

### Minutes of Grievance Committee

1. Grievance Committee meeting was held on 6-2-2025 under the Chairmanship of Prof Dr. Farah Shafi Prof of Medicine to resolve the grievance submitted by the firms, for the purchase of Lab Kits.

2. Following Committee members attended the meeting:-

i. Prof. Dr. Khizar Hayat Gondal, Prof of Urology

ii. Prof. Dr. Farah Naz, Prof of Paediatrics

iii. Dr. Ghias-Ul-Hassan, Assistant Prof of Gastroenterology

iv. Engr. Muhammad Ali Bio-Medical Engineer

3. The following items were discussed:-

Sr.	Name of Tender	Name of firm	Grievance of Firm	Remarks of Grievance committee	Decision
1		M/S Bio Pharma	The report of the technical evaluation committee was announced on 21st Jan 2025. we are not responsive in ordinary Parameter. As per criteria depicted below our offer has been rejected. It is submitted please conceded the following points and accept our grievance. We are sole agent of KHB manufacturer (Shanghai Kehua Bioengineering co Ltd China) Product HIV Rapid Test WHO prequalified in Pakistan and we submitted FSC attested notarized with technical bid our product is registered with DRAP as per DRAP notification only registered product sale and import from foreign principles.	The committee called the representative of the firm to explain their stance. The representative of the firm explained that we are sole agent of KHB manufacturer (Shanghai Kehua Bioengineering co Ltd China) Product HIV Rapid Test WHO prequalified in Pakistan and we submitted FSC attested notarized with technical bid our product is registered with DRAP. The committee re-evaluated the offer of M/S Bio Pharma and found that embassy attested free sale certificate attached with the technical bid but the FDA510K, CE (MDD) or MHLW, embassy attested free sale certificate of the remaining brands not attached with the technical bid. Hence the grievance of the firm only for the "KHB (Shangai Kehua Bio Engineering China)" accepted and grievance for remaining brands rejected.	Grivenace Accepted for KHB manufacturer (Shanghai Kehua Bioengineering co Ltd China)
2		M/S Mian Scientific	Request for reconsider as two of our product i.e. Bolton & Inst.Answer have FSC already attached with bid rest of one CTK Product FSC is missing which is done unconsciously rather than deliberately.	The committee called the representative of the firm to explain their stance. The representative of the firm explained that two of our product i.e. Bolton & Inst.Answer have FSC already attached with bid rest of one CTK Product FSC is missing which is done unconsciously rather than deliberately. The committee re-evaluate the offer of M/S Mian Scientific and found that free sale certificate which is attached in technical bid is "Apostille" instead of embassy attested. As per bidding documents & evaluation criteria the firm must have "Embassy attested Free Sale Certificate of the product (medical devices) bearing the brand name of the product in the country of manufacturer." Hence the committee unanimously decided to upheld the decision of the TEC.	Grievance Rejected.

