

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD ON 01-12-2021 AT 10:00 A.M. REGARDING THE GRIEVANCE OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PURCHASE OF ELECTRO MEDICAL EQUIPMENT UNDER ADP SCHEME ESTABLISHMENT OF SECOND UNIT OF NEONATOLOGY FOR THE YEAR 2021-2022

With reference to letter No.PC/57269-73/CH&ICH dated 30-11-2021, a meeting was held on 01.12.2021 at 10:00 A.M. in the conference room of the admin block. The Children's Hospital, Lahore for grievances committee regarding the re-addressed of the grievance of the firms under bid reference No. PC/36375/CH&ICH for the purchase of Electro Medical Equipment under ADP scheme Establishment of second unit of Neonatology for the year 2021-2022.

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

The committee was briefed about the tender process and the technical evaluation of the firms bid and Representation from different firms regarding the non responsive status in technical advisory committee report which was uploaded / publically announced on websites

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

Sr. No.	Name of the Equipment	Bid No.	Qty	Firm's Name	Reason of Rejection	Grievance(s) Submitted by Firms	Decision of Grievance Committee
1.	a). Invasive Cardiac Monitor	01.	10	M/s Vertex Medical (Pvt) Ltd	Non-compliance (10 leads ECG were demanded in advertised specification where as quoted model have only 7 leads.	We, M/s Vertex Medical, have quoted model number vista 120s of foreign manufacturer Drager Germany. As per our manufacturer Drager Germany's standards, we have offered a 07-lead ECG. Which almost meet the tender specifications, and this is not a significant deviation in the quoted device. It complied with all Neonatology ICU application and process requirements. Please conduct a demonstration of our quoted device before making a final decision.	Grievance committee was of the view that deviation is not considered as minor deviation and should not considered that 7 leads are equal to 10 leads. Grievance rejected, Decision of TAC remained sustained.
	b) Invasive Cardiac Monitor	10		M/s Vital Care	M/s Vital Care & M/s Delta Plus (Pvt.) Ltd quoted same model of the same manufacturer as per bidding criteria, hence both firms were declared non responsive.	M/s Vital Care is exclusively Authorized dealer, whereas Sole Authorization letter is already attached without technical offer. Again attached with this letter. Furthermore an email has already been sent to Medical Director confirming that we are the Solely Authorized Distributor of Advance Instrumentations Inc, USA. Copy of email also attached with this letter.	The distribution certificate submitted by both firms was valid at time of TAC. Representative of M/s Vital Care remained failed to prove that TAC decision was in appropriate. Hence grievance rejected

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2.	Ventilator with Compressor & Humidifier (Neonatal)	03.	05	M/s Cares Worth Pakistan (Pvt.) Ltd	Bid Security money not attached.	Attached is copy of CDR original enclosed in financial bid.	Mandatory to attach in technical offer mentioned in bidding document as well as advertisement, Grievance rejected, TAC remained Sustained.
				M/s Eastern Medical Technology Service	Automatic compressor does not turn on.	Yes compressor turns on automatically when the pressure is low in the central air distribution line of if the device is not connected to the central distribution line, the compressor is running. If there is no air consumption at the outlet the device is standby mode. When air consumption resumes the compressor automatically switches on. Kindly see the attached brochure and user manual.	The grievance of company was accepted
3.	Infusion Pump	04	40	M/s B. Braun Pakistan (Pvt.) Ltd	Operate on any brand of Infusion Set Medication Name	M/S.B BRAUN Submitted grievance against the quoted model of M/s. Medical Equipment & System and raised following objections ➤ Only Dedicated IV Set ➤ Not Available.	M/s Medical Equipment & System submitted an undertaking that our quoted infusion pumps model Fresenius Kabis Agilia VP, Germany is compatible with the commonly available infusion sets. And said above firm has also submitted supporting documents regarding the drug library feature as standard. Hence grievance of M/s B. Braun was rejected.
4.	Neonatal Intensive Care Incubator	05.	28	M/s Eastern Medical Technology Service	Bidder's past performance for quoted product in teaching hospitals.	According to tender documents, the bidder past performance of the quoted product is asked which includes both teaching and non-teaching hospitals. Please find the attached copy of purchase order and performance certificate including teaching hospitals.	Bid was reviewed by the grievance committee and found no satisfactory performance certificate. Hence grievance was rejected.


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5.	Intensive Care Radiant Warmer Resuscitative	06.	20	M/s Eastern Medical Technology Service	Bidders past performance for quoted product in teaching hospital were not attached in their bid.	According to tender documents, the bidder's past performance of the quoted product is asked which includes both teaching and non-teaching hospitals. Please find the attached copy of purchase orders and performance certificate including teaching hospitals.	Bid was reviewed by the grievance committee and found no satisfactory performance certificate to evaluate the performance of equipment and Hence grievance was rejected.
				M/s Saarf Medical Solutions	Bidders past performance for quoted product, were not available in the bidding document and it is the part of bid evaluation criteria.	Find enclosed past performance certificate of offered model LR90 for your ready reference	Time barred Grievance letter received after the date of grievance submission as per PPRA rule.
6.	Neonatal Transport System	09.	02	M/s Eastern Medical Technology Service	Bidder's past performance for quoted product in teaching hospital.	According to tender documents, the bidder's past performance of the quoted product is asked which includes both teaching and non-teaching hospitals. Please find the attached copy of purchase orders and performance certificate including teaching hospitals.	Bid was reviewed by the grievance committee and found no satisfactory performance certificate. Hence grievance was rejected.
7.	Pulse Oximeter	8.	37	M/s Saarf Medical Solutions	Demo Not Accepted.	Please note that offered Pulse Oximeter model PAVO already placed in your hospital for demonstration, whereas, the observation "Demo not accepted". We want to know the reason, please to satisfy specifically.	Time barred Grievance letter received after the date of grievance submission as per PPRA rule.


 M/s Saarf Medical Solutions

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8.	a) Bilirubino Meier	10.	02	M/s Al Kareem Medical Technologies	Bidders past performance for quoted product, were not available in the bidding document and it is the part of bid evaluation criteria.	Past performance is attached with the technical bid, copy attached here for your ready reference.	Time barred Grievance letter received after the date of grievance submission as per PPRA rule.
9.	b) Centrifuge Machine	16.	02	M/s Life Care Technologies	Firm declared non-responsive due to not attaching the original 2% CDR with technical bid.	It is really surprising for us as we did attach a copy of CDR with technical bid according to the PPRA Rule, Moreover, we have attached an original 2% CDR with financial bid.	Mandatory to attach in technical offer mentioned in bidding document as well as advertisement, Grievance rejected, Decision of TAC sustained.


Abdul Jalil
Biomedical Engineer Jinnah Hospital, Lahore


Dr. Muhammad Asim Khan
Associate Prof. of Head Cardiovascular


Dr. Edrees Anwar Sheikh
AMS (Admin)

Dr. Samina Zaman
Prof. of Histopathology

Dr. Farhana Muzaffar
Prof. of Peds. Dermatology

It is submitted for information & approval please


Medical Director