



No. SO (PM&I) 2-1/2020-21/CRC(DGHSS)
GOVERNMENT OF SINDH
HEALTH DEPARTMENT
 (PROCUREMENT MONITORING & INSPECTION)
 Karachi, Dated, the 11th June, 2021

To,

The Director General
 Health Services Sindh,
Hyderabad.

Sub: MINUTES OF THE MEETING OF COMPLAINT REDRESSAL COMMITTEE (CRC) HELD ON 03-06-2021 UNDER THE CHAIRMANSHIP OF SECRETARY HEALTH DEPT, GOVT OF SINDH.

I am directed to inform that a meeting of Complaint Redressal Committee was held under the chairmanship of Secretary, Health Department, Government of Sindh, Karachi on 03.06.2021 to examine & address the complaints received against the tender for procurement of Machinery Equipment under ADP 689, 691 & 692 for the year 2020-21. A copy of the minutes of meeting of CRC duly approved and signed containing the decision taken by the CRC is enclosed herewith for further necessary action in the matter.

RA
 15.6.21
 Dir (E+D)

SECTION OFFICER (PM&I)

C.C to:

- The Managing Director, Sindh Public Procurement Regulatory Authority, Karachi.
- All Members of the Committee for information.
- The complainant _____.
- The P.S. to Minister Health, Sindh.
- The P.S to Secretary Health Sindh.

[Signature]
 SECTION OFFICER (PM&I)
 11/6/21

*Please,
 Plt. for hosting on
 Authority's website.*

[Signature]
 15/6

AD (L2)

SPFRA INWARD DIARY
 NO: 4197
 DATED: 14/6/21

**MINUTES OF THE MEETING OF
COMPLAINT REDRESSAL COMMITTEE (CRC)**

HELD ON: 03.06.2021

The meeting of Complaint Redressal Committee (CRC) was held on 03.06.2021 under the Chairmanship of Secretary Health, Govt. of Sindh to review complaints received from aggrieved bidders against technical / financial evaluations finalised by the Procurement Committee against Tender invited by the Director General Health Services Sindh, Hyderabad, during the financial year 2020-21.

The following members of the committee attended the meetings:

1)	Dr. Kazim Hussain Jatoi Secretary Health, Government of Sindh.	Chairman
2)	Professor Dr. Azra Saleem, Professor of Pharma SMBBMC Lyari, Karachi.	Member
3)	Dr. Sikander Qureshi Head and Dean Medicine & Allied, SMBBMC Lyari, Karachi.	Member
4)	Dr. Ali Sheer Khaskheli Asstt. Professor of Surgery, SMBBMC Lyari, Karachi.	Member
5)	Mr. Naeem Liaquat, Assistant Accounts Officer. Representative of Accountant General Sindh, Karachi.	Member

All representatives of complainants attended the meeting. The representative of respective firms explained their complaints / grievances in detail before the Committee and produced relevant record in support of their complaints. The representative of Director General Health Services Sindh, Hyderabad justified briefly for each complaint which have also provided in working paper. The Committee examined and discussed the complaints and justification of Procuring Agency thoroughly and after detail deliberation on each point and examination of all related record, unanimously decided as under:

S.NO.	NAME OF COMPLAINANT WITH THEIR GRIEVANCE	JUSTIFICATION OF PROCURING AGENCY (Director General Health Services Sindh, Hyderabad)	DECISION OF CRC
01.	<u>M/s. RTJ Enterprises</u> <u>Item No. 23 (Scheme 692)</u> Representative of M/s. RTJ Enterprises has submitted as under: M/s. Medical Equipment System, Karachi has quoted Ultrasound Machine Model P3 by Medisono, which is made in China they are selling it to Government of Sindh Health Department as made in USA and deceiving your respectable organisation. In tender specification asking for digital Ultrasound scanner with digital beam former system should be capable to handle	The Director General Health Services Sindh, Hyderabad / Procuring Agency submitted working paper before CRC which provided: <u>Item No. 23 (Scheme 692) /</u> <u>Item No. 40 (Scheme 691)</u> As per brochure and verification from internet Medisono is USA based company. They generally used standard convex probe for general ultrasound of Abdominal / Gynae/ obs and its Probe range from 3MHz to 6MHz for that purpose this unit is supportive above 6 MHz probe used for specially for soft tissues. For that purpose	CRC after examination of complaint & justification of Procuring Agency, with supporting documents especially contents of Tender found that approved medical equipment specifications does not meet the required specifications thus complaint justified. The DG office should rectify it accordingly.