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Sr.	Name of Tender	Name of firm	Grievance of Firm	Remarks of Grievance committee	Decision
3	Lab Kits Reagents Chemical & Consumables	M/S SKI Technologies	<p><b>Against M/S Global Marketing.</b> Quartett doesn't have CE-IVD marked certificate and embassy attested free sales certificate and authorization validity. (This brand was TNA due to these reasons from previous tenders)</p>	The committee re-evaluated the offer of M/S Global Marketing and found that the point raised by the M/S SKI technologies is valid. Hence the committee unanimously accepted the grievance of the firm for "Quartett" M/S Global Marketing.	Grievance Accepted.
			<p><b>Against Roche Pakistan.</b> Roche has quoted their brand Roche and Cell Marque USA which are 2 different companies a. Roche has the same product range with their own name and documentations with Roche name and Cell Marque USA is different company (Cell Marque USA is subsidiary of Merck Sigma) has also same range of products with their own name documentations. b. Please Check that M/S Roche has quoted which brand and origin of Roche or Cell Marque, embassy attested free sales certificate and check its origin of quoted items as FSC should be from country of origin. c. Please review their quoted brand, quality certificates and authorization letters of Roche or Cell Marque.</p>	The committee re-evaluated the offer of M/S Roche Pakistan and found that the point raised by the M/S SKI Technologies is baseless and no any documentary evidence provided with the grievance. Hence the grievance committee unanimously decided to uphold the decision of the Technical Evaluation committee.	Grievance Rejected.
4	M/S Molecular Concern		<p><b>Item # 352 - Disposable Plastic Petri dish 90mm</b> Sample submission was unintentionally missed at the time of sample submission. Our product is of very good quality as per International quality standards. We request you to kindly allow us to submit sample for evaluation and sample can be delivered on the same day. Kindly accept the comments it will help healthy competition.</p> <p><b>Item# 183 - Embedding Cassettes</b> <b>Item# 196 - Frosted Glass Slides (Germany / USA)</b> Our products standards are as per international quality standards. The rejection reason in evaluation is not clearly stated on which basis the sample of our product is not approved. Also we would like to bring in to your knowledge that Manufacturer of our product and other companies whose samples have been approved are the same with same quality. Kindly accept the products it will help healthy competition.</p>	<p>The committee called the representative of the firm to explain their grievance. The representative of the firm explained that sample of item No, 352 (Disposable Plastic Petri dish) was unintentionally missed at the time of sample submission. We request you to kindly allow us to submit sample for evaluation.</p> <p>2- Item No 183 &amp; 196 (Embedding cassettes &amp; Frosted Glass slides) our products are as per international quality standards. Also we would like to bring in to your knowledge that Manufacturer of our product and other companies whose samples have been approved are the same with same quality. Kindly accept the products it will help healthy competition.</p> <p>The committee going through the grievance of the firm and found that the letter was issued to firm and 07 day period given for submission of samples but firm failed to submit the sample of item no. 352, so at this stage not allowed to submit the sample.</p> <p>2nd point:- the committee after going through the sample evaluation report submitted by the end user. The committee discussed and decided that the decision of the TEC for item No. 183, 196 is upheld. Hence the both points of grievance of the firm rejected.</p>	Grievance Rejected.








Sr.	Name of Tender	Name of firm	Grievance of Firm	Remarks of Grievance committee	Decision
5	Lab Kits Reagents Chemical & Consumables	M/S IMCO Technologies	The Embassy Attested/ Apostille Free Sales Certificate of GD/Hangzhou is already attached with Technical Bid and uploaded at PPRA E-Procurement Website EPADS at Page # 303. Please review it and we may be qualified for rejected items of Manufacturer "Hangzhou RollMed Co, Ltd".	The committee re-evaluate the offer of M/S IMCO Technologies and found that free sale certificate which is attached in technical bid is "Apostille" instead of embassy attested. As per bidding documents & evaluation criteria the firm must have "Embassy attested Free Sale Certificate of the product (medical devices) bearing the brand name of the product in the country of manufacturer." Hence the committee unanimously decided to upheld the decision of the TEC.	Grievance Rejected.
6	Lab Kits Reagents Chemical & Consumables	M/S IMCO Technologies	<p><b>Grievance Against M/S Global Marketing:-</b></p> <p>1) The Firm M/S Global Marketing Services submitted an affidavit on Rs.100 Stamp Papers, dated 31-10-2024 at Tender Opening to Lahore General Hospital that "M/S GMS is not black listed and not involved in pending litigation with Government"</p> <p>Whereas the firm M/S Global Marketing Services was involved in litigation with Government.</p> <p>Hence the firm submitted the false declaration, misrepresented the facts to defeat the procuring agency that is also violation of PPRA Rule # 19 &amp; Biding 2.6.8 (iv) so the firm M/S Global Marketing Services must be declared non-responsive for not fulfilling the bidding criteria.</p> <p>(Attested Write Petition Copy as Evidence Enclosed Annex-II)</p> <p>Writ petition no.23376/2024, Diary dated 03-04-2024 in Lahore High Court, Justice Sultan Tanvir Ahmed Versus</p> <p>i)Province of Punjab, Secretary Primary &amp; Secondary Health Care Department, ii) Grievance Redressal Committee, Directorate General Health Services, Lahore, Punjab iii)Technical Evaluation Committee, Directorate General Health Services, Lahore, Punjab iv)Hepatitis Prevention &amp; Control Program, Program Director, Lahore v) Punjab Procurement Regulatory Authority (PPRA), Lahore</p> <p>The Firm M/S GMS must be declared Non-Responsive as prima facie documentary evidences are available for not fulfilling the Bidding Criteria and submission of false affidavit.</p>	The committee re-evaluated the bid of M/S Global Marketing and found that the point raised by the M/S IMCO Technologies is baseless. Hence the grievance committee unanimously decided to upheld the decision of the Technical Evaluation committee.	Grievance Rejected.

