



**The Children's Hospital,  
University of Child Health Sciences**  
Ferozepur Road, Lahore Phone # (92) (42) 99230901-23 Fax #  
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No. P.C./ 38271 /CH&UCHS

Dated 23/06/2023, 2023

To

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

Subject: - UPLOADING THE MINUTES OF GRIEVANCE COMMITTEE MEETING REGARDING FRAMEWORK FOR SURGICAL DISPOSABLES / MEDICAL DEVICES AND FRAMEWORK FOR GENERAL STORE ITEMS IN THE CHILDREN'S HOSPITAL, UNIVERSITY OF CHILD HEALTH SCIENCES (UCHS), LAHORE FOR THE YEAR 2023-24 ON HEALTH DEPARTMENT WEBSITE

Please find enclosed herewith the Minutes of Grievance Committee Meeting regarding Framework for Surgical Disposables / Medical Devices and Framework for General Store Items in The Children's Hospital, University of Child Health Sciences, Lahore for the year 2023-24 need to be uploaded in the Health Department website.

Your positive response will be highly appreciated.

**PROF.DR. TIPU SULTAN**  
MBBS, FCPS, M.Sc (UK), (FRCPC (LONDON))  
Prof. of Paediatric Neurology  
Medical Director

GRIEVANCES COMMITTEE MEETING MINUTES REGARDING THE FRAMEWORK CONTRACT FOR PURCHASE OF SURGICAL DISPOSABLE ITEMS / MEDICAL DEVICES & FRAMEWORK FOR GENERAL STORE ITEMS THE HELD ON 15-06-2023 AT 10:00 A.M. IN THE CONFERENCE ROOM OF THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH, SCIENCES, LAHORE FOR THE YEAR 2023-2024.

AGENDA: EVALUATION OF REPRESENTATIONS (GRIEVANCES) OF THE FIRM'S AGAINST THEIR QUOTED BRANDS IN THE TENDER OF SURGICAL DISPOSABLE ITEMS / MEDICAL DEVICES & FRAMEWORK FOR GENERAL STORE ITEMS FOR THE YEAR 2023-2024

Reference to the letter No. P.C./36365-66/CH&UCHS dated 14-06-2023, meeting of grievance committee regarding the Framework Contract for Purchase of Surgical Disposable Items / Medical Devices & Framework for General Store Items for the year 2023-2024 was held on 15-06-2023 at 10:00 a.m. in the conference room of the admin block, The Children's Hospital, Lahore.

Following members attended the meeting:-

Sr. No.	Name	Designation
1.	Dr. Samina Zaman	Prof. of Histopathology
2.	Dr. Muhammad Khalid Masood	Prof. of Paeds. Medicine / Head of Department Medical Unit-III
3.	Dr. Edrees Anwar Sheikh	AMS (Admin)
4.	Dr. Zia ur Rehman	Associate Prof. of Paeds Neurology
5.	Mst. Tahira Saman	Hospital Pharmacist

**PROCEEDINGS**

The Meeting started with the name of Almighty Allah the Most Gracious, the Most Merciful.

Deputy Superintendent Purchase briefed the Committee that tender for the procurement of Surgical Disposable / Medical Devices vide tender serial No. PC-2-CH&UCHS/2023/20053 & PC-12-13-14-CH&UCHS/2023/20055/CH&UCHS were advertised in the Express News & Dawn News Paper as well as on PPRA & The Children's hospital websites. Total Sixty Five (65) firms participated in the Surgical Disposable & Seven (07) firms in the General Store.

Meeting was chaired by Dr. Samina Zaman Prof. of Histopathology / Chairperson. The representatives of the firms were also present who were heard in person. The firm representative was given full chance and liberty to justify his representation. The committee discussed the grievances submitted by the firm's in detail and following decisions were made in the best interest of public:-



**GRIEVANCES COMMITTEE MEETING MINUTES REGARDING THE FRAMEWORK CONTRACT FOR PURCHASE OF SURGICAL DISPOSABLE ITEMS / MEDICAL DEVICES & FRAMEWORK FOR GENERAL STORE ITEMS THE HELD ON 15-06-2023 AT 10:00 A.M. IN THE CONFERENCE ROOM OF THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH, SCIENCES, LAHORE FOR THE YEAR 2023-2024.**

Sr. No.	Grievance by Firm	Reason of Rejection	Decision of Grievance Committee
1.	<p>M/s Shafia Enterprises submit letter No. Nil Dated 07-06-2023 vide dairy No. 15126 dated 08-06-2023.</p> <p>We would like to inform you that we quoted for items having <b>Sr. No. 337,338,339,340</b> (Latex Surgical Gloves). The Technical Evaluation Committee has declared us non responsive due to non-provision of drug sales license/DRAP establishment license and valid agency agreement. Furthermore, our samples have also been rejected by end-user.</p> <p>Here, we would like to clarify that copy of RAP establishment license to import medical devices is attached on page 135. The copy of valid agency agreement is also attached on page 134. Manufacturer authorization is also attached on page 114. Beside this, our samples have been rejected by end-user. In this regard, we want to clarify that our imported surgical gloves are manufactured as per international standards by M.R.I Thailand and thus have superior quality. We supply these gloves in all over the country and we have never heard any complaint. Similarly, these gloves have also been approved by government hospitals. Their elasticity and other physical features are up to the mark. We have really surprised that our samples have been rejected by end user.</p> <p>Lastly, we again would like to clarify that we have provided all the documents in our technical proposal and we therefore, request you to make us responsive against the criteria and we also request for the re-evaluation of our samples. We will really be grateful to you if you accept our demand.</p>	<p>M/s Shafia Enterprises was declared Non responsive as per Bid Evaluation knock down criteria clause no 1,2 and,3 i.e.</p> <p>1. Valid Drug Registration Certificate (DRC)/ Medical Device Enlistment Certificate of the quoted brand issued by DRAP Pakistan.</p> <p>2. Drug Sale License/ Valid Manufacturing License (If applicable) / Enlistment Certificate of the firm issued by DRAP (if applicable).</p> <p>3. Valid Sole Agency Certificate/Agreement/Authorization for quoted item(s).</p>	<p>Grievance Committee sustained the decision of Technical Evaluation Committee (TAC). Hence grievance is rejected.</p>
2.	<p>M/s Meditron Medical Systems submit letter No. Nil Dated 03-06-2023 vide dairy No. 14785 dated 03-06-2023.</p> <p>Reference to the Technical Evaluation of Endoscopy item "Hemoclip" (Tender Sr. No. 130) of Surgical Disposable tender 2023-24. Our product has been rejected on the basis of "Not applied for Registration" although we already attached the DRAP applications for registration in our bid. A copy of DRAP submitted application is attached herewith this letter for your ready reference.</p> <p>It is requested to you kindly consider our grievance and make the product responsive. We shall be grateful to you for your kind consideration.</p>	<p>M/s Meditron Medical System was declared non responsive as the firm did not attached the Drug Registration Certificate in the bid.</p>	<p>Bid was evaluated again in the Grievance Meeting by the members and the said certificate was found attached in the bid, Hence grievance is accepted.</p>




