



PUNJAB INSTITUTE OF MENTAL HEALTH

SHADMAN-II, JAIL ROAD, LAHORE.

GRIEVANCE MINUTES OF MEETING PURCHASE OF MEDICAL EQUIPMENT AND LAUNDRY MACHINES UNDER ADP SCHEME 2021-22

Reference to the Bidding Process of Purchase of Medical Equipment and Laundry Machines Under ADP Scheme 2021-22, a meeting to address the grievances of tender participant firms was held in Conference Room, PIMH, Lahore on 18-11-2021. The meeting started at 11 am under the Convenorship of Dr. Ishrat Abbas, AMS (Addiction), PIMH, Lahore. All the aggrieved firms were heard in length.

#.	Name of Equipment	Firm Name	Reason(s) of Rejection	Grievance	Decision of Grievance Committee
1	Washer Extractor, Drying Tumbler and Flatwork Dryer Ironer	M/s Radiant Medical	<ol style="list-style-type: none">1. Alliance Laundry System has duplicate sole authorization certificate.2. Cycle time of Washer Extractor and Drying Tumbler not verified from product brochure.3. Washer Extractor Oil lubrication of bearing gaskets not verified from product brochure.	<p>M/s Radiant Medical submitted grievance that the quoted product brand IPSO has their own series of models and same is mentioned in CE. Moreover, Alliance Laundry Group System has many brands working independently.</p> <p>M/s Radiant Medical claimed that the equipment quoted is programmable and can be programmed as per requirement. For lubrication of bearing, such features can only be verified from service and operating manual.</p>	<p>The Grievance Committee heard the grievances of M/s Radiant Medical in depth. The firm failed to justify discrepancies raised by Technical Evaluation Committee (TEC). The Grievance Committee gone through all the materials provided by M/s Radiant Medical but did not find any evidence from which reasons of rejection could be withdrawn. Moreover, it was also noted by the Grievance Committee, that IPSO brand quoted by the M/s Radiant Medical is not an Original Equipment Manufacturer (OEM) instead a sub-brand of Alliance Laundry System. Moreover, it was also noticed that Principal Firm of M/s Radiant Medical Alliance Laundry System has duplicate sole authorization certificate.</p> <p><i>(Result: Hence, the TEC decision on technical grounds stands accordingly and grievance submitted by M/s Radiant Medical is hereby rejected).</i></p>
	Washer Extractor, Drying Tumbler and Flatwork Dryer Ironer	M/s Radiant Medical	N/A	<ol style="list-style-type: none">1. M/s Radiant Medical submitted grievance against M/s G-med and claimed that the product quoted by M/s G-med is from Onnera Group which is the manufacturer of four laundry brands including Fagor quoted by M/s G-med. Moreover, the brochures of G-med do not have	<ol style="list-style-type: none">1. The Grievance Committee heard the grievances of M/s Radiant Medical against M/s G-med in depth and found valid. The available catalogues for Fagor brand (in the technical offer and available online) do not possess the information of required cycle time and oil lubrication. It was also noted by the

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PUNJAB INSTITUTE OF MENTAL HEALTH
SHADMAN-II, JAIL ROAD, LAHORE.

				<p>information of cycle time and oil lubrication. Additionally, the catalogues have also does not have information of RPM as per requirement.</p> <p>2. M/s Radiant Medical submitted grievance against M/s Total Technologies that the quoted brand Electrolux is being manufactured in Thailand. Moreover, the Tumble Dryer quoted has weighing capacity of 45 kgs, which was not the requirement. Additionally, the catalogues have also does not have information of RPM as per requirement.</p> <p>3. M/s Radiant Medical filed grievances against M/s Mediland Pakistan, claiming that the product quoted by M/s Mediland Pakistan is from Onnera Group, the manufacturer of four laundry brands, including Domus, which was quoted by M/s Mediland Pakistan. Furthermore, the catalogues do not provide RPM information that is required.</p> <p>4. M/s Radiant Medical also submitted grievance against M/s Alam Medix that this firm is not the sole distributor of quoted product. Furthermore, the catalogues have also does not have information of RPM as per requirement.</p>	<p>Grievance Committee, that Fagor brand quoted by M/s G-med is not an Original Equipment Manufacturer (OEM) instead a sub-brand of Onnera Group. Furthermore, RPM requirement point was un-addressable as requirement for the same was modified / generalized with the consent of all potential bidders in pre-bid meeting.</p> <p><i>(Result: Hence, grievance of M/s Radiant Medical against M/s G-med is hereby accepted. M/s G-med Technical Offer is rejected on the afore said / raised grounds).</i></p> <p>2. M/s Radiant Medical objections against M/s Total Technologies were heard in detail. The committee verified the product catalogue provided by M/s Total Technologies and found the objections raised by M/s Radiant against M/s Total Technologies invalid. Tumble Dryer weighing capacity was found as per requirement. Furthermore, RPM requirement point was un-addressable as requirement for the same was modified / generalized with the consent of all potential bidders in pre-bid meeting.</p> <p><i>(Result: Hence, the TEC decision on technical grounds stands accordingly and grievance submitted by M/s Radiant Medical against M/s Total Technologies is hereby rejected).</i></p> <p>3. The Grievance Committee heard the grievances of M/s Radiant Medical against M/s Mediland Pakistan in depth and found valid. It was also found by the Grievance Committee, that Domus</p>
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PUNJAB INSTITUTE OF MENTAL HEALTH
SHADMAN-II, JAIL ROAD, LAHORE.

