



MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE



No: RIC/admin/ 1009 / 22

Dated: 24/03/2022

A grievance meeting of annual tender of Medical & lab Equipment for the financial year 2020-21 was held on 14.03.2022 at 10:00 am in the office of the Additional Medical Superintendent (Admin) which comprised all members of Grievance Redressal Committee. Attendance sheet are attached herewith. Grievances of following firms were presented before the committee.

1. M/s Bio Tech Services
2. M/s Iqbal & Company
3. M/s B. Braun Pakistan
4. M/s Radiant Medical Pvt ltd
5. M/s Vital Sciences

The representatives of above mentioned firms were called one by one & heard in person by the grievance committee. The proceedings of the grievances committee are recorded as under.

1. M/s Bio Tech Services

The chairman was informed by the representative of the firm that the item Echocardiography machine with adult Tee probe was rejected by End User due to image quality was not satisfied. At the time of demonstration there was some preset which the end user was concerned about, so it is requested to please accord permission for again demonstration.

The chairman was informed by the members of Technical Advisory Committee that firm already made two demos to End User, but did not satisfied the End User.

Decision:

The grievance of M/s Bio Tech Services is turndown and the previous decision of TAC remains intact.

M/s Radiant Medical (Pvt) Ltd.

M/s Radiant Medical (Pvt) Ltd. raised observation against OT Table quoted by M/s Shirazi Trading by stating that the quoted model does not fulfill the requirement of advertised specifications and even it is not available at the company official website.

M/s Radiant has following reservation:

S.#	Advertised Specifications	Offered Specifications	Reference provided By M/s Shirazi
1	Make	Progetti Medical Italy	Ok (as per advertised specification)
2	Model	PG-OT One It is not available on their official website. PG -OT One Plus is available only.	Ok (as per advertised specification available at website)
3	Electric Tilt required is 20 Degree	15 degree	Not Ok (not as per advertised specification)
4	Manual Leg section adjustment 20/-90 degree	The quoted model leg section is less than required its 15/90 degree	Not Ok (Not as per advertised specification)
5	Override Panel is required in the Column for the backup	Control Panel is not available on their columns for emergency cases.	Not Ok (Not as per advertised)

	control in case of emergency		specification
6	Operation Theater Table	It is not a Mobile table, no casters are installed on the base of OT Table, it has only fix foot rests	Ok (as per advertised specification)
7	The Mattress cover should be washable, antistatic material	The Mattress is not washable and does not have antistatic material.	Not Ok (Not as per advertised specification)
8	In Technical evaluation criteria, it is mentioned at Point No 14 that quoted model should be available on the current official site of the Manufacturer	The Model quoted by M/s Shirazi Trading is not available on their official website. So as per bidding criteria, they are not eligible.	Ok (as per advertised specification)
9	In Bidding criteria, it is mentioned at Point No 8 that bidder should have the satisfactory past performance of the quoted product	The M/s Shirazi does not have any past performance for the OT Table. The quoted model is not even installed in any reputable organization. we have attached the order of our quoted models for your information	Ok Burns center Karachi
10	In bidding documents it is mentioned in Point No 10. The Firm should have all kinds of testing and calibration tools required for the quoted product.	They have no calibration tool and even they do not have any trained engineers from OEM.	Ok available
11	OT Table Manufacturer	They are not the original equipment manufacturer. Kindly request them to show their factory by virtual or online session.	Not Ok (not as per advertised specification)

DECISION

Keeping in view of above, the members of the grievance committee refer the case to technical advisory committee for re-evaluation. The technical advisory committee re-evaluated the quoted model of M/s Shirazi Trading from manufacturer website/ quoted offer and brochures and found not according to advertised specification. Therefore the grievance of M/s Radiant Medical is accepted and quoted model of M/s Shirazi trading is rejected on the basis of aforementioned points.

2. M/s B Braun Pakistan (Pvt) Ltd.

M/s B Braun Pakistan submitted grievance against Syringe Pump model HY-900B, Bio Med UK quoted by M/s Global Health Care. M/s B Braun stance that M/s Global Health Care quoted china syringe pump which is against tender specification (country of manufacturer should be of USA, Europe and Japan)

DECISION

After going through the grievance, the members of the grievance committee taken decision unanimously, that in order to achieve healthy competition and procurement to be made in a fair and transparent way, the item quoted by M/s Global Health Care is rejected.

3. M/s Iqbal & Company

M/s Iqbal & Company submitted grievance against Syringe Pump model HY-900B, Bio Med UK quoted by M/s Global Health Care. M/s B Braun stance that The brand of syringe pump HY900B Biomed, China quoted by Global Healthcare is of Chinese origin as mentioned on the technical comparative document uploaded by you on PPRA website which does not comply with the technical evaluation Knock Down criteria clause 12 that clearly states as "The medical equipment offered from foreign countries of USA, Europe and Japan shall be eligible to participate", copy of reference is attached. Therefore, the same should be rejected by not meeting the Knockdown criteria

Clause 12. Moreover, the brand's website also seems ambiguous as the company address mentioned on the website has spelling mistakes and the contact number mentioned is of Buzz maids cleaning services. A copy is attached for your reference. Furthermore, the website "http://www.biomeduk.com/" further does not operate any further apart from the main page and gives error which further highlights the authenticity of the company.

Knock Down Criteria Point 14

"The quoted model of imported product shall be available on the current official website of the manufacturer; otherwise the quoted product shall be considered obsolete/ redundant and will straight away be rejected."

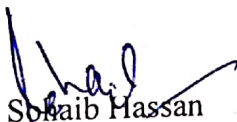
DECISION


Taking into consideration the above fact and after going through the grievance, the members of the committee check the website & record during meeting and found that the quoted model did not available on the current official website of the manufacturer. Therefore the grievance of M/s Iqbal & Company is accepted and quoted model of M/s Global Health Care is rejected on the basis of aforementioned points.

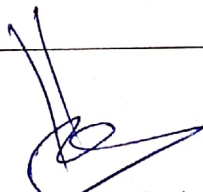
4. M/s VITAL SCIENCES

<p>Syringe Pump (Annual Tender Of Medical & Lab Equipment)</p>	<p>The appeal of M/s Vital Sciences was discussed with the members of the Technical Advisory Committee and the record of Technical Advisory Committee was reviewed. It was found that the syringe pump was rejected by the committee on following grounds.</p> <ol style="list-style-type: none">Firm past performance of quoted item is not satisfactory.Syringe pump plunger broken down five time.Life threatening machine failure of said machine could result in advert delivery of ionotropic agents, which is very harmful and dangerous for cardiac patients. <p>Taking into consideration the above fact, the grievance of M/s Vital Sciences is turndown and the decision of Technical advisory Committee remains intact.</p>
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The meeting was ended with the vote of thanks.


Mr. Sohail Hassan
Accounts Officer
RIC Rawalpindi
(Member)


Dr. Javeria Abdullah Malik
AMS (Admin)
RIC Rawalpindi
(Chairman)


Dr. Hamid Sharif Khan
Assistant Professor of Cardiology
RIC Rawalpindi
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