

MINUTES OF THE GRIEVANCE COMMITTEE MEETING FOR THE PURCHASE OF “MEDICAL EQUIPMENT, SHAIKH ZAYED HOSPITAL LAHORE”.

Tenders were floated in the daily newspapers on 24th February, 2019 and opened on 28th March, 2019 by the Purchase committee.

Technical evaluation report was consolidated and finalized by the Technical committee on 10.05.2019. Technical Evaluation report was displayed on public website on 18-5-2019, some grievances were received and the grievance committee meeting held on 18-6-2019 to settle those grievances.

Following Grievance committee members attended the meeting: -

1	Prof. Sibgha Zulfiqar, Prof. of Physiology	Convener
2	Prof. Waqar Ahmed Prof. of Nephrology	Member
3	Dr. Muhammad Imran Anwar Assoc. Prof. of Surgery	Member
4	Dr. Ashtar Ali Zaidi, Dy. Administrator	Member

The companies which made representation either against their exclusion from the tender on technical grounds as well as those companies who were defending their bids attended.

The companies had been invited by SMS service & verbal telephonic communications. The attendance of the companies was marked and made part of record.

All the companies were invited to explain their point of view of each quoted item.

The Grievance committee reviewed the technical evaluation and representation made the following observations and decisions.

1) AllMed Solutions

Grievance against Technical Evaluation Report, Laparoscope (Adult).

1. **M/S Vertex Medical** have quoted CMOS Camera system in their technical bid instead of 3CCD camera system which was required in PVMS specifications. Further they did not have IMAGE Enhancement Mode in their quoted model, according to the PVMS specifications M/S Vertex Medical has technically rejected. Moreover, 3CCD technology are used in all teaching institute with good experience but CMOS technology still is under observation and cheaper than 3CCD.
2. **M/S Endo Kare** have quoted separate recording system of other brand instead of same brand so still image and video capturing from Camera Head button is not possible because of local recording system.

Allmed Solutions Requested to re-evaluate the technical bids of both.

Technical Committee Recommendations

The committee recommended that M/S Endo Kare, M/S Allmed Solutions and M/S Vertex Medical are technical responsive.

Grievance committee Decision

M/S Vertex Medical quoted 3-CMOS system, which is equivalent in resolution to 3CCD i.e. 1980 x 1080 (as evident from their technical details). This system is upgradable to 3D and 4K system in future at relatively lower cost. Moreover, all leading brands Richard Wolf, Olympus, Storz, Stryker are using CMOS technology in their newer version of Adult Laparoscope (available on internet). So this may be an advantage to the institution for upgradation to 4K and 3D in future and save tax payers money.

On the above grounds Grievance committee rejected the grievance of M/S Allmed Solutions against M/S Vertex Medical. The image enhancement mode and recording system quoted by M/S vertex medical meet the specification. Committee recommended M/S Vertex Medical for financial bid opening.

2) Vertex Medical

Grievance against Technical Evaluation Report, Peads Laparoscope with HD Camera System.

We, M/s Vertex Medical as an Authorized Sole Distributor of Aesculap (Surgery) Division of our foreign Principal M/s Aesculap AG — Germany would like to clarify that we have quoted the equipment as per tender specifications and we would like to justify it as under:

Sr. No	Objections / Issues	Clarifications / Justifications
1	CMOS Camera system has been quoted, whereas our demand was 3CCD camera system	There is no PVMS Specification for Peads Laparoscopic System in Specialized Healthcare Department and this is not a valid objection by PPRA Law. We have also requested in the Pre-Bid Meeting to add CMOS sensor in the specification and it was rejected. We have quoted the latest camera system which is future upgradable to 3D—4K Camera System. With same Full HD Image resolution of 1080p. Many major manufacturers have their 3D-4K Camera systems based on CMOS technology not CCD Chips. So, this technology is a gateway to future image optics.
2	3.5 mm dissecting and rotating bipolar forceps has not been quoted	We will provide 3.5 mm instrument locally of other foreign manufacturer.
3	Knot-pusher is not according to our demand.	We will provide Knot-pusher as end user requirement
4	Suction irrigation unit doesn't have pistol grip handle	The mode of action of the handle is same in both grip & pistol handle case and only one manufacturer have pistol handle, thus making the specification locked, which is not acceptable as per PPRA rules.
5	Laparoscopic Pyloric knife does not meet our requirements requirement.	We will provide Pyloric knife as per end user
6	Our previous laparoscopic set was bought form the same manufacturer and their after sales support was very poor. The quality of provided instruments was not good resulting in early wear of costly instruments.	The laparoscopic system was sold by M&P in 2006 and they gave their services & also reported some mishandling of the equipment in the OT. At that time B.Braun was not existing as a principal company in Pakistan. Now B.Braun is actively looking after sales & services matter to accommodate the end users as much as possible. And we assure at our end that we M/s Vertex Medical will give you our best services apart from B.Braun. For your previous laparoscopy we are ready to

