



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



No. P.C./

63127

/CH&UCHS

Dated

11-11-2022

To

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

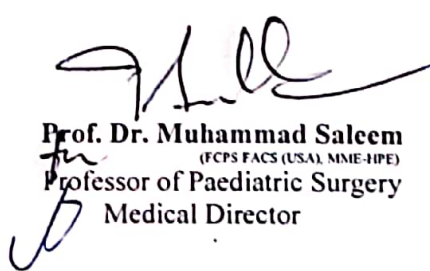
Subject: -

**REQUEST FOR UPLOADING THE MINUTES OF GRIEVANCE  
COMMITTEE REGARDING THE FOLLOWING CONTRACTS IN THE  
CHILDREN'S HOSPITAL, LAHORE FOR THE YEAR 2022-2023 ON  
HEALTH DEPARTMENT WEBSITE**

Please find enclosed herewith the Minutes of grievance committee meeting regarding the following Contracts for The Children's Hospital, University of Child Health Sciences, Lahore for the year 2022-2023 need to be uploaded in the Health Department website.

Sr. No.	Name of Bids	Sr. No.	Name of Bids
1.	Framework Contract for Purchase of Laboratory Kits & Chemicals Items	2.	Laboratory Kits & Chemicals Items (Reagent / Rental Basis)
3.	Framework Contract of Linen Items		

Your positive response will be highly appreciated.

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

**MINUTES OF GRIEVANCES COMMITTEE MEETING REGARDING THE FRAMEWORK CONTRACT OF LINEN ITEMS, LABORATORY KITS & CHEMICALS AND ELECTRO MEDICAL EQUIPMENT (REAGENT RENTAL BASIS) THE HELD ON 26-10-2022 AT 11:00 A.M. IN THE CONFERENCE ROOM OF THE CHILDREN'S HOSPITAL, LAHORE FOR THE YEAR 2022-2023.**

SR. NO	TENDER	NAME OF FIRM	TAC STATUS WITH REASON OF REJECTION	GRIEVANCE / CLARIFICATION OF THE FIRMS	REMARKS OF GRIEVANCE COMMITTEE
1.	Fully Automated CLIA Analyzer (On Reagent Rental Basis)	M/s Hooraa Pharma	M/s Hooraa Pharma participated the tender of Fully Automated CLIA Analyzer (On Reagent Rental Basis) FY 2022-23. The said firm was non responsive in the bid due to Specifications compliance feature wise as per knocked down criteria (product evaluation) by technical evaluation committee.	<p>M/s Hooraa Pharma submitted grievance letter vide diary No. 20710 dated 22-10-2022 against purchase of Fully Automated CLIA Analyzer (on Reagent Rental Basis) FY 2022-23.</p> <p>The firm said that they have been declared non responsive by technical evaluation committee. The firm have quoted world renowned brand Siemens Healthineers latest model Atellica IM1300 and certified with FDA which means there is no doubt in the quality. The firm also said that the same order successfully installed in Jinnah Hospital, Lahore, Mayo Hospital, Sheikh Zaid Hospital Rahim Yar Khan, RIC, PIC and many more.</p> <p>The firm claimed that knock down criteria on serial No. 1 whereas M/s Zedco is the sub distributor of Roche Pakistan which means M/s Zedco is not the direct and sole authorized representative of Roche.</p>	<p>Committee is of the view that there is no issue of the quality of siemens equipment quoted by the firm .But the technical committee rejected the unit being not as per advertise speciation's The quoted system did not comply the tender specifications. And is not as per the requirement of the Institute due to extreme work load as the time of first test was less than 30 minutes whereas, the results time for the quoted system was more than 45 minutes.</p> <p><b>Decision</b> Decision of TAC remained sustained by the Committee and Status of M/S HooraaPharma remained as <b>Non Responsive</b></p> <p>No.1 Grievance of firm was reviewed by the Grievance Committee and is of the view that The Zedco is not the exclusive/Sole distributor of M/s Roche equipment, furthermore they donot have any satisfactory past performance regarding this equipment on his account which is one of the main requirements of the tender, the firms lack. The after sale service of the system will become an issue and the firm do not have this capability.</p> <p><b>Decision:</b> The Grievance of M/s Hooraa Phamra was accepted. Decision of TAC was overruled and Committee Declare M/s Zedco as Non Responsive.</p>