					<p>brand quoted by the M/s Mediland Pakistan is not an Original Equipment Manufacturer (OEM). Furthermore, RPM requirement point was un-addressable as requirement for the same was modified / generalized with the consent of all potential bidders in pre-bid meeting.</p> <p><i>(Result: Hence, grievance of M/s Radiant Medical against M/s Mediland Pakistan is hereby accepted and the TEC decision on technical grounds stands accordingly).</i></p> <p>4. M/s Radiant Medical grievance against M/s Alam Medix was heard in detail and found valid. The Primus brand quoted by M/s Alam Medix is not an Original Equipment Manufacturer (OEM). Furthermore, RPM requirement point was un-addressable as requirement for the same was modified / generalized with the consent of all potential bidders in pre-bid meeting.</p> <p><i>(Result: Hence, grievance of M/s Radiant Medical against M/s Alam Medix is hereby accepted and the TEC decision on technical grounds stands upheld).</i></p>
2	Washer Extractor, Drying Tumbler and Flatwork Dryer Ironer	M/s Mediland Pakistan	<ol style="list-style-type: none">1. Washer Extractor Oil lubrication of bearing gaskets not verified from product brochure.2. Cycle time of Washer Extractor and Drying Tumbler not verified from product brochure.3. No bidder past experience of installing such systems.	M/s Radiant Medical submitted grievance that Onnera Group of which they have quoted the product is marketing laundry equipment with equipment quoted is programmable and can be programmed as per requirement and have 20 preset programs. Beside that M/s Mediland Pakistan claimed that their equipment is installed in PIMH, Lahore, QAMC Bahawalpur, Shahdra Hospital and RIUT Rawalpindi.	The Grievance Committee heard the grievances of M/s Mediland Pakistan in depth. The firm failed to justify discrepancies raised by Technical Evaluation Committee (TEC) in the quoted product. The Grievance Committee gone through all the materials provided by M/s Mediland Pakistan but did not find any proof from which reasons of rejection could be withdrawn. The requirement of cycle for specific time and Oil lubrication of bearing gaskets is mandatory



PUNJAB INSTITUTE OF MENTAL HEALTH

SHADMAN-II, JAIL ROAD, LAHORE.

					<p>as per tender specifications. Moreover, it was also noted by the Grievance Committee, that Domus brand quoted by the M/s Mediland Pakistan is not an Original Equipment Manufacturer (OEM). Moreover, as per Technical Evaluation Criteria shared by TEC for said bidding process require "Bidder Past Performance for Quoted Product" which can only be considered once the supplier / vendor has supplied the required product after issuance of Purchase Order against the same specifications which was not found.</p> <p><i>(Result: Hence, the TEC decision on technical grounds stands accordingly and grievance submitted by M/s Radiant Medical is hereby rejected).</i></p>
3	Washer Extractor, Drying Tumbler and Flatwork Dryer Ironer	M/s Alam Medix	<ol style="list-style-type: none"> 1. Washer Extractor Oil lubrication of bearing gaskets not verified from product brochure. 2. Cycle time of Washer Extractor and Drying Tumbler not verified from product brochure. 3. Pre-requisite work as per requirement not quoted in technical offer 4. No bidder past experience of installing such systems in any Public Sector Institutes / Hospital. 5. Alliance Laundry System has duplicate sole authorization certificate. 	<p>M/s Alam Medix claimed that they have quoted complete package as per requirement in their technical offer. Furthermore, they stated that Alliance Laundry has 05 brands (Speed Queen, Unimac, Huebsch, Primus and IPSO). Primus Laundry and Alliance Laundry are sister firms. So, they have attached one of brand's (Primus) sole authorization letter. M/s Alam Medix claimed that they have attached past performance certificate in their bid.</p> <p>Additionally, M/s Alam Medix stated that due to multiple brands under Alliance Laundry Group, CE Certificate is only issued to Alliance Laundry. On the specifications objection, they claimed that washer extractor oil lubrication features are present in 99% of equipment of European Origin as it is an essential parameter. So, there is no need to mention it in technical brochure. M/s</p>	<p>The Grievance Committee heard the opinion of M/s Alam Medix in detail. The firm representative requested to provide some time, so he can request his product Principal to provide email justification and verification for the availability of "Washer Extractor Oil lubrication of bearing gaskets not verified from product brochure and Cycle time of Washer Extractor and Drying Tumbler not verified from product brochure". The committee directed the representative of M/s Alam Medix to provide email evidence till 18-11-01 at 9:00 pm. Moreover, the stance regarding pre-requisite works by M/s Alam Medix was accepted as they undertaken to do the pre-requisite works in case of successful bid. It was also noted by the Grievance Committee, that Primus brand quoted by the M/s Alam Medix is not an Original Equipment Manufacturer (OEM). The firm failed to provide email justification / verification within due time.</p>

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PUNJAB INSTITUTE OF MENTAL HEALTH

SHADMAN-II, JAIL ROAD, LAHORE.