		give our services and will charge for the parts need to be replace / repair as the equipment is out of Warranty.
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Taking the above justification into account, it is requested to kindly eliminate all the raised objections and consider our Technical Proposal as a gesture of healthy competition. We further express that the quoted equipment is in full compliance with the requirement of the Institution (Specifications).

Technical Committee Recommendations

The committee recommended that M/S Allmed Solutions is the only technical responsive bidder.

Grievance committee Decision

The company M/S Vertex Medical again raised same objection about CMOS/CCD camera sensor which was already decided in the pre bid meeting, that demand of user department is **CCD** NOT CMOS sensor.

The objection of the company regarding pistol grip handle for suction irrigation unit as locked for particular manufacturer is not valid as more than on company have this handle.

In the Grievance meeting the company representative accepted that instruments are deficient as per tender and they will provide instruments from local market, which is not a valid argument. So Grievance Committee did not accept the grievance of M/S Vertex Medical and the company did not qualify for financial bid opening.

Grievances against the quoted offer of M/S Mediland Pakistan & M/S EndoKare in the tender for the purchase of Endoscopy Equipment.

M/S MEDILAND PAKISTAN has not quoted couple of items required in the items list which are as follows:

1. Recording System / Image Capturing Device

The company has claimed in their technical offer that the quoted Video Processor model EPK—i7010 has built in recording system with 450 GB hard disk space. This claim is false as the quoted video processor doesn't have any hard disk space. The attached literature shows that built-in recording system has a maximum of 20 minutes recording while recording in HD quality.

it's noteworthy that the absence of hard disk space can be frustrating for the end users as 20 minutes of HD recording is too little time for a department of the scale such as yours. External hard disk can be very easily corrupted and a great hassle to carry around for data transfer. Besides, principally, their offer cannot qualify based on the fact that they have violated basic requirements of the tender by not meeting the tender specifications.

Having an HD Video Recorder has multiple benefits as evident from the attached brochures of our quoted model NIDR-GOOHD & the model quoted by MS ENDOKARE which is HVO— SSOMD. Absence of separate recorder would deprive the department of the following important features:

- 1. Video Data Processing
- 2. Audio Data Processing
- 3. Networking for GI Conference purposes
- 4. Connecting with numerous PCs
- 5. Still Recording
- 6. Stand Alone + Dual

Recording 7. Patient Data Entry Support Feature 8. Various search options 9. Simultaneous Recording & Playing back at the same time.

It's pertinent to mention here that **M/S MEDILAND PAKSITAN** has been quoting a separate recording system as evident from the technical evaluation reports of some of the other hospitals (attached). This raises a question that why did company quote a separate recorder in those tenders if the system had a built- in recorder with adequate features? The answer is obvious that they did so to take price advantage. While this also puts the competitor companies at a disadvantage in terms of price comparison, it is also going to deprive your department from various important features as mentioned above.

2. The company also did NOT quote Hydrogen breath test meter as required in the items list.

Therefore, the company has not only made major deviations in their quoted offer but has also made a false claim of having built-in 450 GB hard disk which is misleading. This makes their offer non-compliant to the requirements of the tender.

Similarly, M/S ENDOKARE has also NOT quoted 'Hydrogen Breath Test Meter' as required in items list.

