

No. 78750 /LGH
To

dated 16-11 2024

The Secretary,
Health Department,
Govt. of the Punjab, Lahore

Attention: **Mr. Abdul Wahab**
Incharge ICT Cell,
Health Department,
Govt. of the Punjab, Lahore.

Subject:- **MINUTES OF GRIEVANCE COMMITTEE MINUTES REGARDING
PURCHASE OF STORE ITEMS FOR UPLOADING ON OFFICIAL
WEBSITE.**

With reference to the subject cited above.

It is therefore kindly requested to upload the minutes of Grievance committee meeting held on 4-11-2024 for uploading on official Website regarding Purchase of General Store Items, Medical Waste items, Surgeon Gauze, Linen Items, Uniform & Liveries, Stationery Items, Cost of Other Store Items, IT Items, Chemical Surgical Disposable Items, for this hospital. (Copy attached).

Kamran
Medical Superintendent
Lahore General Hospital,
Lahore

No. _____ /LGH

dated _____ 2024

A copy is forwarded for information to the:-

1. Principal PGMI/LGH, Lahore.
2. AMS (Purchase) LGH Lahore.
3. DMS (Purchase), LGH Lahore.
4. Incharge IT Department LGH for uploading on official website of LGH Lahore.

Medical Superintendent
Lahore General Hospital,
Lahore

Minutes of Grievance Committee

1. Grievance Committee meeting was held on 4-11-2024 under the Chairmanship of Prof. Dr. Farah Shafi Prof of Medicine to resolve the grievance submitted by the firms, for the purchase of Store Items.
2. Following Committee members attended the meeting:-
 - i. Dr. Khizar Hayat Gondal, Prof of Urology
 - ii. Prof, Dr. Faheem Afzal, Prof of Pediatrics Medicine
 - iii. Dr. Ghias-Ul-Hassan, Assitant 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	Linen Store Items	M/S Med Trex Solution	Reference of you technical evaluation report which is uploaded on 21-10-2024 for the purchase of Linen Store items. We have reservation regarding item no. 4,7, & 8, we have submitted best quality sample as per required in tender but our sample rejected. We shall be thankful, it let us know the reason for rejection.	The Committee re-evaluate the samples of M/S Med Trex Solution in the presence of End User AMS Laundry LGH and accepted the grievance for item No 4, "Bed Sheet White for Dead Bodies" and for items No. 7 & 8 (Blue Dasuti & Green Dasuti) the decision of Sample Evaluation committee upheld.	i. Grievance for Item No 4 Accepted. ii. Grievance for item No. 7 & 8 rejected.
2	Uniform & Liveries	M/S Medtrex Solution	Reference of you technical evaluation report which is uploaded on 21-10-2024 for the purchase of Uniform & Liveries Items. We have reservation regarding item no. 1, 3 & 4, we have submitted best quality sample as per reuired in tender but our sample rejected. We shall be tahnkful, it let us know the reason for rejection.	The Committee re-evaluate the samples of M/S Med Trex Solution in the presence of End User AMS Laundry LGH and accepted the grievance for item No 4, "Uniform for Security Guards, Shirt (Wash & Wear sky blue) Pants Zeen Navy Blue" and for items No. 1 & 3 (Jursy XI & UNiform for Class IV) the decision of Sample Evaluation committee upheld.	i. Grievance for Item No 4 Accepted. ii. Grievance for item No. 1 & 3 rejected.
3	Surgeon Gauze	M/S Hafiz Pharma	The last date and time for submission of bid as per advertisement was 11-09-2024 at 11am, whereas, the last date and time for submission of bid on EPADS portal is 11-09-2024 at 11pm. Similarly, the date time for opening of bid as per advertisement was 11-9-2024 at 11:30am, whereas, on EPADS portal it is 11-9-2024 at 11:30pm. This differenc of 12 hrs between physical submission and EPADS submission is in violation of PPRA rules as the date of submission and opening should be same and as per the advertisement.	Grievance Committee called the representative of the firm Mr. Naveed and listened his point of view & gone through record & tender opening minutes of meeting and observed that committee received & opened, submitted EPADS hard copies of technical bids with bid security in the presence of all three participated firms; 1- M/S Hafiz Pharma 2- M/S Adnan Traders 3- M/S Rehman Rainbow At the time specified in uploaded bidding documents, newspapers advertisement and PPRA website. Further, the committee unanimously decided that bids submitted after closing time specified in bidding documents, advertisement and website shall be rejected and returned without opening under rules 30 PPRA 2014. Technical bids of only the above mentioned (three bidders) participants will be opened on EPADS later on due to portal/system errors to ensure Rule 4 PPRA 2014 principles of procurement. In addition to this grievance committee further observed that aggrieved firm participated itself and present at the tiime of tender opening specified in the bidding document, tender advertisement and News Paper. Hence Grievance Rejected	Grievance Rejecetd



