

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE

Venue: Department of Neurology, Mayo Hospital Lahore
Date & Time: 23-07-2022

Participants:

- | | | |
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| 1. | Prof. Dr. Ahsan Numan
Head of Neurology Department Mayo Hospital Lahore | Chairman |
| 2. | Prof. Dr. Nasir Chandhary
Head of Ophthalmology Department Unit-II Mayo Hospital Lahore | Member |
| 3. | Dr. Samra Zahra
Adl. Medical Superintendent Mayo Hospital Lahore | Member |
| 4. | Mr. Azeem Butt
Deputy Drugs Controller Mayo Hospital Lahore | Member |
| 5. | Mr. Muhammad Jawad Bhatti
Deputy Drugs Controller Mayo Hospital Lahore | Member |

Proceedings:

Meeting started with the recitation from the Holy Quran. The Chairman, Grievances Committee Mayo Hospital Lahore welcomed all the participants.

ITEM NO. 01:

GRIEVANCE SUBMITTED BY M/S MEDICAMP INTERNATIONAL (TENDER CODE: A18. UROLOGY DISPOSABLES)

GRIEVANCE DETAIL:

The firm submitted the grievance with reference to Technical Scrutiny Report for the Tender of Urology Disposable Items for the financial Year 2022-2023. The firm found that their quoted items i.e. 11, 12, 13, 14, 15 have been declared non-responsive in Part C with observation of End User.

The firm admitted that it has absolutely no doubt on the competency of the respected End user but requested to allow the firm to present its samples once again for test/trials to get possible feedback from end user about its fresh lot of samples. The firm claimed that the quoted products are approved by the European CE Standards with GMP notification and are available and in use at different government hospitals throughout Pakistan i.e. Sir Ganga Ram Hospital, Lahore General Hospital, Services Hospital, Social Security Hospital, Shaikh Zayed Hospital, DHQ Teaching Hospital Gujranwala, CMH Lahore, North West general Hospital Peshawar, Allied Hospital Faisalabad, Polyclinic



Islamabad, Allied Hospitals Rawalpindi, etc. including Mayo Hospital Lahore in the past without a single complaint. The firm requested to submit samples of T.E. 11, 12, 13, 14 & 15 for trials, based on its experience and very positive feedback.

Decision:

The representative of the firm was absent. The committee observed that Technical Evaluation Committee (TEC) has declared firm non-responsive in different quoted items as the items couldn't qualify in part C of technical evaluation (disapproved by the end user). The items were disapproval by end user In PART C as the quoted items were not patient friendly. hard and stiff. The report added that item TE no 11 does not make loop. In item TE no 12, the wire loop does not match with DJ.

The committee decided to uphold the decision of Technical Evaluation Committee.

ITEM NO. 02:

GRIEVANCE SUBMITTED BY M/S GULFAM BROTHERS (TENDER CODE: A18. UROLOGY DISPOSABLES)

GRIEVANCE DETAIL:

The firm submitted the grievance with reference to uploaded technical report for which the grievance was submitted for following items;

- Item No 11 (DJ Stent 6FR with Guide Wire 0.035 FDA Approved Adult)
- Item No: 12 (DJ Stent 4.7FR with Guide Wire 0.025 FDA Approved Adult)
- Item No: 15 (Percutaneous Nephrostomy Set (PCN) Adult with Guide Wire 10FR)

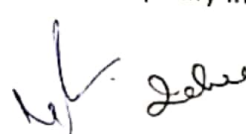
The firm argued that its quoted items are FDA Approved and attached notarized authority letter with the bid. The firm added that its products are previously being used at Mayo Hospital Lahore without any complaint. The firm also claimed that this hospital used its DJ stent & PCN Set for many years and the firm has supplied the stock in 2022. The firm requested to reevaluate its samples and make decision on merit.

