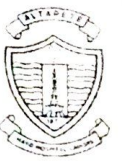


# MINUTES OF GRIEVANCES MEETING

## MAYO HOSPITAL LAHORE



### Participants:

- |   |          |
|---|----------|
| 1. Prof. Dr. Ahsan Numan<br>Head of Neurology Department Mayo Hospital Lahore                 | Chairman |
| 2. Prof. Dr. Nasir Chaudhary<br>Head of Ophthalmology Department Unit-II Mayo Hospital Lahore | Member   |
| 3. Dr. Sohail Arshad<br>Addl. Directors Stores Mayo Hospital Lahore                           | Member   |
| 4. Mr. Azeem Butt<br>Deputy Drugs Controller Mayo Hospital Lahore                             | Member   |
| 5. Mr. Muhammad Jawad Bhatti<br>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 ANAX ASSOCIATES (PVT.) LTD. (TENDER CODE: A016: CSSD)**

**GRIEVANCE DETAIL:** The firm submitted the grievance that M/s Anax Associates (Pvt) Ltd. is technically not accepted due to incomplete compulsory documents while all product samples are approved by end user on quality basis. The firm claimed that in compulsory parameters the affidavit is attached but the technical evaluator asked to provide the affidavit with the two years warrantee, whereas in bid it provided 3 years warrantee of not black listing/no batch failed. The firm requested to accept its grievance, accept the affidavit with the warrantee of 2 Years attached with this letter.

**Decision:** Mr. Mohsin Zaheer, Institutional Sales Manager pleaded the case of firm before the grievances committee to the extent of Section 5 (iii) of Part-A. The committee observed that Technical Evaluation Committee (TEC) has mentioned that the firm has not mentioned 'Two Years' duration on Affidavit. The firm provided an Affidavit bearing ID PB-LHR-60128DE8B8923C00 issued on 18<sup>th</sup> April 2023. **The committee accepted the grievance and declared the bid responsive in section 5 (iii) of Part-A.**

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ITEM NO. 02:

**GRIEVANCE SUBMITTED BY M/S GLOBAL MARKETING SERVICES  
(TENDER CODE: A016: CSSD)**

GRIEVANCE DETAIL:

The firm submitted the grievance with reference to Technical Evaluation of A-014 (Disinfectants and CSSD Disposable Items F.Y 2023-24). The firm stated that it has not technically qualified in tender for the T.E. Sr. nos. 1,2,3,4,5,6,7,8,10,11,12,13,14,15,17,18,24,27 due to non-labeling on the products and due to non-provision of samples. The detail is given below:

Sr.No. 1,2, (Steri Green Crepe Paper) non responsive due to non labeling on products

The firm claimed that it quoted STERIS COORPORATION products in tender and Brand name is mentioned on each box not on each item.

Sr.No. 3,4,5,6,7,8,10,11,12,13,14, (Packing Reels: FLAT & GUSSETED)

The firm claimed that it is the sole distributor of STERIS COORPORATION in Pakistan and Brand name STERIS is mentioned on all mentioned items on both reels sides.

Sr. No. 15 (Lead Free & latex Free Autoclave) non-responsive due to non-labeling on item

The firm claimed that it has quoted STERIS COORPORATION products in tender and Brand name is mentioned on each box not on each item.

Sr. no. 17 Manual Printing 3 Line labeling Gun with ink cartridges is non-responsive due to sample not provided

The firm stated that the quoted item is very expensive and is the type of machine. The firm added that it had delivered the product demo to the end user, which they can also deliver to GRC on return basis.

Sr.no. 18. Double Adhesive 3 Line Labels with Process Indicator for Steam is non-responsive due to sample not provided

Department of Neurology, Mayo Hospital Lahore

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The firm claimed that it submitted samples with tender for which hospital receiving has been attached

Manual Lubricant for treatment of surgical instruments, CFC & silicon Free. According to European Pharmacopia Recommendations is non-responsive due to thinner layer on instruments.

The firm claimed that it is offering the one of the leading brand that is used in well renowned hospitals in Pakistan and institutes are satisfied with its product for which the hospital POs have been attached.

Sr.No. Package monitoring indicator for H2O2 sterilizers (Box of 3200) is non-responsive due to the Indicator color not changed

The firm claimed that it has quoted one of the best brands in the tender that are used in different hospitals in Pakistan that are satisfied with its product for which WIC PO is attached.

The firm reiterated that GMS is offering STERIS products which are FDA approved and CE marked.

### **Decision:**

Mr.Sharjeel, Senior Sales Executive pleaded the case of firm before the grievances committee. The detail of proceedings is given below:

T.E.	Proceedings	Decision
1 & 2	The committee observed that the firm has quoted brand name Reliance Crepe 310 Green Green, while the firm showed a print of label containing brand name Reliance Crepe Secsitive G.	The committee decided to uphold the decision of TEC.
3, 4, 5, 6, 7, 8, 10, 11, 12, 13, 14	The committee observed that the firm has mentioned brand name 'Sterilization Reel (Flat)' for T.E. 3, 4, 5, 6; 'Sterilization Reel (Gusseted)' for T.E. 7 & 8; 'Sterilization Tyvek Reel (Flat)' for T.E. 10, 11, 12, 13, 14. The firm stated that its Brand 'STERIS' is mentioned on items. The committee observed that the firm has not	The committee decided to uphold the decision of TEC.


# MINUTES OF GRIEVANCES MEETING




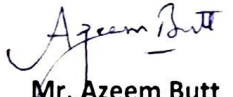
## MAYO HOSPITAL LAHORE


	mentioned this brand in its Technical Offer.	
15	The firm showed photocopy of label containing brand 'Browne' while the firm has mentioned 'Process Indicator Autoclave Tape'.	The committee decided to uphold the decision of TEC.
17 18	The firm claimed that it did not provide the item being expensive.	The committee decided to uphold the decision of TEC.
24	The firm's representative declined to challenge the decision of TEC as the quoted item was disqualified as it showed thin layer on instrument on application.	The committee decided to uphold the decision of TEC.
27	The firm's representative declined to challenge the decision of TEC as the quoted item was disqualified as its color did not change after steam.	The committee decided to uphold the decision of TEC.


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

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

  
**Dr. 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

  
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