				Alam Medix also argued that Washer Extractor and Drying Tumble are programmable and have variety of cycle time. Moreover, for Pre-Requisite work they accept all the terms of tender.	<i>(Result: Hence, the TEC decision on technical grounds stands accordingly and grievance submitted by M/s Alam Medix is hereby rejected).</i>
4	Cardiac Monitor	M/s Saarf Medical	1. Separate SPO ₂ probe not quoted in technical offer.	M/s Saarf Medical submitted grievance confirming that they have quoted complete package. Moreover, they have claimed that they have quoted both SPO ₂ probes one in standard and one separately.	The Grievance Committee heard the stance of M/s Saarf Medical in detail. The firm undertaken that they will provide two SPO ₂ probes. <i>(Result: Hence, grievance of M/s Saarf Medical is hereby accepted. M/s Saarf Medical Technical Offer is herewith accepted on the raised grounds).</i>
5	ECG	M/s Saarf Medical	1. Built-in AC supply not available. 2. No past performance of the bidder for quoted product.	M/s Saarf Medical submitted past performance certificates.	The Grievance Committee reviewed the past performance certificates and accepted them. Furthermore, the firm representative during the meeting was advised to provide solid evidence if their machine can be operated on in AC supply and there is no need for adapter to run the equipment. He was directed to share pictorial evidence till 18-11-2021 at 6:00 pm. The firm provided the desired information to BME, PIMH, Lahore within due time. <i>(Result: Hence, grievance of M/s Saarf Medical is hereby accepted and Technical Offer of M/s Saarf Medical stands Responsive).</i>
6	Cardiac Monitor	M/s Human Healthcare	1. Built-in rechargeable battery for at least 1.5-2 hour not verified from product catalogue. 2. Imported mounting stand and Separate SPO ₂ probe not quoted in technical offer. 3. Arrhythmia analysis and ST analysis	M/s Human Healthcare claimed that their quoted Cardiac Monitor has battery backup of 120 mins. Moreover, they have quoted complete package and SPO ₂ probe along with mounting stand is also included. M/s Human Healthcare requested to re-evaluate quoted product catalogue, User Manual and Brochure to verify Arrhythmia analysis and ST analysis.	The committee heard the point of view of M/s Human Healthcare in detail in which the representative of the said firm undertaken that that they will provide two SPO ₂ probes. The firm also presented technical data to Grievance Committee. The committee directed the firm representative to give email proof by the product Principal / Manufacturer for verification till 18-11-2021



PUNJAB INSTITUTE OF MENTAL HEALTH
SHADMAN-II, JAIL ROAD, LAHORE.

			not verified from product catalogue. 4. Proof of Bid Security / CDR not found in technical offer.	They also attached copy of CDR of PKR 80,000 claiming that this was already attached in bid.	at 9:00 pm. The Principal firm emailed the desired information to the Bio-Medical Engineer, PIMH, Lahore and it was verified. <i>(Result: Hence, grievance of M/s Human Healthcare is hereby accepted, and technical offer of the said firm stands Responsive).</i>
7	Dental X-ray Machine (Mobile)	M/s Total Technologies	1. No Bidder Past Performance for Quoted Product attached.	M/s Total Technologies claimed that they have past performance and supply orders of quoted products and they have also attached they documents with grievance.	The Grievance Committee heard the grievance of M/s Total Technologies in depth. The committee reviewed the past performance certificates and accepted. <i>(Result: Hence, grievance of M/s Total Technologies hereby accepted. M/s Total Technologies is herewith Technical Offer is hereby accepted on the said grounds).</i>
			N/A	M/s Total Technologies submitted Grievance that M/s Alam Medix does not posses any past experience and on this ground, they should be disqualified.	On the direction from Grievance Committee, TEC rechecked the past performance certificates of M/s Alam Medix and found the appropriate. <i>(Result: Hence, grievance of M/s Total Technologies by hereby rejected. TEC decision on technical grounds stands accordingly).</i>

Engr. M. Umar Kabeer
Bio-Medical Engineer (PIC)
Co-opted Member

Dr. Tahira Abbas
AMS (Emergency)
Member

Dr. Ishrat Abbas
AMS (Addiction)
Convener