The Children's Hospital
University of Child Health Sciences
Ferozepur Road, Lahore Phone # (92) (42) 99230901-23 Fax # 99231560

No. P.C./ 6087 /CH&UCHS Dated 19-01-, 2023

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 THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT UNDER ADP SCHEME "UPGRADATION OF PEADIATRIC ENT & UROLOGY DEPARTMENT" AND FRAMEWORK CONTRACT OF COCHLEAR IMPLANT (HEARING DEVICES) ON HEALTH DEPARTMENT WEBSITE FOR THE YEAR 2022-2023**

Please find enclosed herewith Minutes of the **Grievance Committee meeting regarding The Procurement of Electro Medical Equipment Under ADP Scheme "Up gradation of Peadiatric ENT & Urology Department" and Framework Contract of Cochlear Implant (Hearing Devices)** at The Children's Hospital, University of Child Health Sciences, Lahore for the year 2022-2023,need to be upload in the Health Department website.

Your positive response will be highly appreciated.

Prof. Dr. Muhammad Saleem
(FCPS FACS (USA), MME-HPE)
Professor of Paediatric Surgery
Medical Director

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD 10-01-10-2023 AT 11:00 A.M. REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT UNDER ADP SCHEME "UPGRADATION OF PEADIATRIC ENT & UROLOGY DEPARTMENT" AND FRAMEWORK CONTRACT OF COCHLEAR IMPLANT (HEARING DEVICES) FOR THE YEAR 2022-2023

With reference to letter **no. P.C./1174-78/CH&UCHS** dated **07-01-2023**, a Grievance Readdersal Committee meeting was held on **10-01-2023** at **11:00 A.M.** in the Conference Room of the Admin Block, The Children's Hospital, Lahore regarding addressing the grievance of the firms under bid reference Nos. 53106/1-58/CH&UCHS **Procurement of Electro Medical Equipment Under ADP Scheme "Up-gradation of Peadiatric ENT & Urology Department andFramework Contract of Cochlear Implant (Hearing Devices)** under bid reference No. 55231/01/CH&UCHS for the year **2022-2023**.

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

The Committee was briefed about the tendering process and the technical evaluation of the bids and representation from different firms regarding the non-responsive status by the Technical Advisory Committee Report which was uploaded / publically announced on websites.

Detail of firm's grievances / TAC status of reason of rejections of firms and decision of Committee are as under.

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
1.	CO2 Laser for ENT	M/s Mediland Pakistan (Pvt.) Ltd.		M/s Radiant Medical Model: UNILAS TOUCH Make: LIMMER LASER • Quoted model does not have Hand pieces 4"/6" with a standard set of tips. • M/s Radiant has no satisfactory past performance for the quoted product. And their quoted model UNILAS TOUCH is not installed in the ENT department of any Government institute. Furthermore, we request you to please conduct a demo of CO2 Laser in the ENT Department. So that for a better understanding of equipment performance, End users may not face any difficulty in product performance in ENT Specialty. These are major deviations as mentioned above and shall be considered for non-responsiveness of the technical bid of above mentioned firms. Keeping in view the above-mentioned points, you are requested to review the technical bid of aforementioned firms and revise the technical evaluation report accordingly.	The grievance of the firm was examined and representative of the firm was heard. The Grievance Committee re-examined the bid of M/s Radiant Medical and found that hand pieces size 4"/5"/6" is not mentioned on their Technical Offer and product brochure. Moreover; the Performance Certificates presented by the firm i.e. from Dow University of Health Sciences and PIMS are not verifiable. Performance Certificates were provided by the firm of Dow University of Health Sciences letter head is deficient of name and designation of the signatory. Whereas the 2nd Performance Certificate of Pakistan Institute of Medical Sciences Islamabad was presented without official diary no of the Institute. End-user comments/ feed up on the performance of the product is not available as well. **Foregoing in view the grievance of the firm M/s Mediland is accepted and the decision of the TAC is reverted and declares M/s Radiant Medical as Non-Responsive.**

Professor of Pediatric Surgery

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD 10-01-10-2023 AT 11:00 A.M. REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT UNDER ADP SCHEME "UPGRADATION OF PEADIATRIC ENT & UROLOGY DEPARTMENT" AND FRAMEWORK CONTRACT OF COCHLEAR IMPLANT (HEARING DEVICES) FOR THE YEAR 2022-2023

