

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE

Venue: Department of Neurology, Mayo Hospital Lahore
Date & Time: 03.04.2023 & 06.04.23

Participants:

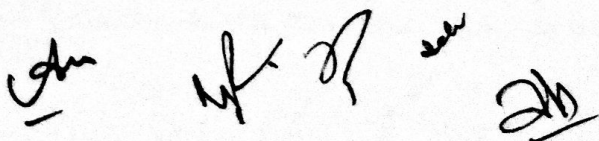
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|---|----------|
| 1. Prof. Dr. Ahsan Numan | Chairman |
| Head of Neurology Department Mayo Hospital Lahore | |
| 2. Prof. Dr. Nasir Chaudhary | Member |
| Head of Ophthalmology Department Unit-II Mayo Hospital Lahore | |
| 3. Dr. Samra Zahra | Member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

Proceedings:

The 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 HIMMEL PHARMACEUTICALS PRIVATE LIMITED (TENDER CODE: REE-01 MEDICINE)

GRIEVANCE DETAIL: The firm submitted the grievance with reference to the announcement of the technical evaluation report regarding the purchase of medicines for the financial year 2022-23 (Tender Ree-01) whereas the firm quoted item no. 206,207,208,209,210,211. M/S Himmel Pharmaceuticals (Pvt.) Ltd submitted the grievance as the firm has been declared non-responsive because of not obtaining qualifying marks i.e. 65% in Part-B of tender documents. The firm stated that it submitted all the necessary documents during tender submission, but due to some reasons, some documents were overlooked which caused disqualification. The firm submitted following response to each objection:



| Sr. # | Parameters | Marks given by technical committee | Documents Submitted | Marks |
|-------|---|------------------------------------|--|-------|
| 1 | Past performance of the bidder | 08 | 8 Plus institutions purchase orders | 10 |
| 2 | Product Experience T.E 206,207,209 | 0 | Last two years | 7 |
| 7 | Financial Capacity of the bidder | 05 | Between 1000 Million to – 2000 Million | 15 |
| 8 | Institutional Performance at Mayo Hospital | 0 | For quoted items | N/A |

The firm further claimed that few parameters are not applicable, so by excluding those parameters total evaluation marks become 70 out of which the firm should have been awarded minimum 47 marks that is more than 65% (Passing Criteria) as per the submitted documents. The firm requested to accept its grievance and declare all quoted items as responsive.

Decision:

Mr. Muhammad Imtiaz, Institutional Head of Himmel Pharmaceuticals (Pvt.) Ltd. pleaded the case of firm before the grievances committee. The committee observed that Technical Evaluation Committee (TEC) has disqualified the firm due to failure of Part-B. The firm's representative claimed that the TEC has mistakenly scored 8 out of 10 in clause 1 of Part-B. The firm's representative showed more than 10 references of different institutions/ hospitals. The committee decided to award 10 marks in clause 1 of part-B.

The firm's representative further claimed that the TEC has also mistakenly scored 0 marks in clause 2 of Part-B for T.E. 206, 207 & 209 as the experience of T.E. 208 & 211 are almost same where the TEC has awarded 7 marks. Regarding T.E. 206 the firm's representative showed PO of Kiran Patient Welfare Society issued on 29th November 2022, GINUM Cancer Patients Welfare Society issued on 26th Dec 2022 and Shaukat Khanum Hospital on 23rd Aug 2022. Regarding T.E. 207, he showed PO of Shaukat Khanum Hospital issued on 18th Nov 2022 and Jinnah Postgraduate Medical Centre Karachi 4th Feb 2023. Regarding T.E. 209, he showed PO of Cancer Patient Welfare Society NORIN Nawabshah issued on 24th Jan 2022 and MINAR Welfare

Society Multan issued on 17th Mar 2022. The committee decided to award 07 marks to T.E. 206, 207 & 209 in clause 2 of part-B.

The firm's representative further claimed that his firm qualifies 15 marks in clause 7 of Part-B Financial Capacity of Bidder. He showed FBR Income Tax Return for the year 2021-22 where the annual turnover was 1006,121,611 qualifying the requirement between 1000 million – 2000 million. The committee decided to award 15 marks in clause 7 of Part-B Financial Capacity of Bidder.

The firm's representative stated that TEC has awarded zero marks in Clause 8 of Part B, whereas the quoted items have never been previously procured in bulk purchase at Mayo Hospital Lahore. He claimed that this parameter shall be exempted as the institutional experience is required for items that are previously procured in bulk purchase of Mayo Hospital Lahore. The committee decided to accept the grievance.

The committee observed that the firm qualifies minimum 47 marks out of 70 marks and decided to declare firm responsive in Part-B in all quoted items.

ITEM NO. 02:

GRIEVANCE SUBMITTED BY M/S MULLER & PHIPPS PAKISTAN PRIVATE LIMITED (TENDER CODE: REE-01 MEDICINE)

GRIEVANCE DETAIL:

The firm submitted the grievance with reference to evaluation report and tender of medicine items F.Y. 2022-23. The firm stated that it has been declared nonresponsive due to non-submission of Tender samples & other documents. The firm stated that it is submitting sample of Tab. Gluconorm 4mg (06 packs). The firm has request to accept the samples and has claimed to attach following documents to meet the criteria;

- 1) AGP IQVIA Certificate "Sale Wise"
- 2) Pre-qualification from DG Health Lahore
- 3) Sample letter

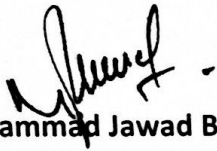
Considering above stated, the firm requested to consider it as technically responsive against the tender for bulk purchase of Medicine for the Year 2022-23 for supply of bulk medicine to Mayo Hospital Lahore.

Decision:

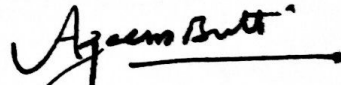
Mr. Muhammad Ikram, Field Manager of M/S Muller & Phipps (Pvt.) Ltd. pleaded the case of firm before the grievances committee. The committee observed that the Technical Evaluation Committee (TEC) has disqualified the

firm due to failure in Part-A & Part-B. The firm has been disqualified due in Part-A due to failure in clause 6 due to missing authority letter and clause 12 as samples were not provided. The firm has also been disqualified in Part-B due to less marks. The firm's representative showed an invalid general authority letter from AGP that advised firm to get specific authority letter for an institution. As the firm failed to provide a valid authority letter, the committee decided to turn down the grievance and upheld the decision of Technical Evaluation Committee.

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



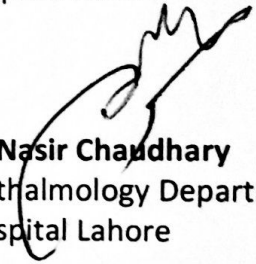
Mr. Muhammad Jawad Bhatti
Deputy Drugs Controller
Mayo Hospital Lahore



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



Prof. Dr. Nasir Chaudhary
HoD Ophthalmology Department
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Prof. Dr. Ahsan Numan
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