**Grievances Redressel**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S. No** | **Name of Bidder** | **Grievances / Complaints**  | **Remarks** | **Decision of T&E Committee** |
| 1 | Edgro Private Limited | 1. Requested for 5 marks firm human resources (detail of Professional and technical staff).
2. Requested for 3 marks of financial strength (Annual Net sale 20 Million).
3. Requested for 2 marks of Audit report of last financial year.
4. Requested for 20 marks of Original B/L or Way bill.
 | 1. Marks cannot be awarded as details not submitted in bid document.
2. Marks cannot be awarded as details not submitted in bid document.
3. Marks will be awarded as document submitted in bid document.
4. Marks will be awarded.
 | AgreedAgreedAgreedAgreed |
| 2 | Z.R Engineering Pvt. Ltd | 1. As per SBD “ the bidder shall provide samples of quoted goods i.e., drugs or equipment’s along with bid at his own cost and in a quantity prescribed by the procuring agency in Part-TWO: Section III of these Standard Bidding Documents”. Now if the authorities accept the bidding documents without the samples or receive any sample after opening of technical bid, this would be clear violation / deviation from the conditions of contract of Standard Bidding Document.
2. Clause 5.1 of the evaluation criteria states that samples should be complaint to the packing rules 1986 and WHOPES specification for physical properties”. Please verify the following for the submitted samples
* The UN packing no on the provided samples
* The standard packing of the manufacturer Tagrose from Deltamethrin 5% WP is in iron drums. The same can be verified from the manufacturer.
* Are the samples genuinely supplied by the manufacturer and officially imported by the bidders? This can be verified by the samples import documents like GD.
1. The technical evaluation report the firm has been given zero marks for the valid dealer certificate. This documentary requirement was declared as “Eligibility of the Bidder and Goods in Bid Form 3 (A).” Therefore the bidders should be declared Non responsive for not meeting the eligibility criteria of documentary requirement of the tender.
 | 1. Complaint is rejected because in Bid opening meeting it was decided that the sample can be provide later.
2. It will be verified from manufacturer through email.
3. Manufacturer authorization will be verified from manufacturer through email.
 | AgreedAgreedAgreed |
| 3 | Tufail Enterprises  | 1. The complaint against M/S Edgro Pvt ltd whose bidding documents were accepted by the authorities however the bidder failed to submit the requested samples with the bidding documents. In the evaluation report the committee has given the bidder full 10 marks. The samples submitted later on by the bidder are not acceptable as per rules of the bidding document.
2. The late submitted samples are also fake. These are not the original packing of the manufacturer. if required we can provide you the images of the original packing of manufacturer. If the sample found to be fake, the bidder should be black listed under section 4.1 & 4.2 Corruption and Fraud of Bidding Documents.
3. Further as per our information the manufacturer’s export registration of Deltamethrin 1.5% EC of Bidder M/S Z.R Engineering is still under the process of renewal.
4. Clause 5.1 of the evaluation criteria states that samples should be complaint to the packing rules 1986 and WHOPES specification for physical properties”.
 | 1. Complaint is rejected because in Bid opening meeting it was decided that the sample can be provide later.
2. It will be verified from manufacturer through email.
3. Manufacturer authorization will be verified from. manufacturer through email
4. It will be verified from manufacturer through email.
 | AgreedAgreedAgreedAgreed |
| 4 | Tahir Scientific Supplies | **Requested for marks of Dengue RDT**1. Audit report for the financial year 2017.
2. Original Manufacturer Authorization letter.
3. The standard temperature range of our quoted product is 2-30C.
4. Income tax clearance certificate for the year 2017-2018.

**Malaria RDT**1. Audit report for the financial year 2017.
2. Original Manufacturer Authorization letter.
3. The standard temperature range of our quoted product is 2-30C.
4. Income tax clearance certificate for the year 2017-2018.
5. Proof of net annual 20 million sales.
6. Market share.

