



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



No. P.C./ 8758 /CH&UCHS

Dated 16/02, 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 REQUIRED TO STRENGTHENING THE SERVICES OF EMERGENCY 150 BEDDED EXTENSION, DENTAL & OPHTHALMOLOGY & REVAMPING PROJECT OF 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 required to strengthening the services of Emergency 150 bedded Extension, Dental, Ophthalmology & Revamping Project of 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.

PROF. DR. TIPU SULTAN
MBBS, FCPS, M.Sc (UK), FRCPCH (LONDON)
Prof. of Paediatric Neurology
Medical Director

MINUTES OF GRIEVANCES COMMITTEE MEETING REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT, PLANT & MACHINERY REQUIRED TO STRENGTHENING THE SERVICES OF EMERGENCY 150 BEDDED EXTENSION, DENTAL, OPHTHALMOLOGY & REVAMPING PROJECT OF CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH SCIENCE, LAHORE.

With reference to letter No. P.C./7868-72/CH&UCHS dated 12-02-2024, a Grievance Readdressal Committee meeting was held on 14-02-2024 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. 76979/1-58/CH&UCHS Dated 08-12-2023.

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	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
1.	Complete Bed Set (Bed with Mattress, IV Stand, Bed side Cabinet, Over head Table Attendant bench) Local	Nil	Nil	Nil	Nil
2.	Non Invasive Cardiac Monitor	Nil	Nil	Nil	Nil
3.	C-Arm for EOT	Shiraz Trading	Non Compliance to Specifications	<p>M/s Shirazi Trading Justifications</p> <p>We have quoted two Monitors (Large Display HD Monitor 27" (Touch) and 10.1" (Touch) tablet with touch screen for system control) against 02 monitors of 19 Inches which is better and latest technology.</p> <p>Large Display Monitors brings tangible clinical benefit ranging from enhanced image quality and diagnostic precision to improve ergonomics and collaborative capabilities (so you can see the small wires, catheters and even small anatomical distortion).</p>	The Grievance committee reviewed the specifications and bid submitted by the M/s Shirazi Trading confirmed that they do not comply on specification issued by the CH&UCHS due to the major deviation the grievance of M/s Shirazi Trading was rejected and decision of the TAC remain sustained.





Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
4.	Defibrillator	M/s Radiant Medical (Pvt) Ltd	Non compliance due to expired CE	Since the EU regulation process is in transition period (from MDD to MDR) so they have allowed the notified bodies to keep the surveillance of their issued CE certified only.	The Grievance committee reviewed the bid. The grievance of the said firm has been rejected. The decision of the TAC remains sustained.
			Against M/s MES	The Certificate of their quoted model indicates that it is being manufacturer by the china's manufacturer named Suzhou Zoll Medical Technology Co., Ltd. Room 102-2, Block 19 No. 8 Jinfeng Road Suzhou New district 215163 Suzhou Jiangsu, China, furthermore M2 is not available on their official website www.zoll.com	The grievance committee reviewed the bid the grievance of said firm has been accepted. Decision of TAC was overruled and declared M/s MES as non responsive.
			Against M/s Shirazi Trading	Their quoted model energy selection is fixed on AED at 200Joules which should be adjustable in order to use for adult and pediatric patients.	The said firm was already non responsive declared by TAC
			Against M/s Bio-Tech Services	The model quoted by the M/s Bio Tech Services do not have the option of internal pedal.	1. The committee confirm the system quoted by the M/s Bio tech services have an option of internal pedal furthermore the representative of M/s bio tech services admitted to submit an undertaking to said model hence grievance is rejected and decision of TAC remain sustained.
		M/s Shirazi Trading	Bidder Past performance of quoted product in teaching Institute	Remarks by TAC committee M/s Shirazi Trading was declared technically non responsive due to bidder past performance for quoted product in teaching hospitals not available. (knock down criteria)	The Grievance committee reviewed the specifications and bid came to know that there is no bidder past performance of quoted product of teaching hospital is attached in bid furthermore the reference submitted by firm is from ten bedded dispensary working under the Agfa Khan Foundation in bonier sakardu i.e. not considered as a teaching hospital i.e. not complied on the criteria mentioned in SBD. Hence the Decision of TAC remained sustained.


