

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE

Venue: Department of Neurology, Mayo Hospital Lahore
Date & Time: 14-07-2023

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 SURGIQUIPS (TENDER CODE: A09. ORTHOPEDIC INPLANTS)

GRIEVANCE DETAIL:

The firm submitted following grievance with reference to TAC report announced on 07-06-2023:

T.E. 79 K WIRE (1.0 to 3.0mm all sizes) Non-Responsive in Part C (Finishing not Good)

The firm stated that K wires were demanded in this tender document as local made, but institution has accepted imported K wires instead of local one, which will cost the institution in millions of rupees in comparison with couple of million i.e. The imported K wire would cost Rs. 32,250,000 (Rs.1500 X 21500) while local K wire would cost Rs. 2,150,000 (Rs. 100 X 21500). Hence, the decision will cost extra Rs. 30,100,000 which is a handsome amount. The firm added that if the institution re-consider its decision it can save up to Rs. 30 million as every hospital in Pakistan does not use imported K wires. Even

no surgeon in private hospitals uses imported K wires. The firm claimed to have rate contracts with different hospitals that use local K wires i.e. Services hospital Lahore, Jinnah hospital Lahore, Sir Ganga Ram hospital Lahore, Lahore General hospital, Shaikh Zayed hospital Lahore, Social Security Health Management Company Lahore, B.V. Hospital Bahawalpur, Allied hospital Faisalabad & Ghulam Muhammadabad General hospital Faisalabad.

The firm reiterated that if the hospital needs an imported K wire, then it has to cancel this item from the tender and re-tender it for an imported one. Then the firm will also quote an imported item. The firm explained that Jinnah hospital Lahore had tendered imported K wires last year that the firm won.

The firm has requested to re-evaluate its K wire samples and accept it to save Rs. 30 million of Government's precious exchequer.

Time: 10:34 AM – 10:54 AM (14th July 2023)

Decision: Mr. Shafaqat Ali, Executive Partner of the firm pleaded the case of firm before the grievances committee. The firm's representative claimed that his quoted item is widely used in all hospitals as locally manufactured product is used due to less price and standard quality. He further stated that 316 L material has been used that is highly compatible. He further added that locally manufactured product will save lot of public money. **The committee unanimously decided to re-evaluate the sample from different end user.**

ITEM NO. 02: **GRIEVANCE SUBMITTED BY M/S ALI GOHAR & CO. (TENDER CODE: A09. ORTHOPEDIC INPLANTS)**

GRIEVANCE DETAIL: The firm submitted following grievance with reference to Technical Evaluation Committee meeting held on Saturday i.e. 10.06.2023 regarding the announcement of technical evaluation report for the subject cited tender. During the meeting the firm came to know that some submitted documents are short and expired for the Part A & B of evaluation criteria. The firm claimed that in the past 2020, it supplied the same quoted product against the award letter with Mayo Hospital, Lahore and is being regularly used with excellent results. However, this time some attached documents were missing and overlooked but the firm has all the relevant supporting documents of its quoted product & bidder. In view of these above stated facts, the firm claimed that it fulfills all the requirements of Part A and B and requested to

accept its grievance and allow to submit the attached required documents to consider the firm as responsive.

Time: 11:00 AM – 11:40 AM (14th July 2023)


Decision: Mr. Rehan, Institutional Sales Officer of the firm pleaded the case of firm before the grievances committee. The Technical Evaluation Committee disqualified the bid due to failure in Part-A & Part-B.

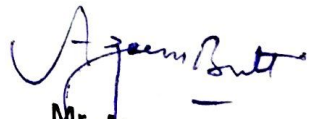
Part-A: Compulsory Parameters

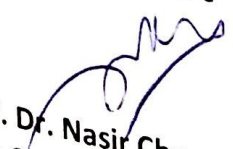
The TEC disqualified the bid in section 3 due to expired Letter of Authorization, section 4 due to expired Product Quality Certificate, and in section 7 due to expired Free Sale Certificates. The firm's represented presented a Letter of Authorization issued on 16th November 2018 and claimed that same is renewed automatically as the firm is in continuous contract with the principal. However, the firm failed to provide any fresh valid Letter of authorization. The firm presented a Certificate to Foreign Government having Certificate No. 11677-7-2021 valid up to 06.07.2023. The said certificate could not be verified through FDA website. The committee decided to uphold the decision of Technical Evaluation Committee as the firm failed to qualify in section 3 & 7.


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


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Deputy Drugs Controller
Mayo Hospital Lahore


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