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
2.	Operating Microscope for ENT	M/s Latif Brothers		Kindly check and verify the technical quotation of our competitors M/s. Jassani Scientific, whether they have quoted the "Integrated Recorder with Hard Drive" originally provided by the manufacturers or from local market. We may mention here that "Recorder with Hard Drive" originally integrated (by the manufacturers) in the Operation Microscope for ENT is necessary to provide high quality of recording for teaching purposes and justified comparison.	The grievance of the firm was examined and representative of the firm was heard. The Committee re-examined the Technical Offer of M/s Jassani Scientific it is clearly mentioned in the Technical Offer of M/s Jassani Scientific that they will provide original integrated Recorder with Hard Drive from the manufacturer. **Foregoing in view the grievance of the firm M/s Latif Brothers is rejected and decision of the TAC is upheld.**
3.	HFO Ventilators (Peadiatrics / Neonatal)	M/s Clinical Life		With reference to your Technical Evaluation Report, we would like to inform you that technical offer of M/S Digionics doesn't fulfill the requirements of Bidding documents technical knockout criteria. The quoted model Servo N is installed in RIC Hospital Rawalpindi. The said Institute is specialized for cardiac dieses. Therefore, High Frequency Oscillatory ventilation is not being used on patients at RIC Hospital Rwp. Hence the quoted model is not tested and trialed in term of HFO which is the core requirement of Tender. Moreover, according to our information, this ventilator is out of service for many months. The honorable technical committee has accepted this ventilator for the purchase of 06 x HFO ventilators. But the quoted model by M/S Digionics does not meet the following technical evaluation criteria and their offer should be rejected. 29.2 Technical Evaluation Criteria 8. Satisfactory Past Performance of the quoted Product We would request to the honorable grievances committee to check the current performance of quoted model from RIC Rawalpindi.	The grievance of the firm was examined and representative of the firm was heard. The Committee re-examined the bid of M/s Digionics and found that two recent Performance Reports are available. The Performance Report from Rawalpindi Institute of Cardiology is signed by both End user and Biomedical department. 2nd Performance Report from Mukhtar A. Sheikh is also attached for reference.

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Bid Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
				Furthermore, M/S Digionics was disqualified from your esteemed institute on same grounds. Looking at the above scenario we would request the honorable committee to re-evaluate the technical offers of above firm and as per technical knock down criteria their offer should be rejected. We really appreciate your kind consideration in this regard. Dear Sir, With reference to your Technical Evaluation Report, we would like to inform you that technical offer of M/S Total Technology doesn't fulfill the requirements of Bidding documents technical knockout criteria. 29.2 Technical Evaluation Criteria 8. Satisfactory Past Performance of the quoted Product The quoted model Leoni Plus/ Lowenstein Medical, Germanyis installed in NICU of a private hospital Karachi where ventilator is not in used. And especially the High frequency Oscillation ventilation feature has never been in their use. So, performance report of such hospital has no value. And the offer of M/S Total Technology should not be accepted on this basis. We would like to further add that quoted model has rejected from Sir Ganga Ram Hospital Lahore with the statement: "M/S Total Technology has only one satisfactory report which is of 1 ventilator installed in private institute in Karachi which is not a satisfactory performance of company to purchase such a huge quantity for MCH block." Copy of grievances report of Sir Ganga Ram Hospital is attached. Looking at the above scenario we would request the honorable committee to re-evaluate the technical offers of above firm and as per technical knock down criteria their offer should be rejected. We really appreciate your kind consideration in this regard.	Performance Certificate from Usman Memorial Hospital Karachi is attached in the bid of M/s Total Technologies. Further Feedback / Demonstration Report of four different nursery consultants are also attached in the bid which proved that product is fit for neonates. **Foregoing in view the grievance of the firm M/s Clinical Life is rejected and decision of the TAC is upheld.**

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD 10-01-10-2023 AT 11:00 A.M. REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT UNDER ADP SCHEME "UPGRADATION OF PEADIATRIC ENT & UROLOGY DEPARTMENT" AND FRAMEWORK CONTRACT OF COCHLEAR IMPLANT (HEARING DEVICES) FOR THE YEAR 2022-2023

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
4.	Pediatric Laparoscope Set / System	M/s Allmed Solutions	Camera System 4K resolution 3840x2160 Forceps (Serial no. 4 , 6 , 10 , 30)	BRAUNdo not have 4K camera system in their product line. In technical specification procuring agency demanded Bipolar Kelly Grasping forceps at Serial No. 4. That specific forceps not available with is B.BRAUN, VARIZONE and other Manufacturer. Kindly verify the required item from their technical offer. In technical specification procuring agency demanded Right Angle Forceps at Serial No. 6. Same forceps not available with B.BRAUN kindly verify. In technical specification procuring agency demanded Bipolar Forceps enestrated at Serial No. 10. Same is not available with B.BRAUN kindly verify. Needle Holder at Serial No. 30 same is not available with B.BRAUN kindly verify. M/S Allmed Solution have a complete range in Peads Laparoscope. Except Vascular Clamp Serial No. 41. So we undertake that, these items will provide FOC as per ENDUSER choice. M/S B.BRAUN didn't meet the tender specification	The Grievance of the firm was examined and representative of the firm was heard. The Grievance Committee re-examined the bid of M/s B.BRAUN and found that resolution of 4k Camera is not mentioned / offered in the Technical Offer of the firm. M/s Verizone is already non-responsive in the TAC Report therefore no need to address said point. The Committee rejected the stance of firm which they submitted in his own defense as some instruments are not available with M/s Allmed Solution as per requirement of advertised specifications, details conveyed to his representative of the firm which they agreed for their non-availability. **Foregoing in view the grievance of the firm M/s Allmed Solutions is accepted against M/s B. Braun and the decision of the TAC is reverted and declare M/s B.BRAUN as Non-Responsive.** **Moreover; the grievance of M/s Allmed Solution in his own defense is straight away rejected and decision of TAC is upheld in this regard.**