 MSW
 AS

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance	
		M/s Ferozsons Laboratories Limited	Against M/s MES	<p>Tender Specifications</p> <p>24. 2.5.8 F. Bid Evaluation Criteria</p> <p>H. 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 Ministry of Health, Labor and Welfare) standard and those products should be marketed world widely.</p> <p>1. The quoted model of imported product shall be available on the current official website of the manufacturer; otherwise, the Quoted product shall be considered obsolete/redundant and will straight away be rejected.</p>	<p>Grievances Against M/s Medical Equipment & Systems</p> <p>As per Bid Evaluation Criteria Point H. the model quoted by M/s Medical Equipment & Systems detail mentioned below: Brand: Zoll Medical Corporation USA Model: M2 is not marketed world widely. Furthermore as per evaluation criteria M/s Medical Equipment & Systems quote USA product and provide CE certificate which is not acceptable because the quoted product is from USA and it must bear FDA 510K. The quoted model by M/s Medical Equipment & System detail mentioned below: Brand: Zoll Medical corporation USA Model: M2 is not available on the current official website of the manufacturer. (website detail attached). M/s Medical equipment & systems provide CE certificate and in there provided certificate clearly mentioned Suzhou Zoll Medical Technology Co. Ltd. which is different company of manufacturer (Grievance minutes of Jinnah Hospital LHR attached) As per demonstration M/s Medical Equipment & System quoted defibrillator delivery more joules than the selected joules which is very harmful for the patient's life.</p>	<p>The Grievance committee reviewed the bid came to know that the system quoted by M/s Medical Equipment system was not available on their official website furthermore the FDA attached was not as per requirement mentioned in the bidding documents therefore the decision of TAC was overruled and grievance of M/s Ferozsons was accepted and declared M/s Medical Equipment systems as non responsive.</p>

[Handwritten signature]
MS

[Handwritten signature]
HL

MINUTES OF GRIEVANCES COMMITTEE MEETING REGARDING THE GRIEVANCES OF THE FIRMS AGAINST THE TECHNICAL ADVISORY COMMITTEE DECISION FOR THE PROCUREMENT OF ELECTRO MEDICAL EQUIPMENT, PLANT & MACHINERY REQUIRED TO STRENGTHENING THE SERVICES OF EMERGENCY 150 BEDDED EXTENSION, DENTAL ,OPHTHALMOLOGY & REVAMPING PROJECT OF 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
6.	Ultrasound sound Color Doppler medium end	M/s Shirazi Trading		M/s Shirazi Trading, was declared technically non responsive as product was being examine by the radiology consultant and not satisfied with performance. M/s Shirazi Trading Justification We are arranged demonstration of our quoted system Fuji Film Arrieta 65 (Japan) in radiology department for satisfaction of enduser.	The Grievance committee reviewed the bid. The grievance of the said firm has been rejected. The decision of the TAC remain sustained.
		M/s Medical Equipment & System	Against M/s Hoora Pharma	Transducer / Probes: System must have 4 active imaging transthoracic transducer connectors Deviation: Logic P8 has 3 (RS) + 1 (DLP) connector but does not have 4-active connector for transthoracic probes as asked in tender specifications which is major deviation and not fully meets the tender specification. Please note transthoracic probes cannot be connected simultaneously.	The Grievance committee reviewed the specifications and bid came to know that the system quoted by M/s Hoora Pharma having four active probe furthermore the company shows the visual evidencwhich state DLP is not a parking connector it work as an active connector so the grievance of the M/s Medical Equipment system was rejected and decision of the TAC may remain sustained.
7 & 8.	Syringe Pump (100) with docking station (30) Infusion Pump	M/s Hospicare System	M/s Medical Equipment & Systems	Having examined the evaluation report, we assessed that M/s Medical Equipment & Systems has quoted the Model: Agilia VP MC which is not as per evaluation criteria nor fulfilling the advertised technical specifications and major deviation that there quoted model does no operate on any infusion set and not compatible with commonly available infusion set, so it does not meet the tender advertise technical specifications and 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 representative of the firm was asked to explain the position he committed to present the product for demonstration of the quoted model ,but they failed to produce the exact model in spite of that come up with any different model to reconfirm and justified the objection raised by the firm The decision of the TAC was overruled and declare M/s Medical Equipment as non-responsive.

