

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE

Venue: Department of Neurology, Mayo Hospital Lahore
Date & Time: 11-06-2022

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
Adll. 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 BIOWELL SCIENCES (TENDER CODE: A020 SPECIALIZED BURN ITEMS)

GRIEVANCE DETAIL:

The firm submitted the grievance with reference to Technical Evaluation Report. The firm participated in following Specialized Burn items that are mentioned below:

- T/E 3, Calcium Alginate Dressing 10x20 cm
- T/E 22, Silicone Gel 20 gram
- T/E, 39 Silver Alginate 10x20 cm
- T/E 40 Paraffin Roll 15x2cm
- T/E 42 CGF Hydrocolloid Foam 15x15 cm

The firm stated that its above-mentioned items have been rejected in technical evaluation due to non-submission of samples while the firm claims to have submitted the samples and got the receiving of sample. The firm requested to re-evaluate and consider the firm responsive.

Decision

Mr Adil Sattar, Sales Manager pleaded the case of firm before the grievances committee. The committee observed that Technical Evaluation Committee (TEC) has declared the firm responsive for quoted items except T.E # 03, 22, 39, 40, 42 (NPS).

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21/6/22

Based on the facts, the committee unanimously decided to reevaluate T.E. 3 & 39.

ITEM NO. 02:

GRIEVANCE SUBMITTED BY M/S CLIFTON ENTERPRISES (TENDER CODE: A020 SPECIALIZED BURN ITEMS)

GRIEVANCE DETAIL:

The firm submitted the grievance with reference to the Technical Evaluation Report regarding bulk purchase of Specialized Burn Items (Code A020): NPWT Dressing Medium with Tubings & canister S/N 24, NPWT Dressing Large with Tubings & canister S/N 25, NPWT Dressing Set for open Obdumen S/N 26, NPWT Y-Connector S/N 27. The firm alleged that the firm M/s CLIFTON ENTERPRISES has been declared "dis-qualified" by the Technical Evaluation Committee due to failure to comply with one of the compulsory parameters i.e. Samples Evaluation, where the quoted samples have been rejected due to undisclosed reasons. The firm stated that according to its assessment, the submitted samples meet all the technical requirements in the bidding document. The firm claims that its Product is of utmost quality. The firm further stated that its high quality certifications of FDA and CE further speak volume for the product standards. It added that regardless of all these standards and experience, the samples have been declared "Non Satisfactory" for unknown reasons.

Considering its claimed quality standards, the firm requested to re-evaluate the decision made by the Technical Evaluation Committee and consider quoted samples in the best interest of hospital and public.

Decision:

Mr...Qsim, Sales Manager pleaded the case of firm before the grievances committee. The committee observed that Technical Evaluation Committee (TEC) has declared the firm non-responsive due to failure in Part-C.

Based on the facts, the committee unanimously decided to uphold the decision of Technical Evaluation Committee.

ITEM NO. 03:

GRIEVANCE SUBMITTED BY M/S SURGIQUIPS (TENDER CODE: A020 SPECIALIZED BURN ITEMS)

GRIEVANCE DETAIL:

The firm submitted the grievance with reference to the subject tender where the firm has been declared "Non-Responsive" due to failure in Part-A. The firm claimed that only free sale certificate was missing in bid that's why it was declared non-responsive. The firm claimed that it applied for free sale certificate from the country of manufacturer for which the evidence has been attached with grievance letter. The firm stated that almost 2-3 weeks are required for receiving free sale certificate. The firm claims to have free sale certificate from country of manufacturer. The firm has requested to please accept its grievance letter and declare it "Responsive"..

Decision:

The firm's representative was absent. The committee observed that Technical Evaluation Committee (TEC) has declared the firm non-responsive due to failure in Part-A. The firm did not provide Free Sales Certificate with the grievance letter.

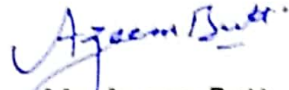


Based on the facts, the committee unanimously decided to uphold the decision of Technical Evaluation Committee.

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



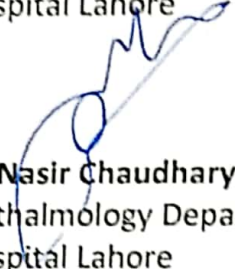
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Deputy Drugs Controller
Mayo Hospital Lahore



Mr. Azeem Butt
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Dr. Samra Zahra
AMS Stores
Mayo Hospital Lahore



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



Prof. Dr. Ahsan Numan
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