Decision:

Mr. Gulfam, Director of M/S Gulfam Brothers pleaded the case of firm before the grievances committee. The committee observed that Technical Evaluation Committee (TEC) has declared above mentioned quoted items non-responsive as the quoted items couldn't qualify in part A and C of technical



Gulfam
23/7/22



evaluation criteria. The firm attached original CDR with the technical bid in Part-A. The authorization letter was not notarized by country of origin and is not approved by the end user in Part-C being not patient friendly hard and stiff. Furthermore, Item T.E. does not make loop.

The committee decided to uphold the decision of Technical Evaluation Committee.

ITEM NO. 03:

GRIEVANCE SUBMITTED BY M/S UDL DISTRIBUTORS (TENDER CODE: A18. UROLOGY DISPOSABLES)

GRIEVANCE DETAIL:

The firm submitted the grievance with reference to Technical Evaluation decision uploaded on 22-06-22, the firm requested to draw attention on below mentioned points.

Grievance against M/S Nipro Medical

Item # 10 Double Lumen Catheter (Complete Kit with Seldengier Technique) Adult 12Fr x 16cm

In Item # 10, the advertised specification is Double Lumen Catheter (Complete Kit with Seldengier Technique) Adult 12Fr x 16CM, whereas M/S Nipro quoted the brand Shummei with specification of 12Fr x 15cm which does not meet Hospital advertised specification the firm requested to reconsider technical evaluation as M/S Nipro does not qualifys in Item # 10.


Secondly the firm pointed out following points for the grievances committee:

Part-B :ORDINARY PARAMETERS

The firm submitted that the bid does not qualify Ordinary Parameters due to following reasons:

- Nipro Medical quoted the brand Shunmmei having Post Registration experience less than one year.
- Shummei Double Lumen also does not have local market experience of past years (clause # 2)

The firm added that as the Medical Device Rules were implemented in Jan 2018, this Double Lumen Dialysis Catheter falls under Schedule-D, which has never been exempted from Registration, till date, even after the SRO 526(I) 2021. So, sales of this product is only possible after registration. If so, they do

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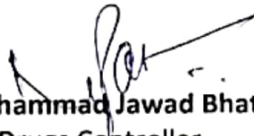
not meet the Ordinary Parameters 1 and 2 of this bidding documents. Hence, M/S Nipro shall also be dis-qualified in Part B. The firm requested to declare M/S Nipro Medical Non-Responsive in item # 10 as it does not meet the Mayo Hospital advertised evaluation criteria.

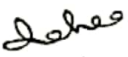
Decision:

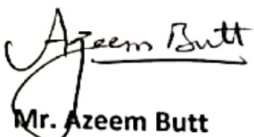
Mr. Abbas Area Sales Manager from UDL Distributors pleaded the case of firm before the grievances committee for T.E. 10 against M/S Nipro Medical. The representative of M/S Nipro Medical was absent. The representative of M/S UDL Distributors presented the grievances before the committee. The committee observed that the M/S Nipro attached five references as required under clause (1) of Part B: Ordinary parameters attaining 6 marks, while the bid did not contain any reference of T.E. 10 double lumen catheter 12fr X 16cm scoring zero marks in Clause (2) of Part B: Ordinary parameters.

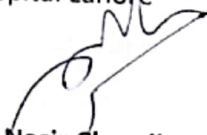
Based on the above facts the committee decided to declare M/S Nipro Medical non-responsive in T.E. 10.

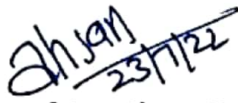
The meeting ended with vote of thanks to and by the Chair.

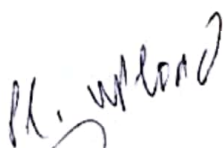


Mr. Muhammad Jawad Bhatti
Deputy Drugs Controller
Mayo Hospital Lahore


Dr. Samra Zahra
AMS Stores
Mayo Hospital Lahore


Mr. Azeem Butt
Deputy Drug Controller
Mayo Hospital Lahore


Prof. Dr. Nasir Chaudhary
HoD Ophthalmology Department
Mayo Hospital Lahore


Prof. Dr. Ahsan Numan
HoD Neurology Department
Mayo Hospital Lahore


H. W. Khan

01-08-22