

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



Participants:

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| 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 GLOBAL MARKETING SERVICES (TENDER: A03 CARDIOLOGY DISPOSABLE)

GRIEVANCE DETAIL: The firm submitted the grievance with reference to the "Technical Evaluation Report For The Product Evaluation Of Angiography & Angioplasty Disposables Items" Uploaded at PPRA website dated 27-06-2024, whereas M/S Global Marketing Services (GMS) were declared non-Responsive T.E # 2 (b) CTO Balloon due to CE Certificate. The firm stated that for the Item 2 (b) CTO Balloon 1mm, it has attached CE Certificate along with TUV document of Continuation of MDD to MDR exemption. The firm requested to review and mark it Responsive after receipt of the Sufficient documents to fulfill the requirements.

Decision: Mr. Umair, Manager 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 for T.E. 2(b) due to failure in clause (I) of compulsory parameters. The firm's representative first admitted that its CE Certificate No. G7 024736 0074 Rev. 00 is expired on 11.03.24 and the same was evident from document attached in the


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grievances letter. The firm then shared another Certificate No. CL 024736 0081 Rev. 00 and claimed it to be a valid CE Certificate but the site itself mentioned 'no certification mark'. **The committee regretted the grievance and upheld the decision of the Technical Evaluation Committee.**

ITEM NO. 02:

GRIEVANCE SUBMITTED BY M/S PAK PUNJAB CARDEX (TENDER: A03 CARDIOLOGY DISPOSABLE)

GRIEVANCE DETAIL:

The firm submitted the grievance that its technical bid has been disqualified due to Undertaking worth Rs.100 Stamp paper not attached. The firm claimed that it attached the undertaking stamp paper and after carefully going through the bidding documents and compulsory parameters. The firm stated that it is again submitting each undertaking on 04 separate Rs. 100 stamp papers. The firm further added and its bid was rejected for the product having no market experience. The firm claimed that the quoted brand is qualified for other government hospitals and has attached the evidence of orders. Finally the firm claimed that the product is one of the latest generations of Drug Eluting Stents available anywhere in the world.

Decision:

Mr. Khuram Shahzad, National Sales Manager of M/S Pak Punjab Cardex pleaded the case before the grievances committee. The committee observed that the Technical Evaluation Committee has disqualified the bid due to failure in clauses (n), (o), (p), (q), (r), (s) of compulsory parameters. The committee observed that the firm has not attached any market experience of quoted product with the grievance letter, and failed to present experience as required under clause (n) of compulsory parameters, during the grievances committee meeting. The committee upheld the decision of TEC to the extent of clause (n) of compulsory parameters. The committee also observed that the firm has attached undertaking on Rs. 100 stamp papers as required under clause (o), (q), (r) & (s), but failed to provide undertaking required under clause (p). **The committee decided to uphold the decision of the Technical Evaluation Committee to the extent of clauses (n) & (p) and the bid remains non-responsive.**

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ITEM NO. 03:

GRIEVANCE SUBMITTED BY M/S MEDTRONIC PAKISTAN(TENDER: A03 CARDIOLOGY DISPOSABLE)

GRIEVANCE DETAIL:

The firm submitted the grievance with reference to technical evaluation report issued by Mayo Hospital Lahore for Tender A03 - Procurement Of Cardiology Disposable Items For Financial Year 2024-25. The firm claimed that it is among the world's top three manufacturers of innovative medical devices and have been supplying the medical devices of the highest quality to some of the most prestigious institutions of the country. The firm submitted grievance with regards to the rejection of following items along with the response for consideration as below:

Sr #	TEC Requirement	TEC Response	Medtronic Response
E	Signed Terms & Condition of the bidding documents and acceptance of bid validity period (180 days)	Not Attached	Response: Affidavit already attached with tender proposal on acceptance of terms & condition of bidding documents.
L	Valid Quality Certifications	Attached Except for TE # 2(a), 2(f), 3(a)	Response: Quality Documents again shared as attached
M	Valid Free sale Certificate	Attached (Except for TE # 1(a), 17, 42(a), 42(b))	Response: Free Sale certificate/CFG is attached where Applicable.
N	The experience of quoted product must be at least three years (Financial year) since July 2018 onward till closing date of submission of tender. (Firm must attach Purchase Orders of quoted items of Public Sector Institution anywhere in Pakistan).	Not Attached	Response: Medtronic Products are of High quality and are already in use and technically qualified in Reputed Institutes of Pakistan. Experience is attached in Tender Proposal and further more attached with grievance letter.
O	The firm will submit undertaking on Rs. 100 stamp paper that none of its supplied batch in Private Sector and Public Sector has been declared Spurious / Adulterated by DTLs of the Punjab/any Competent Lab" since last 3 years till the closing date of Bid Document submission.	Not Attached	Response: Separate undertaking on Rs. 100 Stamp paper attached with grievance letter
P	Undertaking regarding "NonDeclaration of any Spurious / Adulterated Batch	Not Attached	Response: Separate undertaking on Rs. 100 Stamp paper attached with grievance letter

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	of the quoted item manufactured by firm by DTLs of the Punjab / any Competent Lab" on valid Rs. 100 stamp paper duly verified by notary public.		
Q	The firm will submit undertaking on Rs. 100 Stamp Paper legalized/notarized that Firm has not been prosecuted by Provincial Quality Control Board (PQCB) on the offense of Spurious / Adulterated Drugs / Medicines.	Not Attached	Response: Separate undertaking on Rs. 100 Stamp paper attached with grievance letter
R	The firm undertakes that currently it is not Blacklisted/Debarred by Mayo Hospital Lahore on valid Rs. 100 stamp paper duly verified by notary public.	Not Attached	Response: Separate undertaking on Rs. 100 Stamp paper attached with grievance letter
S	The firm will undertake on notarized stamp paper of Rs. 100 that the firm will be bound to supply the stock in compliance to SRO 470(I)/2017 subject to requirement of the department.	Not Attached	Response: The subject SRO is no longer enforceable as the initiation of new barcode legislation has been ordered by the Honourable Supreme Court in the case of H.R.C. 2858 of 2006 dated 03.08.2018 with the directions for DRAP to collaborate with the pharmaceutical industry to conclude the new legislation. This is not applicable. Refer attach letter for detailed information.

Decision:

Mr. Ali Hussain, Sales Representative of M/S Medtronic Pakistan pleaded the case before the grievances committee. The committee observed that the Technical Evaluation Committee has disqualified the bid due to failure in clauses (e), (n), (o), (p), (q), (r), & (s) for all quoted items and clause (l) for T.E. 2(a), 2(f) & 3(a) and clause (m) for T.E. 1(a), 17, 42 (a) & 42 (b). The firm's representative presented the above-stated grievance. The committee observed that the firm has signed the bidding documents but has not attached acceptance of bid validity period (180) days in the bid and with the grievance letter due to which all quoted items remained non-responsive due to failure in clause (e) of compulsory parameters. The firm provided undertakings required under clauses (o), (p), (q) & (r) but did not provide notarized undertaking required under clause (s) of compulsory parameters. The committee decided to uphold the decision of the Technical Evaluation

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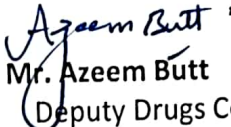
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Committee due to failure in clauses (e) & (s) of compulsory parameters for all quoted items. The item wise grievance was not discussed as the firm did not qualify above stated parameters.

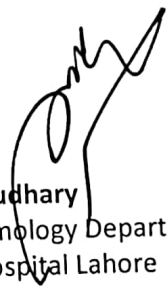
The meeting ended with vote of thanks to and by the Chair.


Mr. Muhammad Jawad Bhatti
Deputy Drugs Controller
Mayo Hospital Lahore


Mr. Azeem Butt
Deputy Drugs Controller
Mayo Hospital Lahore


Dr. Saha Farooq
Senior Registrar Neurology Dept.
Mayo Hospital Lahore

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


Dr. Nasir Chaudhary
HoD Ophthalmology Department
Mayo Hospital Lahore

AMS (P)
upload as per
Ritesh

11/03/24