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

No. P.C./20780 /CH&UCHS Dated 25-04-, 2024

To

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

Subject: - UPLOADING THE MINUTES OF GRIEVANCE COMMITTEE MEETING REGARDING THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT, PLANT & MACHINERY & IT EQUIPMENTS UNDER ADP SCHEME "UP-GRADATION OF PEDIATRIC ENT WITH SPECIAL REFERENCE TO COCHLEAR IMPLANT AND PEDIATRIC UROLOGY WITH SPECIAL REFERENCE TO NON-INVASIVE TREATMENT" AND "ESTABLISHMENT OF PAEDIATRIC BURN CENTRE" THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH SCIENCE, LAHORE FOR THE YEAR 2023-2024.

Please find enclosed herewith Minutes of the Grievance Committee Meeting regarding the Procurement of Electro Medical Equipment, Plant & Machinery & IT Equipments under ADP Scheme "Up-gradation of Pediatric ENT with special reference to Cochlear Implant and Pediatric Urology with special reference to Non-Invasive treatment" and "Establishment of Paediatric Burn Centre" the Children's Hospital & University of Child Health Science, Lahore for the year 2023-2024 needs to be uploaded on the Health Department website.

Your positive response will be highly appreciated.

MEDICAL DIRECTOR
THE CHILDREN'S HOSPITAL, LAHORE

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD ON 25-03-2024 REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT, PLANT & MACHINERY & IT EQUIPMENTS UNDER ADP SCHEME "FOR ESTABLISHMENT OF PAEDIATRIC BURN CENTRE " OF THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH SCIENCE, LAHORE.

With reference to letter No. P.C/14520-24/CH&UCHS dated 21-03-2024 a Grievance Committee meeting was held on 25-03-2024 at 10:00 a.m. in the Conference Room of the Admin Block, The Children's Hospital, Lahore regarding the addressing of Grievances of the firms under bid reference Nos. 679/CH&UCHS Dated 03-01-2024.

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

The Committee was briefed about the tendering process and the Technical Evaluation of the bids and representation from different firms regarding the non-responsive status by the Technical Advisory Committee Report which was uploaded / publically announced on websites.

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

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection/Against any firm	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
1.	Paediatric Ventilator	M/s Vertex Medical (Pvt.) Ltd	M/s Digionic Pvt Ltd.	GRIEVANCE AGAINST DIGIONICS (PVT) LTD TENDER SPECIFICATIONS Modes of Ventilation: Noninvasive ventilation (NIV) with PC, SIMV and PS. OBJECTION / GRIEVANCE M/s. Digionics quoted model number Servo-U from a foreign manufacturer Maquet Getinge Sweden. The quoted model does not have SIMV mode in Non-Invasive Ventilation & also not verify from Servo U Brochure which is a major deviation. Moreover, due to same deviation they also rejected in the tender of Ventilators for Sahiwal Medical College.(Minutes of Grievance Meeting& Technical Evaluation Report are attached for your reference).(Annex-A) So, we request you to please disqualify the offer of M/s Digionics. TENDER SPECIFICATIONS Modes of Ventilation: Pressure support OBJECTION / GRIEVANCE The quoted model does not have Pressure support ventilation mode & also not verify from Servo U Brochure which is major deviation. So, we request you to please disqualify the offer of M/s Digionics.	The Committee called the representative of M/s Digionics (Pvt.) Ltd. And asked him to clarify the committee against the grievance. As per company's representative stance that Noninvasive ventilation (NIV) with PC, SIMV and PS has no clinical significance and requested the committee to consider this as minor deviation as the said feather was not offered by manufacturer whereas; the committee is of the view that said justification is not acceptable. Hence the grievance of M/s Vertex Medical is accepted and declared M/s Digionics as Non-Responsive.

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD ON 25-03-2024 REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT, PLANT & MACHINERY & IT EQUIPMENTS UNDER ADP SCHEME "FOR ESTABLISHMENT OF PAEDIATRIC BURN CENTRE " OF THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH SCIENCE, LAHORE.

