



**The Children's Hospital,  
University of Child Health Sciences,**

Ferozepur Road, Lahore Phone # (92) (42) 99230901-23 Fax # 99231560



No. P.C./ 57278 /CH&ICH

Dated 30/11, 2021

To


**Mr. Abdul Wahab**  
I/C Programmer (I.T.)  
Health Department, Civil Secretariat,  
Lahore.

Subject: - **REQUEST FOR UPLOADING THE MINUTES OF GRIEVANCE COMMITTEE MEETING REGARDING FRAMEWORK CONTRACTS IN THE CHILDREN'S HOSPITAL, LAHORE FOR THE YEAR 2021-2022 ON HEALTH DEPARTMENT WEBSITE.**

Please find enclosed herewith Minutes of Grievance Committee Meeting regarding the purchase of following framework contracts in The Children's Hospital, Lahore for the year 2021-2022, need to be upload in the Health Department website.

1. Framework Contract of General Store Items
2. Framework Contract for purchase of Laboratory Kits & Chemicals Items.

Your positive response will be highly appreciated.

  
**Prof. Dr. Muhammad Saleem**  
(FCM, FACS (USA), MME-10P)  
Professor of Paediatric Surgery  
Medical Director

**MINUTES OF GRIEVANCES COMMITTEE MEETING HELD ON 20-11-2021 AT 10:00 A.M. IN THE CONFERENCE ROOM AT THE CHILDREN'S HOSPITAL, UNIVERSITY OF CHILD HEALTH SCIENCES, LAHORE FOR THE YEAR 2021-2022**

With reference to the letter No. PC/54287-91 dated 17-11-2021, a meeting of grievance committee regarding Framework contract for purchase of Laboratory Kits & Chemical Items & General Store Items for the year 2021-2022 at The Children's Hospital, University of Child Health Sciences, Lahore was held on 20-10-2021 at 11:00 A.M. in the conference room of the admin block, The Children's Hospital, Lahore.

The meeting started in the name of Allah, the most beneficent the most merciful.

Following members attended the meeting:-

Sr. No.	Name	Designation
01	Dr. Farhana Muzaffar	Prof. of Paed Dermatology / Chairperson
02	Dr. Samina Zaman	Prof. of Histopathology / Member
03	Dr. Edrees Anwar Sheikh	AMS (Admin) / Member
04	Dr. Muhammad Asim Khan	Associate Prof. of Paed Cardiovascular / Member
05	Abdul Jalil	Biomedical Engineer Jinnah Hospital, Lahore / Member

Meeting was chaired by Dr. Farhana Muzaffar, Prof. of Paeds Dermatology / Chairperson. The representatives of the firms were also present who were heard in person. The committee discussed the grievances by submitted by the firms in detail and following decisions were made in the best interest of public:-

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**1. Framework contract for purchase of Laboratory Kits & Chemical Items**



Sr. No.	TENDER SR. NO.	NAME OF FIRM	NAME OF PRODUCT / BID	TAC STATUS WITH REASON OF REJECTION	GRIEVANCE / CLARIFICATION OF THE FIRMS	REMARKS OF GRIEVANCE COMMITTEE	DECISION OF COMMITTEE
1.	37890/8/C H&ICH	M/s Mian Scientific	Laboratory Kits & Chemical Items	The Children's Hospital, Lahore declared M/s Popular International, M/s Bio Care Enterprises responsive as per bid evaluation & technical advisory committee (TAC) M/s Gulf Marketing is not responsive as per bid evaluation criteria mention in the bidding documents.	M/s Mian Scientific submitted grievance letter No. MSC/LHR/2021 dated 08-11-2021 vide diary No. 18860 dated 08-11-2021 against the technical advisory committee (TAC) report / minutes for the year 2021-2022 uploaded on 03-11-2021 on The Specialized Health Care & Medical Education Department and the Children's Hospital, Lahore website. M/s Mian Scientific claimed that his competitors M/s Popular International , M/s Bio Care Enterprises and M/s Gulf International did not have CE certificate of Sr. No. 22 HbsAg, 23 HCV, 24 HIV, 25 ICT Malaria and Sr. No. 26 Syphilis ICT. Vendor (27) M/s Bio Care Enterprises quoted easy check brand which was not mentioned in ISO Certificate. Vendor (13) M/s Popular International did not mention its brand on technical bid. Vendor only attached their U.S Food and drug certificate with company name but said firm did not submitted its C.E/FDA/ISO certificate against their quoted brand mentioned in the compulsory parameters of bidding document. M/s Gulf Marketing International also did not attached any quality certificate against the quoted brand as per our tender requirement.	The committee called the representative of firms M/s Popular International and M/s Bio Care International on 20-10-2021 vide letter No. 54287-91 dated 17-11-2021 to explain their point of view regarding the grievance against them.  Representative of said firm appeared before the committee and failed to justify / clarify the committee members regarding CE certification against their quoted brand.	Grievance accepted in favor of M/s Mian Scientific