[Handwritten signatures and initials]

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
		M/s Total Technologies (Pvt) Ltd	Bidder Past performance of quoted Product in teaching Institute.	<p><u>Item No. 07 (Syringe Pump)&Item No. 08 (Infusion Pump)</u></p> <p>a). Our quoted offer for above mentioned items is declared as "non-responsive" assigning reason of "Bidder Past Performance for Quoted Product in Teaching Hospital".</p> <p>We would like to clarify here that we have installed the quoted product in many institutes Therefore, you are requested to declare our offer as "responsive" since we do comply with the said requirement.</p> <p><u>b). Grievances against Offer of M/s Medical Equipment System</u></p> <p>Please note that during the demonstration of item No. 07 (Syringe Pump) quoted by M/s Medical Equipment system, the representative could not verify / confirm the following features:-</p> <ul style="list-style-type: none"> • Flow Rates:0.01 - 1200 ml/hr. could not be verified. • Bolus rate: 0.01 to 1200 / hr. could not be verified. <p>Despite above deficiencies, the offer of firm has been declared as responsive. Where we request to re-evaluate the offer of firm for above features.</p>	<p>The committee re-examined the bid in the presence of representative of the M/s total Technologies (Pvt) Ltd. and found no bidder past performance certificate in teaching hospital attached in bid therefore grievance of M/s total Technologies (Pvt) Ltd. was rejected and decision of TAC remain sustained.</p> <p>b). The firm representative successfully demonstrate their product feature to the committee so the grievance of the M/s Total Technologies was rejected by the grievance committee hence decision of the TAC remain Sustained.</p>
	Infusion Pump, Pulse Oximeter Bed Side & Infant warmer for Emergency	M/s Al-Kareem Medical Technologies	Past Performance for quoted Product in the Teaching hospital is not available	Business history of the quoted product in Teaching hospital is attached with Technical bid. (Copy of Purchase Order attached for your ready reference)	The Committee reviewed the bids and found that Past satisfactory performances of the teaching hospitals are not attached. Hence the decision of TAC is sustained.

