

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 BILAL INTERNATIONAL (A05-B LAB KITS)

GRIEVANCE DETAIL:

The firm submitted the grievance that M/S Bilal International, has been marked as Non-Responsive due to "Firm was not able to provide onsite physical inspection and verification of the required chemistry analyzer in a public sector hospital in Punjab." The firm requested to review this decision as the firm claimed that it proposed a hybrid model for the demonstration through letter dated 03-08-2024. The firm then stated that for Stand-alone Chemistry Analyzers for the Peads and A&E Lab, it offered to arrange an onsite demonstration at one of its existing installations in Lahore, such as at Sheikh Zayed Hospital. The firm further stated that for Integration Models for CDL Lab, the firm Initially had a past experience at Nishter Hospital, Multan. But the contract at that location has expired due to which the onsite demonstration was not possible. The firm also claimed that it offered an online demonstration at the Beckman Coulter Vision Center that was not accepted. The firm also stated that there is no point in the tender bidding documents that mentions anything regarding the physical inspection of the installed unit that are quoted on Reagent Rental Basis. As per the technical

Office of Chairman Grievances Committee, Mayo Hospital Lahore

07-09-2024

MINUTES OF GRIEVANCES MEETING



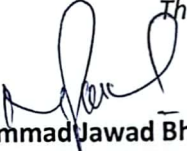
MAYO HOSPITAL LAHORE


evaluation report the firm has been rejected due to non-fulfillment of Part C of the compulsory parameters While on Page 51 of the bidding documents, Part C only mentions the 100% compliance with the advertised specifications. There is no provision of the on-site physical demonstration of the product but the firm has not been recommended in part "C". The firm once again offered to conduct an online demonstration to the entire satisfaction of the hospital.

Decision:


Ms. Kashmala, Coordinator and Mr. Fahad, Sales and Appliances Representative of M/S Bilal International pleaded the case before the grievances committee. The committee observed that the Technical Evaluation Committee has disqualified the bid due to failure in Part-C. The firm's representative stated that the firm can facilitate onsite inspection of standalone equipment, but Integration System has not been installed anywhere. However, the firm offered online demonstration of Integrated Model. The committee observed that the TEC has mentioned that the firm failed to provide onsite physical inspection and verification of required integrated chemistry analyzer in public sector hospital in Punjab. **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
Assistant Professor Plastic Surgery
Mayo Hospital Lahore


Dr. Nasir Chaudhary
HoD Ophthalmology Department
Mayo Hospital Lahore

AMS(P)
up/led As Per
Rajay
Shyam
13/9/24

Office of Chairman Grievances Committee, Mayo Hospital Lahore
07-09-2024