

**OFFICE OF THE MEDICAL SUPERINTENDENT**Tertiary Care Hospital Nishtar II Multan
Phone: 061-9200231 Email: info@nishtar2.com

P.C No _____ N-II Dated ____ / ____ /2024

MINUTES OF MEETING REGARDING REDRESSAL OF GRIEVANCES FOR F.Y. 2024-25

With reference to the received from non-responsive items, intimation to committee member's vide letter # Pro/ 6751-53/ N-II dated 04-07-2024 and intimation to firm's vide letter # Pro/ 6754-70/ N-II dated 04-07-2024 regarding redressal of grievances of the firms for following tenders for F.Y. 2024-25.

Sr.#	Tender Name	Meeting Date & Time: 10:30 A.M
1.	Purchase of Medicine	06-07-2024
2.	Purchase of Surgical Disposable	06-07-2024
3.	Purchase of Lab Kits & Chemicals	06-07-2024
4.	Purchase of General Store Items	06-07-2024
5.	Purchase of Stationary Items	06-07-2024
6.	Purchase of Linen Items	06-07-2024
7.	Purchase of Printing Items	06-07-2024
8.	Electrolyte Analyzer on R.R Basis	06-07-2024
9.	Annual Rate Contract Outsourcing of Janitorial Services	06-07-2024

Grievance meeting was scheduled on dated 04-07-2024 at 10:30 AM. Meeting started on time under the chairmanship of **Dr. S.A.M Khuzaima Saleem Hashmi (Senior Registrar Surgery)** The Tertiary Care Hospital Nishtar-II, Multan.

Venue: Meeting Hall (Ground Floor)

Meeting Date: 04-07-2024

Time: 10:30 AM

Sr. #	Name Of Officers/Officials	Post In Committee
1.	Dr. S.A.M Khuzaima Saleem Hashmi Senior Registrar Surgery	Chairman
2.	Dr. M. Tahir Assistant Professor (HOD Medicine)	Member
3.	Dr. Salman Zafar Senior Registrar (Pediatric Medicine)	Member
4.	Dr. Tariq Naeem Senior Registrar (Neurosurgery)	Member
5.	Dr. Khadija Tul Kubra Senior Registrar (Peads Medicine)	Member

After Hearing of Firms Grievances following decisions were made by the committee.

Dr. M. Tahir
WMO
N-II Hospital, Multan

Tahir

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Purchase of Medicine F.Y. 2024-25					
Firm Name		Amros Pharmaceuticals			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
01	Ceftriaxone 1g,250mg&500mg Inj.Dexamethasone Inj.Diclofenac sodium	1. DRC for Ceftriaxone inj. Not provided. 2. Inj..Dexamethasone DRC Expire. 3. Inj.Diclofenac sodium DRC Expire.	Firm replied that it was their mistake, they did not provide DRC for Ceftriaxone in their Technical Offer. Inj. Dexamethasone, Inj. Diclofenac Sodium renewal fee challan for expired DRC already attached in bid.	Grievance committee addressed grievance in detail and recommended to keep the status of firm in ceftraxoine non-responsive due to non-provision of DRC at the time of submission of bid, as it was compulsory parameters of SBD.	Status for Ceftriaxone remain non-responsive. Status for Dexamethasone and Diclofenac sodium declared as responsive.
02	WHO/JPMHLW/US/FDA	Bidder did not submit bio similarity study data of quoted items (for bio logical and bio tech product)	Firm replied that undertaking for the same is already attached in bid which may overlooked by TAC.	Grievance committee review the submitted bid and found that undertaking for the same is already attached in Technical Offer.	Grievance accepted in favor of firm.
03	Affidavit black listing	Procuring agency stated that the firm not provide affidavit regarding blacklisting.	Firm already attached affidavit regarding as per your kind clause no xii and other relevant our technical bid however copy same is also attached with this letter to your ready reference.	Grievance committee review the submitted bid and found that undertaking for the same is already attached in Technical Offer.	Grievance accepted in favor of firm.
04	Experience	Procuring agency stated that the firm is not provides past experience of quoted items "ceftriaxone 1g, 250mg and 500 mg" are not attached.	Firm Already Attached All Relevant Documents our Technical Bid However copy same is also attached with this letter to your ready reference.	Grievance committee reviewed the documents again and found that experience is less than required in SBD.	Status remain same as Non-responsive for said items.
05			M/s Amros Pharmaceuticals, Karachi qualified with 57 marks.	As firm did not meet parameters from compulsory criteria so passing marks cannot be considered.	Status remain same Non-responsive for respective items.
Firm Name		PharmaWise Labs			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
	35,66,122,174,217	Documents Missing During Submission of Tender	1. DRC of Metronidazole 400mg Tablet. 2. 3 Years Experience of Quoted items along with Affidavit and P.O. 3. Affidavit for availability of medicine in chain pharmacies.	Documents for compulsory parameters was not provided in Technical offer. New documents cannot be entertained after submission of bids related to compulsory parameters.	Status remain same as non-responsive
Firm Name		FM Health Care			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
	70,71 and 72	Less experience for Said Items	M/s FM Health Care Importers claimed that Required experience of Usmanco for sr.no 70,71 & 72 is less than required in SBD.	Grievance committee review the documents of Usmanco and found that experience is less as required in SBD. Grievance of FM Healthcare is genuine.	Usmanco status for sr. no. 70,71 & 72 declared Non-responsive and grievance of FM healthcare against Usmanco is accepted.