Moreover, both the companies **M/S MEDILAND PAKISTAN & M/S ENDOKARE** have not quoted WATER PUMP which is necessary to operate water jet function. Without pump, it won't be possible to efficiently utilize the function in scopes. That's why we have quoted our pump (Model: JW-2). Both the companies have their water pumps available (Olympus: OFF-2; Pentax: EGA-SOOP) which they did not quote to take price advantage.

In the wake of the above, we would like to humbly request your honor to please disqualify the non- compliant and incomplete technical offers of the companies as they do not fulfill tender requirements.

Technical Committee Recommendations

The committee recommended that M/S Endo Kare, M/S Vertex Medical and M/S Mediland are technical responsive bidders.

Grievance committee Decision

As per User department comments the reference to grievances against M/S Mediland and M/S Endokare, it is stated that the objection against M/S Mediland is valid, as the company did not mention the necessary recording system and the company person himself admitted it. The company thus does not fulfil the criteria for participation.

Regarding the objection on M/S Endokare and M/S Mediland for not quoting the Hydrogen breath meter, it is not valid, as all the three companies who participated do not have the said equipment of their own company. So it does not make any difference. The water pump which was mentioned was not quoted in the tender.

On the above mentioned grounds the Grievance Committee rejected the grievance of M/S Vertex Medical.

3) Crystal Health Care

Grievance against Technical Evaluation Report, ECG Machine (6 & 12 Channel).

With reference to the subject cited above, bids of Crystal Health Care for 6 Channel ECG machine and 12 Channel ECG machines have been rejected due to below mentioned reason.

**** Schiller make is not recommended ****

I hereby request you to kindly reconsider our case and with due respect, I have some points to support my request:

1. Our Principal M/S Schiller AG. Switzerland is one of the pioneers in manufacturing cardiology equipment and we have sold more than 5000 ECG machines in Pakistan along with other main equipment.
2. Schiller ECG machines are in use at Shaikh Zayed Hospital since 2002 and we have never received any serious complaint regarding them from your bio medical department. Similarly, other equipment by Schiller such as Holter recording system are in use in SZH for the last sixteen years.
3. We have provided services to your organization for almost a decade without any complaint.

I therefore humbly request you to reconsider our application and give us opportunity to provide you our best services. Looking forward for a positive reply.

Technical Committee Recommendations

For Twelve Channel The committee recommended M/S Shirazi Trading and M/S Mediquips SMC, are technical responsive and for Six Channel Committee recommended M/S Mediquips SMC the only technical responsive bidder.

Grievance committee Decision

As per comments for ECG Machines (6 & 12 channel) offered by M/S Crystal Health Care (Schiller Brand), the Biomedical Engineering department have following observations:

- Fixation of control panel on ECG machine there are manufacturing faults in the machine of Schiller brand quoted in this tender.
- Control panel falls during operating machine.
- Some buttons of control panel stops working even after passing two to three years.

On the above mentioned facts and figures the Grievance Committee rejected the grievance of M/S Crystal Health Care and their bid is rejected and is not recommended for financial bid opening.

4) Endo Kare

Grievance against M/S Vertex Medical Operating Laparoscope for General Surgery (Adult).

The quoted camera system by M/S Vertex Medical does not have the image enhancement features as required in specifications. This is major deviation from the specifications, therefore, must be rejected.

M/s Vertex Medical quoted CMOS camera system is instead of required 3CCD as demanded in the revised specifications.

Again, this is major deviation from the specifications, therefore, should be rejected accordingly.

You are therefore requested to reject the bids not as per the tender specifications for purchase of quality equipment for the hospital. We look forward for your kindest response.

Technical Committee Recommendations

The committee recommended that M/S Endo Kare, M/S Allmed Solutions and M/S Vertex Medical are technical responsive.

Grievance committee Decision

M/S Vertex Medical quoted 3-CMOS system, which is equivalent in resolution to 3CCD i.e. 1980 x 1080 (as evident from their technical details). This system is upgradable to 3D and 4K system in future at relatively lower cost. Moreover, all leading brands Richard Wolf, Olympus, Storz, Stryker are using CMOS technology in their newer version of Adult Laparoscope (available on internet). So this may be an advantage to the institution for upgradation to 4K and 3D in future and save tax payers money.

