial filters as well so requested to accept our grievance.</li> <li>2. <b>Nebulizer</b> M/S Quintex Medicals quoted Nebulizer Model: F-2015 Fazzini Sr1 Italy which is as per required specifications. We would like to inform your that our same model was approved by Sample Evaluation Committee in the tender for the purchase of BHU Essential Items for the year 2018-19. So it is requested that kindly re-evaluate our sample and entertain our offer.</li> <li>3. <b>ECG Machine Three Channel</b> M/S Quintex Medicals quoted ECG Machine 3 Channel Model: ECG 300A Fazzini Sr1 Italy which is as per your required specifications except LCD display as required 4" and our quoted model has 3.8" display which is minor deviation. Mobile cart local is required and we also quoted in our technical offer.</li> <li>4. <b>Instrument Set</b> M/S Quintex Medicals quoted the Instrument Set Manufacturer by Care &amp; Cure Surgico Sialkot Pre-Qualified by P &amp; SHC department Punjab we quoted all items including instruments tray stain less steel hence is requested to accept our grievance in this regard.</li> <li>5. <b>Hot Air Oven</b> M/S Quintex Medicals quoted the Hot Air Oven</li> </ol>	<p>Mr. Atif from <b>M/s Quintex Medicals</b> 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. Firm requested to re-evaluate samples. It was a request rather than grievance. The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it is a request rather than grievance. So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm is still declared as <b>"Non-Responsive"</b>.</p>

			<p>product does not qualify.</p>	<p>Model: A3-217-535 Titanox Italy which is as per specifications. We have sold a number of units in different institutes and the end users are satisfied about its performance. The satisfactory reports attached with our technical offer and copies are also attached with this letter.</p> <p><b>6. Laryngoscope</b>  We quoted the Laryngoscope manufacturer by Care &amp; Cure Surgico Sialkot and we provide the sample with 01 set of dry batteries for sample evaluation. We quoted the laryngoscope with 4 dry batteries in our technical bid and we will provide 4 dry batteries if we will be become the lowest in this item.</p> <p><b>7. Digital Thermometers</b>  We have provided the battery separately along with sample digital thermometer requested to check again at your warehouse if not found we may provide again hence requested to accept grievances in this regards.</p> <p><b>8. Stethoscope Adult</b>  There is lot of sales reference to adult stethoscope so requested to re-valuate the sample and entertain our offer.</p> <p><b>9. Stethoscope paed</b>  There is a lot of sales reference of paed stethoscope so requested to re-valuate the sample and entertain our offer.</p> <p>Thanks with regards</p>	
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Sr. No	Name & Address of the Firm	Item/Status	Reason of Rejection	Grievance of the Applicant Firm	DECISIONS OF THE GRIEVANCE COMMITTEE
1	Muller & Phipps Pakistan Pvt., Ltd.	Blood Glucose Meter Non-Responsive	Audit balance sheet not attached,	<p>The firm stated that Reference to your Tender Supply to Rural Health Center (RHC Equipment Bearing IPL No. 1716 under IRMNCH &amp; Nutrition Program during FY 2018-19) for the Procurement of Blood Glucose Meter. As per your observation that, M&amp;P considered as Non Responsive due to the non-submission of the below said documents;</p> <ol style="list-style-type: none"> <li>1. Technical &amp; Engineering Capability (as defined for the specific Tender in Specification)</li> <li>2. I.T Equipment / Furnishing of the servicing Lab</li> <li>3. The Performance of the quoted model in local Environment</li> <li>4. Audit Balance Sheer for the last three fiscal years</li> </ol> <p>Satisfactory past performance of the firm We are submitting here the above said documents as mentioned in Technical Evaluation report of equipment &amp; instruments RHC 2018-19 We should alike to inform your that, our product already approved by FDA and ISO certified also. In the light of above, you are requested to please consider as technically responsive against the procurement of Blood Glucose Meter for the year 2018-19.</p>	<p>No representative from <b>M/s Muller &amp; Phipps Pakistan Pvt., Ltd.</b> attended the meeting and did not defend the observations in technical evaluation report.</p> <p>The committee after due deliberation and discussion, keeping in view the required parameters in detail decided that it was a request rather than grievance and request of the firm is rejected because no one attended the meeting on behalf of <b>M/s Muller &amp; Phipps Pakistan Pvt., Ltd.</b> So request submitted by the firm is hereby rejected and upheld the decision of technical evaluation committee and the status of the firm is still declared as <b>“Non-Responsive”</b>.</p>

Meeting ended with the vote of thanks by the chair.