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD 10-01-10-2023 AT 11:00 A.M. REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT UNDER ADP SCHEME "UPGRADATION OF PEADIATRIC ENT & UROLOGY DEPARTMENT" AND FRAMEWORK CONTRACT OF COCHLEAR IMPLANT (HEARING DEVICES) FOR THE YEAR 2022-2023

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
		M/s Verizon		M/S VERIZON We would like to bring to your kind attention that we have quoted items as per the specifications and our company has a long standing reputation in providing Electro-medical equipment and services. we have quoted the items manufactured in Germany by Richard wolf, world leading brand in Endoscopic Equipment. Complete range of Peads laparoscope is available. Future upgrades are available. M/S B Braun The technical committee has approved M/S B Braun, but they do not have a range of endo-urology instruments & flexible-scope and also the camera system does not have the required camera filters and features. Complete range of Peads laparoscope is not available. No range available for bipolar instruments (3.5mm) No models are specified in the published technical report, and they do not feature a 4K camera system.	The grievance of the firm was examined and representative of the firm was heard. The Grievance Committee re-examined the bid of M/s Verizon and rejected the stance of firm as some instruments were not available with M/s Verizon as per requirement of advertised specifications, details conveyed to his representative of the firm which they agreed upon for their non-availability. Further the Grievance against M/s B. Braun has already been addressed and declared M/s B.Braun as non- responsive. **Foregoing in view the grievance of M/s Verizon in his own defense is straight away rejected and decision of TAC is upheld.**

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD 10-01-10-2023 AT 11:00 A.M. REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT UNDER ADP SCHEME "UPGRADATION OF PEADIATRIC ENT & UROLOGY DEPARTMENT" AND FRAMEWORK CONTRACT OF COCHLEAR IMPLANT (HEARING DEVICES) FOR THE YEAR 2022-2023

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
		M/s Radiant Medical (Pvt.) Ltd.		M/s Radiant Medical did not fulfill the clause no. 1 of part 1 of the knock down criteria (bid evaluation). Hence, M/s Radiant Medical Declared technically non responsive. We would like to state that we have already quoted the complete package and complete items of the advertised tender. To give you more confidence in our quoted product from manufacturer Gimmi GmbH, we request you to kindly give us any date and time to give demonstration of the quoted items. Further, we request you to kindly re-check our quoted items and your tender specifications (Apple to Apple). We are fully sure that we have offered complete package as per tender specifications. We request you to as, we offered complete items as per tender specifications then our bid may be consider as technically responsive. Grievance against M/s B. Braun Aesculap We would like to state that we have strong reservations on M/s B Braun. They have quoted Pediatric Laproscope set of Aesculap, Germany. Aesculap did not manufacture UHD 4K Camera system. Aesculap manufacture 2D and 3D Camera System only. Whereas the tender specifications is asking to quote the UHD 4 K camera system with resolution of 3840 x 2160 pixels. Their 2 D camera systems have resolution of 1920 x 1080 pixels only. Further, they do not have the picture in picture mode via camera head button or monitor. The following items needs to be checked from their bid:	The Grievance of the firm was examined and representative of the firm was heard. The Grievance Committee re-examined the bid of M/s Radiant Medical and rejected the stance of firm as some instruments were not available with M/s Radiant Medical as per requirement of advertised specifications, details conveyed to the representative of the firm who agreed upon for their non-availability .Further the grievance against M/s B. Braun has already been addressed and declared M/s B.Braun as non-responsive.

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD 10-01-10-2023 AT 11:00 A.M. REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT UNDER ADP SCHEME "UPGRADATION OF PEADIATRIC ENT & UROLOGY DEPARTMENT" AND FRAMEWORK CONTRACT OF COCHLEAR IMPLANT (HEARING DEVICES) FOR THE YEAR 2022-2023

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
				Suction and coagulation cannula, 5mm, with connector pin for unipolar coagulation, 30-36cm. (They do not have suction and coagulation. They only manufacture suction cannula) Thread manipulator 5 mm Aesculap did not manufacturer Thread manipulator. Clip applicator medium, large (both must be quoted) please re-check their bid. Moreover, we want to bring in to your kind notice that M/s B Braun did not have any sale reference of 4K Camera in Pakistan and also Past performance of the 4 K Camera is not available with M/s B Braun. Hence their offer may be technically rejected.	**Foregoing in view the grievance of M/s Radiant Medical in his own defense is straight away rejected and decision of TAC is upheld.**
5.	Medium Range Color Doppler Machine	M/s Bio-Tech Services		Reference to your tender Technical Evaluation Report dated 29th Dec, 2022 at Your Official Web site for the FY 2022-23. Please find below our reservations for your kind information and action please. We would like to inform you that We, M/s Bio-Tech Services, has quoted Model: MyLabX8exp of M/s Esaote, S.p.A, Italy as per your advertised specifications. We have been declared non-responsive due to not having Fibro-scan / Attenuation Imaging for fat liver assessment software. We clarify that we have quoted QAI (QAttenuation Imaging) software in optional item as per your requirement; QAI is the brand software name of M/s Easote S.p.A, Italy. For further clarification, please verify it though enclosed technical data sheet page No.20.	The grievance of the firm was examined and representative of the firm was heard. The Grievance Committee re-examined the bid of M/s Bio-Tech Services and found that the submitted brochure does not contain the software required for Liver assessment. The representative of the firm submitted some additional brochure which was mentioning the required software. The Committee examined this additional brochure and does not find it coherent with already submitted brochure which does not depict the required Liver assessment software, therefore the Committee rejected the stance of firm. **Foregoing in view the grievance of M/s Bio-Tech Services in his defense is straight away rejected and decision of TAC is upheld.**