On the above grounds Grievance committee rejected the grievance of M/S Endokare against M/S Vertex Medical. The image enhancement mode and recording system quoted by M/S vertex medical meet the specification. Committee recommended M/S Vertex Medical for financial bid opening.

Grievance against M/S Vertex Medical for Video Endoscopy System.

M/S Vertex Medical quoted video processor model VP-4450HD which does not have required output as demanded in specifications. As per specifications HD image quality with 1920 x 1080 resolution was required from both HD-SDI & DVI outputs. The quoted model has this resolution with HD-SDI but with DVI its resolution is 1280 x 1024 = 1.3million pixels much less than the demanded 1920 x 1080 = 2.0 million pixels.

This is major deviation from the specifications, therefore, must be rejected.

Technical Committee Recommendations

The committee recommended that M/S Endo Kare, M/S Vertex Medical and M/S Mediland are technical responsive bidders.

Grievance committee Decision

As per comments from user department, M/S Vertex Medical offered HD image quality with DVI port resolution is 1280 x 1024, which is not according to PVMS specification.

On the above grounds Grievance committee accepted the grievance of M/S EndoKare against M/S Vertex Medical and M/S Mediland. Hence both do not meet the tender specification.

Grievance against M/S Mediland Pakistan for Video Endoscopy System.

M/S Mediand Pakistan quoted inbuilt recording system in video processor Model EPK—i7010 which does not have built—in recording facility with integrated 45068 hard disk. Copy of their official brochures is hereby attached which clearly shows that they can attach External Storage Media to the USB port available on the front panel and the rear panel. The internal memory can only 20—40min video file only. In the specifications recording device with integrated 450 or more HARD DRIVE is demanded.

This is major deviation from the specifications, therefore, must be rejected.

Technical Committee Recommendations

The committee recommended that M/S Endo Kare, M/S Vertex Medical and M/S Mediland are technical responsive bidders.

Grievance committee Decision

As per comments from user department, the quoted specifications provided by M/S Mediland Pakistan do not meet the requirements outlined in the tender.

The tender specified endoscopy system with integrated 450GB or higher hard drive. The quoted system does not have integrated 450GB Hard drive.

On the above grounds Grievance committee accepted the grievance of M/S EndoKare against M/S Vertex Medical and M/S Mediland. Hence both do not meet the tender specification.

5) Bio-Tech Services

Grievance against the Technical Evaluation Report for the department of Cardiology - Defibrillator

We would like to inform that we have quoted Cardiac Defibrillator Model: Cardio-Aid 360B of M/s Innomed Medical Hungary-Europe.

a) Poor after sale service

Ans. We would like to clear your good self that we are engaged in supplying medical equipment since 1994 and providing through our foreign trained engineers continuous after sale services support and technical assistance.

b) Specifications Paper Size 58mm.

Ans. We would like to clarify that your good self-required 50mm paper size for printing and we are offering 58mm paper size that is above from your required specifications.

Keeping in View of above facts and the submissions we earnestly request you to re-evaluate this matter in the best interest of your prestigious institution.

Technical Committee Recommendations

The committee recommended that M/S Mediquips SMC is the only technical responsive bidder.

Grievance committee Decision

M/S BioTech Services has not been able to provide up to the mark services for previously sold medical equipment in CCU department at Shaikh Zayed Hospital. The backup services have been very poor with this institution. As per comments from Biomedical Engineering department, there are lot of problems they have to face in cardiology department (CCU).

On the above mentioned facts and figures the Grievance Committee rejected the grievance of M/S Bio-Tech Services, so their bid does not qualify technically.

Grievance against the Technical Evaluation Report for the Department of Urology Ultrasound Machine (High End)

We would like to inform that we have quoted state of the art Digital Color Doppler Ultrasound Machine Model Arietta-70 of M/s. Hitachi Medical Systems Japan.

a) Poor after sale service

Ans. We would like to clear your good self that we are engaged in supplying medical equipment since 1994 and providing through our foreign trained engineers

continuous after sale services, support and technical assistance at door step and so for not a single unit is under repair or complaint.