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
		M/s Eastern Medical Technology Services	Demo Not presented	Kindly note that, unfortunately, the demo unit was unavailable at our office during the scheduled demonstration. We sincerely apologize for any inconvenience this may have caused during the evaluation report.	The grievance of the M/s Eastern Medical Technology Services was rejected and the decisions of TAC remain sustained.
		M/s Human Health Care		Manufacturer uab "medicinos gija" lithuania has ce Certificate & fulfilling all the defined quality standards of bidding documents	The Grievance committee reviewed the bid and rejected the grievance. Hence the decision of the TAC is sustained.
		M/s total Technologies (Pvt) Ltd.		Our quoted offer for above mentioned items is declared as "non-responsive" assigning reason of "Bidder Past Performance for Quoted Product in Teaching Hospital". We would like to clarify here that we have installed the quoted product in many institutes Therefore; you are requested to declare our offer as "responsive" since we do comply with the said requirement.	The committee re-examined the bid in the presence of representative of the M/s total Technologies (Pvt) Ltd. and found no bidder past performance certificate in teaching hospital attached in bid therefore grievance of M/s total Technologies (Pvt) Ltd. was rejected and decision of TAC remain sustained.
9.	Suction machine Heavy Duty	Human Healthcare		Request to reconfirm the deficiency from bid	The Committee accepted the grievance of Firm M/s Human Healthcare in Suction Machine and revert the decision of TAC.
10.	Crash Cart local	Nil	Nil	Nil	Nil
11.	Medicine trolley local	Nil	Nil	Nil	Nil
12.	Patient Shifting trolley local	Nil	Nil	Nil	Nil
13.	Laryngoscope LED local	Nil	Nil	Nil	Nil
14.	X rays Viewer dual window, Local	Nil	Nil	Nil	Nil
15.	ECG Machine with trolley	M/s Hospicare Systems	Non-compliance to specification	It is observed that our offer against mentioned items has been declared as non-responsive by mentioning the reason "Non-Compliance Specifications Feature Wise". It is pertinent to mention here that, we have quoted the model: 200+ which fully comply the advertised technical specifications of the procuring agency, further we have attached herewith viz-a-viz compliance sheet feature wise for your ready reference and kind perusal.	The Grievance committee reviewed the specifications and bid came to know that the system quoted by M/s Hospicare system having a WAN/LAN in their quoted system hence the grievance was accepted and the decision of TAC was overruled by declaring M/s Hospicare System as responsive.

red

Ag

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
18.	Weight Machine	Nil	Nil	Nil	Nil
18.	Bp apparatus mobile type	Nil	Nil	Nil	Nil
19.	DR system floor mounted with single detector	M/s Radiant Medical	Against M/s Fuji Films	Please note that the quoted Model of DR System by M/s Fuji Films of Korea origin and the original OEM for this system is DRGEM Korea.	The committee examined the bid and call the firm representatives of both firms to brief and defend the grievance it was concluded that "the system quoted by the Fuji Film was manufactured in Korea by DR GEN which was not comply to SBD clause stated that manufacturer should be from USA/EU/Japan, where as the origin may be any geographical region.
			Against M/s MES	Please note that the quoted model (RADREX MRAD A505) Make: M/s Canon Medical Japan canon medical website. The model available at their canon website is with name of RADREX. Please verify.	Grievance rejected system is available on the official website of the Canon Medical Japan hence decision of the TAC remain sustained.
			Against M/s Hoorra Pharma	Please note that the Hoorra pharma above quoted machine of shimadzu japan use canon wireless detector with their x-ray machines. The shimadzu japan himself is not the OEM for the canon detectors as they are taking from canon japan which is the original OEM of these detectors.	The Grievance was examined and it is found that the detector quoted by M/s Hoorra Pharma is from country of manufacturer USA/ EU / Japan as per of SBD. Furthermore, FDA 510k is obtained with the mentioned detector as well.
				We have quoted CARESTREAM DRX Compas and FOCUS 35C digital detector are manufactured in carestream in manufacturer facility in china	Committee reviewed the document and certification the system quoted by the firm having an FDA of M/s Care stream china is acceptable whereas the detector was from the chines manufacturer that was not on by CARESTREAM China as per FDA 510 K furthermore our bidding document clause stated that manufacturer should be from USA/EU/Japan, where as the origin may be any geographical region. The quoted model of Digital Detector focus 35C is manufactured in China and the manufactured is also a Chines Firm which is the deviation as per bidding documents hence decision of the TAC remain sustained.

