

No. 83563 /LGH
To

dated 18-11 2023

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 Meeting.**

With reference to the subject cited above.

It is therefore kindly requested to upload the minutes of Grievance Committee meeting held on 13-11-2023 on official Website regarding Purchase of Lab Kits with machines on reagent rental basis for this hospital (Copy attached).

Nudrat Sohail
Medical Superintendent
Lahore General Hospital,
Lahore

No. _____ /LGH

dated _____ 2023

A copy is forwarded for information to the:-

1. Principal PGMI/LGH, Lahore.
2. DMS (Purchase), LGH Lahore.

Medical Superintendent
Lahore General Hospital,
Lahore

Minutes of Grievance Committee

1. Grievance Committee meeting was held on 13-11-2023 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 & Chemicals.

2. Following Committee members attended the meeting:-

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

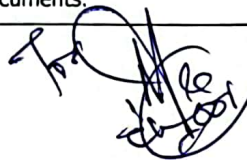
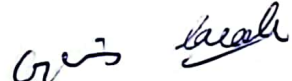

ii. Dr. Ghias-Ul-Hassan, Assistant Prof of Gastroenterology

iii. Dr. Aun Jamal, Assistant prof of Surgery


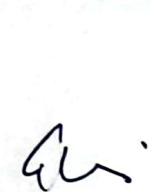

iv. Mr. Muhammad Ali Bio-Medical Engineer

3. The following items were discussed:-

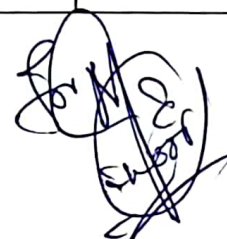


| Sr. | Name of Tender | Name of firm | Grievance of Firm | Remarks of Grievance Committee | Decision of committee |
|-----|---|---|--|--|-----------------------|
| 1 | Special Chemistry Kits with Machine on reagent rental basis | M/S Pakistan Microbiological Associates | Grievance Against M/S Nextek 1. At serial No 7, Special Chemistry Kits with Machine, The Equipment Quoted by M/s Nextek health Care have a country-of-origin China. But as per PPRA rules the quoted Equipment and Reagents must have country of origin or Manufacturing from USA/JAPAN or any other European Country. Due to this reason the status of M/s Nextek health care is to be reconsidered for the mentioned serial No. | The committee member listen to aggrieved firm in detail and asked them to provide the copy of PPRA rule, they have mentioned in their grievance. The representative of the firm failed to provide any evidence of such rule, hence grievance of the firm rejected. | Grievance Rejected |
| 2 | Routine Chemistry Kits with Machine on reagent rental basis for Central Lab | | Grievance Against M/S Clifton 2. At Serial No 9, Routine Chemistry Kits with Machine on Reagent Rental Basis for Central Lab. The Required throughput in the bidding documents at Serial No 18 is 800 Tests/hr. or more. which is clearly mentioned in the note written below the specifications. But M/s Clifton Enterprises has quoted CS680 DIRUI which has a Through put of about 600 T/hr. The quoted Analyzer has less throughput as compared to the throughput required in the bidding documents. Due to this reason the status of M/s Clifton Enterprises is to be reconsidered for the mentioned serial No. | Committee members gone through the grievance of the said firm and the Grievance committee re-evaluated the technical bid of M/S Clifton Enterprises. The committee found that quoted model by M/S Clifton Enterprises fulfill the tender specification & hospital requirement. Hence grievance committee unanimously decided that the grievance of the firm not accepted. | |
| 3 | Routine Chemistry Kits with Machine on reagent rental basis for SEMS Lab | | Grievance Against M/S Biocept 3. At Serial No 10, Routine Chemistry Kits with Machine on Reagent Rental Basis for SEMS Lab, In the Bidding documents at the Serial No 19 the Requirement was that the Analyzer should have both photometric 400 Tests/hr and 400 ISE tests/hr. But The analyzer quoted by M/s Biocept International (RX Imola Randox) Has a throughput of 400 photometric tests/hr. and 240 ISE test per hour. Due to which it does not meet the required throughput mentioned in the bidding documents. | Committee members gone through the grievance of the said firm and the Grievance committee re-evaluated the technical bid of M/S Biocept International. The committee found that quoted model by M/S Biocept International fulfill the tender specification & hospital requirement. Hence grievance committee unanimously decided that the grievance of the firms not accepted. | Grievance rejected. |