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Sr. No.	Grievance by Firm	Reason of Rejection	Decision of Grievance Committee
3.	<p>M/s Essity Pakistan Ltd submit letter No. CHL/87/FS/sh Dated 09-06-2023 vide dairy No. 15265 Dated 10-06-23.</p> <p>Reference to the Technical Evaluation Report our product Soffban having Sr. No. 354&amp; 355 has technically qualified and Gypsona Plaster having Sr. No. 358&amp;359 as well.</p> <p>In this regard, we would like to draw your attention to an important matter regarding the approval of an alternative under cast padding in addition to Soffban. It is crucial to emphasize that improper cushioning beneath the cast can lead to the development of cast sores.</p> <p>We Strongly believe that prevention is the key to avoiding cast sores altogether. We take pride in our legacy of preventing cast sores, particularly in pediatric cast applications. Your KOLs have personally witnessed the remarkable cushioning effect of Soffban during the treatment of your patients and has found perfect. Soffban maintains its loft and effectively protects the skin of your patients throughout the entire treatment period, including during cast removal, ensuring a cast sore-free experience.</p> <p>Please reconsider the decision to approve an alternative under cast padding and recognize the importance of maintaining our proven methods and techniques. By adhering to the use of Soffban, we can continue to provide optimal care and prevent unnecessary discomfort and complications for our patients.</p>	<p>M/s Essity Pakistan Ltd stated that the Technically accepted brand Proban quoted by M/s Cotton Craft is not compatible with the Gypsona.</p>	<p>Representative of M/s Essity Pakistan Ltd appeared before Grievance Committee and explain his point regarding approval of an alternative under cast padding in addition to Softban which can lead to development of cast store.</p> <p>After due deliberation it was decided by Grievance Committee there is no such limitations of using alternative under casting padding. Therefore TAC decision sustained by Grievance Committee, hence Grievance is rejected.</p>
4.	<p>M/s Pakistan Marketing Services submit letter No. PMS/0964 Dated 05-06-2023 vide dairy No. 14930 Dated 06-06-2023</p> <p>M/s Pakistan Marketing Services submitted technical bid vide PMS/Q-1651 dated 10April, 2023. Our product Blood Sugar Strips is declared as non responsive.</p> <p>Non responsive due to not mentioning the free of cost Glucometer.</p> <p>Respectfully, we do not agree with the decision of the committee and hereby submit our clarification against the objections raised as follows:</p> <p>It is apprised that M/s Pakistan Marketing Services (PMS) has already mentioned that "free of cost Glucometer will be provided as per Hospital requirement" in our technical quotation (Quotation copy is also attached herewith for reference).</p>	<p>M/s Pakistan Marketing Services item was not according to advertised specification as the said firm did not mentioned the Free of Cost Glucometer in its Technical Proposal.</p>	<p>Representative of the firm appeared before Grievance Committee and explained his point</p> <p>Bid was re-evaluated again the relevant document was attached, hence Grievance is accepted.</p>



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5.	<p>M/s Anwar &amp; Sons submit letter No. As-Acets/2022-23/001770 Dated 05-06-2023 vide dairy No. 14948 Dated 06-06-2023.</p> <p>Item Sr. No. 160 Hospital Specification Skin Stapler (sterile, individually blister pack) and Quoted Specification Skin Stapler 35W, Advan China.</p> <p>Brand name of the quoted product i.e. "Skin Stapler, Advan" is mentioned on the technical proposal (attached can be seen). Our quoted brand is not only registered with DRAP but it fulfills all the required parameters regarding quality and satisfaction of end user and same time the quoted brand is cost effective.</p> <p>Item Sr. No. Hospital Specification Polypropylene 6/0 RB (Sterile) 13mm and Quoted Specification Polypropylene, 6/0 13mm, 3/8 circle round bodied taper point double needle 60cm.</p> <p>A number of 6480 foils of our quoted product have been supplied to your hospital, Children Hospital Lahore against the acceptance of rates letter number 47819/CH&amp;UCHS dated 21-08-2022 and not a single complain received from the end user in this regard.</p>	<p>M/s Anwar &amp; Sons was declared non responsive in item No. 160 as per evaluation knock down criteria Clause No. 4 i.e.</p> <p>Valid free sale Certificate of quoted brand from the country of manufacturer (translated in English).</p> <p>Item No. 260 was declared was non responsive by end user, but firm said that item was already used in your hospital last year.</p>	<p>Grievance Committee rejected the grievance of M/s Anwar &amp; Sons in item No. 160 as Free Sale Certificate was not according to the brand quoted in the tender.</p> <p>Regarding item No. 260 Grievance Committee after due deliberation accepted the Grievance as the product is already being used in hospital.</p>
6.	<p>M/s Maher Apparels submit letter No. MA/103/23 Dated 06-06-2023 vide dairy No. 15047 Dated 01-06-2023.</p> <p>Our product (Paper Adhesive Surgical Tape 1 inch) declared non responsive mentioned that free sale certificate; GMP/ ISO13485 Certificate and CE/MDD/FDA/WHO/Jp MHLW/EMA/ISO certifications are not attached.</p> <p>Sir this product all required certifications are already attached in our technical bid, you can verify from our bid.</p> <p>Our product (Disposable Shoe Cover) declared non responsive.</p>	<p>M/s Maher Apparels was declared non responsive in item No.09 as per Bid Evaluation knock down criteria Clause No. 4,8 and 9 i.e.</p> <p>4. Valid free sale Certificate of quoted brand from the country of manufacturer (translated in English).</p> <p>8. Good Manufacturing Practices (GMP) / ISO Certificate 13485</p> <p>9.CE/MDD/FDA/WHO/JpMHLW/EMA /ISO certification 10993 of the quoted brands.</p> <p>Item No. 333 was declared non responsive by end user.</p>	<p>After due deliberation Grievance Committee rejected the grievance against item No. 09 as the firm did not fulfill the knock down criteria of Bid Evaluation.</p> <p>In item No. 333 Grievance Committee accepted the Grievance of the firm.</p> 

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7.	<p>M/s Total Technologies (Pvt) Ltd submit letter No. TTPL/12121/2023 Dated 08-06-2023 vide dairy No. 15207 Dated 09-06-2023.</p> <p><b>Item No. 366 (Cleaner &amp; Disinfectant for Medical Instruments Manual / Ultrasonic)</b> Please note that our quoted item is declared as non responsive while defining no reason whatsoever of rejection. Therefore please provide us with the justification of rejection so that we may clarify against the same. Further please note that our quoted product is a well renowned brand with VAH Certified (German Association for applied Hygiene). For kind of your consideration technical data sheets are attached.</p> <p><b>Item No. 367 (Surface Disinfectant)</b> Please note that our quoted product is declared as non responsive while defining no reason whatsoever of rejection. Therefore please provide us with the justification of rejection so that we may clarify against the same. For kind of your consideration technical data sheets are attached.</p>	<p>M/s Total Technology was declared Non responsive as per Bid Evaluation knock down criteria Clause no 06 i.e.</p> <p>Quoted Product should not have less than one year of local market experience. Supply of the quoted product must be Equivalent or Higher than the advertised quantity.</p>	<p>Grievance Committee rejected the Grievance as the firm did not fulfill the knock down criteria of Bid Evaluation.</p>
8.	<p>M/s Moon Enterprises submit letter No. ME/CH&amp;UCHS-LHR/2023-24 Dated 01-06-2023 vide dairy No. 14805 Dated 03-06-2023.</p> <p>It is very much surprising that the quoted product Item No. 11 Alcohol Swab are TEC Non Responsive due to samples not approved.</p> <p>This quoted product is Awarded and supplied in many esteemed organizations. i.e The Director General Health Service (Punjab), Hepatitis Control Program, Govt. Nawaz Sharif Teaching Hospital, Lahore Punjab Institute of Cardiology, Lahore Children Hospital, Faisalabad, AFIP, Rawalpindi, RIC, Rawalpindi Indus Hospital, Islamabad Nai Zindagi, Islamabad In different FY 2020-21, 2021-22 AND 2022-23 without a single complaint. our quoted product is well known in open market and as well as applied for registration in DRAP. Latest Awards/.Os as reference are already attached in bid for the same quoted Item in favor of Moon Enterprises, Lahore for your ready reference.</p> <p>We humble request your good self to please Re-Check/Re-Evaluate the samples and do the needful accordingly at an early date. We are ready to provide you the fresh samples if required by your good self.</p>	<p>M/s Moon Enterprises was declared Non responsive as per Bid Evaluation knock down criteria Clause No 01 in item No 11.i.e.</p> <p>Valid Drug Registration Certificate (DRC) / Medical Device Enlistment Certificate of the Quoted Brand Issued by DRAP Pakistan.</p>	<p>After due deliberation it was found that DRAP Registration is not attached in the bid of said firm, hence Grievance is rejected.</p>