S.NO.	NAME OF COMPLAINANT WITH THEIR GRIEVANCE	JUSTIFICATION OF PROCURING AGENCY (Director General Health Services Sindh, Hyderabad)	DECISION OF CRC
	<p>multi frequency probes from 3.0 MHz to 12.0 MHz or above but Medisono P3 can be handling frequency range from 2 MHz-10 MHz. In tender specification asking for B/Z Mode. B. & Zoom Mode simultaneously display which is helpful for comparison, it is not available in Medisono P3.</p> <p>In tender specification asking for a mode indicate the intensity of echo signals by easy operation. A mode is very useful to check and to difference among the densities of different tissues / Organs. It also help in eye scanning for biometry. This service is not available in Medisono P3.</p> <p>In tender specification asking for multi frequency 2.8, 3.5 up to 5 MHz Convex Probe or better. But Medisono P3 probe frequency from 2.5 MHz to 4.5 MHz Optional.</p> <p>In tender asking for Multi-frequency 5.0, 7.5 up to 9 MHz Endocavity Probe or better, but Medisono P3 probe frequency up to 8 MHz.</p> <p>Their quoted Model: P3 is not originally manufactured by Medisono, this unit is manufactured by EDAN China with Model name DUS60 (brochure copy is attached). Also can visit web link of Eden www.edan.cn/html/EN/csxl/BWDigital/201310/211292.html products/ for further clarification. Furthermore, EDEN DUS60 has FDA 510K certificate which is also attached with</p>	<p>endviginal & liner probe are to be used for which this system is supportive.</p> <p>Generally ultrasound used for scanning different organs of body. This is a real time scanning if required enlarge findings, we can use depth control switch zooming. In this regard B/Z mode is not essential for that purpose.</p> <p>The A Mode is required for scanning of Eye scanning for Biometry. These machines are generally used for OPD. So that is minor deviation in this regard.</p> <p>P3 has supportive frequency of 2.5 MHz to 4.5 Mhz. We generally use frequency for scanning purpose from 3 MHz to 3.5 MHz for that it is supportive. This is minor deviation.</p> <p>In P3 Endo-cavity probe upto 8MHz it is also a minor deviation we have required upto 7.5 MHz frequency for that purpose.</p> <p>Medisonso is USA based company as per broacher attached in technical bid.</p> <p>CRC OBSERVATIONS: CRC examined that record produced by procuring agency and observed that approved model having multi frequency probe from 2:00 MHz to 10.0 MHz, where as 3.0 to 12.0 MHz or above required in Tender.</p> <p>Moreover, approved model not have B/Z mode, & A-Mode.</p>	