We are providing after sale service and repair maintenance for the supplied almost 10 years old HONDA ultrasound machine at your institution; recently we have repaired out of warranty Ultrasound Probe free cost in the best interest of your institution and public welfare.

b) Offered Convex Probe C251 frequency 1-5 MHZ whereas required frequency 2-6 MHz.

Ans. We have quoted multi frequency convex Probe 1-5 MHZ Model: C251, whereas your good self-required 2-6 MHz Convex Probe. It is requested to consider this as minor deviation, as there a slight change in frequency does not affect the modality, function, resolution or performance of ultrasound machine.

Keeping in View of above facts and the submissions we earnestly request you to re-evaluate this matter in the best interest of your prestigious institution.

Technical Committee Recommendations

The committee recommended that M/S Shirazi Trading and M/S Mediquips SMC, are technical responsive.

Grievance committee Decision

M/S Biotech services given their clarification to the user department for Ultrasound Machine High End.

- User department attached a documented proof from HOD cardiology, of poor services of the company with this institution.
- As per report received from the Bio Medical Engineering department the offered machine does not match the specifications mentioned in the bidding document.

On the above mentioned facts and figures Grievance Committee recommended that Ultrasound Machine offered by M/S Bio-Tech Services does not qualify for the procurement and their grievance is rejected.

Grievance against the Technical Evaluation Report for the Department of Cardiology – 12 Channel ECG Machine

We would like to inform that we have quoted Digital 12-Channel ECG Machine Model: Cardico-1215 of M/s Suzuken Co., Ltd. Japan.

a) Poor after sale service

Ans. We would like to clear your good self that we are engaged in supplying medical Equipment since 1994 and providing through our foreign trained engineers continuous after sale services, support and technical assistance.

b) Installation Base

Ans. Our quoted ECG Machine has strong installation base has different installation references in major medical institutions. Various contracts are under process and some completed contracts / satisfactory reports are attached for your perusal and consideration please.

Keeping in View of above facts and the submissions we earnestly request you to re-evaluate this matter in the best interest of your prestigious institution.

Technical Committee Recommendations

The committee recommended that M/S Shirazi Trading and M/S Mediquips SMC, are technical responsive.

Grievance committee Decision

M/S BioTech Services has not been able to provide up to the mark services for previously sold medical equipment in CCU department at Shaikh Zayed Hospital. The backup services have been very poor with this institution. As per comments from Biomedical Engineering department, there are lot of problems they have to face in cardiology department (CCU).

On the above mentioned facts and figures the Grievance Committee rejected the grievance of M/S Bio-Tech Services.

6) Shirazi Trading

Grievances against Technical Evaluation of M/S BioTech Services for procurement of Color Doppler Ultrasound Machine for Radiology Department.

M/S Shirazi Trading had have following grievances against M/S Biotech for their technical responsive status.

Sr. #	Item Name	Company / Product	Grievances
1	Color Doppler Ultrasound Machines (High End)	M/S Biotech Services Hitachi-Arietta 850	1. M/S Biotech has less than one-year history with Hitachi Medical. 2. M/S Biotech Services have no satisfactory backup service support in majority of Public Sector Institutions. 3. M/S Biotech Services has no reference for Hitachi Medical ultrasound system in public sector.

it is therefore humbly requested to kindly review the responsive status of M/S Biotech Services for above stated tender.

Technical Committee Recommendations

The committee recommended that M/S Mediquips SMC, M/S Biotech Services and M/S Shirazi Trading are technical responsive bidders.

Grievance committee Decision

As per user department comments the quoted system offered by M/S Bio-Tech services installation base is not available.

User department also asked for feedback from Bio Medical Engineering department about after sale services of M/S BioTech Services.

As per reply Ref:# SZH/BME/06/19/01 dated: 14-6-2019 received from Biomedical Engineering department the backup services offered by M/S BioTech are very poor and pathetic, Biomedical engineers have to face lot of issues in cardiology department (CCU) regarding repair & maintenance of Vital sign monitors, M/S BioTech is the firm which supplied vital sign monitors with central monitoring system and most of the monitors are not working right now, Biomedical engineering department so far called the firm's representative several times but their response was very poor and pathetic. Right now 05

monitors were sent back to the firm's workshop for repair and even after passing one and half month, they are still working on that repair.