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Sr. No.	Grievance by Firm	Reason of Rejection	Decision of Grievance Committee
9.	<p>M/s Al Rehan Pharma submit letter No. ARP-1045-23 Dated 09-06-2023 vide dairy No. 15195 Dated 09-06-2023.</p> <p>Tender Sr. No. 176 DJ Stent with Guide Wire 0.018 &amp; 0.021 MM</p> <p>Tender Sr. No. 177 PCN Set</p> <p>Tender Sr. No. 182 Glide Wire</p> <p>You have declared us "Non Responsive" due to the reason that we do not have drug registration for the above mentioned items.</p> <p>Please note that we attached the application registration for all the three items. We have been exempted from registration by DRAP till Dec 2023.</p> <p>Therefore please re-consider us and declare us responsive for these items.</p> <p>We have applied with DRAP for registration of these items. A copy of application is also attached with technical bid.</p>	<p>M/s Al Rehan Pharma was declared Non responsive as per Bid Evaluation knock down criteria Clause No 1 in item no 176, 177 and 182 i.e.</p> <p>Valid Drug Registration Certificate (DRC) / Medical Device Enlistment Certificate of the Quoted Brand Issued by DRAP Pakistan.</p>	<p>Representative of M/s Al Rehan appeared before Grievance Committee and explained his point regarding the knock down Clause i.e. DRAP Registration for the said items and after due deliberation the said documents was found in the bid, hence Grievance is accepted.</p>
10.	<p>M/s Allmed Solution submit letter No. Nil Dated 08-06-2023 vide dairy No. 15194 Dated 09-06-2023.</p> <p><b>Tender Sr. No. 44 CVP Line Triple Lumen (Peads)</b></p> <p>Bactiguard is an international Sweden brand, which material is of good quality. It is also verify by DRAP to issue us DRAP registration. So it is requested to please re assess it. We have so many customers throughout Pakistan, some of which DC and purchase orders have been attached.</p> <p><b>Tender Sr. Sr. 112 Sub Clavian Catheter for Hemodialysis</b></p> <p>Amecath is an international standard brand approved by DRAP and even it was also approved by end user in Services hospital Lahore. Purchase orders are attached. And in Sheikh Zayed Hospital Lahore currently using. Our Double Lumen also approved by DTL, so there is not any doubt regarding quality of product, DTL copy has been attached. Therefore it is requested to re assess it.</p> <p><b>Tender Sr. No. 199 Camera Sleeves</b></p> <p>Sir, we are exclusive distributor of Krl Storz in Pakistan. Karl Storz is a leading brand in international market, our Camera Sleeve rejected due to poor quality in tender item # 199, quantity 3500 but we are responsive with the same brand in tender item # 191, quantity 250. In same tender on one side quality is good but on other side quality is poor. Therefore, sir, please reassess this item.</p>	<p>M/s Allmed Solution was declared non responsive in item No. 44 CVP Line as the end user rejected the item saying that the quoted CVP Line is not as per advertised specification in which Nitinol is required.</p> <p>In Item no 112 firm was declared Non Responsive by enduser.</p> <p>In Item no 199 firm was declared Non Responsive as per knock down criteria Clause no 01 i.e</p> <p>Valid Drug Registration Certificate (DRC) / Medical Device Enlistment Certificate of the Quoted Brand Issued by DRAP Pakistan</p>	<p>After due deliberation Grievance Committee sustained the decision of Technical Evaluation Committee (TAC), hence grievance is rejected.</p>



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Sr. No.	Grievance by Firm	Reason of Rejection	Decision of Grievance Committee
11.	<p>M/s Jamal Din &amp; Sons submit letter No. CH&amp;UCHS/92/507 Dated 07-06-2023 vide dairy No. 15164 Dated 08-06-23.</p> <p>Valid free sales certificate of quoted brand from the country of manufacturer check for origin in English.</p> <p>Free sales certificate is already attached in the technical bidding sealed envelope, Free sales certificate No. 138897 dated 04-05-2021 has been issued by Ministry of Health of Turkey in English of manufacturer company TMT (Tibbi Medikal Alzemeleri) Product brand name Egemen is attached in the bidding document.</p> <p>Affidavit (on judicial paper Rs.100/-) from sole agents(s) that their products are freely available with same brand name in the country of manufacturer and are safe for human consumption</p> <p>General affidavit is already attached in the technical bidding documents</p> <p>Quoted product should not have less than one year of local market experience. Supply of the quoted product must be equivalent or higher than the advertised quantity</p> <p>As per Product Tender Serial Code No. 141 &amp; 144 have already supplied in Children Hospital Lahore By importer manufacture itself in the FY 2022-23 (Purchase order attached for the reference)</p> <p>Product code 144 is supplied in Financial year 2022-23 against purchase order No. 37854/CH&amp;UCHS dated which clearly shows the quoted product have more than one year experience in the market.</p>	<p>M/s Jamal Din &amp; Sons was declared Non responsive as per Bid Evaluation knock down criteria Clause No 4,5 and 6 in item no 141 and 144 i.e.</p> <p>Valid free sale Certificate of quoted brand from the country of manufacturer (translated in English).</p> <p>Affidavit (on judicial paper Rs. 100/-) from sole agent(s) that their products are freely available with same brand name in the country of manufacturer and are safe for human consumption</p> <p>Quoted Product should not have less than one year of local market experience. Supply of the quoted product must be Equivalent or Higher than the advertised quantity.</p>	<p>After due deliberation it was found that Free Sale Certificate, Affidavit and experience of the product was not attached in the bid, hence Grievance is rejected.</p>
12.	<p>M/s Eastern Medical Care submit letter No. T230606-CH-01L Dated 06-06-2023 vide dairy No. 14975 Dated 06-06-2023.</p> <p><b>Item Sr. No. 337,338,339 &amp; 340 Surgical Gloves Powdered</b></p> <p>The Firm submitted list of POs /Invoices experience of quoted product since 2022 attached with their grievance letter and request for re evaluation of samples by the end user and also their products have CE/ISO Certificates.</p>	<p>M/s Eastern Medical Care was declared Non responsive as per Bid Evaluation knock down criteria Clause No 06. In item no 337,338,339 and 340 i.e.</p> <p>Quoted Product should not have less than one year of local market experience. Supply of the quoted product must be Equivalent or Higher than the advertised quantity</p>	<p>After due deliberation Grievance Committee sustained the decision of Technical Evaluation Committee (TAC), hence grievance is rejected.</p>



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13.	<p>M/s Tech Zone submit letter No. Nil Dated 05-06-2023 vide dairy No. 15011 Dated 07-06-2023.</p> <p>Sr. No. 100 i.e. (complete Cardiovascular OT Pack) Sr. No. 154 (Theater Set) &amp; Sr. No. 334 (Disposable Surgical Gown)</p> <p>Following was the knock out clause (Knock out criteria page 30, clause No. 4 copy attached annex-I)</p> <p><b>"Valid free sale certificate of quoted brand from the country of manufacturer (translated in English)" valid free sale certificate legalized / notarized, Pakistan embassy attested free sale certificate of the product (medical devices)</b></p> <p>However, for the product Sr. No. 100 i.e. (Complete cardiovascular OT Pack) Sr. No. 154 i.e. (Theater Set) &amp; Sr. No. 334 i.e. Disposable surgical gown the brand:Fuzelong" quoted by M/s Allied Healthcare and M/s Ever-X respectively have been technically qualified (copy attached Annex-2) though both the bidders neither have the free sales certificates for the quoted brand i.e. "Fuzelong" not have the registrations with DRAP with same brand name i.e. "Fuzelong"</p> <p>It is requested to review the DRAP registration and free sales certificates provided by M/s Allied Healthcare and M/s Ever-X for the above mentioned products and declare them non-responsive for failing to fulfill the knock out criteria.</p> <p>Sr. No. 12 (ETT without cuff) our quoted product weracon has been declared non-responsive for not having the experience. The POs have been provided with the bid. At the same time M/s Allied Healthcare has been declared responsive for the same product with the product's status as being registered. The ETT without cuff (Chilecom) quoted by M/s Allied Healthcare is not registered rather the registration is only for ETT with cuff. It is requested to kindly review the above and declare us responsive.</p>	<p>M/s Tech Zone submitted Grievance against M/s Allied Health Care in item No. 100 and 154 as the firm did not have Free Sale Certificate and Registration of quoted product and M/s Ever-X against item No. 12 in which the firm have applied category of registration and against item No. 334 did not have Free Sale Certificate and Registration of quoted product.</p>	<p>.After due deliberation it was found that the said certificates and registration is not by the brand name as quoted in the Bid against item no 100 and 154. Hence Grievance submitted by M/s Techzone is accepted.</p> <p>Same is the case against item No. 334 that the Free Sale certificate and registration is not by the brand name as quoted in the Bid. Hence Grievance submitted by M/s Techzone is accepted.</p> <p>Against item No. 12 M/s Tech Zone did not have the experience of said product as per knock down criteria , hence grievance rejected of m/s Tech Zne</p>