Alene
Dr. Alene Zulfiqar
Nishtar-II Hospital, Multan

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2. Purchase of Surgical Disposable F.Y.2024-25					
Firm Name		Hoora Pharma			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
		Technically non responsive. 1. Quoted Products not registered with Hoora Pharma. 2. Market experience of Hoora Pharma is less than 03 years.	"M/s Hoora Pharma Pvt. Ltd." Submitted documents against TAC report which was discussed in detail and found by the grievance committee that they are ineligible as per required criteria of experience in SBD. Moreover firm did not submit required samples for evaluation.	Grievance committee reviewed the grievance in detail and found that firm could not meet the compulsory criteria demanded in SBD.	Status of the firm remain same "Non-responsive"
Firm Name		Alphaevolution Enterprises			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
1.	Bid Security	No	Kindly Allow to resubmit the overlooked documents.	Committee found that bid security already attached in bid	Grievance of the firm accepted and status declared as "Responsive"
2.	Free Sale Certificate	Expired		Renewal paid challan fee already attached in bid	
3.	Quality Certificate	Expired		Renewal paid challan fee already attached in bid	
4.	Experience of Product	No		Already provided as per SBD	
Firm Name		Eastern Medical Care			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
23~26	Surgical Gloves Powder/ Powder Free	(03 years) experience of quoted product not provided.	Firm replied that as we are graded in Nishtar hospital, SZH RYK and on the basis of the same accept our grievance here too.	Grievance committee reviewed the all relevant record and found that firm failed to provide the required 03 years experience in powder free gloves.	Status remain non-responsive for respective item.
83-84, 23-26	Examination gloves and Surgical gloves	Responsive	M/s eastern medical put grievance against M/s Maqsood Brothers against mentioned sr. nos. 1.ISO & CE certificate not verifiable. 2.GD,s are not form the same principal as highlighted in pre-qualification report of DGHS	Committee reviewed all relevant record and found that raised objections are invalid and related to pre-qualification criteria of P&S healthcare department which is not applicable for institutions under SHC & ME department.	Status of M/s Maqsood Brothers remain Responsive and grievance of M/s Eastern Medical rejected.
Firm Name		Unisa Private ltd			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
	Syringe with needle 20ml disposable (detachable)	Experience not provided in respective item. Sample rejected for respective item as well.	Firm submitted documents again for consideration of grievance committee.	Committee reviewed the submitted documents and found that experience is less than required as per submitted and given sample is also rejected by the Technical person of TAC.	Status remain non-responsive for the respective item.