S.NO.	NAME OF COMPLAINANT WITH THEIR GRIEVANCE	JUSTIFICATION OF PROCURING AGENCY (Director General Health Services Sindh, Hyderabad)	DECISION OF CRC
02.	<p>this letter.</p> <p><u>M/s. Total Technologies Karachi.</u> Item No. 83 (Scheme 689) Representative of M/s. Total Technologies Karachi has submitted as under: They have quoted the prices according to the BOQ requirement further the unit prices are mentioned in our financial offer. The department can multiply the unit price with BOQ required for all the facilities in order to derive the final value for all the facilities. Meanwhile declaring their offer on such reason is not justified as they have provided bid security according to their total quoted value of bid which can be verified. They have technically qualified the procedure and also quoted very competitive prices as well therefore please declare our offer as "responsive" so that a healthy competition might be possible and this department may procure an upto the mark product for the best interest of the institute and general public.</p>	<p>The Director General Health Services Sindh, Hyderabad/ Procuring Agency submitted working paper before CRC which provided:</p> <p>The company has given earnest money at 2% of only one item but as per tender quantity mentioned is two, hence earnest money is short for that purpose. As price quoted Earnest money is Rs. 1800,000/= for one unit but as tender quantity it is not for two units it is only for one unit.</p> <p><u>CRC OBSERVATIONS:</u> CRC noticed that the complainant provided bid security according to their total quoted value. However, their bid for the item should only be rejected where they have offered 01 Nos. Instead of 02 Nos. For other 2nd item they should be declared as qualified.</p>	<p>CRC unanimously decided that the bid of complainant is declared as Qualified for item no. 72 (Oxygen Generation System Moduler) whereas. item No. 83 rejected on the basis of short offered than required quantity. The DG office should rectify it accordingly.</p>
03.	<p><u>M/s. Endo -Kare Karachi.</u> <u>Grievances:</u> Representative of M/s. Endo-Kare Karachi has submitted as under: They informed that the quoted ENDOSCOPY SYSTEM by M/s Biologic Medical System does not meet the specifications of</p>	<p>The Director General Health Services Sindh, Hyderabad/ Procuring Agency submitted signed working paper before CRC which provided:</p> <p>CMOS Technology is latest technology of full HD. In which full HD pixel are available at 1920x1080 pixels with</p>	<p>CRC after examination of complaint & justification of Procuring Agency, with supporting documents especially contents of Tender found that approved medical equipment specifications does not meet the required specifications thus</p>

S.NO.

NAME OF COMPLAINANT WITH THEIR GRIEVANCE

JUSTIFICATION OF PROCURING AGENCY (Director General Health Services Sindh, Hyderabad)

DECISION OF CRC

the Complete Endoscopy System which was demanded in the Bidding documents whereas the same had been graded technically.

S#	Demanded Tender Specs. Of Endoscope
1	Color CCD of Full HD 1920 x 1080 p resolution or better
2	Scope ID function available
3	Waterproof One-touch Connector.
4	Fully immersible to avoid accidental damage to scope without any gadget.
5	Distal end outer diameter 9.3mm or less
6	Narrow Band Imaging/ Multi Band Imaging
Specs. Of Quoted Model: EG 500 Sonoscape- China	
CMOS Technology	
N/A	
N/A	
N/A	
Distal end outer diameter 9.3mm	
N/A	
Deficiencies	
Not full high Definition Color CCD of Full HD 1920x1080p (Progressive Scanning)	
N/A	
N/A	
N/A	
N/A	

High Definition Colono Videosocoe (Lower G.I)

1	Field of view 170° or better
2	Color CCD of Full HD 1920 x 1080 p resolution or better
3	Waterproof One-touch Connector.
4	Fully immersible to avoid accidental damage to scope without any gadget.
5	Narrow Band Imaging/ Multi Band Imaging
6	Reflexive bending feature
7	RIT function available
8	User adjustable stiffness controller / variable stiffness

progressive scanning. This function is available in EG-500 on attachment of Colonoscopy / Gastroscopy. All scopes are water proof and attached with one touch connector as per technical data sheet.

As per data sheet scope is immiscible to avoid accidental damage to scope. Both sizes are considered and as standardized worldwide for Gastroscopy procedure. It is feature is available with VIST technology. VIST=Variable intelligent staining technology.

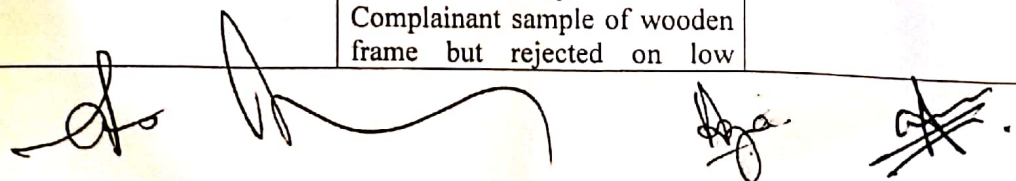
complaint justified. The DG office should rectify it accordingly.