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
		M/s Hooru Pharma (Pvt) Ltd	Against M/s Fuji Films Pakistan	<p>Clause 24. Bid Evaluation Criteria (Page 41) Subclause e states that: The Manufacturer should have documentary evidence to the effect that they are the original Manufacturer of the quoted product with indication of manufacturing site and its location.</p> <p>Section-III. Technical Specifications 3.2: Country of Manufacturer: USA, Europe, Japan. MS Fuji Film is not the Original Equipment Manufacturer. Quoted product is manufactured by DR Gem Korea which is the original equipment Manufacturer of this X-Ray Machine. We also request you to please check the make of it X-Ray Tube & Generator as well. It's a clear violation of the mentioned bidding clauses</p> <p>MS Fuji Film does not have install base in the govt sectors of the quoted models which is the requirement of the procurement department in all Government institutes. Please check the past performance/Install base/Satisfactory letters of the quoted model.</p>	The committee examined the bid and call the firm representatives of both firms to brief and defend the grievance submitted by M/s Hooru Pharma came after detailed discussion it was concluded that "the system quoted by the Fuji Film was manufactured in Korea by DR GEN which was not comply to SBD clause stated that manufacturer should be from USA/EU/Japan, where as the origin may be any geographical region, whereas quoted model is manufactured by Korean firm furthermore FDA 510K also confirmed that so the grievance of M/s Hooru Pharma (Pvt) Ltd. is accepted and declared M/s Fuji Films as non responsive.
20.	Surgical Diathermy for EOT and OT	M/s Popular International (Pvt.) Ltd		<p>It has come to our attention that our bid was rejected due to the following reasons:</p> <p>Lack of Experience in Teaching Institutes of quoted model:</p> <p>Contrary to the committee's assessment, we would like to highlight that we possess the prerequisite experience in this quoted product, Our team has successfully supplied and delivered machines to various healthcare facilities, and we are fully capable of meeting the required specifications and standards. (Copy Attached)</p> <p>In light of the aforementioned points, we kindly request that you reconsider the decision to reject our bid.</p>	The committee re-examined the bid in the presence of representative of the M/s Popular International and found no bidder past performance certificate in teaching hospital attached in bid therefore grievance of M/s popular International was rejected and decision of TAC remain sustained.
21.	Hot Air Oven for sterilization	Nil	Nil	Nil	Nil

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
22.	Sternum Saw	Nil	Nil	Nil	Nil
24.	High Definition Laparoscopy System	Nil	Nil	Nil	Nil
25, 26, 27, 28	Dental Units High Speed Air Turbine Electric Scalar Modular /Built-in Slow Speed Air Motor with CA & St H.P	M/s Advance Western		Item # 25,26,27,28 (Dental Unit with Accessories) our bid as non-Responsive because of Tempered of Documents In this regard we would like to share, your requirement of bidding documents any one international certificates which we have valid ISO Certificate which we attached in technical Bid also tempered documents (CE) attached by mistake our side, so it is requested to accept and responsive our bid for better & healthy competition for your valuable institute.	The grievance of the said firm was rejected by the Grievance committee and the decision of TAC remain sustained
29.	Autoclave Class B 22 liter Bench top	M/s Total Technologies (Pvt) Ltd		<u>ITEM NO. 29 (AUTOCLAVE CLASS B 22 LITER BENCH TOP)</u> <u>Against the Offer of M/s Glowpak International and M/s Combined Engineers</u> Loading Capacity: 5kg instruments or 1.5kg textiles or more Built-in Electric Steam Generator made of stainless steel Fast cycle programs Electro-polished stainless-steel chamber 316 These features are not traceable from the catalogue of the quoted model available on the official website of manufacturer. Hence the same may please be re-evaluated / reconfirmed	The bidder examined the bid and found that the both the product are deficient with the technical deficiency. The grievance was accepted and declare both the firm as non-responsive.

Handwritten signature and initials in the bottom left corner of the page.

