



The Children's Hospital
University of Child Health Sciences

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No. P.C. 40638 /CH&UCHS

Dated: 11/09 2024

To

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

Subject: - UPLOADING THE MINUTES OF GRIEVANCE COMMITTEE MEETING REGARDING THE PURCHASE OF FRAMEWORK CONTRACT FOR COCHLEAR IMPLANT (HEARING DEVICES) ON HEALTH DEPARTMENT WEBSITE FOR THE YEAR 2024-2025

Please find enclosed herewith Minutes of the Grievance Committee Meeting regarding The Purchase of Framework Contract for Cochlear Implant (Hearing Devices) at The Children's Hospital, University of Child Health Sciences, Lahore for the year 2024-2025, need to be upload 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

MINUTES OF GRIEVANCE COMMITTEE MEETING REGARDING THE GRIEVANCE OF THE FIRM AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF COCHLEAR IMPLANT (HEARING DEVICES) THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH SCIENCE, LAHORE FOR THE YEAR 2024-2025

With reference to letter No. P.C./33036-40/CH&UCHS dated 24-07-2024, Grievance Committee meeting was held on 25-07-2024 at 11:30 a.m. and letter No. 38605-11/CH&UCHS dated 28-08-2024 held again on 29-08-2024 at 12:30 p.m. in the Syndicate Room of the Admin Block, The Children's Hospital, Lahore regarding the addressing of Grievances of the firms under bid reference Nos. 20778/CH&UCHS dated 25-04-2024 reference IPL No. 3672.

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 bids and representation from aggrieved firm i.e. M/s Audio Medics regarding the technical issued against the technical status of M/s Med-EL Pakistan by the Technical Advisory Committee Report which was uploaded / publically announced on websites dated 13-07-2024.

Detail of Firm's Grievances / TAC status of firms and decision of Committee are as under.

Technical Status of the Bidders

- | | |
|------------------------|------------------------|
| 1. M/s Audio Medics | Technically Responsive |
| 2. M/s Med-EL Pakistan | Technically Responsive |

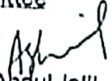
Grievance received from the firm	Grievance against the firm	Objections/ queries on technical ground	Decision / remarks by the grievance committee
M/s Audio Medics	M/S. Med-El Pakistan	<p>M/s Audio Medics Submitted a Grievance regarding the sound processor lacking a backup battery option, which has been declared responsive.</p> <p>1. M/s Audio Medics said that we would like to bring to your attention that M/s Med-EL Pakistan quoted the Cochlear Implant system comprising of the External Unit Rondo-2, which does not have the disposable battery option as requested in the tender requirements.</p> <p>It was clearly stated in the tender requirements and PVMS that the quoted model should have 2 rechargeable batteries with disposable batteries as backup.</p>	<p>1. M/s Audio Medics briefed Grievance Committee regarding its grievance against M/s Med-El Pakistan. During the meeting M/s Audio Medics raised the following points against M/s Med-EL Pakistan quoted Cochlear Implant system comprising of the External Unit Rondo-2 Mi1050.</p> <p>i. The firm does not have external batteries as back up. ii. The built in battery in device is not replaceable. iii. The replacement cost of the battery is very high which is not affordable for the patient. iv. In case of any issue in the battery whole processor need to be replaced. v. The delay in replacement of battery may cause sufficient problem to patient.</p> <p>M/s Med-El Pakistan on the other hand briefed committee that the quoted Cochlear Implant system comprising of the External Unit Rondo-2 Mi1050 does not have following above mentioned issues .</p> <p>i. The firm said that their quoted model has already two external batteries. ii. The built in battery is replaceable. iii. The replacement cost of the battery is not very high, and patient can easily afford it. The batteries will be replaced within warranty period (5 years) free of cost and after that patient can buy it at reasonable price.</p>


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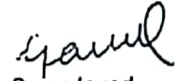
MINUTES OF GRIEVANCE COMMITTEE MEETING REGARDING THE GRIEVANCE OF THE FIRM AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF COCHLEAR IMPLANT (HEARING DEVICES) THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH SCIENCE, LAHORE FOR THE YEAR 2024-2025

Grievance received from the firm	Grievance against the firm	Objections/ queries on technical ground	Decision / remarks by the grievance committee
		<p>2. Moreover, their Internal Implant, Concerto-2 is not used in their manufacturing country of Austria, if a patient undergoes an MRI at 3 Tesla, the implant's magnet cannot be removed, and the clinician would have to remove the whole Implant in such a case.</p>	<p>iv. In case of any problem in the battery whole device does not need to be replaced. v. No delay occurs at the firm end and back up device will also be provided to the patient.</p> <p>2. Grievance Committee concluded that M/s Med-EL Pakistan quoted model was according to the tender specifications (MRI compatible; 1.5 T or better without any Invasive procedure). Furthermore M/s Med-EL Pakistan quoted model was freely available in the country of manufacturing as per attached Free Sale Certificate.</p> <p>Grievance Committee reviewed the whole process of procurement in detail.</p> <p>Additionally, an expert audiologist and ENT Surgeon have reviewed relevant devices to assess their compliance with this requirement: The both Firms meet bidding document procurement requirements by offering interchangeable batteries options. Users can effortlessly switch between rechargeable and disposable batteries without altering the device's physical appearance.</p> <p>Finally, the Grievance Committee sustained the decision of Technical Advisory Committee (TAC), hence grievance of M/s Audio Medics is rejected.</p>


Grievance Committee


Engr. Abdul Jall
Bio Medical Engineer
Jinnah Hospital, Lahore



Dr. Ayeesha Ashraf
Assistant Professor Orthodontics



Dr. Omer Javed
AMS (General)


Dr. Anjum Saeed
Prof. of Paeds Gastroenterology


Dr. Muhammad Khalid Masood
Prof. of Paeds. Medicine /
Head of Department Medical Unit-III
(Chairman)

Experts / Co-opted Members


Prof. Dr. Munir Ahmed
Consultant Audiologist and Auditory
Rhab
RIPHAH International University


Prof. Dr. Naveed Aslam
Professor of ENT
Ex Chairman Sheikh Zayed Hospital, Lahore

Submitted for information & approval please


Medical Director