

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE

Venue: Department of Neurology, Mayo Hospital Lahore
Date & Time: 24-07-2023

Participants:

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| 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 FRESENIUS MEDICAL CARE (TENDER CODE: A011: UROLOGY DISPOSABLES)

GRIEVANCE DETAIL:

The firm submitted grievance with reference to Technical Evaluation of Urology Disposable, the firm claimed that it has noticed some deviations with Nipro Medical and submit following grievance:

T.E.	Tender Specification	Grievance against Nipro Medical
1	Dialyzer 1.8m2 FX10	Required surface area of Dialyzer (1.8m2) is not offered by Nipro Medical which is a deviation from tender compulsory requirement, as 100% compliance with the advertised specification is mandatory as per clause#12 of bidding document which leads to the disqualification.
4	Blood Tubing Line 8mm, Chamber size 22mm	Required chamber size of Blood Tubing Line (22mm) is not evident with Nipro Medical, which is a deviation from advertised specification, hence compulsory requirement of tender evaluation criteria

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6	Blood Tubing Line 6.5mm	Required diameter of blood tubing line (6.5mm) is also not evident with Nipro Medical, which is a deviation from advertised specification.
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Decision:

Mr. Saqib Maqbool, Zonal Manager of Fresenius Medical Care pleaded the case before the grievances committee. Mr. Hafiz Aqeel Ahmed defended the case on behalf of M/S Nipro Medical. Mr. Saqib contended that T.E. 1, T.E. 4 & T.E. 5 offered by M/S Nipro are not as per advertised specifications. Mr. Hafiz Aqeel stated that they have offered Dialyzer 1.9m² instead of 1.8m². It was further clarified by Mr. Saqib that Hollow Fiber Dialyzer 19L is 1.9m². The petitioner further stated that the product offered by M/S Nipro Medical in T.E. 5 is 6.4 instead of 6.5 (advertised specs). The defendant admitted that its quoted product has 6.4 specs. **The committee accepted the grievance and declared T.E. 1m T.E 5 offered by M/S Nipro Medical non-responsive as out of specs.** The petitioner further stated that label of T.E. 4 quoted by M/S Nipro Medical does not contain Chamber size 22mm. The defendant stated that the quoted product qualifies the requirements of advertised specs. He added that although the label does not contain details of chamber size, the product has the specs and same has been noted by TEC and declared responsive. The committee further asked petitioner to mention the chamber size of quoted product if its not 22mm for which the petitioner declined to answer. On the basis of firm's claim; report of TEC; and lack of details & evidence by the petitioner, **the committee decided to turn down the grievance to the extent of T.E. 4 and the quoted item of M/S Nipro Medical remains responsive.**

ITEM NO. 02:

GRIEVANCE SUBMITTED BY M/S FLOWTRONIX SYSTEMS (TENDER CODE: A011: UROLOGY DISPOSABLES)

GRIEVANCE DETAIL:

The firm submitted grievance with reference to its product T.E. 20 (Double Lumen Dialysis Catheter 12fr) that has been rated non-responsive by stating following comments, "Non-responsive due to the shortage of accessories provided". The firm stated that product specifications in the list of items of the tender does not depict which accessories are required in the kit. The firm stated that it has quoted standard kit which contains all the essential components that are essential accessories and are counted to 12. On the contrary the brand which is rated responsive does not contain:

- Transparent Dressing
- Needle with suture

The firm stated that above 2 accessories are available in its kit. A head-to-head comparison is as below:

Offered Components Component	Able		Arrow	
	Yes/No	Nos. of components	Yes/No	Nos. of components
2 Lumen Catheter	yes	1	Yes	1
Guide wire	yes	1	Yes	1
Scalpel Blade	yes	1	Yes	1
Vessel Dilator	yes	2	yes	Only 1
Introducer Needle	Yes	1	yes	2
5ml Syringe	yes	1	yes	1
Heparin coated Lock Caps	yes	2	Without Heparin coating	2
Transparent Dressing	yes	1	NO	X
7# injection needle	yes	1	Yes	1
Needle with Suture	yes	1	NO	X
Drape	No	0	Yes	1

The firm claimed that Drape is an optional component which can be added if requested. The firm claimed to have 2 additional components (Needle with Suture and transparent dressing) that are absent in the responsive brand. Keeping in view the above table the firm claimed that all essential components are available in its dialysis catheter kit, and requested to rate its product responsive in the technical bid.