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
29.		M/s Eastern Medical Technology Services	Bidder Past performance Non compliance to specification	Kindly note that, we have already attached the past performance record with our bid which re-attaching herewith for your kind consideration. Kindly note that the technical scrutiny committee has not raised any technical objections. Could you please inform us about any noncompliance points in the specifications	The representative of the firm submitted the detail documents from there service manual the technical point relating to SS chamber has been proved .Whereas the firm failed to prove the availability of satisfactory past performance of the bidder of quoted model in teaching hospital. The decision of the TAC remained sustained
30.	Ultrasonic cleaner	Nil	Nil	Nil	Nil
31.	Water Distiller Unit	M/s Advance Western		Item # 31 (Water Distiller) our bid as non-Responsive reason not mention, but our quoted product is 100%meet the required specification, so it is requested to accept and responsive our bid for better & healthycompetition for your valuable institute	The grievance of the said firm was rejected by the Grievance committee and the decision of TAC remain sustained
32.	Air Compressor (Oil Free) for support of 5 Dental units	Nil	Nil	Nil	Nil
33.	Air Compressor (Oil Free) for 1 to 2 units	M/s Forcare Conecting Healthcare	Poor services	Reference to the above subject cited that you have technically rejected us on basis of "Due to Poor Service in Children's Hospital". We try to serve our best but unfortunate, service delay due to shortage of parts. Repair work already has been done few months back. And our all-supplied equipments are working perfectly. So, we request you to please reconsider us as "Responsive". Your positive response and just action in this regard will be highly appreciated.	The grievance of the said firm was rejected by the Grievance committee and the decision of TAC remain sustained
34.	Suction Machines for support of 5 Units	Nil	Nil	Nil	Nil
35.	Suction Machines for support of 1to 2 Dental Units	Nil	Nil	Nil	Nil

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
36.	Dental X-Ray Unit Portable	M/s Forcare Connecting Healthcare		Reference to the above subject cited that you have technically rejected us on basis of "Due to Poor Service in Children's Hospital". We try to serve our best but unfortunate, service delay due to shortage of parts. Repair work already has been done few months back. And our all-supplied equipment's are working perfectly. So, we request you to please reconsider us as "Responsive". Your positive response and just action in this regard will be highly appreciated.	The grievance of the said firm was rejected by the Grievance committee and the decision of TAC remain sustained
37.	Dental X ray PSP	M/s Forcare Connecting Healthcare		Reference to the above subject cited that you have technically rejected us on basis of "Due to Poor Service in Children's Hospital". We try to serve our best but unfortunate, service delay due to shortage of parts. Repair work already has been done few months back. And our all-supplied equipments are working perfectly. So, we request you to please reconsider us as "Responsive". Your positive response and just action in this regard will be highly appreciated.	The grievance of the said firm was rejected by the Grievance committee and the decision of TAC remain sustained
		M/s Advance Western		Our bid as non-Responsive Because of Both firm (Advance Western & GlowPak International) quoted same model of same manufacture In This Regards we are Sole agent of (Acteon Group) last Many years, we also attached sole agent letter/agency agreement letter with Embassy attested , also we share Email id to confirm our principal about Soleagent in PAKISTAN (hazem.nashashibi@acteongroup.com) Mr Hazem Nashashibi, Acreon Area Sales Manager (Acteon GROUP).	The grievance of the said firm was rejected by the Grievance committee and the decision of TAC remain sustained
38.	Intra oral Sensor	M/s Forcare Healthcare		Reference to the above subject cited that you have technically rejected us on basis of "Due to Poor Service in Children's Hospital". We try to serve our best but unfortunate, service delay due to shortage of parts. Repair work already has been done few months back. And our all-supplied equipment's are working perfectly. So we request you to please reconsider us as "Responsive". Your positive response and just action in this regard will be highly appreciated.	The grievance of the said firm was rejected by the Grievance committee and the decision of TAC remain sustained