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Sr. No.	Grievance by Firm	Reason of Rejection	Decision of Grievance Committee
14.	<p>M/s Vertex Medical (Pvt) Ltd submit letter No. OS-SUP/THI/DSP/CHL/2023/00121 Dated 06-06-2023 vide dairy No. 15007 Dated 07-06-2023.</p> <p>Reference to above cited subject, we M/s Vertex Medical Pvt. Ltd participated in above mentioned tender for the procurement of surgical disposable items related to medical devices for the Children's Hospital Lahore, which was due on 12-04-2023. After the announcement of technical evaluation report which was uploaded on the official website of specialized Health department dated 30-05-2023 against our quoted tender technical offer and submitted samples, we have been announced NON RESPONSIVE in item 62 i.e. Bacterial &amp; Viral Filter for Anesthesia Machine.</p> <p>It is stated that your reputed institution is equipped with our Dragger Medical devices i.e. ventilators, Anesthesia machines and Anesthesia workstations. We had been supply in breathing filters/HMEs since last two years. It is also pertinent to mention here that regarding the performance and precise results; it is necessary that the equipment should be used with its compatible disposables which are especially made for it. It also enhances equipment life and standardization of results, Dragerwerk, Germany is the only company who manufactures dedicated disposables for its medical devices so that the devices can give maximum determined results.</p> <p>In view of above, we would like to request your good self to please probe into the matter and direct the procuring agency to do a re-evaluation of our submitted samples and allow us to participate in the tender on merit, so that the concerned institute can purchase high quality disposable products that are compatible with its existing equipment / devices.</p>	M/s Vertex Medical (Pvt) Ltd was declared Non Responsive in Item No. 62 by end user, but firm said that item was already used in your hospital last year.	Grievance Committee after due deliberation accepted the Grievance as the product is already being used in hospital
15.	<p>M/s Silver Surgical Complex (Pvt) Ltd submit letter No. Nil Dated 05-06-2023 vide dairy No. 15012 Dated 02-06-23.</p> <p><b>Tender Sr. No. 4 (b) Disposable Syringe ( Sterile, Blister Pack 1's with Needle) Non Insulin (Auto Disposable 5ml)</b></p> <p>The product has been declared "Non Responsive &amp; Rejected by End User" for the following reasons:</p> <p>It is stated that the certificate is attached with the bid in Section 14 page No. 94 to 98 as per specified in the index sheet of the bid. Moreover, the required certificates are attached herewith.</p> <p>It is stated that the product complies completely with the advertised specifications. The product has no issue in the (past years past purchase order attached with the bid, Section 17, page No. 108 to 133) and DTL of different Batches also cleared, the product has passed sample evaluation by end users at various other public institutions including DHQ Gujranwalal Teaching Hospital, Aziz Bhatti Shaheed Teaching Hospital with no issues, sample evaluation reports attached herewith for your kind consideration. The product is being marketed and utilized at a national level with no complaints.</p> <p>It is humbly requested from you esteemed office to kindly declare the product (Tender Sr. No. 4(b) of M/s Silver Surgical Complex as "Responsive " as they meet all the compulsory criteria of the evaluation. Regarding the sample evaluation, it is humbly requested to re-evaluate the product from the end user as it meets all the advertised specifications and be declared as "Responsive ".</p>	M/s Silver Surgical submitted Grievance as the said firm was declared Non Responsive in tender item no 4 (b) as the said firm did not have CE certificate against the quoted item.	Representative of M/s Silver Surgical Complex (Pvt) Ltd appeared before Grievance Committee and explained his point regarding the knock down Clause i.e. CE certificate for the said item. Hence its Grievance regarding availability of CE Certificate is accepted. However the Technical conducted by the end user in Technical Committee did not accept the item No. 4 (b). Thus Technically rejected.



**GRIEVANCES COMMITTEE MEETING MINUTES REGARDING THE FRAMEWORK CONTRACT FOR PURCHASE OF SURGICAL DISPOSABLE ITEMS / MEDICAL DEVICES & FRAMEWORK FOR GENERAL STORE ITEMS THE HELD ON 15-06-2023 AT 10:00 A.M. IN THE CONFERENCE ROOM OF THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH, SCIENCES, LAHORE FOR THE YEAR 2023-2024.**

Sr. No.	Grievance by Firm	Reason of Rejection/Acceptance	Decision of Grievance Committee
16.	<p>M/s COR-MED submit letter No. Nil Dated Nil vide dairy No. 15048 Dated 07-06-2023.</p> <p>In response to your communication from earlier, I am writing to voice our dissatisfaction with Sr. # 225 and 240, a PDA Device and ASD Device by M/s Interex Company.</p> <p>The Drug Regulatory Authority of Pakistan (DRAP) does not currently have a record of the PDA Device and ASD Devices with Delivery System manufactured by STARWAY that was approved during the appeal. Registration with DRAP is a mandatory obligation according to the PPRA Rules and the Bidding Documents.</p> <p>Additionally, Schedule D of the 2017 Medical Device Rules applies to the PDA/ASD Device with Delivery System. According to Section 2 of SRO 224, DATED February 27, 2023, specifies the following:</p> <p>The life saving or life sustaining medical devices listed in Schedules D and E are exempt from the exemptions in sub-rule (1).</p> <p>This suggests that the DRAP laws forbid the import of Devices. Additionally, unless there is a valid No Objection Certificate issued based on specific requirements by any hospital in Pakistan, neither the DRAP Act of 2012 nor the Medical Devices Rules of 2017 contain any provisions that permit DRAP to issue a letter permitting the import and sale of a medical device without first registering it.</p> <p>No experience can be taken into consideration because the item cited by M/s Interex does not have a valid registration.</p> <p>As a result, we respectfully ask that you reject Sr. # 225AND 240, PDA Device and ASD Device with Delivery System, as stated by M/s Interex Company since it does not have a valid DRAP registration and prior product experience, both of which are required by the PPRA Rules and your bid papers.</p>	<p>M/s COR-MED submitted grievance against M/s Interex Company in item no 225 and 240 as the firm did not have DRAP Registration for the said.</p>	<p>After Due deliberation it was found that M/s Interex Company does not has the DRAP Registration of item no 225 and 240. Hence grievance is accepted..</p>

**GRIEVANCES COMMITTEE MEETING MINUTES REGARDING THE FRAMEWORK CONTRACT FOR PURCHASE OF SURGICAL DISPOSABLE ITEMS / MEDICAL DEVICES & FRAMEWORK FOR GENERAL STORE ITEMS THE HELD ON 15-06-2023 AT 10:00 A.M. IN THE CONFERENCE ROOM OF THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH, SCIENCES, LAHORE FOR THE YEAR 2023-2024.**


