

No. 2336 /LGH

dated 17-5- 2024

To

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 HbA1c KITS WITH MACHINE ON REAGENT  
RENTAL BASIS 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 11-5-2024 for uploading on official Website regarding Purchase of HbA1c kits with machine on reagent rental basis for this hospital. (Copy attached).



Medical Superintendent  
Lahore General Hospital,  
Lahore

No.31807/LGH dated 17-5-2024.

dated \_\_\_\_\_ 2024

No. \_\_\_\_\_ /LGH

A copy is forwarded for information to the:-

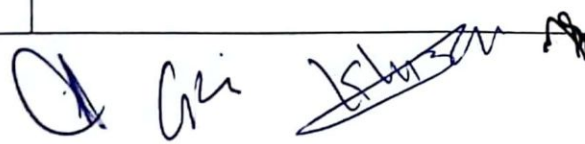
1. Principal PGMI/LGH, Lahore.
2. AMS (Purchase) LGH Lahore.
3. DMS (Purchase), LGH Lahore.
4. Incharge IT Department LGH for uploading on official website of LGH Lahore.

Medical Superintendent  
Lahore General Hospital,  
Lahore

### Minutes of Grievance Committee

1. Grievance Committee meeting was held on 11-5-2024 under the Chairmanship of Prof Dr. Farah Shafi Prof of Medicine to resolve the grievance submitted by the firms, for the purchase of HbA1c kits with machine on reagent rental basis.
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. Mr. 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 Sind Medical Store	<p><b>M/S Sind Medical</b></p> <p>In reference to the technical evaluation report for HbA1c Analyzer, our firm M/S Sind Medical Stores in considered as non-responsive. It is to hereby clarify that our quoted analyzer meets the required processing speed;</p> <p>Processing time: &lt;80 seconds</p> <p>80 seconds processing speed meets the specification requirement therefore, the technical evaluation may please be reviewed and our quoted model may please be considered as responsive.</p>	<p>The committee called the representative of the firm to explain their stance. The representative of the firm explained that, it is to hereby clarify that our quoted analyzer meets the required processing speed;</p> <p>Processing time: &lt;80 seconds</p> <p>80 seconds processing speed meets the specification requirement therefore, the technical evaluation may please be reviewed and our quoted model may please be considered as responsive.</p> <p>The committee re-evaluate the technical bid of the firm and the committee found the quoted model didn't fulfill the advertised tender specification of the HbA1c. Hence the committee unanimously decided to upheld the decision of the technical committee. Grievance of the firm M/S SMS rejected.</p>	Grievance rejected.
2	HbA1c Kits Kits with Machine on reagent rental basis	M/S Ayyan Molecular	<p><b>M/S Ayyan Molecular</b></p> <p>Company would like to bring in the knowledge that company received notification for demo on Thursday 18 April 2024 and company representative visited the end-user on the same day. All companies were time for demo till 19 April 2024 (2 Days). Company Representative explained all the detail to the end user that it's not possible to arrange and install the equipment in the lab within the given time, company tried to arrange the unit for demo but due to import issues couldn't do it in this time company offered a visit to Islamabad/Karachi or online demonstration of the equipment from the Manufacturer, End user agreed but till that time the minutes of meeting were finalized with reference to the meeting held on 19 April 2024. Moreover, the approved model quoted by M/S Chemical House was not demonstrated physically in the Lab but approved. The online demonstration of the equipment's was previously practiced by the end user. It is requested the management kindly consider online demonstration that can be arranged within one day notification. In the past, equipment demonstration have done via presentation.</p>	<p>The Committee called the representative of the firm to explain their stance. Company Representative explained that it's not possible to arrange and install the equipment in the lab within the given time, company tried to arrange the unit for demo but due to import issues couldn't do it in this time company offered a visit to Islamabad/Karachi or online demonstration of the equipment from the Manufacturer, End user agreed but till that time the minutes of meeting were finalized with reference to the meeting held on 19 April 2024. Moreover, the approved model quoted by M/S Chemical House was not demonstrated physically in the Lab but approved. It is requested the management kindly consider online demonstration that can be arranged within one day notification.</p> <p>The committee gone through the grievance of the firm and decided that the online demonstration is not accepted, Hence the committee unanimously decided to upheld the decision of the technical committee. Grievance of the firm M/S Ayyan Molecular rejected.</p>	Grievance rejected.



Sr.	Name of Tender	Name of firm	Grievance of Firm	Remarks of Grievance committee	Decision
3	HbA1c Kits Kits with Machine on reagent rental basis	M/S PK Medi Engineering	<p><b>M/S PK Medi Engineering:</b></p> <p>Our bid has been technically non responsive with reason of two companies have participated with same brand name and model of G8-Tosoh Japan. We want to assure you that we have been serving as the sub distributor of Tosoh Japan in Pakistan since 2015. Our track record in both the public and private sectors is included on our bid. We have also provided purchase orders to support our quoted model and brand. To verify our distributor rights, we have attached email correspondence with manufacturer dating back to 2015. We have found the participation of M/S Z.A Bio medics is suspicious regarding this brand of Tosoh. Kindly asked to this company for providing any evidence. Further we have kindly requested you to again review the documentation of M/S Z.A Bio medics and verify with the Manufacturer. We suggest rejecting their bid according to the bidding rules. Furthermore, we recently participated in a tender for LGH and our bid was responsive, with our analyzer evaluated positively.</p>	<p>The committee called the representative of the firm to explain their stance. The representative of the firm explained that we have been serving as the sub distributor of Tosoh Japan in Pakistan since 2015. To verify our distributor rights, we have attached email correspondence with manufacturer dating back to 2015. We have found the participation of M/S Z.A Bio medics is suspicious regarding this brand of Tosoh. Kindly asked to this company for providing any evidence. Further we have kindly requested you to again review the documentation of M/S Z.A Bio medics and verify with the Manufacturer.</p> <p>The committee gone through the grievance of the firm and unanimously decided that an e-mail may be sent to the manufacturer (M/S Tosoh) /sole agent (M/S AARA Medical) to verify that who is the official distributor / Authorized Distributor of Tosoh brand in Pakistan. In reply to this Email M/S AARA Medical replied that none of the mentioned two companies (M/S Z.A Biomedics &amp; M/S PK Medi Engineering) are working with us nor authorized by M/S Tosoh (Manufacturer) nor our company (e-mail annexed). Hence the committee unanimously decided to uphold the decision of the technical committee. Grievance of the firm M/S PK Medi Engineering rejected.</p>	Grievance rejected.

Prof. Dr. Farah Shafi, Prof of Medicine



Dr. Khizar Hayat Gondal, Prof of Urology



Prof. Dr. Faheem Afzal, Prof of Pediatrics Medicine



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



Engr. Muhammad Ali Bio-Medical Engineer

