

MINUTES OF GRIEVANCE COMMITTEE MEETING HELD ON 13.09.2025 REGARDING TENDER NO. BMED/01/25/34887 (EPADS NO. 250719581) (A) REPAIR / ANNUAL MAINTENANCE SERVICE CONTRACT OF MEDICAL EQUIPMENT (ASSORTED TYPE) ITEM SR. NO. 5 I.E. GAS PLANT OLD & NEW BUILDING & (B) OPERATIONS & ANNUAL SERVICE CONTRACT WITH PARTS OF INCINERATOR ATI / FRANCE

With reference letter No. 50302-06/CH&UCHS dated 11.09.2025. A grievance committee meeting held on 13.09.2025 at 10:30 am in the conference room of admin block regarding the subject mentioned above.

Mr. Hamid Majeed Sandhu representative of M/s Total Technologies (Pvt) Ltd. and Mr. Kamran Hafeez represented of M/s Perfect Enterprises attend the meeting regarding tender (A) Repair / Annual Maintenance Service Contract of Medical Equipment (Assorted Type) Item Sr. No. 5 i.e. Gas Plant OLD & New Building.

Mr. Sheikh Ahsan Rashid representative of M/s Strongman attend the meeting regarding the tender (B) Operations & Annual Service Contract with parts of Incinerator ATI / France.

M/s Total Technologies (Pvt) Ltd. submitted its grievance against M/s Perfect Enterprises on EPADS dated 03.09.2025 and vide letter no. TTPL/14022/2025 dated 02.09.2025.

M/s Strongman submitted its grievance against technical evaluation report on EPADS dated 04.09.2025 and vide letter no. SM.CH&UCHS,25.957 dated 02.09.2025.

The Grievance Committee listened the point of view of all representative of firms and decided the following decision:

Sr. No.	Name of the Equipment	Aggrieved Firm	Against Firm	Grievance	Decision of Grievance Committee
1.	(A) Repair / Annual Maintenance Service Contract of Medical Equipment (Assorted Type) Item Sr. No. 5 i.e. Gas Plant OLD & New Building.	M/s Total Technologies (Pvt) Ltd	M/s Perfect Enterprises	<p>i. Our firm had supplied and installed the Medical Gas Plant equipment in 2017, and we have consistently provided uninterrupted maintenance and support services since then.</p> <p>ii. The scope of the Annual Maintenance Contract includes critical system such as Manifold System, AGSS Plant, Vacuum Plant, Desiccant Dryers, and Compressors. These components require specialized knowledge and hands-on experience.</p> <p>iii. To our knowledge, M/s Perfect Enterprises lacks prior experience in both installation and maintenance of the full scope of this equipment. Their technical team has not demonstrated familiarity with the systems involved. In fact, the M/s Perfect Enterprises do not comply with the Section-IX-Checklist clause 5 " At least three of similar nature having cost or above have been</p>	<p>The Grievance Committee convened to review the appeal submitted by M/s Total Technologies Pvt Ltd against M/s Perfect enterprises.</p> <p>The Committee thoroughly heard the stance of the aggrieved firm and cross-verified all relevant documents from the bid, along with those presented physically before the Committee by both parties.</p> <p>After detailed examination, the Grievance Committee concluded that the grounds of grievance submitted by M/s Total Technologies were not substantiated. Accordingly, the Committee overruled the claims and</p>





			<p>performed / executed in public organization during last 02 years. Hence, their offer should be declared as non-responsive on non-complying the mandatory criteria of tender.</p> <p>iv. The Medical Gas Pipeline System is a sophisticated, life-saving infrastructure. Its maintenance demands.</p> <ul style="list-style-type: none"> • Specialized tools and diagnostic equipments. • Technical trained and certified by the original equipment manufacturer. • Strict adherence to HTM and ISO standards. <p>While the firm M/s Perfect Enterprises do not comply with Section IX-Checklist clause 8 "List of Availability of Testing Tool required in repairing.</p> <p>v. It is also to bring into your kind notice that M/s Perfect Enterprises lacks the necessary technical expertise required for the service and maintenance of Atlas Copco Equipment that is installed at facility. The firm does not possess any trained engineers or qualified person, or does it have the requisite resources to maintain the equipment in accordance with the manufacturer's standers.</p> <p>vi. Consequently, the firm fails to meet the requirements outlined in Section IX-Checklist, Clause 9, which mandates the submission of a "List of Qualified Technical Staff". In light of this deficiency, M/s Perfect Enterprises cannot be considered technically compliant for the scope of work involving Copco products.</p> <p>Endorsing a firm without proven expertise in this domain poses a serious risk to the quality and reliability of service. Inadequate maintenance could compromise patient safety and operational continuity, especially in critical care environments.</p> <p>vii. In the light of the above, we respectfully request a re-evaluation of technical grading awarded to M/s Perfect Enterprises, and urge the committee to reconsider their status "responsive". Ensuring that only qualified and</p>	<p>upheld the decision of the Technical Advisory Committee (TAC) as assertive and final.</p>
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			experienced vendors are selected will safeguard of the system and prevent future inconvenience to the end users.	
2.	(B) Operations & Annual Service Contract with parts of Incinerator ATI / France.	M/s Strongman	-	<p>i. Please find enclosed our of experience regarding INCINERATOR PLANTS few selected PURCHASE ORDERS and SATISFACTORY CERTIFICATES issued by various hospitals, UN, INGOs and public / private procurement department of Pakistan.</p> <p>ii. List of Relevant experience of more than 80 Units installed across Pakistan is also attached with this covering letter.</p> <p>The Grievance Committee provided a fair opportunity to the representative of the aggrieved firm to present their viewpoint against the decision of the Technical Advisory Committee (TAC). However, the representative failed to provide any substantive documents to support their claims. After due deliberation, the Committee decided to uphold the decision of the Technical Advisory Committee (TAC).</p>


Dr. Anha Jamil
 Assistant Professor of MICU
 (Member)


Dr. Muhammad Azeem Ashfaq
 Assistant Professor of Paeds Neurology
 (Member)


Dr. Omer Javid
 AMS (General)
 (Member)


Dr. Ayesha Ashraf
 Assistant Professor of Orthodontics
 (Member)


Prof. Dr. Anjum Saeed
 Professor of Paeds Gastroenterology
 (Chairman)

Submitted for Approval Please


 Medical Director