On the above mentioned facts and figures the Grievance Committee accepted the grievance of M/S Shairzi Trading, and declared the bid of M/S Bio-Tech Services un-responsive and furthermore is not recommended for financial bid opening.

7) Mediland Pakistan

GRIEVANCE AGAINST THE TENDER OF THE PROCUREMENT OF MEDICAL EQUIPEMNT FOR THE PULMONOLOGY DEPARTMENT (BRONCHOSCOPE AND ARGON PLASMA COAGULATION SYSTEM)

M/s Mediland Pakistan pleased to give clarification against non-responsiveness and also have some grievances upon M/s EndoKare and M/s Vertex Medical on their quoted brands as well as models mentioned below. Clarifications against the decision of TSC committee are as under:

Tender Advertised Specifications	Objection Raised by institute	Clarification
Compatible with analog HD-SDI DVI outputs	As per Brochure, available on the internet the quoted video processor EPK-i5000 doesn't have HD-SDI port, hence do not meet the advertised specifications.	It is requested that in the advertised specifications, institute required only compatible of HD-SDI port, which we are offering and also giving its confirmation that offered model of Pantex Medical have compatibility of HD-SDI connection. We request you to please review the specifications as only Compatibility is demanded by hospital and we are fulfilling the specifications by offering its compatibility. Moreover; we also want to bring into your kind notice that if the standard slot of HD-SDI is required, then its resolution 1920 x 1080 should be mentioned. As it is mentioned in the specification of Endoscopy system advertised by the same institute "Shaikh Zayed Hospital, Lahore,". So, we request you that in the light of said facts, please declare us as Responsive.

For APC our quoted offer is already comprehensive with respect to the specifications. However as per your instructions the details of the models of various accessories of APC are mentioned below:

Argon Plasma Coagulation
Model: Maxium with Maxium Beamer
Make: KLS Martin
Origin: Germany

Tender Specifications	Advertised	Make Model	Our offer (Maximum with Maxim Beamer)
Microprocessor controlled electro Surgery with digital display of power on LCD.		Maxium	Microprocessor based electrosurgical unit With digital display of power on 8.4" LCD. Ergonomically designed user interface ("Quick Step" control).
Automatic Power regulation Separate controls for Monopolar & Bipolar functions.		Maxium	Automatic power regulation, separate Control for monopolar & Bipolar functions.
Monopolar Coagulation 120w or better		Maxium	Monopolar Coagulation 360w.
Monopolar soft coagulation mode, Monopolar forced coagulation mode, endo mode, and bipolar coagulation mode, visual and audible signals.		Maxium	Monopolar Soft Coagulation Mode. Monopolar Forced Coagulation Mode. Monopolar endo Mode. Bipolar coagulation 320w. Visual and Audio able alarm.
Argon plasma coagulation with digital instrument recognition, adjustable gas flow Re-useable Silicon electrode / patient plate. Two Pedal footswitch		Maxium with Maxium Beamer	Argon Plasma coagulation with Digital instrument recognition. Adjustable gas flow by regulator. Re-useable Rubber patient plate. Two Paddle footswitch
Pressure reducer with sensor		MABS pressure reducer with Flexible tube and quick-action coupling 2.5 to 4.5 bar, tube length: 1.2m /3 ft.	Pressure reducer with sensor.
Connecting cable			Connecting cable
Re-useable flexible probe dia 2.3 mm length 2m to 2.2m.		MABS GIT Probe	Flexible probe diameter 2.3mm length 2.3m.
Argon gas cylinder with local trolley.		Argon gas cylinder	Argon gas cylinder with local trolley.
USA/EU/Japan		Europe	Germany

Technical Committee Recommendations

The committee recommended that M/S Vertex Medical and M/S Endo Kare, are technical responsive.

Grievance committee Decision

As per comments from user department, the specifications required HD-SDI port. The port is able to transmit uncompressed videos in digital HD formats without compromising the image & video quality. M/S Mediland has two models meeting the specifications (EPK-i7000 & EPK-i7010) but rather than quoting these, the company quoted their old model EPK-i5000, which does not meet the specifications.