Surgery

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD 10-01-10-2023 AT 11:00 A.M. REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT UNDER ADP SCHEME "UPGRADATION OF PEADIATRIC ENT & UROLOGY DEPARTMENT" AND FRAMEWORK CONTRACT OF COCHLEAR IMPLANT (HEARING DEVICES) FOR THE YEAR 2022-2023

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6.	Holmium LASER 100 watt with LASER fibers 25 pieces	M/s Verizon		M/S VERIZON The technical committee has rejected our based on the following technical points. WAVELENGTH: The wavelength mentioned in the brochure is 1.9 micrometer and when you convert into nanometers then the wavelength would be same as per your requirement (1940um) which is also mentioned in our CE Certificate and user manuals. TOWER FORMAT HOUSING: The above system is on a dedicated trolley like the tower system which can be easily moved As per point number 05 technical evaluation criteria, OEM certification is required so we would like to inform you that Quanta System is the original manufacturer whereas EMS is not the original manufacturer.	The grievance of the firm was examined and representative of the firm was heard. The Grievance Committee re-examined the bid of M/s Verizon and found that if we convert 1.9 micrometer into nanometers than value will be 1900 nanometer whereas PVMS specifications requirement is 1940 +-20nm nanometer. Furthermore; quoted lower model as Desktop Version whereas tender requirement is Tower Version. Both points are violation of PVMS / Advertised specifications. As per manufacturer's definition in European law manufacturer means "The natural or legal person with responsibility for the design, manufacture, packaging and labeling of a device before it is placed on the market under his own name, regardless of whether these operations are carried out by that personal himself or on his behalf by the third party." EMS provided CE certificate and quoted model is also available on the website of the EMS. **As per above mentioned stance and manufacturer's definition in European Law EMS fulfilling the criteria of manufacturer.** **Foregoing in view the grievance of M/s Verizon in his defense is straight away rejected and decision of TAC is upheld.**

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD 10-01-10-2023 AT 11:00 A.M. REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT UNDER ADP SCHEME "UPGRADATION OF PEADIATRIC ENT & UROLOGY DEPARTMENT" AND FRAMEWORK CONTRACT OF COCHLEAR IMPLANT (HEARING DEVICES) FOR THE YEAR 2022-2023

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7.	(a) Extra-Corporeal shock waves Lithotriptor (ESWL) integrated type for Pediatric patient (b) General anesthesia set up as pr PVMS	M/s Allmed Solutions	Clause 1 of part 1 Clause 3 of part 2 Clause 4,5,6 pf parts 3 knock down	We really appreciate your fair TAC decision against the submitted technical offer by M/S Hospital Supply Corporation. We highlight the more points that are important to verify. Kindly see the technical specification in which clearly mentioned that the quoted system should be latest but M/S Hospital Supply quoted their old Model (COMPECT SEGMA) launched in 2003instead of latest model DELTA III Mobile Lithotripter. M/S HSC does not have any functional lithotripter in Punjab and no services engineers are available for Punjab territory. We Allmed Solutions would like to suggest you kindly see the past performance of quoted product according to the knock down clause number 7,8,9	The grievance of the firm was examined and representative of the firm was heard. TAC already declared M/s HSC as non-responsive so no need to address further. **The committee is of the view that M/s Hospital Supply is already declared as Non Responsive.**

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD 10-01-10-2023 AT 11:00 A.M. REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT UNDER ADP SCHEME "UPGRADATION OF PEADIATRIC ENT & UROLOGY DEPARTMENT" AND FRAMEWORK CONTRACT OF COCHLEAR IMPLANT (HEARING DEVICES) FOR THE YEAR 2022-2023