Sr. No.	Grievance by Firm	Reason of Rejection/Acceptance	Decision of Grievance Committee
17.	<p>M/s Save on Health Care submit letter No. Nil Dated 06-06-2023 vide dairy No. 15065 Dated 07-06-2023.</p> <p>We want to bring to your attention an issue regarding the technical evaluation report for the Surgical Disposable Tender 2023-23. It has come to our knowledge that our products have been marked as "Non Responsive" due to the fact that the end user does not accept our product.</p> <p>I would like to highlight that all our products are CE marked and ISO 13485 certified, ensuring compliance with the highest quality standard. Furthermore, these products have been readily available in China and have been consistently utilized in Punjab Government Hospitals for the past seven years.</p> <p>Given our long standing track record of supplying reliable and approved Surgical Disposable, we believe there may have been some misunderstanding of oversight in the evaluation process. Therefore, we kindly request that you reconsider and reevaluate our products in the interest of justice and fairness.</p> <p>We would appreciate the opportunity to provide any additional information or clarification that may be necessary to support our case. Our aim is to ensure that our products receive a fair assessment based on their quality, reliability, and compliance with relevant regulations.</p> <p>Please let us know if there is any specific documentation or evidence that would aid in the reevaluation process. We are more than willing to cooperate fully and provide any requested information.</p> <p>We sincerely hope that you will give due consideration to our request and grant us a fair opportunity to present the merits of our products. Your reconsideration in this matter would not only be greatly appreciated by our organization but also contribute to maintaining the integrity of the tender process.</p>	<p>M/s Save On Health Care was declared Non Responsive as per Bid Evaluation knock down criteria Clause No 1 and 6 in item no 47, 48, 49, 51, 52, 53, 54, 55, 58, 62 and 152. i.e</p> <p>Valid Drug Registration Certificate (DRC) / Medical Device Enlistment Certificate of the Quoted Brand Issued by DRAP Pakistan</p> <p>Quoted Product should not have less than one year of local market experience. Supply of the quoted product must be Equivalent or Higher than the advertised quantity</p>	Decision Pending
18.	<p>M/s K.M Enterprises submit letter No. KME-230608-01 Dated 08-06-2023 vide dairy No. 15181 Dated 08-06-2023.</p> <p>With reference to your technical evaluation report No. 32251 Dated 29-05-2023 uploaded on Specialized Healthcare Punjab website Date: 31-05-2023 for the financial year 2023-24. We have submitted the bid for the purchase of Medical Devices (Surgical Disposable Items) for the financial year 2023-24 the technical committee has declared us Non Responsive due to some quires detail below.</p> <p>Sample not approved (Euro-Flow IV Cannula) 18G, 20G, 22G.</p> <p>We would like to bring in your kind notice we are supplying Euro-Flow I.V Cannula all sizes in all over Punjab Teaching Hospitals &amp; PESSI Hospital s. there is no any single complain from any institution. We are requesting you to re-evaluate our sample &amp; approve our products as responsive.</p> <p>Supply orders are attached for your ready reference.</p>	<p>M/s K.M Enterprises was declared non responsive in Technical Advisory Committee by end user. Against item No. 05.</p> <p>..</p> 	<p>After due deliberation Grievance Committee sustained the decision of Technical Evaluation Committee (TAC). Hence grievance is rejected.</p>



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Sr. No.	Grievance by Firm	Reason of Rejection	Decision of Grievance Committee
19.	<p>M/s Popular International (Pvt) Ltd submit letter No. Nil Dated 09-06-2023 vide dairy No. 15241 Dated 09-06-2023.</p> <p>I am writing to express my deep concern and grievance regarding the recently uploaded minutes of the Technical Evaluation Committee for the evaluation of Surgical Disposables/Medical Devices for the year 2023-24. Specifically, I would like to address the acceptance and inclusion of certain suture brands quoted by <b>Anwar Sons, A One Traders, and Jamal Din</b>, in the evaluation results, despite their lack of proven track record and high-quality certifications, especially FDA approval.</p> <p>As Children Hospital is one of the premier healthcare institutions in Punjab, known for its advanced surgical procedures dedicated to children, it is imperative that the highest standards of quality and safety are maintained. The utilization of sutures without FDA certification poses significant risks to patients undergoing advanced surgeries. Furthermore, it is disconcerting to note that these brands have been <b>technically rejected</b> in other hospitals based on quality grounds, as evidenced by the attached copies of Technical Evaluation reports.</p> <p>Considering the availability of alternate brands with the highest international certifications and proven track records, it is both wasteful and precarious to approve brands/products that lack such credentials. I hereby kindly request a review of the decision and the rejection of all brands that pose risks to patient safety.</p> <p>It is submitted with great dismay that <b>A One Traders</b> despite lacking any experience in Children Hospital or any other hospital of Punjab being approved. The potential hazards may arise from approving a brand like <b>A one</b>, which lacks the necessary experience and track record in catering to the specific requirements of Children Hospital.</p> <p>Also, our concern pertains to the inclusion of a particular <b>Lab Diagnostic brand</b> at Item No. 25 against Blood Sugar Strips in the tender process, despite their apparent lack of sufficient experience. We kindly request you to reevaluate the experience and qualifications of the quoted brand, as the information we have suggests that they do not possess even one year of relevant experience in the field. This raises serious doubts about their ability to meet the high standards of quality and reliability that are expected in the provision of lab diagnostic services at Children Hospital.</p>	<p>M/s Popular International (Pvt) Ltd was Responsive in Technical Advisory Committee.</p> <p>Firm stated that the Technically accepted M/s Anwar &amp; Sons, M/s A One Traders, and M/s Jamal Din lack of proven track record and highly certifications, especially FDA approval. Furthermore, it is disconcerting to note that these firms have been Technically rejected in other hospitals based on quality grounds.</p>	<p>After due deliberation Grievance Committee found that the M/s Anwar &amp; sons, M/s A-one Traders and M/s Jamal Din fulfill knock down criteria of the Bidding Documents, therefore sustaining the decision of Technical Evaluation Committee (TAC). Hence grievance is rejected.</p>

**GRIEVANCES COMMITTEE MEETING MINUTES REGARDING THE FRAMEWORK CONTRACT FOR PURCHASE OF SURGICAL DISPOSABLE ITEMS / MEDICAL DEVICES & FRAMEWORK FOR GENERAL STORE ITEMS THE HELD ON 15-06-2023 AT 10:00 A.M. IN THE CONFERENCE ROOM OF THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH, SCIENCES, LAHORE FOR THE YEAR 2023-2024.**

Sr. No.	Grievance by Firm	Reason of Rejection	Decision of Grievance Committee
	<p>As concerned stakeholders, we believe that it is crucial to ensure that all suppliers and service providers possess the necessary experience and expertise to meet the demanding standards of the esteemed institution. By doing so, we safeguard the well-being and safety of our patients and maintain the hospital's reputation for excellence in healthcare.</p> <p>In light of the aforementioned grievances, I kindly request the following actions to be taken:</p> <ul style="list-style-type: none"> <li>• Review the decision to include <b>Anwar Sons, A One, and Jamal Din</b> in the evaluation results, considering their lack of high-quality certifications, especially FDA approval.</li> <li>• Review the documents and quality of these brands to avoid the foreseeable risk of harm expected with these products.</li> <li>• Prioritize brands with the highest international certifications and proven track records of quality and safety.</li> <li>• Prioritize the purchase of quality products and reject all other brands that do not have a proven track record.</li> <li>• The experiences and Judgments of other hospitals should be given serious consideration as they give insight to the product performance.</li> <li>• To maintain the highest standards of patient care and safety, we kindly request you to reexamine the credentials and experience of <b>Lab Diagnostic</b>.</li> <li>• We request a thorough reconsideration of the technical approval granted to <b>Aone brand</b>. In doing so, we ensure that the highest standards of patient care and safety are maintained</li> <li>• Ensure transparency and accountability in the evaluation process by considering the feedback and complaints of renowned surgeons and public hospitals evident by the technical evaluation reports regarding the quality and performance of the evaluated brands.</li> </ul> <p>I firmly believe that by addressing these concerns and taking appropriate actions, Children Hospital can uphold its commitment to providing the highest standards of healthcare and patient safety.</p> <p>Thank you for your attention to this matter. I look forward to a prompt resolution and a continued focus on improving patient care and healthcare excellence that Children Hospital represents.</p>		



**GRIEVANCES COMMITTEE MEETING MINUTES REGARDING THE FRAMEWORK CONTRACT FOR PURCHASE OF SURGICAL DISPOSABLE ITEMS / MEDICAL DEVICES & FRAMEWORK FOR GENERAL STORE ITEMS THE HELD ON 15-06-2023 AT 10:00 A.M. IN THE CONFERENCE ROOM OF THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH, SCIENCES, LAHORE FOR THE YEAR 2023-2024.**