Still the company was asked to demonstrate to end users, how their quoted system meets the requirements. They were given multiple chances to demonstrate but they failed to do so. Rather than HD-SDI they talked about BNC and other ports and cables which are old and which can't provide the uncompressed video quality like HD-SDI which is meant to give HD outputs on digital formats.

Both other companies have quoted their latest models fulfilling the specifications in all respects while M/S Mediland quoted their very old model EPK-i5000, which does not meet the specifications and tried to justify it by couldn't provide substantial proof.

M/S Mediland quoted their upper model (EPK-i7000) under the same specifications in 2017 tender which meets the specifications but this time they quoted their lower end model which does not meet the specifications.

So the Grievance committee considered that M/S Mediland despite having several chances, but failed to prove that their system can meet the tender specifications and due to not quoting their upgraded model which meets the specifications, the company stands technically un-responsive.

GRIEVANCE AGAINST THE TENDER OF THE PROCUREMENT OF MEDICAL EQUIPEMNT FOR THE GASTROENTEROLOGY DEPARTMENT

Grievance against M/S Endo Kare and M/S Vertex Medical are as under:

Sr. #	Name of Firm	Grievances
1	M/S Endokare	M/S Endo Kare quoted their old model TJF- Q180 which had a lot of disinfection issues worldwide due to its lever designs which cases a lot of microbes transmission in it. References are available at FDA site. Recently they have quoted their latest Duodeno scope in Toba Tek Singh, rather than this old model scope Brochure Attached.
2	M/S Vertex Medical	1. M/S Vertex medical quoted their processor VP-4450 which is not Full High Definition System and does not meet the advertised specifications. 2. M/S Vertex Medical is failed to qualify in most tenders due to their poor backup services.so it is requested to kindly declare them as non-responsive.

Technical Committee Recommendations

The committee recommended that M/S Endo Kare, M/S Vertex Medical and M/S Mediland are technical responsive bidders.

Grievance committee Decision

As per User department comments the reference of grievances against M/S Endokare and Vertex, the objection against quoting old model TJF-Q180 had lot of disinfection is not valid, as it is the problem with all the models.

Regarding M/S Vertex quoting the processor, the objection is valid as it is below the specification.

On the above mentioned facts the Grievance Committee rejected the grievance of M/S Mediland against M/S Endokare and accepted the grievance against M/S Vertex Medical.

8) Verizon

GRIEVANCE AGAINST THE TECHNICAL COMMITTEE EVALUATION FOR PEDIATRICS DEPARTMENT (PEADS LAPAROSCOPE)

M/S Verizon has a long-standing reputation for providing Electro Medical Equipment and services, as well as exceptional levels of customer service and they have quoted RICHARD WOLF, Germany leading Medical Equipment brand.

Please below-mentioned clarification in response to the points raised by the technical committee.

- **3.5mm Bipolar forceps does not meet our demand. We have demanded dissecting and rotating 3.5mm bipolar forceps.**
3.5mm bipolar forceps is available, and quoted item is as per your requirement
- **Knot-Pusher is not according to our requirement**
Knot-Pusher is available, and quoted item is as per your requirement
- **Suction irrigation unit doesn't have pistol grip handle**
- **LCD monitor has been quoted, our demand is LED-32-inch monitor**
We have quoted medical grated monitor 32inch with LED back light
- **Pyloric knife has not been quoted.**
It was discussed in Prebid meeting that the quoted knife is optional item

Technical Committee Recommendations

The committee recommended that M/S Allmed Solutoin is the only technical responsive bidder.

Grievance committee Decision

The representative of M/S Verizon has clarified the objections raised by the Technical Committee for Peads Laparoscope and agreed in written statement to provide the instruments as per user demand. So the company may be considered for financial bid opening for healthy competition.

GRIEVANCE AGAINST THE TECHNICAL COMMITTEE EVALUATION FOR GENERAL SURGERY DEPARTMENT (ADULT LAPAROSCOPE)

M/S Verizon has a long-standing reputation for providing Electro Medical Equipment and services, as well as exceptional levels of customer service and they have quoted RICHARD WOLF, Germany leading Medical Equipment brand.