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			Vide you technical Evaluation committee remarks, it requested that we have not only attached the previous GMP certificate or showing the continuation but also attached the written requests that for new cGMP DRAP inspection team has inspected the setup but result is awaiting from DRAP as early the result require to our firm. We will provide the cGMP inspection report or certificate and the second point regarding annual financial turnover our firm has attached. The amount turnover as required in tender for satisfaction, the technical evaluation committee. It can be checked on FBR website or through officially from FBR office.	Committee called the representative of the firm Mr. Naveed and asked him to brief his point of view. Mr. Naveed explained committee that his firm has already working in LGH from many years but right now their firm have GMP certificate which is expired, but DRAP inspection team visited for new cGMP issuance. Upon checking their submitted bid Grievance Committee found that their GMP certificate is expired and the firm itself mentioned in the certificate on page no. 208 that our firm has already been inspected by the panel of DRAP for renewal of cGMP in this regard, However its certified copy is not available to our firm. Further more grievance committee found that the FBR returns they attached in the bidding document are without bar code, which shows its a draft copy and is not valid. Hence Grievance committee upheld the decision of the Technical Evaluation Committee.	Grievance Rejected
4	Stationery Store Items	M/S Zulfiqar Ali & Company	our firm has technically disqualified by the Procuring agency but our stamp paper is valid. The Validity of E-Stamp is 07 days and we printed it on 10-10-2024. only the Professional tax was mentioned in bidding documents, the financial year was not mentioned but if you want the professional tax for financial year 2024-2025 we provide it.	Committee members gone through the grievance of the said firm and the Grievance committee re-evaluate the bid of M/S Zulfiqar Ali & Company and found that points raised by "TEC" meeting is valid. Hence grievance committee unanimously decided that the grievance of the firms not accepted.	Grievance Rejected
5	General Store Items	M/S Zulfiqar Ali & Company	our firm has technically disqualified by the Procuring agency but our stamp paper is valid. The Validity of E-Stamp is 07 days and we printed it on 10-10-2024. only the Professional tax was mentioned in bidding documents, the financial year was not mentioned but if you want the professional tax for financial year 2024-2025 we provide it.	Committee members gone through the grievance of the said firm and the Grievance committee re-evaluate the bid of M/S Zulfiqar Ali & Company and found that points raised by "TEC" meeting is valid. Hence grievance committee unanimously decided that the grievance of the firms not accepted.	Grievance Rejected
6	Medical Waste Management Items	M/S Zulfiqar Ali & Company	our firm has technically disqualified by the Procuring agency but our stamp paper is valid. The Validity of E-Stamp is 07 days and we printed it on 10-10-2024. only the Professional tax was mentioned in bidding documents, the financial year was not mentioned but if you want the professional tax for financial year 2024-2025 we provide it.	Committee members gone through the grievance of the said firm and the Grievance committee re-evaluate the bid of M/S Zulfiqar Ali & Company and found that points raised by "TEC" meeting is valid. Hence grievance committee unanimously decided that the grievance of the firms not accepted.	Grievance Rejected