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection/Against any firm	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
1.	Paediatric Ventilator	M/s Vertex Medical (Pvt.) Ltd	M/s Eastern Medical Technologies	GRIEVANCE AGAINST EASTERN MEDICAL TECHNOLOGY SERVICES TENDER SPECIFICATIONS Modes of Ventilation: • APRV Mode • BIPAP Mode OBJECTION / GRIEVANCE M/s. Eastern Medical quoted model number Inspiration 7i from a foreign manufacturer eVent Medical U.S.A. As per Brochure & website of eVent Medical (Inspiration 7i) they are claiming that they are offering SPAP mode which is equivalent to APRV mode which may correct but BIPAP mode is not confirm from brochures or technical data sheets. In some of claims that they are claiming that SPAP mode is equal to both (APRV + BIPAP) which cannot be same as per principle of ventilation mode. Both features are entirely different as per on clinical applications. Moreover, in case BIPAP Ventilation we can set the respiratory rate/frequency but in APRV we cannot set respiratory rate/frequency. Meanwhile in SPAP mode in ventilation setting respiratory rate / frequency cannot be set & not available. The other major manufacturers like G.E , Drager & Hamilton who are offering BIPAP & APRV as separate mode which clarify that applications of both modes are different but in case of eVent Medical, how it comes that both modes act as same in SPAP mode. TENDER SPECIFICATIONS Modes of Ventilation: Pressure support OBJECTION / GRIEVANCE The quoted model has Pressure support ventilation mode as per inspiration 7i Brochure but this mode is not FDA approved & not mentioned on FDA Certificate.(Annex-B) So, we request you to please disqualify the offer of M/s Eastern Medical. TENDER SPECIFICATIONS • High flow O2 Therapy. • Oxygen concentration FiO2 (Through Paramagnetic sensor technology or Non-consumable sensor). OBJECTION / GRIEVANCE We would like to request you to carefully check this matter. If you visit website of eVent Medical there is two different version of same model is available. ➢ Inspiration 7i International As per technical data sheet FiO2 (Through Paramagnetic sensor technology) is available in U.S Version but not in International version. (Annex-B) ➢ Inspiration 7i U.S. As per technical data sheet of inspiration 7i high flow O2 therapy is available in International Version but not in U.S version& not mentioned in FDA Certificates. (Annex-B) From this it is clear that if they are offering international version then paramagnetic sensor is not available while if they are quoted U.S Version then High flow oxygen therapy is not available. In both case one important feature is not available which a major deviation is So, we request you to please disqualify the offer of M/s Eastern Medical.	The grievance submitted against the quoted pediatric ventilator was thoroughly examined by the committee. After considering the arguments presented by both firms and reviewing the documents provided, the committee reached the following decisions: Upon reviewing the bid, it was determined by the grievance committee that the SPAP mode of the Event 7i pediatric ventilator, as described in the brochure and discussed with technical and clinical experts, is equivalent to BiPAP and APRV modes offered by other brands. Despite this equivalence, since the SPAP mode provides similar features and functions as those of other brands, the grievance was dismissed. Despite possessing FDA 510K clearance, online verification, and compliance with tender clause requirements, the paediatric ventilator model submitted by M/s Eastern Medical the grievance of M/s Vertex was rejected by the grievance committee. Upon re assessment of the technical offer, it was noted that the technical offer of the company included the para magnetic cell and high-flow therapy, as confirmed by the submitted brochure. The grievance was rejected based on these considerations. In summary, the committee rejected the grievance of M/s Vertex Medical and upheld the decision of the (TAC) regarding the responsiveness of M/s Eastern Medical.

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD ON 25-03-2024 REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT, PLANT & MACHINERY & IT EQUIPMENTS UNDER ADP SCHEME "FOR ESTABLISHMENT OF PAEDIATRIC BURN CENTRE " OF THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH SCIENCE, LAHORE.

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection Against any firm	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
2.	a. Anesthesia Workstation b. Anesthesia Machine c. Anesthesia Pendant (Package Items)	M/s Total Technologies (Pvt.) Ltd	Past performance Certificate	Item No. 02 (Anesthesia Workstation / Machine / Pendant) Our quoted offer for above referred Item of Anesthesia Workstation / Machine has been declared as non-responsive assigning "non-satisfactory remarks of the end user about the system". We would like to inform you that we had supplied / installed the "Anesthesia Workstation" in 2022 wherein the complaint we received from the end user persists recently. However, we are continuously engaged with the end user on the matter since the observed complaint is quite resolvable issue meanwhile the technical representative of the manufacturer is also arriving Pakistan within few days to resolve this issue. Therefore, we request for the re-evaluation of the technical decision since our offered product is a quality product having dual quality certifications where hundreds of machines of this models are working in the teaching institutes / hospitals all round the world. Hence declaring such quality product having foot-print of its persistence all around the globe is not justified and should be re-evaluated instead.	The end-user expressed concerns that machine does not have the neonatal ventilation software, particularly regarding the need for a backup apnea mode in PSV (Pressure Support Ventilation). Mr. Jorg Lessau, the representative from Lowenstein Medical Germany, visited the Children's Hospital and pledged to address these concerns by discussing them with the R&D team in Germany and providing feedback to the end-user. In the meantime, the Grievance Committee evaluated the bid submitted by M/s Total Technologies and found that the Past Performance certificate was not included. Although purchase orders were attached, they do not serve as Past Performance documentation. Therefore, M/s Total Technologies may be deemed Non-Responsive for Part-2 of the evaluation.

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Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection Against any firm	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
3.	Operation Table Electro Hydraulic	M/s G Med (Pvt.) Ltd.	Non Compliance of quality Certificate	Objection as per TEC 1. Non Compliance with defined quality standards. 2. Technical Eligibility of product not accepted, CLARIFICATION 1- We have already attached the quality certificate with our bid further attached again for your kind consideration. 2- It is requested that please consider our submitted document and further evaluate our product.	The committee reviewed the document submitted by the M/s G-MED Pvt Ltd, found satisfactory and Declared M/s G-MED Pvt Ltd, as Responsive
		M/s Radiant Medical (Pvt.) Ltd	Non Compliance of quality Certificate	This is to inform you that Trumpf Medical System is a wholly owned subsidiary of Baxter International and now they have changed the name to Trumpf Medical to Baxter Medical system planned for January 2023. This name changes follows Baxter International and Hill Rom Holding including the formerly the parent company of TRUMPF Medical system. Therefore Trumpf is named as Baxter and remains under the Subsidiary of Hill Rom. Secondly change in name does not impact the feature and design of product there Certification are valid with new name and supporting Documents are attached for your information	The committee reviewed the document submitted by the M/s Radiant Medical Pvt Ltd, found satisfactory and Declared M/s Radiant Medical Pvt Ltd, as Responsive

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD ON 25-03-2024 REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT, PLANT & MACHINERY & IT EQUIPMENTS UNDER ADP SCHEME "FOR ESTABLISHMENT OF PAEDIATRIC BURN CENTRE " OF THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH SCIENCE, LAHORE.