Please below-mentioned clarification in response to the points raised by the technical committee.

- **All Telescopes are HD not Full HD as required.**
Our Telescopes are Full HD and compatible with the camera system.
- **Details of Camera Control unit and Video Camera were not given.**
All Details were mentioned in the brochure and our quotation.
- **It is not specified whether picture in picture mode controls are available in monitor and camera set.**
Picture in picture controls mode is available in our Camera system and can be controlled via monitor.
- **Still Imaging and video capturing details not available (JPEG, MPEG4)**
Still Imaging and video capturing Available can be controlled via camera head button.
- **Socket Specifications are not given**
All Details were mentioned in the brochure
- **Light Source working hours not given**
All Details were mentioned in the brochure; we have quoted Led light source with the working hour capacity of 30000.

- **Imported storage boxes for optics not available.**
Available by the name of Riwo Box.

Technical Committee Recommendations

The committee recommended that M/S Endo Kare, M/S Allmed Solutions and M/S Vertex Medical are technical responsive.

Grievance committee Decision

M/S Verizon representative has provided evidence and shown the brochure which verify that their telescope is full HD and they have also provision for picture mode control for still and video image recording.

On the above facts and grounds Grievance Committee accepted the grievance of M/S Verizon and decided that the company stands technically responsive and may participate in the tender.

9) Sial Traders

GRIEVANCE AGAINST THE TECHNICAL COMMITTEE EVALUATION REPORT AGAINST ORTHOPAEDIC DEPARTMENT (C-ARM)

With reference to M/S Sial Traders Technical evaluation report for the Purchase of the C—ARM, reply against the points raised in the technical evaluation report. Although all the required information already mentioned / available in the Bid.

Sr. No	Objections raised	Clarification / Reply
01	Technical and Engineering capability is not available.	The detail of Engineering team along-with the workshop certificate is enclosed. We have already repaired the C-ARM (Model) with your institution vide Oder No SZH/BME/09/18/17 Dated 19.09.2018, Please see the Page No (01 to 06) & (29 to 31)
02	The Performance of the Equipment on the Local Market is not Good.	Our Manufactured named Inter medical Italy is in the Market Since 2006, Our Model Radius 5-9 is installed available in the Market Since Last 2010. Please see the Page No (06 to 25)
03	No available of relevant tools	The list of All the relevant tools are available and mentioned in the Tenders, please find the list. We have already repaired the C—ARM Model with your Institution vide Order No SZH/BME/09/18/17 Dated 19.09.2018 Please see the Page No 26 to 28

You are requested to please review the above documents and declare our firm (M/S Sial Traders) as responsive for the health competition.

Technical Committee Recommendations


The committee recommended that M/S Siemens and M/S Shirazi Trading (G.E) are technical responsive.

Grievance committee Decision

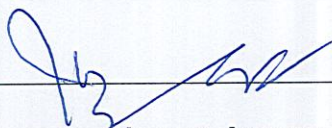
As per user department comments for Mobile C-Arm the quoted system by M/S Sial Traders the install base is not available.

M/S Sial Traders representative was asked for certificate from manufacturer, sufficient technical engineering capabilities and special testing equipment / calibration / repair tools as per international standard, but they don't have their own sufficient biomedical engineering capabilities / special testing equipment, they are offering 3rd party engineering support, which is not as per our demand.

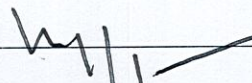
On the above mentioned facts and figures the Grievance Committee rejected the grievance of M/S Sial Traders, and declared the bid of M/S Sial Traders un-responsive and is not recommended for financial bid opening.



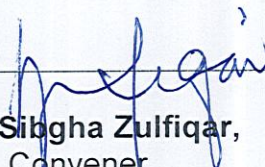
Prof. Waqar Ahmed
Member
Prof. of Nephrology



Dr. Muhammad Imran Anwar
Member
Assoc. Prof. of Surgery



Dr. Ashtar Ali Zaidi,
Member
Dy Administrator



Prof. Sibgha Zulfiqar,
Convener
Prof. of Physiology