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Sr.	Name of Tender	Name of firm	Grievance of Firm	Remarks of Grievance committee	Decision
7	Cost of Other Store Items	M/S Shine Enterprises "Against" M/S Habib & Sons	<p>With reference to Technical Evaluation report of Procurement For Frame Work Contract for Purchase of Cost of Other Store Items & X-Ray Films for the Financial Year 2024-25 is like that samples are not checked according to OSHA (CDC, FDA) guidelines.</p> <p>Further it is stated that the sharps container that we are providing is prepared as per OSHA (CDC, FDA) guidelines, which state that "(recommended Sharp's container) Have an opening large enough to accommodate a sharp but not large enough for a hand to enter." But according to the published technical evaluation report the Sharp's container with opening large enough to accommodate hand, is approved also. The use of such containers in health care facility would lead to the sharps injury and ultimately to Blood Borne Pathogens (HBV, HCV, HIV) exposure risk.</p> <p>We request you to kindly look into the matter. Attached along with this letter are the OSHA recommendations for Sharps container. CDC and FDA both endorse these recommendations to be followed for prevention of occupational risk of Blood Borne Pathogen Exposer.</p>	<p>Committee called the representative of the firm M/S Shine Enterprises to explain their grievance. The representative of the firm explained that sample of the "sharp Bin" of M/S Habib & Sons are not evaluated according to OSHA (CDC, FDA) guidelines.</p> <p>Further it is stated that the sharp container that we are providing is prepared as per OSHA (CDC, FDA) guidelines, which state that "(recommended Sharp's container) Have an opening large enough to accommodate a sharp but not large enough for a hand to enter." But according to the published technical evaluation report the Sharp's container with opening large enough to accommodate hand, is approved also. The use of such containers in health care facility would lead to the sharps injury and ultimately to Blood Borne Pathogens (HBV, HCV, HIV) exposure risk.</p> <p>The grievance committee re-evaluate the Sample of M/S Habib & Sons & found that the grievance of the firm is valid. Hence the grievance committee unanimously accept the grievance of the firm M/S Shine Enterprises.</p>	Grievance accepted. Sample submitted by M/S Habib & Sons rejected due to nonfulfillment of OSHA (CDC, FDA) guide lines & MSDS Protocols.
8	Cost of Other Store Items	M/S Ever Clean	<p>Reference to your uploaded Technical Evaluation Report regarding tender of Cost of Other Store Items. Kindly review our clarification. We have attached the Audit report with sign stamp but the sign stamp is missed in the last page by mistake. Now we attached the Audit Report with sign stamp for your reference. Kindly consider it for the open tender Purpose.</p>	<p>Committee members gone through the grievance of the said firm and asked the representative of the firm to explain their grievance. The representative of the firm explained that "We have attached the Audit report with sign stamp but the sign stamp is missed in the last page by mistake. Now we attached the Audit Report with sign stamp for your reference. Kindly consider it for the open tender Purpose"</p> <p>The Grievance committee informed the representative of the firm that "after submission of bid No amendments /additional documents in the bid shall be permitted.</p> <p>Hence the Grievance committee unanimously decided that the decision of the Technical Evaluation Committee stand valid.</p>	Grievance Rejecetd
9	General Store Items	M/S Ever Clean	<p>Reference to your uploaded Technical Evaluation Report regarding tender of General Store Items. Kindly review our clarification. We have attached the Audit report with sign stamp but the sign stamp is missed in the last page by mistake. Now we attached the Audit Report with sign stamp for your reference. Kindly consider it for the open tender Purpose.</p>	<p>Committee members gone through the grievance of the said firm and asked the representative of the firm to explaid their grievance. The representative of the firm explained that "We have attached the Audit report with sign stamp but the sign stamp is missed in the last page by mistake. Now we attached the Audit Report with sign stamp for your reference. Kindly consider it for the open tender Purpose"</p> <p>The Grievance committee informed the representative of the firm that "after submission of bid No amendments /additional documents in the bid shall be permitted.</p> <p>Hence the Grievance committee unanimously decided that the decision of the Technical Evaluation Committee stand valid.</p>	Grievance Rejecetd
10	Stationery Store Items	M/S Kamran Enterprises	<p>Reference to your uploaded Technical Evaluation Report regarding tender of Stationery Store Items. Kindly review our clarification. We have attached the Audit report with sign stamp but the sign stamp is missed in the last page by mistake. Now we attached the Audit Report with sign stamp for your reference. Kindly consider it for the open tender Purpose.</p>	<p>Committee members gone through the grievance of the said firm and asked the representative of the firm to explaid their grievance. The representative of the firm explained that "We have attached the Audit report with sign stamp but the sign stamp is missed in the last page by mistake. Now we attached the Audit Report with sign stamp for your reference. Kindly consider it for the open tender Purpose"</p> <p>The Grievance committee informed the representative of the firm that "after submission of bid No amendments /additional documents in the bid shall be permitted.</p> <p>Hence the Grievance committee unanimously decided that the decision of the Technical Evaluation Committee stand valid.</p>	Grievance Rejecetd

