



MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE



No: RIC/PO/ 1990 / 25

Dated: 10/01/2025

A grievance meeting for annual tender of Medical & Lab Equipment for the financial year 2024-25 was held on 31-12-2024 at 09:30 AM in the conference room of Rawalpindi Institute of Cardiology, Rawalpindi. All members of Grievance Redressal Committee, RIC Rawalpindi have attended the meeting.

Grievances of following firms were presented before the committee.

1. M/s Shirazi Trading
2. M/s Vertex Medical Pvt Ltd.
3. M/s Medequips
4. M/s Hospicare System
5. M/s Novatek Pakistan
6. M/s Universal Enterprises
7. M/s Total Technologies Pvt Ltd.

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

1. M/s Shirazi Trading

S#	GRIEVANCE OF THE FIRM AGAINST TENDER ITEM	DISCUSSION & DECISION
1	Patient Monitor (Adult, Pediatric & Neonatal)	<p>Mr. Muhammad Habib Ullah representative of the firm attend the meeting and brief to grievances forum regarding their reservation. The members of the grievance committee heard their concern deeply and told him that in bidding document clearly mentioned</p> <p>Country of origin must be USA, Europe and Japan but you quoted china which is against tender specification.</p> <p><u>DECISION</u></p> <p>Keeping in view of above the grievance committee rejected the grievance of M/s Shirazi Trading against said item and upheld the decision of Technical Evaluation committee.</p>
2	Anesthesia Work Station (high End)	<p>Mr. Muhammad Habib-Ullah representative of the firm attend the meeting and brief to grievances forum regarding their reservation. The members of</p>

		<p>the grievance committee heard their concern deeply. The chairman grievance apprised by the end user that cardiac monitor does not have bypass mode to ignore all visual and audio alarm while on cardiac bypass. This poses persistent visual disturbance for the team due to continuous blinking of alarm. The representative of firm further replied that during cardiac bypass procedure the medical team is still monitoring the invasive blood pressure on patient monitor whose alarm is still important to be continuously monitored. Firm can bypass all audio alarm however it does not allow to bypass visual alarms if doctor is monitoring any parameter of patient. This is even important for the safety of patient.</p> <p><u>DECISION</u></p> <p>By keeping view of above the members of the grievance committee unanimously decided, that the adjustments are made to prevent any potential disturbances during surgeries, as this is a critical concern for the end user. This could be achieved either through additional training or by updating the system settings as required. The grievance committee unanimously supports this decision, with the understanding that all efforts will be made to meet the end user's expectations while maintaining compliance with the specified requirements. Therefore the grievance filed by M/s Shirazi Trading, is turn down and decision of TEC remains intact</p>
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2. M/s Vertex Medical Pvt Ltd

S#	GRIEVANCE OF THE FIRM AGAINST TENDER ITEM	DISCUSSION & DECISION
1	Anesthesia Work Station (High End)	Mr. Agha Dilpazcer representative of the firm attend the meeting and brief to grievances forum regarding their reservation one by one. The

representative of firm stated that Drager Atlan A350 with IACS is 100% compliance with advertised specification of RIC, there is no minor deviation in our offered model. As per the technical specifications for the anesthesia workstation (High End), the cardiac bypass mode is required only in the anesthesia machine. During the demonstration our unit is equipped with cardiac bypass mode, meeting the required specifications. Additionally the specification of RIC do not require cardiac bypass mode in the monitoring system. However our quoted monitor model IACS C500 includes this feature, which allows visual and audio alarms to be silenced while in cardiac bypass mode. The members of the grievance committee heard their concern deeply. The chairman grievance apprised by the end user that cardiac monitor does not have bypass mode to ignore all visual and audio alarm while on cardiac bypass due to which visual disturbance for surgeon is complaint.

DECISION:

By keeping view of above the members of the grievance committee unanimously decided, that the adjustments are made to prevent any potential disturbances during surgeries, as this is a critical concern for the end user. This could be achieved either through additional training or by updating the system settings as required. The grievance committee unanimously supports this decision, with the understanding that all efforts will be made to meet the end user's expectations while maintaining compliance with the specified requirements. Therefore the grievance filed by M/s Vertex Medical (Pvt) Ltd. is turn down and decision of TEC remains intact.

2	Heart Lung Machine	<p>The members of the grievance committee was apprised by the members of TEC that item was already selected, but firm not eligible for said item due to non-provision of certificate from manufacturer about the after sales services through agent or itself (In case specifically demanded in specification).</p> <p>During the meeting, the representative of the firm presented the relevant document, which was reviewed and subsequently accepted by the Grievance Committee.</p> <p><u>DECISION.</u></p> <p>The grievance filed by the firm regarding the said item is accepted, and the firm is now declared eligible for the item.</p>
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3. M/s Medequips (SMC PVT.) Limited

S#	GRIEVANCE OF THE FIRM AGAINST PM-2000XL	DISCUSSION & DECISION
1	Patient Monitor (Adult, Pediatric & Neonatal)	<p>M/s Medequips (SMC PVT.) Limited raised observation against Patient Monitor (Adult, Pediatric & Neonatal) quoted by M/s Vital Care by stating that the quoted model is not designed / suitable for neonatal use, arrhythmia detection and ST segment, as confirmed in there FDA certificate. It is also mentioned that quoted model is manufactured by Edan, China ans same like Edan, China M80 Model. All the reading and picture of both the monitors are also same, Brochure of M80 (Edan) PM-200xl is same.</p> <p>The chairman grievance committee was apprised by the members of TEC that the M/s Vital Care quoted model I according to specification and M/s Medequips did not provide any evidence to committee members in meeting.</p> <p><u>DECISION</u></p> <p>By keeping in view of above, the Grievance filed</p>

by M/s Medequips SMC Pvt Ltd is hereby turned down and the decision of TEC remains intact.