Sr. No.	Grievance by Firm	Reason of Rejection	Decision of Grievance Committee
20.	<p>M/s Safe Health Pakistan Bizcon submit letter No. SHP BC/CH&amp;UCHS/005062013-005 Dated 05-06-2023 vide dairy No. 14925 Dated 14925.</p> <p>This refer to your letter No. P.C/33251/UCHS, Dated 29-05-2023, we are submitting with this the Free Sales Certificate duly attested by the Embassy of Pakistan.</p>	<p>M/s Safe Health Pakistan Bizcon was declared Non Responsive as per Bid Evaluation knock down criteria Clause No 4 i.e .1. Valid free sale Certificate of quoted brand from the country of manufacturer (translated In English).</p> <p>Firm stated that we already attached all documents relevant to knock down criteria.</p>	<p>After due deliberation M/s Safe Health Pakistan Bizcon attached free sale certificate as per knock down criteria clause no 4. Hence grievance is accepted.</p>
21.	<p>M/s Cardiac Care submit letter No. Nil Dated Nil vide dairy No. 15121 Dated 08-06-2023.</p> <p>I hope this letter finds you well. I am writing to inform you that we have obtained the new and updated documents for the procurement of Surgicla Disposable / Medical Devices for the Financial year 2023-24. I kindly request your acceptance of these documents in plaace of the Expire/ Non Notarized ones previously submitted.</p> <p>As you may recall, our previous submission included a set of documents that were unfortunately nearing their expiration date. However, we have now successfully obtained the necessary updated documents to comply with all the requirements of the tender. We have taken great care to ensure that these new documents meet the necessary standards and reflect the current state of our organization and its capabilities.</p> <p>The reasons behind the expiration of the previous documents were primarily due to the long process of obtaining certain certifications and authorizations.</p> <p>To provide a brief overview, the new documents we are submitting include:</p> <ol style="list-style-type: none"> <li>1. Authorization Letter Peter, France</li> <li>2. Notarized FSC Hsiner, Taiwan</li> <li>3. Mention wth Product List Edward Ilfe, USA</li> <li>4. Notarize FSC 3-Tek</li> </ol> <p>Tender Sr. 23,54,55,58,124</p> <p>The following Items are used in different Hospitals without any complaints for many years.</p> <p>A Previous document has not mentioned the country of origin because direct import from Taiwan is banned by the Pakistani Government. But now we have received notarized documents from Germany.</p> <p>Tender Sr. No. 28</p> <p>We applied in DRAP for registration dated 23-02-2021, but till now it has not been issued. It is requested to you, please consider our product.</p> <p><b>Tender, Sr.No. 252,255,256,257,258,259,262,263,264,266,267,269,279,280,281,282,283,284,286, 287,288,290,300</b></p> <p><b>Our authority Letter was expired and we applied for a new Authority Letter. Now, we received a new Authority letter from our prinlcpal attached. Please reconsider it for healthy competition.</b></p> <p><b>Tender Sr. No. 334 &amp; 335</b></p> <p>Drape Registration of the above mentioned TE # is not necessary to contest and be approved in different hospital. It is requested to you please reconsider it and give me a chance to thank.</p>	<p>M/s Cardiac Care was declared Non responsive as per Bid Evaluation knock down criteria Clause No 1,3 and 4. In item no 23, 28, 54, 55, 58, 124, 252, 255, 256, 257, 258, 259, 262, 263, 264, 266, 267, 269, 279, 280, 281, 282, 283, 284, 286, 287, 288, 290, 300</p> <p>1. Valid Drug Registration Certificate (DRC) / Medical Device Enlistment Certificate of the Quoted Brand Issued by DRAP Pakistan</p> <p>2. Valid Sole Agency Certificate/Agreement/Authorization for quoted item(s).</p> <p>3. Valid free sale Certificate of quoted brand from the country of manufacturer (translated in English).</p>	<p>After due deliberation Grievance Committee sustained the decision of Technical Evaluation Committee (TAC). Hence grievance is rejected.</p>



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Sr. No.	Grievance by Firm	Reason of Rejection	Decision of Grievance Committee
22.	<p>M/s Intek Corporation submit letter No. Int/CHL-LHR Dated 06-06-2023 vide dairy No. 15050 Dated 07-06-2023.</p> <p>Tender Sr. No. 225, ASD Device with delivery system &amp; Tender Sr. No. 240 (b) PDA Device with delivery System quoted by M/s Interex Company.</p> <p>ASD Device with Delivery System &amp; PDA Device with Delivery System quoted by M/s Interex Company accepted in the TAC report but it is currently not registered with Drug Regulatory with DRAP is compulsory parameters.</p> <p>We therefore, humbly request you to kindly reject against Tender Sr. No. 225 ASD Deviece with delivery system &amp; Tender Sr. No. 240 b PDA Device with delivery system quoted by M/s Interex Company based on No Drap Registration and Valid prior product experience which according to PPRA Rules &amp; Compulsory parameter of your bidding document is mandatory.</p>	<p>M/s Intek Corporation submitted grievance against M/s Interex Company in item no 225 and 240 as the firm did not have DRAP Registration for the said.</p>	<p>After Due deliberation it was found that the M/s Interex Company does not has the DRAP Registration of item no 225 and 240. Hence grievance is accepted..</p>
23.	<p>M/s MAZ International submit letter No. MAZ/062306 Dated 06-06-2023 vide dairy No. 15129 Dated 08-06-2023.</p> <p>I hope this letter finds you well. I am writing to express my deep concern and dissatisfaction regarding the recent technical evaluation of our bidding documents for Item Sr. No. 363 Powdered Gloves and Item Sr. No. 364 Powder Free Gloves (Handex) at Children Hospital. Sa a concerned party , we would like to request for re-evaluation our bidding documents and samples as per detailed below:</p> <p><b>1. Grievance Regarding Item No. 363 "Powdered Gloves, not according to Specifications"</b></p> <p>We would like to inform you that we had attached all the necessary documents in our technical proposal at the time of submission. Both powdered gloves and powder free gloves, which are products of the same manufacturer, share identical documentation, please recheck the documents and highlight us in details if there is any discrepancy.</p> <p><b>2. Grievance Regarding Item No. 346 "Powder Free Gloves, Sample not approved"</b></p> <p>We are disappointing regarding the recent rejection of our powder free gloves samples by Children Hospital. We understand that our samples were evaluated as part of the tender process, and despite passing the technical evaluation for esteemed hospitals such as DHA Gujrat Hospital, DHQ Gujranwala, Sheikh Zayed Hospital Rahim Yar Khan, Lahore General Hospital, etc and we were surprised to learn about the rejection. We take great pride in the quality of our products and have a proven track record of supplying high quality medical equipment to reputable healthcare institutions. Our Powdered &amp; Powder free gloves undergo rigorous testing and comply with the highest industry standards to ensure the safety and comfort of both healthcare professionals and patients. We have successfully supplied our products to numerous hospitals across the country, including those mentioned above , where they have been well received and trusted.</p> <p><b>Furthermore,</b> we would like to request a fair and impartial reconsideration of our firm. We are confident that upon review, you will find that our gloves meet and exceed the necessary standards and specifications outlined in the tender. We are more than willing to provide any additional information or conduct further testing to support our claims.</p>	<p>M/s MAZ International item was not according to as per advertised specification mentioned in surgical tender item no 363.</p> <p>.In item no 364 it was declared non responsive as per Bid Evaluation criteria Clause No 1.</p> <p>Valid Drug Registration Certificate (DRC) / Medical Device Enlistment Certificate of the Quoted Brand Issued by DRAP Pakistan</p>	<p>After due deliberation Grievance Committee sustained the decision of Technical Evaluation Committee (TAC). Hence grievance is rejected.</p>