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection/ Against any firm	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
3.	Operation Table Electro Hydraulic	M/s Vertex Medical (Pvt.) Ltd	SHAHCO Past performance Certificate Non Compliance to specification	GRIEVANCE AGAINST M/s SHAHCO Medical TENDER SPECIFICATIONS Electric Lateral Tilt: 30 degree and -30 degree or better OBJECTION / GRIEVANCE M/s. Shahco Medical quoted model Mobilis RC30L from a foreign manufacturer SCHMITZ, Germany. The quoted model does not fulfill the technical specification. The quoted model offered Electric Lateral Tilt: 20 degree and -20 degree.(Annex- C) TENDER SPECIFICATIONS Past satisfactory performance (Firm & Quoted product) in Teaching Hospital OBJECTION / GRIEVANCE M/s Shahco Medical does not have any past satisfactory report of the quoted Brand. Moreover, this brand does not have any installations in Major Teaching Hospitals.	The Grievance Committee reviewed the document and determined that there is a deviation from the advertised specifications. Additionally, it was noted that there was a failure to provide evidence of the teaching institute's past satisfactory performance. As a result, the firm's grievance is accepted, and the decision of the TAC is upheld. The firm is considered non-responsive.
			M/s Radiant Medical	GRIEVANCE AGAINST M/s Radiant Medical TENDER SPECIFICATIONS Electric Lateral Tilt: 30 degree and -30 degree or better OBJECTION / GRIEVANCE M/s. Radiant Medical quoted model PST 300 from a foreign manufacturer BAXTER MEDICAL/ HILLROM, Germany.(Annex- D) The quoted model does not fulfill this specification. The quoted model offered Electric Lateral Tilt: 25 degree and -25 degree.	The committee reviewed the document submitted by the M/s Radiant Medical Pvt Ltd, found satisfactory and Declared M/s Radiant Medical Pvt Ltd, as Responsive.

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD ON 25-03-2024 REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT, PLANT & MACHINERY & IT EQUIPMENTS UNDER ADP SCHEME "FOR ESTABLISHMENT OF PAEDIATRIC BURN CENTRE " OF THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH SCIENCE, LAHORE.

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection/ Against any firm	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
4.		No Grievance Received			
5.	Pulse Oximeter	M/s Hospicare System	M/s Eastern Medical	GRIEVANCES ON ITEM NO.05 – PULSE OXIMETER GRIEVANCES AGAINST M/s Eastern Medical (PULSE OXIMETER) - The bidder does not have past performance for quoted product as per your requirement and it has also been declared non-responsive by DHA, Faisalabadon same ground. - As per their brochure, the pulse rate is not verified according to your specified requirements of 30-250 bpm. - The quoted model "Pavo"was declared non-responsive by your institute based on the demonstration, which was not satisfactory. - The quoted model is a 'Vital Sign Monitor' not a 'Pulse Oximeter.'	The committee reviewed the bid submitted by the M/s Eastern Medical, found that there is no bidder past satisfactory performance certificate is attached, Hence the decision of TAC remain sustained as M/s Eastern Medical Non Responsive.
6.	Syringe Pump/Infusion Pump b. Docking System	M/s Hospicare System	M/s Medical Equipment System	GRIEVANCES ON ITEM NO.06 &07 – SYRINGE & INFUSION PUMP GRIEVANCES AGAINST M/S MEDICAL EQUIPMENT & SYSTEM (INFUSION PUMP) The quoted model of Infusion Pump "Agila VP MC" does not fulfil the advertised technical specifications. There is a major deviation as their quoted model does not operate with any infusion set and is not compatible with commonly available infusion sets, and same product was declared as "Non-Responsive" by your institute in the last tender on this point. Thus, it does not meet the tender's advertised technical specifications. We request the procuring agency to reject the offer in consideration of clause 24 of Bid Evaluation Criteria, stating that "The bid must comply with the advertised technical specifications."	The committee reviewed the document submitted by the M/s Medical Equipment system, found satisfactory and Declared M/s Medical Equipment system as Responsive.

