

# MINUTES OF GRIEVANCES MEETING

## MAYO HOSPITAL LAHORE



### *Participants:*

1. Prof. Dr. Ahsan Numan  
Head of Neurology Department Mayo Hospital Lahore  
Chairman
2. Prof. Dr. Nasir Chaudhary  
Head of Ophthalmology Department Unit-II Mayo Hospital Lahore  
Member
3. Dr. Sohail Arshad  
Addl. Directors Stores 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 MADINA TRADERS (TENDER CODE: OUTSOURCING OF PRINTERS)**

### *GRIEVANCE DETAIL:*

The firm submitted the grievance with reference to Technical Evaluation of Tender for Outsourcing of Printer. The firm alleged that there were discrepancies in the assessment process. The firm requested to review the Evaluation in terms of transparency, accuracy, clarity and gave it a chance to serve the hospital with its qualified staff.

### *Decision:*

Mr. Babar Ali, Supervisor pleaded the case of firm before the grievances committee. The committee observed that Technical Evaluation Committee (TEC) has disqualified bid due to less marks in Part-B i.e. Zero marks out of 30. The firm showed unsigned unstamped 8 months bank statement w.e.f 01.10.2022 to 12.05.2023. The firm also failed to provide document showing Annual Turnover, award letter/ official contract to claim past experience and appointment letters of employees. The committee decided to uphold the decision of Technical Evaluation Committee.

### *ITEM NO. 02:*

#### **GRIEVANCE SUBMITTED BY M/S FRIENDS IT SOLUTION (TENDER CODE: OUTSOURCING OF PRINTERS)**

Department of Neurology, Mayo Hospital Lahore  
21-10-2023

# MINUTES OF GRIEVANCES MEETING



## MAYO HOSPITAL LAHORE

### *GRIEVANCE DETAIL:*

The firm submitted the grievance that unfortunately some relevant documents were missing and some were wrongly attached in the bid. The firm claimed to attach the relevant papers and requested to review the Evaluation. The firm then requested to re-check the documents attached with the grievance letter.

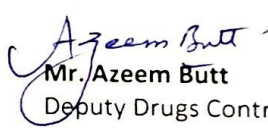
### *DISCUSSION:*

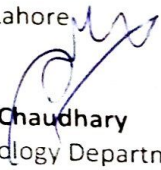
Mr. Hassan Ramzan, Owner pleaded the case of firm before the grievances committee. The committee observed that Technical Evaluation Committee (TEC) has disqualified bid in Part-B due to less marks i.e. 10 out of 30. The firm showed bank statement in favor of Friends IT Solution w.e.f. 01.06.2023 to 06.10.2023 but failed to provide relevant document showing Annual Revenue. The firm failed to provide Award Letter/ Contract to claim marks above 5 that has already been allocated by TEC. The firm showed Diploma of Computer Hardware & appointment letter in favor of Mr. Muhammad Umer; and Diploma of IT Management & appointment letter in favor of Mr. Mazhar Iqbal. The committee decided to increase marks from 5 to 10 in section 3 of Part-B. **However, the firm remained non-responsive due to less marks in Part-B 15 out of 30.**

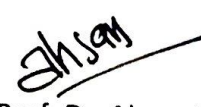
*The meeting ended with vote of thanks to and by the Chair.*

  
**Mr. Muhammad Jawad Bhatti**  
Deputy Drugs Controller  
Mayo Hospital Lahore

  
**Mr. Sohail Arshad**  
Addl. Director Stores  
Mayo Hospital Lahore

  
**Mr. Azeem Butt**  
Deputy Drugs Controller  
Mayo Hospital Lahore

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

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

Department of Neurology, Mayo Hospital Lahore  
21-10-2023

  
**Upload**