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Sr. No.	Grievance by Firm	Reason of Rejection	Decision of Grievance Committee
24.	<p>M/s Medi Serve submit letter No. Nil Dated Nil vide dairy No. 15254 Dated 09-06-2023.</p> <p><b>Tender Sr. No. 12 &amp; 13 Endotracheal Tube with and without Cuff</b> ✕ <span style="margin-left: 20px;">ISO</span></p> <p>Our affidavit attached with the bid.</p> <p><b>Tender Sr. No. 15 &amp; 18 Foley's Ballon &amp; Sillicon Nasogastic Feeding Tube</b></p> <p>Our experience &amp; ISO /EC Attached with the bid.</p> <p><b>Tender Sr. No. 28 ECG Electrode</b></p> <p>Our Product Free Sale Sole Agreement, ISO/ EC and Drug License attached with the bid.</p> <p><b>Tender Sr. No. 35 Auto Clave Tape</b></p> <p>Our Product Free Sale, ISO/ EC and Drug License attached with the bid.</p> <p><b>Tender Sr. No. 57 Stylet</b></p> <p>Our Drug License attached with the bid.</p> <p><b>Tender Sr. No. 69 &amp; 70 RAE Nasal Tube Plain</b></p> <p>Our Experience &amp; ISO/ EC attached with the bid.</p> <p><b>Tender Sr. No. 124 Ambu Bag Disposable</b></p> <p>Our Product Free Sale Sole Agreement, ISO/ EC, and Order attached with the bid.</p> <p><b>Tender Sr. No. 141 &amp; 145 Liver Semi Automatic Blosy Needle &amp; Bovie Bad</b></p> <p>Our Product Free Sale, ISO/ EC and Drug License attached with the bid.</p> <p><b>Tender Sr. No. 155 Mucous Extractor</b></p> <p>Our Product Free Sale, Drug License and Experience attached with the bid.</p> <p><b>Tender Sr. No. 191 Mucous Extractor</b></p> <p>Our Product ISO/ EC and Drug License attached with the bid.</p> <p><b>Tender Sr. No. 197 CPAP Mask</b></p> <p>Our Product Free Sale ,Drug License and Experience attached with the bid.</p> <p><b>Tender Sr. No. 199 Camera Sleeves</b></p> <p>Our Product ISO/ EC Drug License and Experience Order attached with the bid.</p> <p><b>Tender Sr. No. 337,338,339 &amp; 340 Sterillized Surglcal Gloves (6.5,7.0,7.5 &amp; 8.0)</b></p> <p>Our Product Free Sale and ISO/ EC attached with the bid.</p> <p><b>Tender Sr. No. 366, 367 &amp; 368 Instrument Disinfectant, Surface Disinfectant &amp; Alcoholic Liquid/ Hand Rub</b></p> <p>Our Product Free Sale, Sole Agreement, Drug License and Experience Order attached with the bid.</p>	<p>M/s Mediserve was declared non responsive in Technical Advisory Committee by end user. Against item No. 12, 13 15 and 18.</p> <p>Firm declared Non responsive as per Bid Evaluation Knock down criteria clause no 1, 3, 4, 6, 7, 8 in item no, 28, 35, 57, 69, 70, 124, 141, 145, 155, 191, 197, 199, 337, 338, 339, 340, 366, 367 and 368</p> <p>Firm sated that kindly re check documents in bid because these were already attached in bid.</p> <p>..</p>	Decision Pending

**GRIEVANCES COMMITTEE MEETING MINUTES REGARDING THE FRAMEWORK CONTRACT FOR PURCHASE OF SURGICAL DISPOSABLE ITEMS / MEDICAL DEVICES & FRAMEWORK FOR GENERAL STORE ITEMS THE HELD ON 15-06-2023 AT 10:00 A.M. IN THE CONFERENCE ROOM OF THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH, SCIENCES, LAHORE FOR THE YEAR 2023-2024.**

Sr. No.	Grievance by Firm	Reason of Rejection	Decision of Grievance Committee
25.	<p>M/s ESS &amp; ESS Enterprises submit letter No. Nil Dated 08-06-2023 vide dairy No. 15239 Dated 09-06-2023.</p> <p>It is with reference to the technical evaluation report of your institution and to apprise that we M/s ESS &amp; ESS Enterprises, aggrieved by the technical evaluation report as following;</p> <p><b>Sr. No. 3 Scalp Vein Infusion Needle (Sterile Blister Pack)</b></p> <p>We quoted NIPRO brand for the above mentioned item and declared Responsive. But we surprised to see that in two sizes (23G and 25G) other brand Mirage quoted by M/s Techzone is also declared Responsive.</p> <p>Being trade competitor we believe that Mirage brand does not fulfill the compulsory evaluation criteria regarding valid Pakistani embassy attested notarized Free Sale Certificate with brand name and experience of quoted item equal to advertised quantity after the DRAP registration. Therefore, request for the re-evaluation of technical bid of M/s Techzone.</p> <p><b>Sr. No. 4 Auto Disposable Syringe with needle 3ml</b></p> <p>We quoted MEDLINE brand for the above mentioned item and declared Responsive. We aggrieved about the Responsive of M/s Lasani Healthcare who quoted their brand L.D Tru Lock, as the firm does not have required product experience.</p> <p>Moreover, manufacturing site of M/s Lasani Healthcare is currently not in working condition due to unknown reasons. In the light of above mentioned facts, we requested you for the re-evaluation for the M/s Lasani Healthcare documents.</p>	<p>M/s ESS &amp; ESS in its Grievance stated that in item no 3 M/s Techzone does not has the free sale certificate and experience of said item.</p> <p>In item no 4 vendor stated that kindly re check the experience of said item against M/s Lasani Healthcare.</p>	<p>After due deliberation M/s Tech Zone has free sale certificate and does not have experience against item no 3 as per knock down criteria clause no 6, Hence grievance is accepted of M/s ESS &amp; ESS</p> <p>In Item no 04 the M/s Lasani Health Care has experience of said item, Hence grievance of M/s ESS &amp; ESS is rejected.</p>



**GRIEVANCES COMMITTEE MEETING MINUTES REGARDING THE FRAMEWORK CONTRACT FOR PURCHASE OF SURGICAL DISPOSABLE ITEMS / MEDICAL DEVICES & FRAMEWORK FOR GENERAL STORE ITEMS THE HELD ON 15-06-2023 AT 10:00 A.M. IN THE CONFERENCE ROOM OF THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH, SCIENCES, LAHORE FOR THE YEAR 2023-2024.**

Sr. No.	Grievance by Firm	Reason of Rejection/Acceptance	Decision of Grievance Committee
26.	<p><b>M/s Allied Health Care submit letter No. Nil Dated 08-06-2023 vide dailry No. 15240 Dated 09-06-2023.</b></p> <p>We M/s Allied Health Care checked Minutes of Technical Advisory TAC Committee Meeting of Surgical Disposable items / Medical Devices FY 2023-24 vide letter No. 33251. We found following grievances.</p> <p><b>Tender Sr. No. 4 Auto Disposable Syringe 3ml</b></p> <p>As mentioned in TAC minutes Brand Name LD TRU Lock is found responsive. Please recheck Free Sales Certificate and Past Experience of this brand according to advertise quantity as this product is not known in market from past 3 years.</p> <p><b>Tender Sr. No. 57 Stylet (Sterile, Blister Pack, 1's)</b></p> <p>As mentioned in TAC minutes brand name Hitecare is found responsive. Please recheck English translation of free sale certificate as brand name is not mentioned in chines language but in translation brand name Hitecare is mentioned which may indicate tampering of document.</p> <p>Second website of manufacturer is calming ISO 13485:2016 with the name "Jiangsu Hitec Medical Co." Kindly verify ISO 13485:2012 validity or updated version of 13485:2012 to 13485:2016.</p> <p><b>Tender Sr. No. 100 Complete Cardiovascular OT Pack</b></p> <p>As mentioned in TAC minutes brand name Grupa is found responsive. We have concerns about past performances of this brand according to advertise quantity. Please Recheck past performance of this brand.</p> <p><b>Tender Sr. No. 200 Suction Tubing</b></p> <p>As mentioned in TAC minutes brand name Hitecare is found responsive. Please recheck English translation of free sale certificate as brand name is not mentioned in chines language but in translation brand name Hitecare is mentioned which may indicate tampering of document.</p> <p>Secondly website of manufacturer is calming ISO 13485:2016 with the name "Jiangsu Hitec Medical Co." Kindly verify ISO 13485:2012 validity or updated version of 13485:2012 to 13485:2016.</p>	<p>M/s Allied Health Care stated that in <b>Item no 4</b> vendor stated that kindly re check the experience of said item against M/s Lasani Healthcare.</p> <p><b>In item no 57 and 200</b> firm stated that kindly check the free sale certificate brand Hitecare and ISO 13485; 2012 validity or updated version of ISI 13485; 2012 to ISO 13485; 2016 of M/s Save On Health Care</p> <p>In item no 100 firm stated that kindly re check the brand and past performance of M/s Tech zone</p>	<p>After due deliberation in item no 04 competitor firm has experience of the said product as per clause no 06, Hence grievance is rejected.</p> <p>In Item no 100 competitor firm has the experience against said product as per knock down criteria clause no 6, Hence grievance is rejected.</p> <p>In Item no 57 and 200 decision is pending as the grievance committee decided to re-check the documents again.</p>
27.	<p><b>M/s Omer Healthcare submit letter No. Nil Dated 08-06-2023 vide dailry No. 15242 Dated 09-06-2023.</b></p> <p>Reference upload technical evaluation report of surgical disposable / medical devices for the year 2023-24, it is stated that we M/s Omer Healthcare participated in the tender and we wish to bring some reservation into kind notice regarding importance and consideration of compulsory parameter / knock down criteria.</p> <p>We found that some firms participated without having valid drug registration certificate and legalized / notarized free sale certificate of their quoted brands.</p> <p>It is humbly requested you to kindly up hold the decision of the TAC committee regarding our quoted products. If any of our competitor aggrieved against the TAC decision than give us a chance to present our clarification.</p>	<p>M/s Omer Healthcare was responsive in all items quoted in the tender.</p> <p>Vendor stated that some firms participated without having valid drug registration certificate and legalized/notarized free sale certificate of their quoted brands.</p>	<p>Grievance accepted of M/s Omer Health Care.</p> 