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Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection Against any firm	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
8.	Defibrillator	M/s Radiant Medical (Pvt.) Ltd	M/s Medical Equipment System	Reservations Against M/s Medical Equipment System: Advertised Specification AED Facility With cable Charging time for full energy should be less than 6-7 seconds Reservation Please find below some technical flaws of their quoted model. It has a mode selector switch that allows users to select either Manual Defibrillation or AED mode, which suggests that both modes are not readily accessible to users. As in the user manual of Model M2 it is stated that "In order to switch back to AED mode from manual Defib mode, power off the unit for more than 30 seconds and then power it back on. & also from the initial power on of the M2, it takes 25 seconds to charge up in manual defibrillator mode, which indicates that you will need to wait almost 1 minute to shock a patient, which is unacceptable in any case because time is of paramount importance in these critical situations where the matter of life or death is often a matter of seconds. Advertised Specification Built in recorder for printing of full summery on standard 50mm paper. (Specifications of Defibrillator) Reservation Their quoted model has printer of 80 mm instead of 50 mm which is not a standard and also not as per specification. Advertised Specification Quality Certificate: The Medical Equipment offered from foreign countries of USA, Europe and Japan shall be eligible to participate and the quoted model must bear any one certification from FDA (USA) ,CE (MDD) or MHLW standard and those products should be marketed world widely (Section 24 Technical Evaluation Criteria Clause 2.5.8 h) (Specifications of Defibrillator) Country of Manufacturer: USA/Europe/Japan. Reservation MES claims that their Model M2 is from Zoll USA. If this is the case then their quoted model M2 should have FDA 510 K as it is also mandatory for USA manufacturer. But this model only has CE certified which is also address to a Chines manufacturer names Countries.	The firm's representative presented documents to the grievance committee concerning charging time and mode selection. Additionally, they provided an email from Zoll USA confirming Suzhou Zoll as its subsidiary of Zoll USA, along with documents regarding LC opened by Suzhou Zoll in the favour of Zoll USA. The firm's grievance was rejected, and the TAC's decision remained upheld, stating that M/s Medical Equipment was Responsive.
	Defibrillator	M/s Radiant Medical (Pvt.) Ltd	M/s Biotech Services	Reservations against M/s Biotech Services: Advertised Specification For internal Defibrillation Energy Selection on Control Panel and / or internal paddles and delivery must be on internal paddles. Reservation Please be informed that Innomed has now no any option of using Internal Paddles with their quoted system. For further clarification, you may also confirm directly from manufacturer through email	During the grievances, the company representative assured the committee that if the institute required the paddles, they could provide them and even physically show them to the committee. Despite this, the grievance committee rejected the grievance and upheld the decision of the TAC, affirming Biotech Services as responsive.
		Medical Equipment System			

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Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection Against any firm	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
9.	a. Cardiac Monitors Invasive IBP with Capnography b. Cardiac monitor (Non Invasive)	M/s Vertex Medical (Pvt.) Ltd	M/s PK MEDI Engineering	GRIEVANCE AGAINST M/s PK MEDI ENGINEERING TENDER SPECIFICATIONS Arrhythmia Analysis and ST Analysis OBJECTION / GRIEVANCE M/s. PK Medi Engineering quoted model number VITAL MAX 4100 from a foreign manufacturer Pace Tech U.S.A. The quoted model does not verify regarding Arrhythmia Analysis& ST Analysis which is not verify from technical data sheet / brochure &also not from FDA certificate. TENDER SPECIFICATIONS C.E Certificate OBJECTION / GRIEVANCE The C.E Certificate is not verifiable from Nandoo Website. Moreover, due to same reason they have also been rejected in the tender of DHA Bahawalpur & DHA Faisalabad. So, we request you to please disqualify the offer of M/s PK Medi Engineering. (Annex-E) TENDER SPECIFICATIONS Past satisfactory performance (Firm & Quoted product) in Teaching Hospital OBJECTION / GRIEVANCE M/s PK Medi Engineering does not have any past satisfactory report of the quoted Brand. Moreover, this brand does not have any installations in Major Teaching Hospitals.	The committee examined the bid submitted by M/s PK MEDI ENGINEERING and observed that they acquired agency rights for the product only a few months prior to this tender. The certificates attached to the bids belonged to a previous vendor. When questioned by the committee, the company representative confirmed that they had not installed any monitors in any teaching institutes. Additionally, TAC decisions from different institutes were presented by the aggrieved firm to the committee where they were also been declare non responsive. (1.PEESI MULTAN ROAD) Procurement of medical equipment for PESSI Hospital Zone 1 For Year 2023-2024 dated 3rd march 2024 which stated that Firm was declare Non Responsive due to no installed based reference in PESSI teaching Hospital. (2.DHA Faisalabad) "Firm could not provide product local market business history and furthermore the CE certificate of NANDO body certify is not verifiable" Consequently, the committee determined that the attached certificates could not be considered valid, as they pertained to a system sold by another vendor over 10 years ago. Therefore, the decision of the TAC remained upheld, classifying M/s PK MEDI ENGINEERING as Non-Responsive.