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
8.	Middle Ear Micro Ear Surgery Set	M/s FDS (Pvt.) Ltd.		13. Middle Ear Micro Surgery Set Objection: FDS Didn't fulfill the clause no. 4 of Part III of the knock down criteria Answer: Clause No. 4 of Part No. III of the Knock Down Criteria is not available in.	The grievance of the firm was examined and representative of the firm was heard. Specification compliance is available in the Bidding Document which is mentioned in clause No. 4 of part -III Knock Down Criteria of Bidding Document which was shown to the representative of the firm and he was satisfied now. Further it was informed to the firm's representative that they were declared as non-responsive due to variation in the sizes of instruments quoted and advertised specifications which do not comply with required tender specification. **Foregoing in view the grievance of the firm M/s FDS is rejected and decision of the TAC is upheld.**
9.	Middle Ear Surgery Tympanoplasty and Stapedotomy Set	M/s FDS (Pvt.) Ltd.		14. Middle Ear Surgery Tympanoplasty and Stapedotomy Set Objection: FDS Didn't fulfill the clause no. 4 of Part III of the knock down criteria Answer: Clause No. 4 of Part No. III of the Knock Down Criteria is not available in.	The grievance of the firm was examined and representative of the firm was heard. Specification compliance is available in the Bidding document which is mentioned in clause No. 4 of part- III Knock Down Criteria of Bidding Document which was shown to the representative of the firm and he was satisfied now. Further it was informed to the firm's representative that they were declared as non-responsive due to variation in the sizes of instruments quoted and advertised specifications which do not comply with required tender specifications. **Foregoing in view the grievance of the firm M/s FDS is rejected and decision of the TAC is upheld.**

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD 10-01-10-2023 AT 11:00 A.M. REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT UNDER ADP SCHEME "UPGRADATION OF PEADIATRIC ENT & UROLOGY DEPARTMENT" AND FRAMEWORK CONTRACT OF COCHLEAR IMPLANT (HEARING DEVICES) FOR THE YEAR 2022-2023

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
10.	Mastoid Drill System and Shaver Debrider with components	M/s Popular International		According to the TAC Report we M/S Popular International Pvt. Ltd are not fulfilling the Clause No. 4 of Part II Which States" Bidder Past Performance" Medtronic is one of the leading manufacturers worldwide, having specialties in multiple domains including ENT also. Medtronic is the first one to establish ENT navigation in the Pakistan and have multiple install bases of our latest innovative products including Mastoid Drill & Microdebrider /Shaver System across Pakistan. Attached are the few Past Performance Reports of the same. (Literature is attached) According to the TAC Report we M/S Popular International Pvt. Ltd are not fulfilling the Clause No. 4 of Part III Which States" Specification Compliance features wise." The PVMS specifications, attached with the letter, also mention that RPM should be in range of 40,000 to 100,000, which is standard. And we are fully compliant to it. (Literature is attached) According to the TAC Report we M/S Popular International Pvt. Ltd are not fulfilling the Clause No. 5 of Part III Which States" The Technical Eligibility of the Product." We are fully complying with the Tender Requirement and Specification therefore you are requested to please reconsider your decision. (Literature is attached)	The grievance of the firm was examined and representative of the firm was heard. The Committee re-examined the Bid of the firm and found that firm is not fulfilling the specification criteria of advertised specifications. 80,000 rpm was the requirement of advertised specifications whereas; firm quoted model having capacity of 75,000 rpm in Mastoid Drill. Further firm mentioned that they are fulfilling the specifications as per newly notified PVMS Specifications. The new PVMS was notified after the advertisement of the tender. It was informed to the firm that the Evaluation shall be Conducted as per advertised specification & tender terms. Moreover; firm did not submit any written clarification within seven days as Bidding documents clause 26.

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Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
				According to the TAC Report we M/S Popular International Pvt. Ltd are not fulfilling the Clause No. 6 of Part III Which States" The Technical Eligibility of the Firm." We are fully complying with the Tender Requirement and Specification therefore you are requested to please reconsider your decision. (Literature is attached) Furthermore a drill, besides the factor of RPM, the torque of the motor also matters a lot. Higher RPM can cause temperature increase at the site that can cause necrosis in the structure. A torque gives drill a proper stability that enhances the effect of drilling. Our system is based on high torque which gives surgeon so ease for drilling with maximum stability. Very high RPMs can also result in slipping which can damage the surrounding area, while contact during the burr and the bone. In the wake of the above it is very humbly requested that our (M/s Popular International) technical bid is fully compatible to the requirement of the institution (Specifications) and we may kindly be given an opportunity to serve the institution to its entire satisfaction.	**Foregoing in view the grievance of the firm M/s Popular International is rejected and decision of the TAC is upheld.**
		M/s FDS (Pvt) Ltd.		We would like to bring into your kind notice that our technical offers against serial nos.14, 16&23, 24 declared as non-responsive due to the following reasons: 16 & 23. Mastoid Drill System & Shaver Dibrider with Components Objection: FDS Didn't fulfill the Clause No. 4 of Part II of the Knock down criteria. i.e. past performance Answer: We have supplied the said item all over Pakistan of world renowned brand Conmed USA. Purchase orders, Installation certificates & Preventitive maintenance reports were submitted with our technical offer, again enclosed for ready reference.	The grievance of the firm was examined and representative of the firm was heard. The Committee re-examined the Bid and found that no Past Performance Certificate is attached in the bid which was also conveyed to the representative of the firm and was satisfied now. **Foregoing in view the grievance of the firm M/s FDS is rejected and decision of the TAC is upheld.**