Dr. *Altaf*
WMO
Hospital, Multan

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Firm Name		Nipro Medical			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
116	Central venous catheter for dialysis 12Fr 15/ 16/ 20 cm		1. Copy of Bid Security CDR is attached with Technical Proposal and original is attached with financial proposal as per tender requirements same is attached here with for your ready reference.		Grievance accepted and status for Sr.no 116 is declared responsive and non-responsive for rest of the items i.e. 117,118 &119.
117	Dialysis catheter for pediatrics 9 Fr 12 cm	1. Bid Security not Attached.	2. DSL is also attached with our technical Bid and same is attached here with for your ready reference.	Committee accepted the grievance against sr.no. 116 and found that experience of sr.no 117,118 and 119 is not provided.	
118	Dialysis catheter for pediatrics 10 Fr 12 cm	2. DSL not attached.	3. There is no mentioned in bidding documents that 'the experience of the quoted items should be three years according to DRC rates. So we are requesting you to please reevaluate our bid and declared responsive for fair and healthy computation.		
119	Dialysis catheter for pediatrics 11 Fr 15-17 cm	3. Experience is not 3 year according to DRC date.			
Firm Name		MTI Medical			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
56-58	Ceftriaxone Injection	Technical status of firm M/s Medisave declared as responsive for sr. no 56-58,106	M/s MTI medical submitted grievance against M/s Medisave upon less experience for sr. no 56, 58 & 106.	Committee reviewed the documents and found that MTI grievance against M/s Medisave is correct.	Grievance of M/s MTI medical accepted and status of Medisave declared non-responsive for respective items.
106	Ketorolac Injection				

3. Purchase of Lab Kits & Chemicals F.Y.2024-25					
Firm Name		Popular International			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
01	Personal Telephone Number	Not Provided	All required documents are already attached in bid. Request to review the documents in bid.	Grievance of the firm accepted after evaluation of submitted documents.	Status declared as Responsive.
02	Email Address	Not Provided			
03	NTN Registration Number	Not Provided			
04	GST Registration Number	Not Provided			
02	Affidavit from Bidder about non Black Listing.	Not Provided	Already attached with the Bid but Provided Again check Attachment.		
Firm Name		Shams Scientific Trader			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
	Affidavit Not Provided	Non-Responsive	Firm requested that required affidavit is already attached in bid.	Grievance Accepted after re-evaluation of documents	Status declared as Responsive.

Aleena
Dr. Aleena Tahir
 WMO
 Nishtar-II Hospital, Multan

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4. Purchase of General Store Items F.Y. 2024-25					
Firm Name		M. Zain Enterprises			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
01	General Store Items	Non- Responsive (Sample not Provided)	It is stated that our firm (M. Zain Enterprises) is non-responsive in the tender of general store items financial year 2024-25. So our firm want to participate in the Grievance of the Tender of G.Store Items F.Y. 2024-25 to justify our technical Bid we have already provided the sample of G.store items to the store keeper of this Hospital Dated on 14-06-2024.	Grievance Rejected because sample not submitted in due time	Status remain non-responsive.
Firm Name		Aziz Sons			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
01	General Store Items	Non- Responsive (Sample not Provided)	It is stated that our firm (Aziz Sons) is non-responsive in the tender of general store items financial year 2024-25. So our firm want to participate in the Grievance of the Tender of G.Store Items F.Y. 2024-25 to justify our technical Bid and want to provide samples of quoted items. Kindly Approved my grievance for further procedure.	Grievance Rejected because sample not submitted in due time	Status remain non-responsive.

5. Purchase of Stationary Items F.Y. 2024-25					
Firm Name		Bio Medical Technology			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
01	Stationary Items	Non- Responsive (Sample not Provided)	It is stated that our firm (Bio Medical Technology) is non-responsive in the tender of Stationary Items financial year 2024-25. So our firm want to participate in the Grievance of the Tender of Stationary Items F.Y. 2024-25 to justify our technical Bid and want to provide samples of quoted items. Kindly Approved my grievance for further procedure.	Grievance Rejected because sample not submitted in due time	Status remain non-responsive.
Firm Name		Aziz Sons			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
01	Stationary Items	Non- Responsive (Sample not Provided)	It is stated that our firm (Aziz Sons) is non-responsive in the tender of Stationary Items financial year 2024-25. So our firm want to participate in the Grievance of the Tender of Stationary Items F.Y. 2024-25 to justify our technical Bid and want to provide samples of quoted items. Kindly Approved my grievance for further procedure.	Grievance Rejected because sample not submitted in due time	Status remain non-responsive.