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				No .2 In specification of the equipment, it was clearly mentioned that the equipment should have "carry over free disposable tips to avoid contamination" and M/s Abbott Laboratories has quoted 1200SR model in this tender which does not have free disposable tips and there are complete changes of contaminations. This mean M/s Abbott Laboratories has quoted 1200SR model does not comply with the advertised technical specifications. The company requested that kindly declared M/s Zedco (Abbott) non responsive and M/s Hooraa Pharma responsive.	No. 2 Committee reviewed the stance of both the firm and found that the R&D of the every manufacturer is different from each other. The technology adopted by M/s Abbott is based on metal tube instead of disposable tips. The main purpose to the said clause is to prevent the cross contamination which is being observed in case of Abbot systems as the technology used by the firm is accredited by the FDA. <b>Decision:</b> The Grievance of M/s HooraaPhamra was rejected.The Decision of TAC remained sustained and M/s Abbot remained as Responsive.
2.	Semi Automated Analyzer / Micro Typing Gel System for Cross Match &Blood Grouping for Blood Bank (on Reagent Rental Basis)	M/s Sind Medical Stores	M/s Sind Medical Stores participated the tender of Semi Automated Analyzer / Micro Typing Gel System for Cross Match &Blood Grouping for Blood Bank (on Reagent RentalBasis). The firm was responsive in the said tender.	M/s Sind Medical Stores submitted grievance letter vide diary No. 20289 dated 18-10-2022 against procurement of Semi Automated Analyzer / Micro Typing Gel System for Cross Match &Blood Grouping for Blood Bank (on Reagent RentalBasis) FY 2022-23. The firm said that M/s S. Ejazud Din quoted model VADIANA is not as per specification requirement. Their quoted model has no reference at Govt sector whereas the tender demand was for submission of satisfactory performance certificates With request to check if the quality control has been offered by this firm or not.	Grievance of aggrieved firm was reviewed the list of quoted controls of M/s S.Ejazud din by the grievance Committee and found that the list is incomplete which covers blood grouping only, whereas, the controls of cross match were not quoted in his bid. Which make it a deficient offer and did not complete package as per bidding documents.



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Sr. No.	Tender	NAME OF FIRM	TAC STATUS WITH REASON OF REJECTION	GRIEVANCE / CLARIFICATION OF THE FIRMS	REMARKS OF GRIEVANCE COMMITTEE
				<p>The firm claimed against M/s Zedco quoted the brand Heamokinesis Star Gel 10, please check if the quality control module has been offered by this firm or not, their offered incubator is infrared laser based technique not heating block as demanded in the tender, no display of time temperature on incubator or centrifuge, incubator time 5 minute not according to standard guidelines of AABB, ISBT, no automatic alarm system, no lid cover in incubator, computer system not available instead tablet is offered which is again not as per the tender requirement and LISS (Low ionic strength solution) is not available with Heamokinesis.</p> <p>The firm also claimed against M/s Sahaab International that they quoted product has no business history nationwide and they are relatively new in the market. Their origin is Turkey not as per tender demand.</p>	<p><b>Decision:</b> The Grievance of M/s SMS was accepted. Decision of TAC was overruled and Committee Declare M/s S.ejazud din As <b>Non Responsive</b>.</p> <p>Grievance of aggrieved firm was reviewed by the Committee and said firm was already declared <b>Non Responsive</b> by TAC.</p>

Mst. Tahira Saman  
Hospital Pharmacist/Incharge Lab & Chemical Store

Dr. Samina Zaman  
Prof. of Histopathology

Submitted for information and approval please

Dr. Edress Anwar Sheikh  
AMS (Admin)

Dr. Farhana Muzaffar  
Prof. of Pead Dermatology

Dr. Muhammad Asim Khan  
Prof. of Pead Cardiovascular Surgery

Medical Director