As

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
		M/s Total Technologies (Pvt) Ltd		<p>ITEM NO. 38DIGITAL IMAGING SYSTEM (INTRA ORAL SENSOR) Against the Offer of M/s Glowpak International</p> <p>Please note that the quoted model of M/s Glowpak offer measured resolution of 12 lp/mm instead of 20 lp/mm as required in the specs. Hence their offered model do not meet with the required specs and requested to be declared as non-responsive on such major deviation.</p> <p>Their offered model do not offer "Replaceable Cable Sensor" as required in the specs. Further to above, in the recent FY tender in the institute of Punjab Dental Hospital - Lahore; a leading institute in the provision of Dentistry Services has declared their offer / quoted model as "non-responsive" as such major deviation was found in the offer of firm (copy of evaluation report attached.) Hence their offered model does not meet with the required specs and requested to be declared as non-responsive on such major deviation</p> <p>Against the Offer of M/s Combined Engineers</p> <p>The quoted model of firm offers Sensor Size 1/2 only instead of 0/1/2 as required in the specs. Hence their offered model do not meet with the required specs and requested to be declared as non-responsive on such major deviation</p> <p>28lp/mm spatial resolution not measured.</p> <p>Their offered model do not offer "Replaceable Cable Sensor" as required in the specs. Further to above, in the recent FY tender in the institute of Punjab Dental Hospital - Lahore; a leading institute in the provision of Dentistry Services has declared their offer / quoted model as "non-responsive" as such major deviation was found in the offer of firm (copy of evaluation report attached.) Hence their offered model do not meet with the required specs and requested to be declared as non-responsive on such major deviation</p>	<p>The Grievance committee review the specifications and informed that system quoted by the M/s Glow Pak comply on Measured resolution 20 LPM / mm or above whereas replaceable sensor cable is deficient in the model of M/s Glow Pak International. Therefore the decision of was overruled by grievance committee and declared M/s Glow Pak int. as non-responsive.</p> <p>The Grievance committee review the specifications and informed that system quoted by the M/s Combined Engineers comply on Measured resolution 20 LPM / mm or above sensor size 0/1/2 for sharp, clear and low noise radiographs whereas replaceable sensor cable is deficient in the model of M/s Combined Engineers. Therefore the decision of was overruled by grievance committee and declared M/s Combined Engineers as non-responsive</p> <p>The grievance of the said firm was rejected by the Grievance committee and the decision of TAC remain sustained</p>




As

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
39.	Periapical Imaging System	Nil	Nil	Nil	Nil
40.	Peripheral X-Ray Machine	Nil	Nil	Nil	Nil
41.	Electric Pouch Sealer with Cutter	Nil	Nil	Nil	Nil
42.	Digital Slit Lamp	Nil	Nil	Nil	Nil
43.	Air Puff Tonometer			M/s Eastern Optical Submitted the request along with the under taking that they will accept all the tender terms & Conditions (warranty, bid validity)	The Committee review the request and is of the opinion that eye Department having severe deficiencies and without equipment patient care has been greatly suffered ,in the larger public interest committee accepted the request of M/s Eastern Optical and case refer to TAC committee to technically evaluate the equipment quoted by M/s Eastern Optical for further proceeding.
44.	Goldman Implantation Tonometer	Nil	Nil	Nil	Nil
45.	Auto Refractometer	Nil	Nil	Nil	Nil
46.	Hand Held Auto refractometer	M/s Radiant Medical		M/s Radiant Medical submitted the request to kindly reevaluate the bid as per their stance they accepted all the terms & conditions as per bidding documents (Warranty and delivery period).	The Committee review the request and is of the opinion that eye Department having severe deficiencies and without equipment patient care has been greatly suffered ,in the larger public interest committee accepted the request of M/s Radiant Medical and case refer to TAC committee to technically evaluate the equipment quoted by M/s Radiant Medical for further proceeding.
47.	Chart Projector	Nil	Nil	Nil	Nil
48.	Digital Lenses meter	Nil	Nil	Nil	Nil

[Handwritten signature]

[Handwritten initials]

[Handwritten mark]

[Handwritten mark]

