



MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL

No: RIC/admin/ 1015 122

Dated: 25/03/2022

A grievance meeting of annual tender of Purchase of Plant & Machinery, repair & maintenance of plant & machinery for the financial year 2021-22 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 The Solvers
2. M/s Total Technologies

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 The Solvers

The representatives of firm was called & heard in person by the grievance committee.

The following rejected item of M/s The Solvers regarding annual tender of repair & maintenance of Plant & Machinery was discussed below.

NAME OF ITEM	DECISION
Elements filters for vacuum Medical Gasses plant	The chairman was informed by the members of technical advisory committee and the end user that the said item was rejected due to non provision of sample at the time of technical evaluation. M/s The Solvers stance in meeting that the said item already used in RIC from last two to three years. The members of the grievance committee selected the item and directed bio medical department to submit report regarding past performance of said items.

2. M/s Total Technologies Pvt ltd

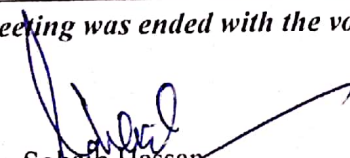
The representative of firm was called & heard in person by the grievance committee. The following rejected item of M/s Total Technologies (Pvt) Ltd was discussed with the member of the grievance committee.


Mobile Air Purification System	<p>The appeal of M/s Total Technologies Pvt ltd regarding Mobile Air Purification System quoted in an annual tender of purchase of Plant & Machinery was discussed with the members of the Technical Advisory Committee and the record of Technical Advisory Committee was reviewed. It was found that said item was rejected on following grounds:</p> <p>Part III Knock Down Criteria Product Evaluation</p> <ol style="list-style-type: none">i. Filter five year warranty not mentioned.ii. Demo not satisfactory
---------------------------------------	--

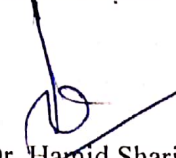
	Decision : Keeping in view of above, the grievance of M/s Total Technologies Pvt Ltd is turndown and previous decision of TAC remains intact.
M/s Total Technologies launched grievance against item no 16 Medical Air compressor quoted by M/s Claris Medical & M/s Clinical Life.	M/s Total Technologies Pvt Ltd stances that M/s Claris medical does not have any past experience or expertise with regards to supply/installation on quoted brand as well as M/s Claris Medical has quoted only CIF prices in the tender.
	M/s Total Technologies Pvt Ltd stances that M/s Clinical Life does not have any past experience or expertise with regards to supply / installation on quoted brand.
Decision: The members of the grievance committee review the record of technical advisory committee and found that both firms are technically responsive after fulfill the Knock Down criteria part I, II & III, as far as price is concerned firms are not bound to quote both rates (Pak rupees & CIF) as per advertised bidding document. Therefore the grievance of M/s Total Technologies Pvt Ltd is turndown and previous decision of TAC remains intact.	

M/s Total Technologies launched grievance against item no 18 Washer Disinfection System quoted by M/s Vertex Medical (Pvt) Ltd by stating that quoted model <i>DS 10001S did not meet the specification criteria 8-10 standard pre-set cycle programs, 5 service programs and fast / short cycle disinfection program (around 30 min)</i>	The chairman was informed by the representative of M/s Total Technologies (Pvt) Ltd. that M/s Vertex Medical quoted the model DS10001S in an annual tender of plant & machinery as per tender requirement <i>"8-10 standard preset cycle program, 5 service programs and fast/short disinfection program (around 30min)"</i> is required, which the quoted model does not meet with the requirement of this feature. The rep of said firm also told informed that the DS 1000 3S version is a fast cycle washer disinfector that can perform a complete cycle upto 30 mints only including prewash, main wash, rinse, and thermal disinfection. DECISION <i>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 Vertex Medical (Pvt) Ltd. from manufacturer website/ quoted offer and brochures and found according to advertised specification. Therefore the grievance of M/s Total Technologies is turndown and decision of TAC remains intact.</i>
--	--

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
(Member)