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Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
9.	a. Cardiac Monitors Invasive IBP with Capnography b. Cardiac monitor (Non Invasive)	M/s Vertex Medical (Pvt.) Ltd	M/s Eastern Medical	GRIEVANCE AGAINST M/s EASTERN MEDICAL TECHNOLOGY SERVICES TENDER SPECIFICATIONS C.E Certificate OBJECTION / GRIEVANCE M/s. Eastern Medical quoted model number Catus X12 from a foreign manufacturer Axcent Medical Germany. We want to bring in your Knowledge that C.E Certificate of Axcent Medical Germany has been Expired on 09-12-2023.Moreover, Due to expired C.E Certificates they have also rejected in Tender of PIC Hospital Lahore. So, we request you to please disqualify the offer of M/s Eastern Medical. (Annex-F). Past satisfactory performance (Firm & Quoted product) in Teaching Hospital OBJECTION / GRIEVANCE M/s Eastern Medical does not have any past satisfactory report of the quoted Brand. Moreover, this brand does not have any installations in Major Teaching Hospitals. Due lack of satisfactory report they are rejected in many recent tenders like PIC Hospital Lahore,LGH Lahore&PESSI Hospital Multan.(Annex-F)	The committee reviewed the document submitted by the M/s Eastern Medical fail to provide the satisfactory bidder past performance of the quoted product. Therefore, the decision of the TAC remained upheld, classifying M/s Eastern Medical as Non-Responsive.
		M/s Vertex Medical (Pvt.) Ltd	M/s Noor International	TENDER SPECIFICATIONS GRIEVANCE AGAINST M/s NOOR INTERNATIONAL TENDER SPECIFICATIONS Waveform Traces Speed: 25 & 50 mm / sec OBJECTION / GRIEVANCE M/s. Noor International quoted model number Vitus 12sfrom a foreign manufacturer Trionara Technologies AB Sweden. The quoted model regarding Waveform Traces Speed: 25 & 50 mm / sec is not verified from Brochure/Technical data sheet. TENDER SPECIFICATIONS Past satisfactory performance (Firm & Quoted product) in Teaching Hospital OBJECTION / GRIEVANCE M/s Noor International does not have any past satisfactory report of the quoted Brand. Moreover, this brand does not have any installations in Major Teaching Hospitals.	The committee reviewed the document submitted by the M/s Noor International fail to provide the satisfactory bidder past performance of the quoted product. Therefore, the decision of the TAC remained upheld, classifying M/s Noor international as Non-Responsive.

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD ON 25-03-2024 REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT, PLANT & MACHINERY & IT EQUIPMENTS UNDER ADP SCHEME "FOR ESTABLISHMENT OF PAEDIATRIC BURN CENTRE " OF THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH SCIENCE, LAHORE.

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
9.	c. Cardiac Monitors Invasive IBP with Capnography d. Cardiac monitor (Non Invasive)	M/s Eastern Medical Technology Services	Past Performance Certificate	**OBJECTION** No bidder past performance in Teaching Hospitals. **REPLY** Please note that we have supplied Cardiac Monitor Axcent Medical, Germany in various Hospital including Teaching Hospitals. Copy of purchase orders, installations report attached). **OBJECTION** Manufacturing Site China **REPLY** Please be noted Country of Origin of the quoted Principal, Axcent Medical GmbH is Germany.	The committee examined the bid submitted by M/s Eastern Medical and discovered that they acquired agency rights for the product only a few months prior to this tender. The certificates attached to the bids belonged to a previous vendor. Hence decision of TAC remained upheld, classifying M/s Eastern Medical as **Non Responsive.**
		M/s PK Medi Engineering	Past Performance Certificate	**Reason of Rejection** Bidder has no past performance in teaching hospital **Clarification** Our quoted product of pacetech USA having the market experience particularly of quoted series vitalmax is more than 10 years in Pakistan, including teaching hospitals. We have attached the purchase order from PMU Gujranwala Teaching Hospital. Furthermore, we provide services to Sheikh Zaid Hospital in Lahore regarding quoted monitors and we have attached satisfactory performance and purchase orders from all teaching hospitals for your reference.	The committee examined the bid submitted by M/s PK MEDI ENGINEERING and discovered that they acquired agency rights for the product only a few months prior to this tender. The certificates attached to the bids belonged to a previous vendor. When questioned by the committee, the company representative confirmed that they had not installed any monitors in any teaching institutes. Hence Grievance rejected.
10.	Nebulizer				

MINUTES OF GRIEVANCES COMMITTEE MEETING HELD ON 25-03-2024 REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT, PLANT & MACHINERY & IT EQUIPMENTS UNDER ADP SCHEME "FOR ESTABLISHMENT OF PAEDIATRIC BURN CENTRE " OF THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH SCIENCE, LAHORE.

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection Against any firm	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
11.	a. Central Oxygen Supply System b. Bed Head Unit for medical gases with outlet c. Vacuum Regulator d. Oxygen Flow Meter	M/s Medi Bridge	M/s Total Technologies	We have to raise a concern regarding Item No. 11 (Medical Gas Pipe Line System) in the recent bid evaluation (Bid reference no. PC/679/11/CH&UCHS). We have noted that M/s Total Technologies (Pvt) Ltd offered outlets of Precision UK. However, we request to clarification on whether they have provided the specific Model/Part Number of the outlet as required. Furthermore, M/s Unimix claims to be the sole distributor of Precision UK in Pakistan and has previously quoted Precision UK outlets in a tender at Children's Hospital. Considering this, we urge for a re-evaluation of M/s Total Technologies' offer.	The committee reviewed the document submitted by them M/s Total Technologies against grievance, found satisfactory and rejected the grievance of M/s Medi Bridge has been rejected and upheld the decision of TAC M/s Total Technologies as **Responsive.**
		M/s Total Technologies		In the technical evaluation report, model of Vacuum Regulator & Gas Outlets (Imported) required with Bed Head Units quoted by M/s Medi-Bridge is not mentioned while in accordance with bid documents clause 24-2.5.8-j. "The firm shall also declare the make, model, country of origin of all accessories to be provided with the equipment". Further, M/s Medi-Bridge is not the sole authorized distributor of M/s Wieland as they quoted for item of Copper Pipe / MGPS hence, it may please be re-verified / re-checked. Therefore, in line with above requirement stated in the bid, the offer of M/s Medi-Bridge should be re-evaluated.	The committee reviewed the document submitted by them M/s Medi Bridge medical against grievance, found satisfactory and rejected the grievance of M/s Total Technologies has been rejected and upheld the decision of TAC M/s Medi Bridge as **Responsive.**