Handwritten signatures and initials:




| | Name of Tender | Name of firm | Grievance of Firm | Remarks of Grievance Committee | Decision of committee |
|---|--|------------------------|---|--|-----------------------|
| 4 | HBSAg and Anti-HCV ELISA with machine on reagent rental basis | M/S Sind Medical Store | HBSAg and Anti-HCV ELISA with machine on reagent rental basis As per decision for M/S Chemical House it is considered as "Responsive" whereas the remarks shows that the technical evaluation criteria is not fulfilled, the documents are missing, their quoted instrument does not bear dual certificate FDA 510(K) as mentioned in your remakes as well. Hence, please review the decision and their financial offer must not be opened. | The committee called the representative of the firm M/S Sind Medical Store to explain their grievance. The representative of the firm explain as per decision M/S Chemical House it is considered as "Responsive" whereas the remarks shows that the technical evaluation criteria is not fulfilled, the documents are missing, their quoted instrument does not bear dual certificate FDA 510(K) as mentioned in your remakes as well. The grievance committee re-evaluated the bid of M/S Chemical House and Minutes of meeting of Technical evaluation committee .The committee found that as per remarks of TEC M/S Chemical House is non-responsive but due to typical mistake M/S Chemical House typed as responsive in the end result. Hence the grievance of M/S Sind Medical Store accepted. | Grievance accepted. |
| 5 | Special Chemistry kits with machine on reagent rental basis | M/S Sind Medical Store | Special Chemistry kits with machine on reagent rental basis M/S Nextek Health care offered for Maglumi 2000 Snibe, which is considered as "Responsive" whereas their quoted instrument does not bear FDA 510(K) Certificate. Therefore it should not be considered for further evaluation and procurement. | The Grievance committee re-evaluated the bid and found all required documents & quality related certificate "FDA 510K" attached with the technical bid of M/S Nextek healthcare. Hence grievance committee unanimously decided that the grievance of the firm is rejected. | Grievance rejected. |
| 6 | Routine Chemistry kits with machine on reagent rental basis for central lab 1200 tests/ hr | M/S Sind Medical Store | Routine Chemistry kits with machine on reagent rental basis for central lab 1200 tests/hr Our quoted instrument BS-800 M is CE marked and bears FDA 510(K) certificate additionally, embassy attested free sales certificate is available and these documents shall be presented in the meeting. Therefore, this system shall be considered as "Responsive" on basis of the facts and documents presented. | The Grievance committee called the representative of the firm and ask him to explain their case. The firm representative explained our quoted instrument BS-800 M is CE marked and bears FDA 510(K) certificate additionally, embassy attested free sales certificate is available in our technical bid. The grievance committee handedover the technical bid of M/S Sind Medical Store asked him to show their documents, but representative of the firm failed to provide the required documents in technical bid. Hence the Grievance committee unanimously decided that the decision of the Technical Evaluation Committee stand valid. | Grievance rejected. |