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD 10-01-10-2023 AT 11:00 A.M. REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT UNDER ADP SCHEME "UPGRADATION OF PEADIATRIC ENT & UROLOGY DEPARTMENT" AND FRAMEWORK CONTRACT OF COCHLEAR IMPLANT (HEARING DEVICES) FOR THE YEAR 2022-2023

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11.	Mastoidectomy Set	M/s FDS (Pvt) Ltd.		24.Mastoidectomy Set Objection: FDS Didn't fulfill the clause no. 4 of Part III of the knock down criteria Answer: Clause No. 4 of Part No. III of the Knock Down Criteria is not availablein We also bring in your kind notice that high-quality quoted brand MEDICON GERMANY' products quoted against (item no. 13, 14 & 24) are sold in over 120 countries worldwide. The products are almost entirely "made in Germany". As a company certified in accordance with EN ISO 13485:2003 and MDD 93/42 EEC, MEDICON eG guarantees consistently high quality in terms of product design, development, and manufacture in all production processes. Top priority is given to quality in all sectors of the company. Hence, we request the honorable committee to grade our offers as responsive by following the tradition of healthy competition. Should you need any additional information or clarification, please do let us know and we'll be more than happy to comply.	The grievance of the firm was examined and representative of the firm was heard. Specification compliance is available in the Bidding document which is mentioned in clause No. 4 of part III knock down criteria of bidding document which was shown to the representative of the firm and he is satisfied now. Further it was informed to the firm's representative that you was declared as non-responsive due to variation in the sizes of instruments quoted by you and advertised specifications. **Foregoing in view the grievance of the firm M/s FDS is rejected and decision of the TAC is upheld.**

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD 10-01-10-2023 AT 11:00 A.M. REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT UNDER ADP SCHEME "UPGRADATION OF PEADIATRIC ENT & UROLOGY DEPARTMENT" AND FRAMEWORK CONTRACT OF COCHLEAR IMPLANT (HEARING DEVICES) FOR THE YEAR 2022-2023

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
12.	ENT Unit combined and ENT Treatment Units	M/s Radiant Medical (Pvt.) Ltd.		Grievance against M/s Sigma International It is requested to please check the past performance of the said firm for the quoted product and brand. It is requested to please check the Technical and Engineering capability of the firm for the quoted product and brand.	The grievance of the firm was examined and representative of the firm was heard. The Committee re-examined the bid and found that Past satisfactory performance of the said firm for the quoted product and brand is attached in the bid of M/s Sigma International whereas; in the Technical Engineering capability of the firm is not up to the mark as not a single engineer is on the pay roll of the company as mentioned in the bid. **Foregoing in view the grievance of the firm M/s Radiant is accepted and Grievance Committee reverted the decision of the TAC and declared M/s Sigma International as Non-responsive.**
		M/s Mediland Pakistan		M/s Radiant Medical Model: Modula Europa Make: Heinemann Medizintechnik GmbH • In quoted model, Unit's drawers don't have built in UV lamp • In quoted model, system does not have wastage collection jar 1kg Also, the system does not have touch screen that can adjust the intensity of automatic switching light. **M/s Sigma International** Model: Entermed BV Make: • In quoted model, the structure is not coated with painted with SS/ Antibacterial paint with a transparent gloss layer for protection against external agents. • Unit's drawers don't have built in UV lamp • System does not have wastage collection jar 1kg • ENT chair does not have independent and separate movements of up/down, backrest seat and leg rest.	The grievance of the firm was examined and representative of the firm was heard. The Committee re-examined the Bid of M/s Radiant Medical and found that M/s Radiant Medical did not quote Unit's drawers don't have built in UV lamp and the system does not have touch screen that can adjust the intensity of automatic switching light as per requirement of advertised specifications. **Foregoing in view the grievance of the firm M/s Mediland Pakistan is accepted and Grievance Committee reverted the decision of the TAC and declared M/s Radiant Medical as Non-responsive.** The grievance of the firm was examined and representative of the firm was heard. The Committee re-examined the bid and found that all points already addressed in the bid of M/s Sigma International. **Foregoing in view the grievance of the firm M/s Mediland is rejected in this regard.**

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD 10-01-10-2023 AT 11:00 A.M. REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT UNDER ADP SCHEME "UPGRADATION OF PEADIATRIC ENT & UROLOGY DEPARTMENT" AND FRAMEWORK CONTRACT OF COCHLEAR IMPLANT (HEARING DEVICES) FOR THE YEAR 2022-2023