The firm also stated that M/S Nipro Medical was blacklisted by the office of Director General Health Punjab on December 2022 and the procuring agency has demanded an affidavit that company is never black listed (page#4 of the bidding documents Sr.No.8). So M/S Nipro Medical must be disqualified on submitting a false undertaking.

Decision:

Mr. Zarar Butt, Regional Sales Manager of firm pleaded the case before the grievances committee. The firm gave a detailed presentation on facts mentioned in above table. He claimed that its quoted product has more accessories as compared with the responsive brand and TEC has disqualified firm in Part-C due to shortage of accessories. **The committee unanimously decided to reevaluate T.E 20 in Part-C from different end-user.**

Grievance Against M/S Nipro Medical

Mr. Hafiz Aqeel Ahmed, Senior Sales & Service Engineer defended the case on behalf of M/S Nipro Medical. The committee observed that the blacklisting letter No. 988/PA/DG attached with grievance has been issued on 23.12.2022 which clearly indicates that the firm was blacklisted for period of Three months only. **The committee turned down the grievance against M/S Nipro Medical.**

ITEM NO. 03:

GRIEVANCE SUBMITTED BY M/S NIPRO MEDICAL PVT. LTD. (TENDER CODE: A011: UROLOGY DISPOSABLES)

GRIEVANCE DETAIL:

The firm submitted following grievance that is as follows:

T.E.	Item Name	Objection raised	Remarks
7	AVF Needle (Arterial / Venous) 16G	Non-responsive as lock is loose & causes bleeding	The quoted brand is world's leading brand registered with DRAP (MDIR-0001596), & meets with all international standards (CE, ISO). AVF Needle quoted by Fresenius is also manufactured by Nipro as Nipro is a legal manufacturer for Fresenius as Fresenius medical did not have any manufacturing facility for AVF Needles. So, it's not justifiable to say as Nipro AVF Needle is substandard while Fresenius have good quality. Quoted Product is being used in different hospitals with fully satisfaction.
8	AVF Needle (Arterial / Venous) 17G	Non-responsive as lock is loose & causes bleeding	The quoted brand is world's leading brand registered with DRAP (MDIR-0001596), & meets with all international standards (CE, ISO). AVF Needle quoted by Fresenius is also manufactured by Nipro as Nipro is a legal manufacturer for Fresenius as Fresenius medical did not have any manufacturing facility for AVF Needles. So, it's not justifiable to say as Nipro AVF Needle is substandard while Fresenius have good quality. Quoted Product is being used in different hospitals with fully satisfaction.
20	Double Lumen Catheter for Hemodialysis 12FR	Non-responsive, b/c it is not smooth during insertion	The quoted brand is world's known brand registered with DRAP (MDIR-0002890), & meets with all international standards (CE, ISO). Quoted product is being used in this hospital along with different hospitals with fully satisfaction.

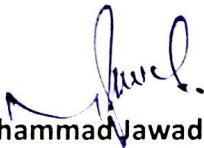
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The firm concluded that above stated quality standards ensure that the quoted products having good quality are also being used in different institutes without any complain. The firm requested to reevaluate its quoted items & declare it responsive for fair & healthy competition.

Decision:

Mr. Hafiz Aqeel Ahmed, Senior Sales & Service Engineer pleaded the case of firm before the grievances committee. The committee observed that Technical Evaluation Committee has disqualified T.E. 7 & 8 with the comments that the lock is loose and causes bleeding, T.E. 20 with the comments that it is not smooth during insertion. The committee observed that the report of TEC is tenable in the instant case and **decided to uphold the decision of Technical Evaluation Committee.**

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



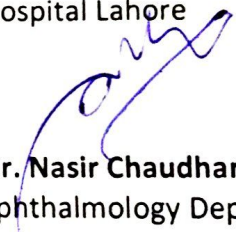
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Deputy Drugs Controller
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Dr. Sohail Arshad
Addl. Director Stores
Mayo Hospital Lahore



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



Prof. Dr. Ahsan Numan
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