

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



Participants:

1. Prof. Dr. Nasir Chaudhary Head of Ophthalmology Department Unit-II Mayo Hospital Lahore	Chairman
2. Dr. Umar Nazir Assistant Professor of Plastic Surgery Mayo Hospital Lahore	Member
3. Dr. Sana Farooq Senior Registrar Neurology Department 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 MEDISERVE INTERNATIONAL (A015 CSSD & LAPAROSCOPIC ITEMS)

GRIEVANCE DETAIL: The firm submitted the grievance that it participated in and have been declared technically non-responsive due to missing Sole Agency Agreement and Proof of Turnover. The firm claimed that it attached all the documents with the bid and attaching again with GRC application including Turnover and Sole agency agreement.

Grievance Against Summitt Intertrade

The firm claimed that M/S Summitt Intertrade does not bear Free Sale Certificate of its quoted Brand Maxi care. The firm also requested to check whether provided Experience orders are with brand name or not.

Grievance against M/S S.A Knitwear

The firm claimed that M/s S.A Knitwear does not bear any past experience in Specialized hospitals of Punjab,

Grievance against M/S Pak Sterilization Solutions

Office of Chairman Grievances Committee, Mayo Hospital Lahore

08-08-2024

MINUTES OF GRIEVANCES MEETING



MAYO HOSPITAL LAHORE

The firm claimed that M/s Pak Sterilization Solutions does not bear any past experience in Specialized hospitals of Punjab.

Decision:

Mr. Amir Iqbal, Sales Manager of M/S Mediserve International pleaded the case before the grievances committee. The committee observed that the Technical Evaluation Committee has disqualified the bid due to failure in clauses (d), (i) of Compulsory Parameters. The firm's representative provided an authorization Letter issued by Mester Tibbi Cilhaz Turkey. The firm further stated that the firm has attached FBR statement in the bid. The annual turnover was Rs. 378.4 million in the financial year 2022-23, Rs. 165.1 million in 2021-22 & Rs. 125.6 million in 2020-21. The committee decided to declare firm responsive in clauses (d) and (i) of compulsory parameters.

Grievance Against Summitt Intertrade

Mr. Ehsan, Manager Sales defended the case of M/S Summit Intertrade before the grievance committee. The petitioner claimed that clause (m) of Compulsory Parameters mandates the Brand Name shall be mentioned on the Free Sale Certificate. The committee observed that the Brand Name Maxicare has not been mentioned on the Free Sale Certificate No. 241100B0/H03795 Dated 31st January 2024 attached in the bid. The committee decided to declare items quoted by Summitt Intertrade non-responsive in clause (m) of Compulsory Parameters.

Grievance Against S.A. Knitwear

Mr. Mehmood, Sales Executive defended the case of M/S S.A. Knitwear before the grievance committee. The committee observed that the firm is already non-responsive in the Technical Evaluation Report.

Grievance Against Pak Sterilization Solutions

The defendant was absent in the meeting. The committee observed that the firm is already non-responsive in the Technical Evaluation Report.

Office of Chairman Grievances Committee, Mayo Hospital Lahore

08-08-2024

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



ITEM NO. 02:

GRIEVANCE SUBMITTED BY M/S GLOBAL MARKETING SERVICES (A015 CSSD & LAPAROSCOPIC ITEMS)


GRIEVANCE DETAIL:


The firm submitted the grievance that M/s Global Marketing Services is Authorized Distributor of STERIS Corporation; USA in Pakistan and is allowed to participate in all Government/ Semi Government Institutes tenders across the country. The firm claimed to attach Letter of Authorization.

Decision:

Mr. Abd-ur-Rehman, Sales & Service Engineer of M/S Global Marketing Services pleaded the case before the grievances committee. The committee observed that the Technical Evaluation Committee has disqualified the bid due to failure in clause (d) of Part-A. The firm's representative provided an Authorization letter dated 12.07.2024 (after date of tender opening) that was not accepted. The committee decided to uphold the decision of the 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. Sana Farooq
Senior Registrar Neurology Dept.
Mayo Hospital Lahore

Dr. Umar Nazir (Away)
Assistant Professor Plastic Surgery
Mayo Hospital Lahore


Dr. Nasir Chaudhary
HoD Ophthalmology Department
Mayo Hospital Lahore

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08-08-2024

Page 3 of 3