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
49.	Retinoscope & ophthalmoscope with charger	M/s Radiant Medical		M/s Radiant Medical submitted the request to kindly reevaluate the bid as per their stance they accepted all the terms & conditions as per bidding documents (Warranty and delivery period).	The Committee review the request and is of the opinion that eye Department having severe deficiencies and without equipment patient care has been greatly suffered ,in the larger public interest committee accepted the request of M/s Radiant Medical and case refer to TAC committee to technically evaluate the equipment quoted by M/s Radiant Medical for further proceeding
50.	Indirect Ophthalmoscope	Nil	Nil	Nil	Nil
51.	Hand Held Fundus Camera	Nil	Nil	Nil	Nil
52.	Photo Coagulator Complete	Nil	Nil	Nil	Nil
53.	Duplex Air Compressor 2500 LPM	M/s Total Technologies (Pvt) Ltd	M/s Radiant Medical (Pvt.) Limited	<p>Please note that in the technical evaluation report, the quoted model of main components i.e. AIR DRYER & RESERVOIR etc. are not mentioned due to which we cannot verify either their quoted models of air dryer and reservoir complies with the capacity of air compressor output or not...? Hence, the same should be provided.</p> <p>As required in the specifications, Control "system should be capable to run "air compressor and dryers"automatically with warning system with alarm". But the offered model of Air Compressor by M/s Radiant Medical do not Control system Automatically.</p>	The committee reconfirm both the points raised by the M/s Total Technologies and rejected the grievance .Decision of TAC remained sustained
		M/s Vertex Medical (Pvt) Ltd	Non compliance for quality certification	Non Responsive due to non compliance of quality standards	Committee review the document provided by the firm representative were found comply as per EC .The Decision of TAC was over ruled and declare M/s Vertex Medical as responsive

AS

Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
54.	Duplex Vacuum Pump System 2500LPM liters with storage capacity of 2000 liters	M/s Vertex		Non Compliance quoted lower model not meet the flow requirement.	The system quoted by the M/s Vertex is not compliant to technical specification, hence grievance rejected decision of TAC remain sustained.
55.	Single Vacuum Pump 1600 LPM	Nil	Nil	Nil	Nil
56.	Bed Head Unit for wards Local with imported points (EU ,USA Japan)	M/s Total Technologies (Pvt) Ltd	Against M/s Medi Bridge	In the technical evaluation report; the quoted offer of M/s Medi Bridge has been declared as "responsive" while they did not presented the sample / demo as required for the technical evaluation report. Further to above, Make & Model of Gas Outlets should also be confirmed in their quoted offer as required. We are at your disposal for any further information / clarification you may need in this regard.	The demo was presented to committee by M/s Medi Bridge furthermore on the request of aggrieve firm the gas outlet (MD Italy) was quoted and informed to aggrieve firm hence grievance rejected.
		M/s Unimix		Reference to the technical report No. P.C./6008/CH&UCHS for the above mentioned subject, we would inform you that our sample of Bed Head Unit was approved by the Technical and Bio Medical Committee. So, kindly consider us responsive in your technical report as well.	Grievance accepted

new

18

B
D

e

e
a
y
n
s
n

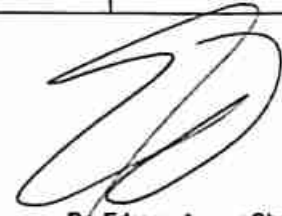
Sr. No.	Name of the Equipment	Aggrieved Firm	Cause of Rejection	Grievance / Clarification received from the firm	Discussion/Justification against Grievance
57.	Copper pipe 42mm (Imported) RFT	Nil	Nil	Nil	Nil
58.	Bio Medical Testing Analyzing and Calibration equipment	Nil	Nil	Nil	Nil



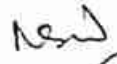
Engr. Abdul Jalil
Bio Medical Engineer
Jinnah Hospital, Lahore (Member)



Dr. Ayesha Ashraf
Assistant Professor Orthodontics (Member)



Dr. Edrees Anwar Sheikh
AMS (Admin) (Member)



Dr. Anjum Saeed
Prof. of Paeds Gastroenterology (Member)



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