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2.	37890/8/C H&ICH	M/s Brightway Enterprises	Laboratory Kits & Chemical Items	The Children's Hospital, Lahore declared M/s Kemisk and M/s Vantage Technologies responsive as per bid evaluation & technical advisory committee (TAC)	<p>M/s Brightway Enterprises submitted grievance letter No. BE/786/2021 dated 08-11-2021 vide diary No. 18861 dated 08-11-2021 against the technical advisory committee (TAC) report / minutes for the year 2021-2022 uploaded on 03-11-2021 on The Specialized Health Care &amp; Medical Education Department and the Children's Hospital, Lahore website.</p> <p>M/s Brightway Enterprises claimed that his competitors M/s Kemisk and M/s Vantage Technologies did not have C.E / ISO certificates. Representative of the M/s Kemisk asked the grievance committee that how specific participated firm came to know about their document details regarding the CE/ISO/FDA certification of their quoted product. It was clarified to him that anyone can check and verify the certifications detail on line and even by mailing to principal, furthermore it was cleared to him that these are public documents and any one can verify and check the documents.</p> <p>Said firm representative also asked that he did not received grievance letter from concerned department of the Children's Hospital, Lahore, he was told that as grievance was submitted against you by M/s Brightway hence you were called and given fair chance to defend yourself in front of grievance committee.</p> <p>Thirdly said firm representative asked that we did not receive any letter about the evaluation of technical proposal. It was clarified to him that technical evaluation report is uploaded on children's hospital and health website.</p>	<p>The committee called the representative of firms M/s Kemisk and Vantage Technologies on 20-10-2021 vide letter No. 54287-91 dated 17-11-2021 to explain their point of view regarding the grievance against them.</p> <p>Representative of said firm appeared before the committee and failed to justify / clarify the committee members regarding CE certification against their quoted brand.</p>	Grievance accepted in favor of M/s Brightway Enterprises

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	37890/8/C H&ICH	M/s Brightway Enterprises	Laboratory Kits & Chemical Items		<p>Every vendor participated in tender has ten (10) days from the time of uploading of technical evolution report till the time of grievance to see it on the respective websites.</p> <p>Representative of firm also asked the grievance committee that if procuring agency need any documentation we can provide it now. But grievance committee told him that after opening of bids no documents can be added or removed from the bid that is why we mentioned in the advertisement that bid should be in tape binding and to be on the safe side every page of the bid should number too, so that no vendor can claim that his documents are missing.</p> <p>Said firm representative also asked the Chairperson of the committee that he also wanted to look CE/ISO/FDA certification mentioned in compulsory parameters of the bidding document in the bid of M/s Brightway.</p> <p>Committee told him that he can check the concerned document any time he wanted.</p> <p>M/s Kemisk attached CE Certificate on letter head of company and attached Govt. of Australia health department certificate which was not acceptable. Govt. of Australia Health Department certificate was not required as per compulsory parameters of bidding documents.</p> <p>Bid of said firm was shown to its representative who also after seeing the bid he agreed that their documentation in the bid were not upto the mark as per compulsory parameter mentioned in the bidding documents.</p>	 	



