


02-11-2020


MINUTES OF MEETING OF REDRESSAL OF GRIEVANCE COMMITTEE

A meeting of the Grievance Committee held on 28.10.2020 at 10:00 a.m in the office of Chairman Grievance Committee, Mayo Hospital, Lahore to decide grievance, duly advertised on PPRA website vide unique No. 144458T18092020575 dated 18.09.2020 & Corrigendum unique No. 145109C01102020575 dated 01.10.2020.

SR.#	Grievance	Decision of Technical Evaluation Committee	Decision of Redressal of Grievance Committee
01	<p><u>M/S. FRESINIUS MEDICAL CARE</u> vide their letter No. T201022-MHL-01L dated 22.10.2020 & bearing Diary No. CEO/1466/MH dated 24.10.2020 stated that:</p> <p>With reference to the technical evaluation report of above tender, following are our grievances against M/S 3N-Lifemed, as per the technical evaluation criteria.</p> <p>Grievances</p> <p>a) Clause No. 9.4 [Financial Model] Being a manufacturer, Fresenius Medical Care is not authorized M/S Jet Services or M/S 3N Lifemed for the import of spare parts.</p> <p>b) Clause No. 7 & 10 of Section III [Scope of Services] Documents needs to be verified. Please obtain/verify the authorization certificate for the import of spare parts.</p> <p>c) Clause No. 1 & 14 [Special conditions of contracts] Please also verify the import documents (goods declaration/Bill of lading from original manufacturer) with list of new spare parts available in stock.</p> <p>The bidder will guarantee the supply of brand-new spare parts</p>	Technically Approved	<p>Mr. Owais (Senior Customer Support Engr.) accompanied with Mr. Qazi Asad (Zonal Services Manager) attended the meeting on behalf of M/s Fresenius Medical Care. They explained the grievance in detail. The representatives of the other company and the member of Technical Committee (Biomedical Engr.) were also invited to present their stance too.</p> <p>The committee evaluated the matter by checking the bid evaluation form and affidavits given in this regard. Moreover their grievance is time barred too.</p> <p>After due deliberation the Grievance redressal Committee unanimously decided to uphold the decision of T.E.C.</p>
02	<p>Clause No. 22 Documents needs to be verified.</p> <p>List of available concerned tools / instruments for calibration etc. The manufacturer recommended calibration tool list for Fresenius 4008 machines should be verified along with the required periodic calibration certificates of its validation from manufacturer.</p> <p>We request you to verify / obtain the above documents in order to qualify the bidder on fair grounds per the bidding document clauses. It will help you in rendering the quality services ensuring best value of public money.</p>		Hence grievance is rejected .


Mst. Sakhia Arshad
 Deputy Drug Controller
 (Member)


Dr. Muhammad Iqbal
 Addl: Medical Superintendent (OPD)
 (Member)


Prof. Dr. Ameer Afzal
 Professor of Surgery, N.S.W
 Chairman of Grievance Committee