

# MINUTES OF GRIEVANCES MEETING

## MAYO HOSPITAL LAHORE



### Participants:

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|---|----------|
| 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 MEDIC ALLY PRIVATE LIMITED.  
(TENDER: DEEP BRAIN STIMULATION SYSTEM)**

**GRIEVANCE DETAIL:** The firm submitted the grievance that the firm participated in above mentioned tender and the firm could not qualify as the scoring number of bid was missing. The firm then stated that it has quoted the equipment as per tender specifications. The grievance of firm is reproduced herewith:

Serial	Criteria	Reason of Rejection & submission
1	Product Quality Certificate.	As per the tender advertisement from DBS, there are two options for certification: FDA or CE approved. Therefore, firm submitted the CE certificate of DBS with Bid. CE certificate is reattached for clarification.
2	Amount of CDR is hidden	As per tender advertisement it is not mentioned if CDR price shall be shown or kept hidden. The firm wanted to protect its total price before financials, which is why it hide CDR amount. Copy of the CDR without hiding price is reattached.
3	Affidavit of the sole agent that their products are freely	The firm submitted the affidavit of the sole agent confirming that the products have been freely available under the same brand name in

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	available with same brand name in the country of the manufacture for at least/last two years and is safe for human use.	the country of manufacture for at least the last two years and are safe for human use. The firm requested for co Copy of the CDR without hiding price.
4	Market / Institutional Experience of quoted product.	The firm states that it has submitted the delivery challan.
5	Credibility & Certification of Manufacturer.	As per your requirements for WHO/ US FDA/ CE certification, the firm states that it has submitted the CE Embassy attested certificate and Quality insurance certificate with the bid.
6	Batch quality for Last Three Years.	The firm state that it has reattached the CE Embassy attested certificate and will also provide undertaking in this regard.
7	Financial status of Bidders.	The firm states that it submitted Last year audited balance sheet with the bid and has reattached balance sheet.
8	Technical Staff.	The firm states that it has submitted the relevant degrees of technical staff and has reattached relevant degrees and appointment letters of conceded technical staff.

The firm requested that its technical bid may kindly be accepted being fully compatible to the requirement of the institution.

**Decision:**

Mr. Hammad, Sales & Service Engineer of M/S Medic Ally pleaded the case of firm before the grievances committee. The firm stated that it has Product Quality Certificate and presented CE Certificate No.2234746DE01 valid up to 26<sup>th</sup> May 2024 issued by Dekra Certification B.V. (notified NANDO authority). The committee decided to declare firm responsive in section 4 of Part-A and awarded 7 marks in section 3 (i) of Part-B. The firm further stated that they hide amount of CDR with the intention of keeping quoted rate secret and provided copy of CDR with unhidden amount along with grievances application. The committee accepted the grievance and also declared firm responsive in clause 6 (iii) of Part-A. The firm representative then provided an affidavit issued on 25<sup>th</sup> November 2023 (issued after tender opening date) required under section 7 (ii), that was regretted. Furthermore the firm provided Delivery Challan for supply to a private patients but failed to provide any market experience required under section 2 of part-B. The firm further

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provided an Undertaking required under section 4 of Part-B that was established on 25<sup>th</sup> November 2023 (issued after tender opening date) and was also regretted. The firm showed Audit Report of 2021-22 but failed to provide Audit Report of last year as required under section 5 (i) of Part-B. The firm also failed to provide Post graduate certificate and appointment of Pharmacist or graduate of concerned field for the positions required under section 6 of Part-B. **The committee unanimously decided to keep firm non-responsive due to failure in sections 7 (ii) and less marks in part-B i.e. 22 out of 55.**

**ITEM NO. 02:**

**GRIEVANCE SUBMITTED BY M/S DANISH INTERNATIONAL HEALTHCARE PRIVATE LIMITED (TENDER: DEEP BRAIN STIMULATION SYSTEM)**

**GRIEVANCE DETAIL:**

The firm submitted the grievance that it participated in the DBS tender and has been marked as non-responsive following the evaluation by hospital team. The firm appreciate the thoroughness of the evaluation process and the dedication to maintaining high standards. The firm then stated that upon reviewing the evaluation results, it realized that certain crucial documents were not Included in its submission, leading to the non-responsive marking. The firm acknowledged that it understands the importance of providing a complete proposal and take full responsibility for the oversight.

Additionally, the firm stated that it unintentionally submitted a CDR for a lesser amount that has been rectified by preparing a new CDR for the remaining amount. A copy of the revised CDR is attached for consideration.

The firm requested for reconsideration and seeking an opportunity to rectify the situation by submitting the missing documents.

**Decision:**

Mr. Zeeshan, Medical Physicist pleaded the case of firm before the grievances committee. The firm's representative provided CDR No. 77400 worth Rs. 3097/- issued on 6<sup>th</sup> November 2023. The committee observed that the additional CDR has been established after Tender Opening Date and regretted

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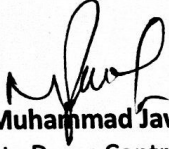
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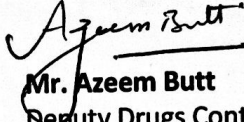


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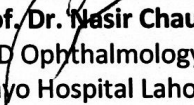
the instant grievance. The firm then provided an Affidavit established on 12<sup>th</sup> December 2023 required under section 7 (ii) of Part-A, that was also regretted. The firm then then provided an Undertaking required under section 4 (ii) of Part-B and showed and affidavit established on 12<sup>th</sup> December 2023 (established after date of Tender Opening) – and was regretted. The firm showed Audit Report of 2021-22 but failed to provide Audit Report of last year as required under section 5 (i) of Part-B. The firm also failed to show Tax returns of last year as required under section 5 (ii) of Part-B. **The committee decided to uphold the decision of Technical Evaluation Committee.**

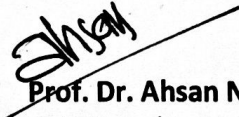
*The meeting ended with vote of thanks to and by the Chair.*

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

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

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

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

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

  
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