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Sr. No.	Grievance by Firm	Reason of Rejection	Decision of Grievance Committee
28.	<p><b>M/s Ever-X submit letter No. EV-180 Dated 09-06-2023 vide dairy No. 15238 Dated 09-06-2023.</b></p> <p><b>We have some grievances against decision of Technical Evaluation details are following:</b></p> <p><b>Tender Sr. No. 04 Auto Disposable Syringe 3ml</b></p> <p>We found that Brand Name LD TRU Lock is found responsive. Please recheck Free Sales Certificate and Past Experience of this brand according to advertise quantity as this product is not known in market from past 3 years.</p> <p><b>Tender Sr. No. 04 Disposable Syringe 3ml, 20ml and 50ml</b></p> <p>We found that M/s Ever-X with brand name Jiangxi UCI is Non Responsive. As all documents are attached and this product was awarded and used by hospital last year 2022-23 please reevaluate.</p> <p><b>Tender Sr. No. 57 Stylet (Sterile, Bilster Pack, 1's)</b></p> <p>We found that M/s Save on Health Care quote this product with brand name Hitecare is responsive. Please reevaluate Free Sale Certificate having same brand name of product, ISO 13485 and CE Certificate of this brand.</p> <p><b>Tender Sr. No. 72 ACT Cartride (Sterile, 50's)</b></p> <p>We found that M/s Iqbal and Company quote this product with two brand names Accriva/ Werferin II, and this is against PPRA rules. Please Re-evaluate.</p> <p><b>Tender Sr. No. 80 Diathermy Lead (Sterile, Individually Bilster Pack 1's)</b></p> <p>We found that we M/s Ever-X attached all documents of this product. End user has also accepted this product. This product is shown non responsive in TAC. Please re-evaluate.</p> <p><b>Tender Sr. No. 165 Syringe Cutter</b></p> <p>We found that we M/s Ever-X attached all documents of this product. End user has also accepted this product. This product is shown non responsive in TAC. Please re-evaluate.</p> <p><b>Tender Sr. No. 346 Polythene Gloves</b></p> <p>We found that we M/s Ever-X attached all documents of this product. End user has also accepted this product. This product is shown non responsive in TAC. Please re-evaluate.</p>	<p>M/s Ever-X stated that in item no 4 kindly re check the experience of said item against M/s Lasani Healthcare.</p> <p>In item no 04 (b,c) firm was declared Non Responsive by end user, but firm said that item was already used in your hospital last year.</p> <p>In Item no 72 firm was declared Non Responsive as per Bid Evaluation knock down criteria Clause No 1 i.e .Valid Drug Registration Certificate (DRC) / Medical Device Enlistment Certificate of the Quoted Brand Issued by DRAP Pakistan</p> <p>Firm stated that its competitor quoted two brands of said item.</p> <p>In Item no 80 firm was declared Non Responsive by enduser.</p> <p>Firm stated that kindly re evaluates the said item.</p> <p>In Item no 165 firm was declared Non Responsive as per Bid Evaluation knock down criteria</p> <p>In Item no 346 firm was declared Non Responsive as per Bid Evaluation knock down criteria Clause No 3, 8 and 9 i.e .Valid Drug Registration Certificate (DRC) / Medical Device Enlistment Certificate of the Quoted Brand Issued by DRAP Pakistan.</p> <p>.Good Manufacturing Practices (GMP) / ISO Certificate 13485 .CE/MDD/FDA/WHO/JpMHLW/EMA/ISO certification 10993 of the quoted brands.</p> <p>In Item 57 firm stated that kindly check the free sale certificate brand Hitecare and ISO 13485; 2012 validity or updated version of ISI 13485; 2012 to ISO 13485; 2016 of M/s Save On Health Care</p> <p>In item no 100 firm stated that kindly re check the brand and past performance of M/s Tech zone</p>	<p>After due deliberation in item no 04 M/s Lasani has experience of the said product as per clause no 06, Hence grievance is rejected.</p> <p>In item no 4(b,c) after due deliberation grievance committee accepted the Grievance as the product is already being used in hospital</p> <p>In item no 72 M/s Iqbal &amp; Company quoted two brands against said item, Hence grievance is accepted.</p> <p>After due deliberation Grievance committee rejected the grievance against item no 80</p> <p>In Item no 57 decision is pending as the grievance committee decided to re-check the documents again.</p>




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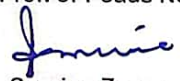
Sr. No.	Grievance by Firm	Reason of Rejection/Acceptance	Decision of Grievance Committee
29.	<p>M/s FAB Healthcare submit letter No. FAB/LAL01/2013 Dated 10-06-2023 vide dairy No. 15285 Dated 10-06-2023.</p> <p>After the announcement of minutes of Technical Evaluation Report, in which we have stood Technically not Responsive by the honorable TAC Committee. Item name given below:</p> <p>Item Sr. No. 36 Polythene Bag (27x32) Item Sr. No. 37 Polythene Bag (19x24) Item Sr. No. 38 Polythene Bag (31x36) Yellow</p> <p>We M/s FAB Healthcare serving quoted these items in all over the Pakistan from last four years in different teaching institute with good and satisfactory performances and references attached. M/s FAB Healthcare got back to back orders from different institute. Our moto is providing best quality products with reasonable prices.</p> <p>Polythene Bag (27x32) We M/s FAB Healthcare participated in advertised tender of General Store item but technically not accepted. We requested you please guide us on which reason M/s FAB Healthcare stood not responsive.</p> <p>Kindly give us a chance to serve your institute we will provide best quality products with reasonable prices for healthy competition.</p>	M/s FAB Healthcare was declared non responsive by end users in Technically Advisory Committee.	After due deliberation Grievance Committee sustained the decision of TAC, hence Grievance is rejected.

  
Mst. Tahira Saman  
Hospital Pharmacist

*on leave*  
Dr. Zia ur Rehman  
Associate Prof. of Peads Neurology

  
Dr. Edrees Anwar Sheikh  
AMS (Admin)

*on leave*  
Dr. Muhammad Khalid Masood  
Prof. of Paeds. Medicine /  
Head of Department Medical Unit-III

  
Dr. Samina Zaman  
Prof. of Histopathology

Submitted for information and approval please.

  
Medical Director