Field of view is 140 which is worldwide standard for all magnification like other scopes of pantex, Fuji and Storz. CMOS Technology is latest technology of full HD. In which full HD pixel are available at 1920x1080 pixels with progressive scanning. All scopes are water proof and attached with ----- as per


S.NO.	NAME OF COMPLAINANT WITH THEIR GRIEVANCE	JUSTIFICATION OF PROCURING AGENCY (Director General Health Services Sindh, Hyderabad)	DECISION OF CRC																
	<table border="1"> <tr><td>Field of view 140°</td></tr> <tr><td>CMOS Technology</td></tr> <tr><td>N/A</td></tr> <tr><td>N/A</td></tr> <tr><td>N/A</td></tr> <tr><td>N/A</td></tr> <tr><td>N/A</td></tr> <tr><td>N/A</td></tr> <tr><td>Field of view 140°</td></tr> <tr><td>Not full High Definition Color CCD of Full HD 1920 x 1080 p (Progressive Scanning)</td></tr> <tr><td>N/A</td></tr> <tr><td>N/A</td></tr> <tr><td>N/A</td></tr> <tr><td>N/A</td></tr> <tr><td>N/A</td></tr> <tr><td>N/A</td></tr> </table>	Field of view 140°	CMOS Technology	N/A	N/A	N/A	N/A	N/A	N/A	Field of view 140°	Not full High Definition Color CCD of Full HD 1920 x 1080 p (Progressive Scanning)	N/A	N/A	N/A	N/A	N/A	N/A	<p>one technical data sheet.</p> <p>As per data sheet scope is numerable to avoid accidental damage to scope.</p> <p>It is feature is available with VIST technology.</p> <p>VIST=Variable intelligent staining technology.</p> <p>This Colonoscope offered with GDF technology (Graduated Decreasing Flexibility) which is equal to reflexive bending.</p> <p>GDF has similar feature of RIT (Responsive Insertion Technology).</p> <p>GDF has similar feature of user adjustable stiffness control variable stiffness.</p> <p>CRC Observations: While reviewing the record / justification of Procuring Agency CRC noticed that the technical specification was not made according to required specifications as approved model having CMOS technology instead of CCD required.</p> <p>Moreover, the approved model having minor deviation for distal and outer diameter and field of view of colonoscope is 140 degree instead of 170 degree required.</p> <p>It is also noticed that due to minor deviation 30 Nos. Should be awarded to the approved bidder but erroneously 40 marks were given to them</p>	
Field of view 140°																			
CMOS Technology																			
N/A																			
N/A																			
N/A																			
N/A																			
N/A																			
N/A																			
Field of view 140°																			
Not full High Definition Color CCD of Full HD 1920 x 1080 p (Progressive Scanning)																			
N/A																			
N/A																			
N/A																			
N/A																			
N/A																			
N/A																			
04.	<p><u>M/s. Al-Sharique Trading Company Hyderabad.</u> Representative of M/s. Al-Sharique Trading Company Hyderabad has submitted as under: Complaint against Hospital Furniture / office furniture, ADP scheme No.689, 691, 692(Bed Side locker, File</p>	<p>The Director General Health Services Sindh, Hyderabad/ Procuring Agency submitted signed working paper before CRC which provided: These below items were not approved by sample Inspection committee(copy of sample inspection report of below mentioned are enclosed)</p>	<p>CRC in light of observations, unanimously decided that following items were not evaluated properly as per Tender specification, as the same were approved by the committee due to best quality:</p> <ol style="list-style-type: none"> 1. Office Chairs. 																