| Name of Tender | Name of firm | Grievance of Firm | Remarks of Grievance Committee | Decision of committee |
|-----------------------------|--------------------|--|--|---|
| Kits & Reagents of HbA1c | M/S Chemical House | <ul style="list-style-type: none"> Advertised Tender specification required 60 sample per hour throughput whereas Sindh Medical Store quoted Trinity Premier Hb 9210 with a throughput of 48 sample per hour only which is far less than tender required throughput, as per PPRA rules tender specs should be followed once advertised. M/s Sindh Medical Store did not perform demo of their unit within the stipulated time as hospital management announced, later on their demo was arranged on special grounds and facilitate them to overcome their lacking and to announce them as single bidder. We are 100% compliant with tender specs and it's our routine to attach all necessary documents with our technical offer, due to some mistake these documents were not found in our technical offer, we had provided all documents to purchase dept. as they required but they announced us as "Non Responsive". Our HbA1c system Variant-II from Bio Rad Laboratories USA is still running successfully in your hospital central lab with the entire satisfaction of all your end users. Our Quoted Model "D100" from Bio Rad Laboratories USA is a DRAP registered product. D100 is placed at Shaukat Khanum Hospital Lahore & Punjab Institute of Cardiology Lahore and running successfully since last 3- 4 years. | <p>The Committee called the representative of the firm M/S Chemical House explain their grievance. The representative of the firm explained Advertised Tender specification required 60 sample per hour throughput whereas Sindh Medical Store quoted Trinity Premier Hb 9210 with a throughput of 48 sample per hour only which is far less than tender required throughput, as per PPRA rules tender specs should be followed once advertised.</p> <p>The committee re-evaluate the technical bid of M/S Sind Medical Store and found that the objection raised by the M/S Chemical House are valid, hence this part of grievance is accepted.</p> <p>ii. second part of Grievance is "we are 100% compliant with tender specs and it's our routine to attach all necessary documents with our technical offer, due to some mistake these documents were not found in our technical offer. Committee checked the bid & found required documents are missing. hence 2nd part of grievance is rejected.</p> | 1st part of grievance in accepted and 2nd rejected. |
| Anti HCV & HbsAg Elisa Kits | M/S Chemical House | <p>We would like to mention that technical committee announced Chemical House as "Responsive" in their advertised technical report but later on informed us that this was a typographical mistake and announced Chemical House as "Non-Responsive" due to deficiency of some documents.</p> <p>We are 100% compliant with tender specs and it's our routine to attach all necessary documents with our technical offer, due to some mistake these documents were not found in our technical offer.</p> <p>Our HBsAg & HCV Elisa systems are running successfully in all major army institutes and in some Govt. institutes along with Pvt Labs also, with the entire satisfaction of all their end users.</p> <p>Our Quoted Elisa Kits & Instrument from Bio Rad Laboratories USA are DRAP registered products.</p> | <p>The Grievance committee called the representative of the firm and ask him to explain their case. The firm representative explained we are 100% compliant with tender specs and it's our routine to attach all necessary documents with our technical offer, due to some mistake these documents were not found in our technical offer.</p> <p>The grievance committee discussed as per bidding documents clause No. iii of Evaluation criteria " After submission of bid No amendments /additional documents in the technical and financial bid shall be permitted". Hence the Grievance committee unanimously decided that the decision of the Technical Evaluation Committee stand valid.</p> | Grievance rejected. |

| Name of Tender | Name of firm | Grievance of Firm | Remarks of Grievance Committee | Decision of committee |
|---|-------------------|---|--|-----------------------|
| Special Chemistry Kits with Machine on reagent rental basis | M/S Hoorah Pharma | Our bid was assessed as technically non-responsive due to inadvertent omission of the Beta HCG component. We Would like to draw your attention to a documents previously submitted in which we clearly stated our unwavering commitment to providing Beta HCG at no cost (Documents attached for your reference). This pledge is a reflection of our dedication to serving LGH and its noble mission of providing quality healthcare services to the community. We respectfully requested that our submission be reevaluated, taking into account our intention to provide Beta HCG free of cost for our organization. we kindly request a reconsideration in this matter and we are ready to provide any necessary documentation to support our commitment and address any concern you may have. | The Grievance committee called the representantive of the firm and asked him to explain their grievance. the representantive of the firm explained our bid was assessed as technically non-responsive due to inadvertent submission of the Beta HCG component. I would like to draw your attention to a documents previously submitted in which we clearly stated our unwavering commitment to providing Beta HCG at no cost (Documents attached for your reference). Purchase Department informed to the grievance committee that tender was advertised as complete package but M/S Hoorah Pharma did not quote the complete package of special chemistry kits. the grievance discussed and unanimously decided that the decision of Techical EVALuation committee stand valid. | Grievance rejected. |

Prof. Dr. Farah Shafi, Prof of Medicine



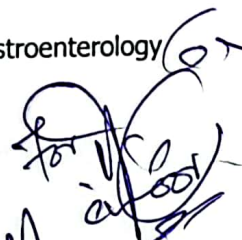
Prof. Dr. Faheem Afzal, Prof of Pediatrics Medicine



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