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Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection Against any firm	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
		M/s Radiant Medical (Pvt.) Ltd	M/s Medi Bridge	MS. Medi Bridge's offer must be counter checked for the following. Copper pipe: Medical grade copper pipe's EN1348 certificate of offered brand must be checked and verified. Reference/Experience:As per our info vendor don't have experience of MGPLS and don't have installations of offered brands for copper pipe, outlets, flow meter and vacuum suction regulators. Pervious orders of offered brands, with manufacturers training certificate along with travel history and visas must be checked and verified to ensure best after sales service for your esteemed institute.	The committee reviewed the document submitted by them M/s Medi Bridge medical against grievance, found satisfactory and rejected the grievance of M/s Radient medical has been rejected and upheld the decision of TAC M/s Medi Bridge as Responsive.
12.	ECG Machine with 12 channels				
13.	Diathermy Machine with bipolar leads Local	M/s G Med (Pvt.) Ltd	Typo Graphic Mistake about origin.	OBJECTION AS PER TEC No Objection CLARIFICATION In technical evaluation report there is a typing mistake country of origin and manufacturer of our quoted product is Italy instead of Germany.	It was confirm from the bid by the grievance committee and found typographic mistake may read as "origin and manufacturer of quoted product is Italy instead of Germany"
14.	Magnifying Loops (Imported) 2.5 X				

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Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection Against any firm	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
15.	K wire driver	M/s G Med (Pvt.) Ltd		OBJECTION AS PER TEC 1- No Bidder Past performance for quoted product in teaching hospitals. 2- Non Compliance with defined quality standards. CLARIFICATION 1- We have already attached the past performance of teaching institutes further attached again for your kind consideration. 2- As you may know in the EU, all the manufacturers of Medical Devices are moving from the MDD system to the MDR system and the EU notified bodies who issue CE certificates (companies like SGS, TUV, Dekra, Bureau Veritas) just cannot keep up with the demand for their services and so are not able to carry out all the audits and issue certificates quickly enough. There are only 4 companies that do audit and certification work in the UK itself and they have to service the whole UK healthcare and pharma industry. Our manufacturer had passed the audit process, but waiting for the certificate to be issued. As advised by the SGS customers can use the UK CA certificate instead of the CE certificate until the issuance of MDR (copy attached). There are also European guidelines that say that as long as the product was on the market and available for sale before the CE expired in February 2023 then the product can be sold. Further our manufacturer also has FDA certification (copy attached). There is also a letter from SGS confirming they are working on this for us.	The committee reviewed the document submitted by the M/s G-MED Pvt Ltd, found satisfactory on point 2 bu still deficint to point 1 and Declared M/s G-MED Pvt Ltd, as Non-Responsive

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Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
16.	Humby Skin Graft Knife	M/s True Dynamic International (Pvt.) Ltd	Same manufacturer quoted by two firms	We True Dynamic International (Pvt) Ltd have participated in the tender of the Procurement of Electro Medical Equipment (Humbly Skin Graft Knife) for 2023-24. We have quoted the brand of Humeca Netherland, under the authority letter from our shipper. But sir, in your technical evaluation report our firm, True Dynamic is non responsive. We request to you that please review your judgment and accept our proposal of the tender for the Procurement of Electro Medical Equipment (Humbly Skin Graft Kinfe) for 2023-24.	It was found the mentioned Brand Humeca was quoted by two different firm so both were declare as non-Responsive
17.	Blood Warmer (Imported)	M/s Hospicare System	G-MED	GRIEVANCES ON ITEM NO.17 – BLOOD WARMER GRIEVANCES AGAINST M/S G-Med (BLOOD WARMER) The quoted model **"AMPIR-1"**of brand **"TAHAT"** does not have the option of a **"Blood warming device with safety cutout at 41-43 °C."** Therefore, it does not meet the tender's advertised technical specifications. We request the procuring agency to reject the offer in consideration of clause 24 of Bid Evaluation Criteria, stating that "The bid must comply with the advertised technical specifications."	The committee reviewed the document submitted by the M/s G-MED, found satisfactory hence Grievance rejected and upheld the decision of TAC as Responsive.