**Glassware**1. Original Manufacturer Authorization letter.
 | **Dengue RDT**1. Marks cannot be awarded as details not submitted in bid document.
2. Manufacturer authorization seen in Original. Marks already awarded.
3. The standard temperature range of 2-30C is acceptable and marks will be awarded.
4. Income tax clearance certificate is verified online and marks will be awarded.

**Malaria RDT**1. Marks cannot be awarded as details not submitted in bid document.
2. Manufacturer authorization seen in Original. Marks already awarded.
3. The standard temperature range is acceptable and marks will be awarded.
4. Income tax clearance certificate is verified online and marks will be awarded.
5. Proof of net annual 20 million sales submitted and marks will be awarded.
6. Marks cannot be awarded as details not submitted in bid document.

**Glassware**1. Manufacturer authorization is seen in original.
 | AgreedAgreedAgreedAgreedAgreed Agreed  Agreed  Agreed  Agreed  Agreed  Agreed  |
| 5 | A.S. Enterprise Diagnostic Division  | **Grievances for Malaria RDT Kits** 1. Requested for 10 marks Parasite detection up to 200 parasite /micro liter with high sensitivity /specificity are required.
2. Requested for 5 marks for Bill of Landing /GD copy attached
3. Requested for 5 marks for market share National and International with performance certificate attached
4. Requested for 5 marks for Professional and Technical staff detail attached
5. Requested for 5 marks for valid Dealer Certificate / Authorization from the Principal Company Attached
6. Requested for 10 marks for product sample provide with packing as per Requirement, Packing approved by WHO
7. Requested for 5 marks for location warehouse Transportation and cool chain, warehouse and location mentioned in Bid Cover Sheets for Peshawar and Lahore Head Office. Cool chain is not required for RDT Kits and chemical.
8. Requested for 3 marks for Annual sale including Audit reports, tax returned attached

**Grievances for Dengue RDT Kits** 1. Requested for 20 marks for Dengue RDT Due Combo NS1/IgG/IgM as per requirement WHO Evaluation Declaration & the Kit insert Attached
2. Requested for 10 marks for required temperature 1—40 C(Kit storage and stability 1—40C)
3. Requested for 10 marks for Bill of Lading / GD Copy Attached
4. Requested for 05 marks for market share National and International with performance certificate attached.
5. Requested for 5 marks for Professional & Technical Staff detail Attached
6. Requested for 5 marks for valid dealer certificate / authorization from the Principal company attached
7. Requested for 10 marks for product sample provided with Packing as per requirement, Packing Approved by WHO
8. Requested for 10 marks for Location Warehouse Transportation and cool chain, warehouse & location mentioned in Bid cover sheet for Peshawar and Lahore Head Office. Cool chain are not required for RDT kits and Chemical
9. Requested for 3 marks for Annual Sale Including Audit Report, Tax Return Attached.
 | **Malaria RDT Kits**1. Marks will be awarded.
2. Marks will be awarded.
3. Marks cannot be awarded as details not submitted in bid document.
4. Marks cannot be awarded as details not submitted in bid document.
5. Manufacturer authorization will be verified from manufacturer through email.
6. Marks will be awarded because in Bid opening meeting it was decided that the sample can be provide later.
7. Marks will be awarded.

 1. Marks cannot be awarded as details not submitted in bid document.

**Dengue RDT Kits**1. Marks will be awarded as details submitted in bid document.

 1. The standard temperature range is acceptable and marks will be awarded.

 1. Marks will be awarded.
2. Marks cannot be awarded as details not submitted in bid document.

  1. Marks cannot be awarded as details not submitted in bid document.

 1. Manufacturer authorization will be verified from manufacturer through email.

 1. Marks will be awarded because in Bid opening meeting it was decided that the sample can be provide later.
2. Marks will be awarded.
3. Marks cannot be awarded as details not submitted in bid document.
 |  Agreed  Agreed  Agreed AgreedAgreedAgreed AgreedAgreedAgreedAgreed Agreed AgreedAgreedAgreed AgreedAgreedAgreed |