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Sr.	Name of Tender	Name of firm	Grievance of Firm	Remarks of Grievance committee	Decision
11	General Store Items	M/S Mian Enterprises	The technical evaluation report uploaded on PPRA website & E-PAD on 21-10-2024 and as per bidding documents clause No.2.5.10. Grievance Redressal (iv) & PPRA Rules :-Any bidder feeling aggrieved from technical evaluation may file a grievance within 5 days of announcement of the technical evaluation report. After completion of the technical evaluation process. The firm submitted the Grievance (by hand) on 28-10-2024, so the grievance of the firm time barred.		Grievance Rejected
12	Medical Waste Management Items	M/S Mian Enterprises	The technical evaluation report uploaded on PPRA website & E-PAD on 21-10-2024. As per PPRA Rule 67 (3 & 4) bidding documents clause No.2.5.10. Grievance Redressal (iv) Any bidder feeling aggrieved from technical evaluation may file a grievance within 5 days of announcement of the technical evaluation report after completion of the technical evaluation process. The firm submitted the Grievance (by hand) on 28-10-2024, so the grievance of the firm time barred.		Grievance Rejected
13	Cost of Other Store Items	M/S Mian Scientific	The technical evaluation report uploaded on PPRA website & E-PAD on 21-10-2024. As per PPRA Rule 67 (3 & 4) & bidding documents clause No.2.5.10. Grievance Redressal (iv):- Any bidder feeling aggrieved from technical evaluation may file a grievance within 5 days of announcement of the technical evaluation report. After completion of the technical evaluation process. The firm submitted the Grievance through EPADS on 28-10-2024 and by hand 29-10-2024, so the grievance of the firm time barred.		Grievance Rejected
14	Chemicals & Surgical Disposables Items.	M/S Surgilinks	The technical evaluation report uploaded on PPRA website & E-PAD on 21-10-2024. As per PPRA Rule 67 (3 & 4) & bidding documents clause No.2.5.10. Grievance Redressal (iv):- Any bidder feeling aggrieved from technical evaluation may file a grievance within 5 days of announcement of the technical evaluation report. After completion of the technical evaluation process. The firm submitted the Grievance through EPADS on 30-10-2024 and by hand on 31-10-2024 so the grievance of the firm time barred.		Grievance Rejected
15	IT Store Items	M/S Techno Star	The technical evaluation report uploaded on PPRA website & E-PAD on 21-10-2024. As per PPRA Rule 67 (3 & 4) and as per bidding documents clause No.2.5.10. Grievance Redressal (iv):- Any bidder feeling aggrieved from technical evaluation may file a grievance within 5 days of announcement of the technical evaluation report. After completion of the technical evaluation process. The firm submitted the Grievance through EPADS on 1-11-2024 and by hand on 2-11-2024, so the grievance of the firm time barred.		Grievance Rejected
16	Medical Waste Management Items	M/S Cartivo International	The technical evaluation report uploaded on PPRA website & E-PAD on 21-10-2024. As per PPRA Rule 67 (3 & 4) and bidding documents clause No.2.5.10. Grievance Redressal (iv) :- Any bidder feeling aggrieved from technical evaluation may file a grievance within 5 days of announcement of the technical evaluation report. After completion of the technical evaluation process. The firm submitted the Grievance through EPADS on 30-10-2024, so the grievance of the firm time barred.		Grievance Rejected
17	General Store Items	M/S Metalogics	The technical evaluation report uploaded on PPRA website & E-PAD on 21-10-2024. As per PPRA Rule 67 (3 & 4) and bidding documents clause No.2.5.10. Grievance Redressal (iv):- Any bidder feeling aggrieved from technical evaluation may file a grievance within 5 days of announcement of the technical evaluation report. After completion of the technical evaluation process. The firm submitted the Grievance through EPADS on 28-10-2024, so the grievance of the firm time barred.		Grievance Rejected
18	General Store Items	M/S Imran & CO	The technical evaluation report uploaded on PPRA website & E-PAD on 21-10-2024. As per PPRA Rule 67 (3 & 4) and bidding documents clause No.2.5.10. Grievance Redressal (iv):- Any bidder feeling aggrieved from technical evaluation may file a grievance within 5 days of announcement of the technical evaluation report. After completion of the technical evaluation process. The firm submitted the Grievance through EPADS on 28-10-2024, so the grievance of the firm time barred.		Grievance Rejected
19	Cost of Other Store Items	M/S Startek	The technical evaluation report uploaded on PPRA website & E-PAD on 21-10-2024. As per PPRA Rule 67 (3 & 4) and bidding documents clause No.2.5.10. Grievance Redressal (iv):- Any bidder feeling aggrieved from technical evaluation may file a grievance within 5 days of announcement of the technical evaluation report. After completion of the technical evaluation process. The firm submitted the Grievance through EPADS on 1-11-2024, so the grievance of the firm time barred.		Grievance Rejected

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Sr.	Name of Tender	Name of firm	Grievance of Firm	Remarks of Grievance committee	Decision
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Prof. Dr. Farah Shafi, Prof of Medicine *Farah*

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

Prof, Dr. Faheem Afzal, Prof of Pediatrics Medicine *Faheem*

Dr. Ghias-Ul-Hassan, Assitant Prof of Gastroenterology *Ghias*

Engr. Muhammad Ali Bio-Medical Engineer *Muhammad Ali*