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Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
17.	Blood Warmer (Imported)	M/s Radiant Medical (Pvt.)Ltd	M/s Hospicare	Advertised Specification Online Warming with Tubing Reservations Their Quoted model is not an open system and can only be used with manufacturer approved IV sets. Thus their quoted model does not meet your advertised specifications and therefore they should be declared as NON-Responsive.	The committee reviewed the document submitted by the M/s hospicare found satisfactory hence Grievance rejected and upheld the decision of TAC as Responsive.
		M/s Radiant Medical (Pvt.)Ltd	M/s G-MED	Advertised Specification"Online Warming with Tubing Reservations 1. Their quoted model does not come with silicon temperature insulation hence does not fall under the advertised specification as ***online warming*** with tubing can be verified from brochure 2. Their Quoted model can only be used with extra-long infusion sets as it requires 2-3 winds of IV set across heat exchanger for effective warming Thus their quoted model does not meet your advised specifications, and therefore should be declared as NON-Responsive	The committee reviewed the document submitted by the M/s G-MED found satisfactory hence Grievance rejected and upheld the decision of TAC as Responsive.
18.	Fluid Warmer				

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Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
19.	Forced Air Patient Warming System	M/s Hospicare System	M/s Reliance Medical	GRIEVANCES ON ITEM NO.19– FORCE AIR PATIENT WARMING SYSTEM GRIEVANCES AGAINST M/S RELIANCE MEDICAL (FORCE AIR PATIENT WARMING SYSTEM) The quoted model "505 Warming Unit"of brand "IOB Medical" was acquired by 'Gentherm Medical,'in 2022 as mentioned on their website and thus the manufacturer should be Gentherm, USA, while they have declared "IOB Medical". Furthermore, we would like to bring in your notice that we are the exclusive distributor of "Gentherm" in Pakistan. We request to your good office to declare them 'Non-Responsive' for the sake of healthy competition. As per your Clause # "Serial #01 of Evaluation Criteria Part II"	The committee reviewed the document submitted by the M/s RELIANCE MEDICAL found satisfactory hence Grievance rejected and upheld the decision of TAC as Responsive.
		M/s Reliance Medical (Pvt.) Ltd	M/s Hospicare	Regarding the above-mentioned subject; we would like to state that according to the uploaded minutes of TSC for the said item. M/s Hospicare is technically accepted/ responsive. Whereas, we would like to bring to your kind notice that the technical scrutiny committee may have overlooked very important Specification features of advertised tender specifications. 1. According to the advertised Specifications, the offered Forced Air patient Warming System should have an adjustable air flow, precise temperature delivery. Whereas the quoted model of Warm Air do not have adjustable air flow setting. (Please see the attached page of their operation and technical manual) 2. According to the advertised Specifications, the offered Forced Air patient Warming System should have two air flow settings. Whereas the quoted model of Warm Air does not have two air flow setting. (Please see the attached page of their operation and technical manual)	The committee reviewed the document submitted by the M/s Hospicare found satisfactory hence Grievance rejected and upheld the decision of TAC as Responsive.

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Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
20.	Operating Micro Scope	M/s Latif Brother	M/s Jassani Scientific	Tender Specifications Objective f = 300mm DEVIATION Not Available with the Manufacturers – LEICA for the quoted model – A copy of the brochure (self-explanatory) is attached herewith for ready reference Tender Specifications HD Video Camera Integration DEVIATION Kindly check and verify the technical quotation, whether they have quoted the "HD Video camera integration" originally provided by the manufacturers We humbly request your good self to kindly re-scrutinize the quotation of our competitors before finalizing the tender on technical grounds. Furthermore, we suggest to ask for a live demonstration of all the technically acceptable Operation Microscopes. This shall ensure procurement of an appropriate Operation Microscope for the particular discipline of Microsurgery.	In response to the grievance committee, the representative confirmed that they included the specified object in their technical offer. Additionally, they asserted that their manufacturer produces this object with a focus of 300mm. Moreover, the representative affirmed that they had offered HD camera integration with this system from the manufacturer. Same was confirmed through their offer. Grievance rejected and upheld the decision of TAC as Responsive
		Links Communication system	Bidder Past Performance	Company claims that they installed their system in hospitals like Karachi skardu etc.	The grievance committee reviewed the documents and find deficient to said clause the grievance was rejected, the decision of TAC remained sustained.
21.	Hand Held Doppler				

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Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
22.	Micro vascular Sets (Imported)	M/s Mediland Pakistan (Pvt.) Ltd		As per the technical evaluation report the committee has declared us non responsive on the basis of following reasons: "Not Accepted in the Demo" However, we have supplied surgical instruments of KLS Martin, Germany in different teaching hospitals with the satisfactory past performance. (Copies Enclosed). It is hereby requested to kindly allow us to conduct a demonstration session for Micro vascular Instrument Set and declare us responsive accordingly.	The Grievance committee rejected the grievance the decision of the TAC remained sustained M/s Mediland as non-responsive.
23.	Dialysis Unit with RO Plant	M/s Iqbal & Company	M/s Hospital Supply Corporation	With reference to your technical evaluation report, published on website in which you have announced M/SHospital Supply Corporationas non-responsive due to non- compliance of PV list, against item no 23. We are writing to express our support for the decision made by the hospital regrading CRRT machine. It's clear that that the decision was made on the grounds that noncompliance of your published specifications. (PV List) Below points need to be taken in notice in addition because of these grounds it has been rejected in other institutes and clinically have importance. 1. They don't have Touch Screen in Machine 2. They don't have Blood Leak Detector (Optical) 3. They don't have Internal Storage Memory Please do not hesitateto reach out if there is any additional support or information needed to uphold the decision made	The grievance of the M/s Iqbal and company has been accepted and the decision of the TAC was sustain and M/s Hospital supply corporation remain Non-Responsive.