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					M/s Vantage Technologies also attached CE Certificate on letter head of company which was not acceptable. Representative of the firm after evaluating his bid also agreed that their documentation in the bid were not upto the mark as per compulsory parameter mentioned in the bidding documents.		
3.	37890/8/C H&ICH	M/s Sind Medical Store	Laboratory Kits & Chemical Items	Said firm did not participate in the tender for the financial year 2021-22 at Children's Hospital, Lahore.	M/s Sind Medical Store submitted grievance letter No. SMS/TCH-UCHS dated 09-11-2021 vide diary No. 18960 dated 10-11-2021 against the technical advisory committee (TAC) report / minutes for the year 2021-2022 uploaded on 03-11-2021 on The Specialized Health Care & Medical Education Department and the Children's Hospital, Lahore website. M/s Sind Medical Store claimed that observation regarding Gel Cards for blood grouping and cross matching on reagent Rental Basis.	The committee called the representative of firms M/s Sind Medical Store on 20-10-2021 vides letter No. 54287-91 dated 17-11-2021, and told him that as you did not participated in current tender for the financial year 2021-22 at Children's Hospital Lahore, hence you are not eligible to participate in grievance.	Grievance is rejected
4	37890/8/C H&ICH	M/s Gulf Marketing International	Laboratory Kits & Chemical Items	The Children's Hospital, Lahore declared M/s Gulf Marketing International is non-responsive as per bid evaluation Criteria mentioned in the bidding documents.	M/s Gulf Marketing International submitted grievance letter No. GMI/CHICH/0911-2021 dated 09-11-2021 vide diary No. 18990 dated 10-11-2021 against the technical advisory committee (TAC) report / minutes for the year 2021-2022 uploaded on 03-11-2021 on The Specialized Health Care & Medical Education Department and the Children's Hospital, Lahore website. M/s Gulf Marketing International submitted his grievance regarding bid evaluation report in which his bid was rejected, as said firm did not submit any quality certificates (C.E/FDA/ ISO against the quoted brand as per our tender requirement.	The committee called the representative of firms M/s Gulf Marketing International on 20-10-2021 vides letter No. 54287-91 dated 17-11-2021 to explain his point of view regarding the grievance against them. Representative of said firm appeared before the committee and after due discussion committee with held the decision of technical advisory committee (TAC) after clarification of few points.	Grievance is rejected


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					<p>M/s Gulf Marketing submitted their grievance against the decision of TAC that its product complies to all bid evaluation criteria. The grievance committee examined the bid. As per TAC decision it was found that though CE certificate was attached, but the brand quoted by M/s Gulf Marketing is Diagnostar as per their technical proposal, CE of said product was not attached.</p> <p>Committee is of the view that quality certificate were issued to a product, not to a company / supplier. In this regard committee has given a fair chance to the firms representative to provide some prove regarding the quality assurance of diagnostar that the quoted model is as per quality standards i.e. (C.E/FDA/ISO), but he failed to provide such documents, committee urge that this product play a key role in initial detection of HbsAg, HCV, HIV, ICT Malaria and Syphilis ICT. Compromising on quality standards may lead /affect proper diagnosis and treatment of sick patients After due deliberation committee unanimously decided the quality certificates of diagnostar were not submitted as per tender enquiry.</p> <p>The grievance was reject and decision of TAC sustained.</p>		

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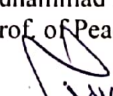
**2. Framework contract for purchase of General Store Items**

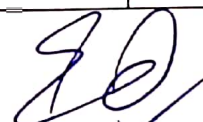
1.	37890/5/C H&ICH	M/s Rafiq Sons International	General Store Items	The Children's Hospital, Lahore declared M/s Rafiq Sons non-responsive due to less 2% CDR as per our estimated cost which is mentioned in the compulsory parameters of bidding documents.	M/s Rafiq Sons submitted grievance letter No. RSI/Chh-Lhr/ 21-22 dated 05-11-2021 vide diary No. 18949 dated 09-11-2021 against the technical advisory committee (TAC) report / minutes for the year 2021-2022 uploaded on 29-10-2021 on The Specialized Health Care & Medical Education Department and the Children's Hospital, Lahore website. M/s Rafiq Sons International claimed that his 2% CDR is less than the total estimated cost. Please consider me. M/s Rafiq Sons International grievance was also time barred.	The committee called the representative of firms M/s Rafiq Sons International on 20-10-2021 vide letter No. 54287-91 dated 17-11-2021 and told him that your 2% CDR is less than our estimated price furthermore your grievance is time barred hence your grievance cannot be entertained.	Grievance is rejected
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Abdul Jalil  
Biomedical Engineer Jinnah Hospital, Lahore

  
Dr. Samina Zaman  
Prof. of Histopathology

Dr. Muhammad Asim Khan  
Associate Prof. of Pead Cardiovascular

  
Dr. Farhana Muzaffar  
Prof. of Peads. Dermatology

  
Dr. Edrees Anwar Sheikh  
AMS (Admin)

It is submitted for information & approval please

M.D  