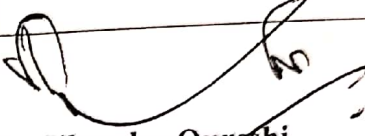
S.NO.	NAME OF COMPLAINANT WITH THEIR GRIEVANCE	JUSTIFICATION OF PROCURING AGENCY (Director General Health Services Sindh, Hyderabad)	DECISION OF CRC
	Cabinet, Office Chair, office Table ,Over Bed Table , Revolving Chair , Two Crank Fowler Bed and Visitor Chair.	<p>constituted by the office of the Vice Chancellor Liaquat University of Medical & Health Sciences Jamshoro vide order No.DOC #LUMHS /Estt/(E-I)/-7329/94 dated:8-4-2021(Copy enclosed) on the direction of Govt: through letter No.SO (PM&I)2-1/202-21/CPC(Main) dated:26-2-2021(copy enclosed) as desired by the Chairman CPC</p> <ol style="list-style-type: none"> 1. Bed Side locker 2. File Cabinet 3. Office Chair 4. office Table 5. Over Bed Table 6. Revolving Chair 7. Two Crank Fowler Bed 8. Visitor Chair <p>CRC Observation: While reviewing of complaint record produced by the procuring agency and physical verification of samples by the Section Officer (PM&I) CRC noticed some deviations in specifications in following items but the same were approved by Inspection Committee due to best quality. The details are as under:</p> <ol style="list-style-type: none"> 1. Office Chairs: The complainants sample of wood, where as approved sample of M/s. Al-Syed is of Iron Frame V/s. Frame of "Talli" wood required. 2. Office Table: The complainant sample and approved sample M/s. Al-Syed are of Linear & Lasani Sheets not as per specification as wooden frame made required in tender. 3. Over bed Table: Complainant sample not according to 	<ol style="list-style-type: none"> 2. Office Table. 3. Overbed Table. 4. Two Crank fowler Beds. 5. Visitors Chairs. <p>While other items 1. Bed side lockers 2. File Cabinet and 3. Revolving Chairs are cleared and upheld the earlier decision. The DG office should rectify it accordingly.</p>


S.NO.	NAME OF COMPLAINANT WITH THEIR GRIEVANCE	JUSTIFICATION OF PROCURING AGENCY (Director General Health Services Sindh, Hyderabad)	DECISION OF CRC
		<p>specification as the column are made of Iron V/s. Stainless steel required. Moreover, not dressed sides with PVC lining as required. Approved samples also deviated as :</p> <ol style="list-style-type: none"> 1. Mehran = Not dressed with PVC lining. 2. RTJ = Iron column instead of stainless steel. 3. T.K. Medical = Not dressed with PVC lining. <p>4. Two crank fowler Beds:</p> <ul style="list-style-type: none"> - Complainant deviated specification in respect of lockable & easily removable headboard & foot board as they provided fixed with screw. - Approved samples of two having minor deviations while other two are according to specification. <ol style="list-style-type: none"> 1. Al-Syed = Only holder for mattress not available on 04 positions as required. 2. T.K. Medical = Head & foot board fixed with screw. 3. RTJ = As per specification. 4. Imperial = As per specification. <p>5. Visitors Chairs: Sample of approved bidder is of Iron frame approved on the basis of best quality, while wooden frame required. Complainant sample of wooden frame but rejected on low</p>	





S.NO.	NAME OF COMPLAINANT WITH THEIR GRIEVANCE	JUSTIFICATION OF PROCURING AGENCY (Director General Health Services Sindh, Hyderabad)	DECISION OF CRC
		quality. Evaluation of Other samples of : 1. Bedside lockers. 2. File Cabinet & 3. Revolving Chair are found as per tender specifications.	


Professor Dr. Azra Saleem
 Professor of Pharma SMBBMC
 Lyari, Karachi.


Dr. Sikander Qureshi
 Head and Dean Medicine &
 Allied, SMBBMC Lyari, Karachi.


Dr. Ali Sheer Khaskheli
 Asstt. Professor of Surgery,
 SMBBMC Lyari, Karachi


Dr. Kazim Hussain Jatoti
 Secretary,
 Health Department,
 Govt. of Sindh.


Mr. Naeem Liaquat
 Assistant Accounts Officer.
 Representative of Accountant
 General Sindh, Karachi