







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 wants 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 in 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> | <p>Grievance committee re-evaluated the documents attached in the bid by M/s Save On Health Care and after due deliberation, Grievance committee found that ISO 13485: was not certified, hence Grievance of the firm is rejected</p>   |
| 24. | <p>M/s Medi Serve submit letter No. Nil Dated Nil vide dairy No. 15254 Dated 09-06-2023.</p> <p>Tender Sr. No. 12 & 13 Endotracheal Tube with and without Cuff Our affidavit attached with the bid.</p> <p>Tender Sr. No. 14,15 & 18 Foley's Ballon & Silicon Nasogastric Feeding Tube Our experience & ISO EC Attached with the bid.</p> <p>Tender Sr. No. 28 ECG Electrode Our Product Free Sale Sole Agreement, ISO/ EC and Drug License attached with the bid.</p> <p>Tender Sr. No. 35 Auto Clave Tape Our Product Free Sale, ISO/ EC and Drug License attached with the bid.</p> <p>Tender Sr. No. 57 Stylet Our Drug License 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, 8,9 in item no, 28, 35, 57, 69, 70, 124, 141, 145, 155, 191, 197, 199, 337, 338, 339, 340, 366, 367 and 368</p> <ul style="list-style-type: none"> Valid Drug Registration Certificate (DRC) / Medical Device Enlistment Certificate of the Quoted Brand Issued by DRAP Pakistan. | <p>After due deliberation Grievance Committee accepted the Grievance of the firm in item No. 14, 35, 69 & 70.</p> <p>Grievance Committee rejected Grievance against item No. 28,57,124,141,145,155,191,197, 337,338,39,340,366,367 & 368 because documents were not attached in the bid.</p> |

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|---------|--|---|--|
| | <p>Tender Sr. No. 69 & 70 RAE Nasal Tube Plain Our Experience & ISO/ EC attached with the bid.</p> <p>Tender Sr. No. 124 Ambu Bag Disposable Our Product Free Sale Sole Agreement, ISO/ EC, and Order attached with the bid.</p> <p>Tender Sr. No. 141 & 145 Liver Semi Automatic Biopsy Needle & Bovie Bad Our Product Free Sale, ISO/ EC and Drug License attached with the bid.</p> <p>Tender Sr. No. 155 Mucous Extractor Our Product Free Sale, Drug License and Experience attached with the bid.</p> <p>Tender Sr. No. 191 Mucous Extractor Our Product ISO/ EC and Drug License attached with the bid.</p> <p>Tender Sr. No. 197 CPAP Mask Our Product Free Sale ,Drug License and Experience attached with the bid.</p> <p>Tender Sr. No. 199 Camera Sleeves Our Product ISO/ EC Drug License and Experience Order attached with the bid.</p> <p>Tender Sr. No. 337,338,339 & 340 Sterilized Surgical Gloves (6.5,7.0,7.5 & 8.0) Our Product Free Sale and ISO/ EC attached with the bid.</p> <p>Tender Sr. No. 366, 367 & 368 Instrument Disinfectant, Surface Disinfectant & Alcoholic Liquid/ Hand Rub Our Product Free Sale, Sole Agreement, Drug License and Experience Order attached with the bid.</p> | <ul style="list-style-type: none"> • Valid Sole Agency Certificate/Agreement/Authorization for quoted item(s) • Valid free sale Certificate of quoted brand from the country of manufacturer (translated in English).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 • Specifications quoted in the technical offer will be verified from samples provided with the bid. Product that comply 100% with the advertised specifications and fulfill the requirements as per labeling will be considered for evaluation. • Good Manufacturing Practices (GMP) / ISO Certificate 13485 • CE/MDD/FDA/WHO/JpMHLW/EMA/ISO certification 10993 of the quoted brands. <p>Firm sated that kindly re check documents in bid because these were already attached in bid.</p> | <p>After due deliberation Grievance Committee accepted the Grievance of the firm in item No. 14, 35, 69 & 70.</p> <p>Grievance Committee rejected Grievance against item No. 28,57,124,141,145,155,191,197, 337,338,39,340,366,367 & 368 because documents were not attached in the bid.</p>   |

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| 26. | <p>M/s Allied Health Care submit letter No. Nil Dated 08-06-2023 vide dairy No. 15240 Dated 09-06-2023.</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>Tender Sr. No. 57 Stylet (Sterile, Blister Pack, 1's)</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>Tender Sr. No. 200 Suction Tubing</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</p> <p>In item no 57 and 200 requested to 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 57 and 200 Committee advised to verify ISO 13485; 2012 from TUV/SUD via email. The reply state that "unfortunately the ISO 13485; 2012 which you have supplied is a forgery and is not valid". Grievance of the firm is accepted and Grievance Committee decided to pursue the case as per PPRA Rules for the forged document.</p> <div style="text-align: right;">   </div> |

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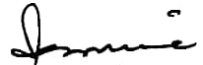
| Sr. No. | Grievance by Firm | Reason of Rejection/Acceptance | Decision of Grievance Committee |
|---------|--|---|---|
| 28. | <p>M/s Ever-X submit letter No. EV-180 Dated 09-06-2023 vide dairy No. 15238 Dated 09-06-2023.</p> <p>We have some grievances against decision of Technical Evaluation details are following:</p> <p>Tender Sr. No. 57 Stylet (Sterile, Blister Pack, 1's) 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>Tender Sr. No. 72 ACT Cartride (Sterile, 50's) 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>M/s Ever-X stated that 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 Firm stated that its competitor quoted two brands of said item.</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>After due deliberation in Item no 57 Committee advised to verify ISO 13485; 2012 from TUV/SUD via email. The reply state that "unfortunately the ISO 13485; 2012 which you have supplied is a forgery and is not valid". Grievance of the firm is accepted and Grievance Committee decided to pursue the case as per PPRA Rules for the forged document.</p> <p>After due deliberation Grievance Committee decided to Re-advertise item no 72.</p> |


Mst. Tahira Saman
Hospital Pharmacist

on Hat leave
Dr. Zia ur Rehman
Associate Prof. of Paeds
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