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
13.	Pulse Oximeter	M/s Saarf Medical Solutions		Non-Compliant. Pulse Detection not as per Specification. It is hereby confirmed that our offered model has thePulse rate measuring range is30 - 254 bpm. Find attached documented proof from the technical data sheet of offered model PAVO. It is to inform you that the pulse rate measurement isalreadyamended30-250 bpm in PVMS with the consent of all concerned bidders find enclosed the latest Approved PVMS of the same item Pulse Oximeter. All the procuring agencies already adopted the new PVMS, find enclosed the reference specification of the same item after Pre-bid at PMU where all prospective bidders of this particular item unanimously agreed upon this for30 - 250 bpm. In addition, find enclosed the minutes of meeting of Sahiwal Medical College where they accepted pulse measurement range 30-250 bpm inspite of advertised specification pulse measurement range 20-250 bpm for ready reference.	The grievance of the firm was examined and representative of the firm was heard. The Committee re-examined the Bid of the firm and found that firm is not fulfilling the specification criteria of advertised specifications. 20-254 bpm was the requirement of advertised specifications whereas; firm quoted model having capacity of 30-254. Further firm mentioned that they are fulfilling the specifications as per newly notified PVMS Specifications. The new PVMS was notified after the advertisement of the tender. It was informed that the tender shall be finalized as per advertised specification & its terms & conditions. Moreover; firm did not submit any written clarification within seven days as Bidding documents clause 26. **Foregoing in view the grievance of the firm M/s Saarf Medical Solutions is rejected and decision of the TAC is upheld.**

Professor of Paediatric Surgery
Medical Director

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD 10-01-10-2023 AT 11:00 A.M. REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT UNDER ADP SCHEME "UPGRADATION OF PEADIATRIC ENT & UROLOGY DEPARTMENT" AND FRAMEWORK CONTRACT OF COCHLEAR IMPLANT (HEARING DEVICES) FOR THE YEAR 2022-2023

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
		M/s Hospicare Systems		It is referred to your evaluation report against subject tender in which we are disqualified in spite of the fact that we fully meet the tender specifications and attached all the desired documents as per evaluation criteria of your advertised bidding documents. We are feeling aggrieved and lodging our written complaint on technical scrutiny concerning our grievance as per clause 67 of PPRA rules 2014. Not fulfill the clause No.4 & 5 of part III of the knock down criteria (product evaluation). Non-Compliant pulse detection not as per specification • We would like to bring your kind attention that as per Clause #20 of technical evaluation criteria "The offer which contains the minor deviations from the specifications and the deviations would not have any kind of effect on the quality, efficiency, reliability and durability of products will be declared as substantially responsive." • As per above said clause that is very minor deviation and has no clinically advantage of such a lower and high range, we fulfill all the requirement and specifications of the tender. So, we request the procuring agency to declare our bid as "Responsive". **Presentation against M/s Popular International (Sr#29) Qty-04:** As per clause #08, of you are knocked down criteria "Satisfactory Past performance of the bidder for quoted product". As per said clause that M/s Popular International does not have past performances of the quoted product and the said firm does not fulfill the criteria. So, we are requested you that the procuring agency should be declares M/s Popular International as "Non-Responsive". We are resubmitting the related documents and requested you to please accept our justification for the sake of healthy and transparent competition among all the bidder as per PPRA rules.	The grievance of the firm was examined and representative of the firm was heard. The Committee reexamined the bid of the firm and found that firm is not fulfilling the specification criteria of advertised specifications. 20-254 bpm was the requirement of advertised specifications whereas; firm quoted model having capacity of 25-254. To accept the minor deviation is the mandate of Technical Advisory Committee and TAC rejected the offer. The grievance of the firm was examined and representative of the firm was heard. The Committee re-examined the Bid of the firm and found that Past Satisfactory Performance are attached in the bid. **Foregoing in view the grievance of the firm M/s Hospicare is rejected and decision of the TAC is upheld.**

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD 10-01-10-2023 AT 11:00 A.M. REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT UNDER ADP SCHEME "UPGRADATION OF PEADIATRIC ENT & UROLOGY DEPARTMENT" AND FRAMEWORK CONTRACT OF COCHLEAR IMPLANT (HEARING DEVICES) FOR THE YEAR 2022-2023

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14.	Flexible Endoscope Equipment	M/s Mediland Pakistan (Pvt.) Ltd.		With reference to the subject cited above, we "M/s Mediland Pakistan Pvt. Ltd." have been declared non-response due non-compliant with the specification of Sr#35 – Flexible Endoscope Equipment. For clarification compliance sheet along with Brochure& IFU is enclosed as ANNEXURE-A. We request you to kindly reconsider our technical bid and declare us responsive in this product. Moreover, we have been technically accepted in Sr. # 1, 26 & 36 of the aforementioned technical evaluation report. However, we have reservations regarding the technical bids of below mentioned firm, which shall be considered for conducting the procurement procedure in the most effective manner to ensure that the equipment being procured fully comply with the requirements of the hospital and end user.	The grievance of the firm was examined and representative of the firm was heard. The Committee re-examined the bid of the firm and found that firm is not fulfilling the specification criteria of advertised specifications. Deflection: up down 120-140 degree was the requirement of advertised specifications whereas: firm quoted model having capacity of deflection 120-120 degree. Furthermore: Light built in with monitor or separately both are accepted was the advertised specifications whereas: quoted model have light with scope. **Foregoing in view the grievance of the firm M/s Mediland Pakistan is rejected and decision of the TAC is upheld.**
15	Non-Invasive Monitor	M/s Saarf Medical Solutions		Not accepted because at the time of demo temperature sensor was not working up to the markup demo With due respect we have strong impression that during demonstration of unit in absence of our designated engineer, this feature wasn't have proper settings and the temperature probe/sensor may not properly connected. We do hereby confirm that the temperature sensor is comply your advertised tender specifications and up to the mark. Further we request you kindly grant us another chance to demonstrate the unit before committee to clarify this feature properly. Therefore, in light of the above clarifications, we request you to accept our quoted model and declare our offer "RESPONSIVE" for the widest possible competition as per PPRA rule 10 and for an efficient and economical procurement process as per PPRA rule 4.	The grievance of the firm was examined and representative of the firm was heard. The firm M/s Saarf Medical Solutions misinterpreted the facts as the demonstration was taken in the presence of representative of the firm but on the request of firm the Grievance Committee again given a chance to firm to demonstrate its product on next day before finalization of the minutes of the meeting. Again the demonstration was taken in the presence of firm representative but again it was found that working of temperature parameter is not up to the mark, and kept on fluctuating which showed that the product is not stable in its Output Parameters. **In the presence of Foregoing facts, the grievance of the firm M/s Saarf Medical Solutions is rejected and decision of the TAC is upheld.**