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Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
23.	Dialysis Unit with RO Plant	M/s Hospital Supply Corporation	Non compliance to technical specification	Specification 7 Inch or above touch colored display. Remarks Our quoted model have 10.4 Inch TFT Color display. The Touch Screen is not a Major Deviation. There is no clinical benefit of Touch Screen for patient health. Rest of the all major specifications / parameters are up to the required specification. It is requested that kindly accept our technical bid in the light of healthy and fair competition. Another hand, M/s Iqbal & Company (Baxter – PrismaFlex) is accepted. But they have a major deviation, the Blood Warmer is not built-in with quoted model, it is not a part of machine and manually / separately attached with the machine for treatment. The reference of brochure and User Manual - CRRT Machine Baxter Prismaflex, Page # XXV Point # 25 is clearly mentioned that to remove the Blood Warmer before moving the machine. In this scenario following are submitted; a) As per the specifications, the Blood Warmer should be available in the machine, as our model NIKKISO AQUARIUS have built-in. b) External Blood Warmer increases the cost of disposables and consumables of the machine. Because, customers need to purchase the Blood Warmer sleeve separately. c) If Blood Warmer remains switched off, or has any problem during the therapy, the machine does not show any alarm or caution. That can be the life threatening Risk for the patient and can be the cause for Kit Clotting. d) If kit clots happens during the therapy, it is not only the matter of kit price, it is the cause of major blood loss of critical ill patient in ICU. As per latest PVMS specification of Dialysis Machine, the PVMS committee removes Touch Screen with remarks that "the Touch Screen has no any clinical advantages. Reference is attached.	The PVMS of CRRT demands touch screen as per grievance committee type of screen demanded is touch screen whereas the system quoted by M/s HSC is based o push button based and this may considered as major deviation as well ,Hence grievance rejected the decision of the TAC remained sustained as M/s Hospital supply as Non responsive Upon reviewing the bid and specifications, the grievance committee noted that only a warmer was specified, with no mention of the type, whether built-in or separate. Consequently, the firm's grievance was rejected.

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Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
29.	Audiovisual Items a. Security camera with installation and Monitor b. Audiovisual system for Theater to Committee room c. Speaker system				
30.	IT Equipment a. Computer System Core i7 (Latest Generation) 16 GB Ram 1 TB Hard disk 19" LCD with UPS (APC 650VA) with computer tables. b. Laser Printer c. Multifunctional Printer				
31.	Multi Media Projector				
	Physiotherapy Equipment's				

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Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
32.	Shortwave Diathermy	M/s Human Health Care	Distribution certificate	SHORTWAVE DIATHERMY MACHINE MODEL: THERMATUR 200+ MANUFACTURER: TUR GMBH COUNTRY OF MANUFACTURER: GERMANY COUNTRY OF ORIGIN: GERMANY Respected Sir, • The Exclusive Authorization letter is attached for your ready reference. We request to the honorable authority that please re-evaluate the enclosed documents and grade responsive.	The committee reviewed the document submitted by the M/s Human Healthcare found satisfactory hence Grievance accepted and declare as Responsive.
33.	Ultrasound Unit	M/s Human Health Care	M/s Radiant Medical (Pvt.)Ltd	ULTRASOUND THERAPY UNIT MODEL: SONOTUR MANUFACTURER: TUR GMBH COUNTRY OF MANUFACTURER: GERMANY COUNTRY OF ORIGIN: GERMANY Respected Sir, • The Exclusive Authorization letter is attached for your ready reference. We request to the honorable authority that please re-evaluate the enclosed documents and grade responsive.	The committee reviewed the document submitted by the M/s Human Healthcare found satisfactory hence Grievance accepted and declare as Responsive.

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Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
33.	Ultrasound Unit	M/s Technology Links (Pvt.) Ltd	M/s Reliance Medical	M/s Reliance Medical has quoted item No. 33 Ultrasound Therapy Unit, Model HC Sound, and make Electronica Pagani Italy. The Firm was declared responsive on the basis of knock down criteria in the technical evaluation report up loaded on PPRA & Specialized Healthcare & Medical Education website on dated 12-03-2024. Meanwhile in the minutes of technical evaluation report the firm is declared responsive but the said firm is not qualified as per knock down criteria BDS Clause No. 224 IBT 2.5.8 (A Technical Evaluation Criteria I) mentioned in advertised bidding documents. **A Technical Evaluation Criteria (i)** The quoted model of imported product shall be available on the current official website of the manufacturer, otherwise the quoted product shall be consider obsolete / redundant and will be straightaway be rejected. **Reservation** The firm quoted item has not showing on manufacturer official website and showing no information available in this page (Attached copy).	The firm representative show the website www.starinphysio.com linked with info@elettronicapagani.it own by the manufacturer and said model are available ,Hence Grievance rejected and decision remain As responsive.

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