4. M/s Hospicare System

S#	GRIEVANCE OF THE FIRM AGAINST TENDER ITEM	DISCUSSION & DECISION
1.	Syringe Pump (High End) with docking station stackable	<p>The appeal submitted by M/s Hospicare System was discussed in detail, and their concerns were heard at length. The Chairman was apprised by the members of the Technical Evaluation Committee (TEC) regarding the grounds for rejection, which were as follows:</p> <ol style="list-style-type: none">1. The TCI model was not available.2. The flow rate specification was 0.01-999, which did not meet the required standards. <p>DECISION: In light of the above, the grievance filed by M/s Hospicare System is hereby turned down. The decision of the TEC remains upheld.</p>

5. M/s Novatek Pakistan

S#	GRIEVANCE OF THE FIRM AGAINST TENDER ITEM	DISCUSSION & DECISION
1.	Patient Monitor (Adult, Pediatric & Neonatal)	<p>Mr. Ahmad Irfan attended the meeting, where the chairman was informed by the members of the Technical Evaluation Committee (TEC) that the item was rejected due to non provision of satisfactory demonstration. The chairman grievance committee asked firm representative to explain upon which he replied, that I brought the patient monitor to the meeting and request to Chairman GRC to give me another chance for providing the demonstration to the End User.</p> <p>DECISION: The members of the GRC accepted the grievance of said firm for healthy competition and directed to END User to submit report at earliest.</p>

6. M/s Universal Enterprises

S#	GRIEVANCE OF THE FIRM AGAINST TENDER ITEM	DISCUSSION & DECISION
1.	Heart Lung Machine	Mr. Imran Haider, the representative of the firm,

attended the meeting and presented the firm's response to the grievances forum, addressing their reservations point by point.

1. The representative stated that their equipment reboots in less than one minute, making it faster than other brands.
2. The system is fully equipped with the latest version of the software and hardware.
3. The roller pumps include a digital display for flow rates in both LPM (liters per minute) and RPM (rotations per minute), as specified in the tender documents.
4. The firm is offering two small roller pumps specifically for Cardioplegia.
5. The equipment includes an LED light lamp, which was mentioned in the tender documents.
6. Lastly, the system provides features such as pressure and temperature monitoring, trend indicators, and trend readouts, as described in the operating manual.

The members of the grievance committee were informed by the End User that during the pre-bid meeting, it was decided that "optional items are mandatory to quote." However, M/s Universal Enterprises failed to quote the optional items, as well as firm also failed to provide complete technical offer.

S #	Advertise Specification by Hospital	Offered by Universal Enterprises in Terumo system-1
1.	Flexible Led Lamp	Not offered
2.	Cardioplegia Monitoring Unit	Not offered
3.	24Volt operated socket for all pumps to avoid risk.	Not offered
4.	All the pump should have facility of pulsatile mode	Not offered
5.	Safety buttons	Not offered
6.	Roller pump should have a self-diagnostic circuit with provision to detect and display critical alarm	Not offered

	conditions	
7.	Tubing inserts of all standard sizes.	Not offered
8.	It should have trend indicator and trend readout.	Not offered
9.	Bar Leds, sensor fault, override facility.	Not offered
10.	Sensor should be compatible with all tubing sizes.	Not offered
11.	TIME MONITOR:	Time monitor:
12.	Minimum 3 time displays.	Not offered
	OPTIONAL	OPTIONAL
13.	In Case of inline monitoring, Supplier with be responsible to supply 1500 complete disposable kits @ 300 kits per year free of cost.)	In-line monitoring offered. But 20 complete disposable kits offer. Demand in specification 1500 complete disposable kits.
14.	Monitoring of Arterial Line: <ul style="list-style-type: none"> • Measurement method for partial oxygen • Measurement method for temperature • Measurement of Hemoglobin, Arterial partial pressure of oxygen, Arterial temperature. 	Not offered
15.	Monitoring venous line: <ul style="list-style-type: none"> • Measurement method for partial oxygen • Measurement method for temperature. • Measurement of Venous line, Hemoglobin, Hematocrit, SvO₂ 	Not offered

DECISION:

In light of the above, the members of the grievance committee have unanimously decided that the Pre-Bid Minutes, as published on the authority's website, clearly state that "optional items are mandatory to quote." Consequently, any firm that failed to quote optional items in their technical bid is to be deemed non-responsive as well as said firm also failed to quote complete technical offer. Therefore, the grievance filed by M/s Universal Enterprises is hereby rejected, and the decision of the Technical Evaluation Committee (TEC)


remains unchanged.


7. M/s Total Technologies (Pvt) Ltd.


Sr	GRIEVANCE OF THE FIRM AGAINST TENDER ITEM	DISCUSSION & DECISION
1.	Syringe Pump (High End) with docking station stackable	<p>The appeal submitted by M/s Total Technologies (Pvt) Ltd. was discussed in detail, and their concerns were heard at length. The chairman was apprised by the members of TEC that the firm did not provide satisfactory demonstration to End User.</p> <p>DECISION: By keeping in view of above, the grievance filed by M/s Total Technologies (Pvt) Ltd. is hereby turned down and decision of TEC remains intact.</p>

Mr. Sohail Hassan
Account Officer
(Member)


Dr. Syed Rabia Mahmood
Asst Prof. of Cardiac Surgery
(Member)


Dr. Atif Nazir
Asst Prof. of Cardiology
(Member)


Dr. Muhammad Rizwan
AMS (Admin)
(Member)


Dr. Javed Iqbal
Professor of Cardiac Surgery
(Chairman)