Pediatric Surgery

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD 10-01-10-2023 AT 11:00 A.M. REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT UNDER ADP SCHEME "UPGRADATION OF PEADIATRIC ENT & UROLOGY DEPARTMENT" AND FRAMEWORK CONTRACT OF COCHLEAR IMPLANT (HEARING DEVICES) FOR THE YEAR 2022-2023

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16.	Cystoscope & Resectoscope for Adolescent	M/s Allmed Solutions	Knock Out Criteria, Clause no. 4 and 5 Part No. III	M/S Allmed Solutions quoted Biopsy forceps instead of Micro Scissors in tender specification serial no. 12. Allmed Solutions will deliver the FOC scissor as per ENDUSER choice.	The grievance of the firm was examined and representative of the firm was heard. The Committee re examined the Bid and found that M/s Allmed Solutions is not fulfilling the advertised specifications regarding micro scissor hence cannot be accepted. **Foregoing in view the grievance of the firm M/s Allmed Solutions is rejected and decision of the TAC is upheld.**
17.	Cochlear Implant (Hearing Devices)	M/s Audio Medics		In reference to the above mentioned tender, we want to challenge the results wherein we have been declared non responsive for the clause that states that the quoted model must not be more than five years old. We would like to bring to your notice that we quoted the cochlear implant system comprising of Internal Unit: Cochlear TM Nucleus® Profile with Slim Electrode (CI522) and External Unit: Nucleus® 7 S Sound Processor (CP1002)which were launched in Pakistan within last 5 years. Certificate from the principals dated 4-11-22 stating the same was submitted with the tender document. It clearly states that the first CI522 was imported in Pakistanwithin5 years in October 2018.	The grievance of the firm was examined and representative of the firm was heard. The Committee observed that there is an ambiguity in the advertised documents that raised confusion at different levels in order to avoid the confusion / misunderstanding / infractions which may lead towards misprocurement, the Committee decided to recall the tender afresh by using the standard Bidding Documents circulated by the SH&ME department prepared by PPRA & notified technical specification of PVMS in true letter & spirit. In this way any confusion & complications in future can be avoided. **The Committee is of the view that the instant tender may be scrapped and must be readvertised by using the standard Bidding Documents, circulated by the SH&ME department prepared by PPRA and notified technical specification of PVMS in true letter & spirit, to avoid any confusion & complications in future.**

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				We would further like to highlight that we had a similar situation last year and as per the minutes of last year's pre-bid meeting reference No. P.C./50070/CH&ICH dated 22-10-2021, we were considered complied to the above criteria. To keep you informed Cochlear is the global leader in cochlear implant and first choice for pediatric cases due to its high reliability (99.72%) leading to lowon going cost and proven hearing performance. It is also the thinnest implant body in the market, at 3.9mm; to support efficiencies for surgery, improve patient aesthetics and minimize protrusion, especially for Pediatric patients. 22channels in the internal implant supports improved speech understanding outcomes in quiet and in noise for cochlear implant recipients (Croghan et al –improved speech outcomes when the number of active electrodes increased).	
				Nucleus® 7 S Sound Processor with the benefit of dual microphone and direct streaming features further enhances the hearing outcome in the CI users. This decision, in our opinion, is Irrational / Biased and goes against PPRA policy. Considering that there was no such condition in the PVMS, it appears that this point was included intentionally to exclude us technically. Therefore, we would highly advise you to reconsider your decision. We can seek legal arbitration to challenge this decision if necessary	

Engr. Abdul Jalil Bio Medical Engineer Jinnah Hospital, Lahore (Member)	**Dr. Zia Ur Rehman** Associate Prof of Peadi Neurology (Member)	**Dr. Edrees Anwar Sheikh** AMS (Admin) (Member)
Dr. Muhammad Asim Khan Prof. of Pead Cardiovascular (Member)	**Dr. Samina Zaman** Prof. of Histopathology (Chairperson)	