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Sr.	Name of Tender	Name of firm	Grievance of Firm	Remarks of Grievance committee	Decision
7	Lab Kits Reagents Chemical & Consumables	M/S IMCO Technologies	<b>Grievance Against M/S Molecular Concern;-</b> As per mandatory clauses 14 & 16, it is requested the Grievances Redressal Committee to re-verify the average annual turnover of firm M/S Molecular Concern Rs.15 Million through last three years income tax returns and audited statements. Kindly re-verify the brand name and embassy attestation for quoted Tender Item # 11 Glass Slide & 349 Swab Stick with Transport Medium from the Embassy Attested Free Sales Certificate of manufacturer. The firm Molecular Concern is non-responsive in Children Hospital Lahore TAC Report as the firm did not have Embassy Attested Free Sales Certificate for above mentioned products.	The committee going through the grievance of the firm M/S IMCO technologies against M/S Molecular Concern. The committee re-evaluate the offer of M/S Molecular concern and found the documents mentioned by the M/S IMCO Technologies already attached in the bid M/S Molecular Concern. Hence the committee unanimously rejected the Grievance of M/S IMCO Technologies.	Grievance Rejected.
8	Lab Kits Reagents Chemical & Consumables	M/S Global Clinics Cura	We Global Clinical Cura, are writing to the Technical Evaluation report issued regarding our submission for tender for Purchase of Lab Kits Reagents, Upon review of the report, it has come to our attention that certain documents were either missing or not properly included in our initial submission. The documents identified as missing, as per the Technical Evaluation report, are as follows. Attested Authority letter against serial No. 183 & 193. Attested free sale certificate against serial No. 136, 146, 183 & 193. Customers satisfactory report Purchase order of relevant quoted Products we kindly requested your understanding and cooperation in providing us with the opportunity to submit these documents. we committed to resolving this matter promptly.	The committee called the representative of the firm to explain their stance. The representative of the firm explained that the documents identified as missing, as per the Technical Evaluation report, we are requested you providing us opportunity to submit these documents. The committee going through the grievance of the firm and decided that as per bidding documents "After submission of bid No amendments /additional documents in the technical and financial bid shall be permitted". Hence the committee unanimously decided to upheld the decision of the TEC.	Grievance Rejected.
9	Lab Kits Reagents Chemical & Consumables	M/S Diagnostic Medical	We have quoted the tender of Lab Kits for the financial year 2024-2025 and attached the CDR with technical bid on amount of estimated cost on quoted item mentioned in bidding documents but epad require the CDR is 2% on estimated cost which is 4.6M. EPAD not allow to upload figures less than that so we will enter figures according to EPAD requirements and attach CDR on our quoted process. It is requested to you kindly accept our tender to proceed further.	The representative of the firm did not attend the meeting. The purchase cell informed to the committee that the firm already technically responsive and the point raised by the firm regarding EPAD is valid. The committee going through the grievance of the firm and statement of purchase department. The committee unanimously accepted the grievance of the firm.	Grievance Accepted.

- i. Prof. DR. Farah Shafi, Prof of Medicine, Chairmen Committee 
- ii. Prof. Dr. Khizar Hayat Gondal, Prof of Urology 
- iii. Prof. Dr. Farah Naz, Prof of Paediatrics
- iv. Dr. Ghias-UI-Hassan, Assistant Prof of Gastroenterology 
- v. Engr. Muhammad Ali Bio-Medical Engineer 