Aleena Tahir
 WMO
 Nishtar-II Hospital, Multan

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6. Purchase of Printing Items F.Y. 2024-25					
Firm Name		Mureed Printing Agency			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
01	Printing Items	Non- Responsive (Sample not Provided)	It is stated that our firm (Mureed Printing Agency) is non-responsive in the tender of Printing items financial year 2024-25. So our firm want to participate in the Grievance of the Tender of Printing Items F.Y. 2024-25 to justify our technical Bid . We are here to submit printing items sample to store keeper of the hospital so you are requested to approved my samples. Kindly Approved my grievance for further procedure.	Grievance Rejected because sample not submitted in due time	Status remain non-responsive.
Firm Name		Aziz Sons			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
01	Printing Items	Non- Responsive (Sample not Provided)	It is stated that our firm (Aziz Sons) is non-responsive in the tender of Printing items financial year 2024-25. So our firm want to participate in the Grievance of the Tender of Printing Items F.Y. 2024-25 to justify our technical Bid and want to provide samples of quoted items. Kindly Approved my grievance for further procedure.	Grievance Rejected because sample not submitted in due time	Status remain non-responsive.

7. Purchase of Linen Items F.Y. 2024-25					
Firm Name		Aziz Sons			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
01	Linen Items	Non- Responsive (Sample not Provided)	It is stated that our firm (Aziz Sons) is non-responsive in the tender of Linen items financial year 2024-25. So our firm want to participate in the Grievance of the Tender of Linen Items F.Y. 2024-25 to justify our technical Bid and want to provide samples of quoted items. Kindly Approved my grievance for further procedure.	Grievance Rejected because sample not submitted in due time	Status remain non-responsive.

Dr. Azeem WMO
Nishitar-II Hospital, Multan

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8. Electrolyte Analyzer on R.R Basis of F.Y. 2024-25					
Firm Name		Sure Bio Diagnostics & Pharmaceuticals			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
01	<u>Page 1 of Evaluation Report</u> 5.Contact Person 6.Name 7.Personal Telephone Number <u>Page 2 of Evaluation Report</u> 5.Contact Person 6.Name 7.Personal Telephone Number	Non- Responsive (Unavailability of some technical documents)	We have attached (Details of owner) of firm with complete contact details name, position, contact number. We have attached (Authorization for Bid submission) In which we have provided complete details of our focal person assigned and authorized to look after all the regional matters of Multan Territory containing his name, Designation, CNIC#, Personal Contact number. The relevant details of our organization Sure Bio Diagnostics & Pharmaceuticals are already available over firm letter heads which are attached in all undertakings, Technical Offers etc.	firm failed to prove engineering capability as demanded in compulsory parameters	Status remain same declared as Non-responsive.
02	<u>Page 3 of Evaluation Report</u> 6.Technical & Engineering Capability		We have attached all employees list, workshop details, Engineer Degrees and their respective Bio Data (CVs)		
03	<u>Page 4 of Evaluation Report</u> 14. Acceptance of terms & Conditions		Complete Bidding Documents set of respective tender being attached signed and stamped.		

9. Annual Rate Contract Outsourcing of Janitorial Services of F.Y. 2024-25					
Firm Name		ANEES BROTHERS			
Sr.#	Items Name	Technical Status	Firm Reply	Committee Remarks	Status
01	Janitor Supplies Detail Not Provided.	Non-Responsive due to non-provision of detail of janitors supplies	Firm requested to review the technical offer as required documents already attached with the Bid which may overlooked.	Grievance Accepted after re-evaluation of bid for required documents.	Status declared as Responsive.

Dr. Anees Tahir
 Dr. Anees Tahir (Member)
 Nishtar-II Hospital, Multan

Dr. Khadija Tul Kubra (Member)
 Tertiary Care, Hospital
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Dr. Tariq Naeem (Member)
 Tertiary Care, Hospital
 Nishtar-II, Multan

Dr. Salman Zafar (Member)
 Tertiary Care, Hospital
 Nishtar-II, Multan

F. Tahir
 Dr. Muhammad Tahir (Member)
 Tertiary Care, Hospital
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S.A.M
 Dr. S.A.M Khuzaima Saleem Hashmi (Chairman)
 Tertiary Care, Hospital
 Nishtar-II, Multan