

## MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE

No: RIC/PO/ 1879 /24

Dated: 31/12/2024

A grievance meeting for annual tender of repair & maintenance of medical & lab equipment for the financial year 2024-25 was held on 19.12.2024 at 10:00 am in the conference room of RIC, Rawalpindi which comprised all members of Grievance Redressal Committee RIC Rawalpindi. Attendance sheet are attached herewith.

Grievances of following firms were presented before the committee.

1. M/s Hasnain Scientific
2. M/s G-Med
3. M/s Novatek
4. M/s The Solver

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

### 1. M/s Hasnain Scientific

The appeal of M/s **Hasnain Scientific** was discussed with the members of the Technical Advisory Committee and the record of Technical Advisory Committee was reviewed and it was found that the firm was non-responsive due to shortage of the following documents, as outlined in the evaluation criteria:

- Bidders' Past Performance (for the last year).
- Audited balance sheet

Additionally, to ensure fair competition, the members of the Grievance Committee offered the firm an opportunity to resubmit the missing documents, which the firm provided during the meeting (consist of 44 pages). The committee accepted the documents and was evaluated in meeting and found responsive after securing additional qualifying marks i.e (14 marks) now the original marks becomes (56+14=70).

### DECISION:-

Therefore the grievance of M/s Hasnain Scientific is accepted and firm is responsive for selected items.

### 2. M/s G-Med

The appeal of M/s G-Med was discussed and it was found that firm did not obtain qualifying marks 70% due to shortage of following documents as outlined in the evaluation parameters.

- Bidders' Past Performance (for the last year).
- Bidder's market experience in quoted items.
- Last year audited balance sheet 23-24 not attached.

Additionally, to ensure fair competition, the members of the Grievance Committee offered the firm an opportunity to resubmit the missing documents, which the firm provided during the meeting (consist of \_ pages). The committee accepted the documents and was evaluated in meeting and found responsive after securing additional qualifying marks i.e (13 marks) now the original marks becomes (52+13=65).

### DECISION

Therefore the grievance of M/s **G Med** is accepted and firm is responsive for selected items.

### M/s Novatek Pakistan

The appeal filed by M/s Novatek Pakistan was reviewed by the members of the Technical Evaluation Committee (TEC). It was noted that the items quoted by the firm under tender serial number (9, 10, 11, 12, 77, 78, 82, 85, 95, 96, 99, 116, 117, 118, 216, 231, 319, 327, 329, 333, 335, 337, 341) were rejected due to the non-provision of samples. In response to this, the representative of M/s Novatek Pakistan stated that, as the items were imported, it was not possible for them to provide samples. However, the grievance committee members also took into account the concerns raised by the end user. They pointed out that some items, for which samples were submitted, were also rejected due to connectivity issues. **DECISION**

Therefore, based on the discussion, the grievance filed by M/s Novatek Pakistan is hereby rejected, and the decision made by the TEC is upheld.

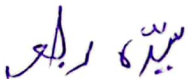
### M/s The Solver

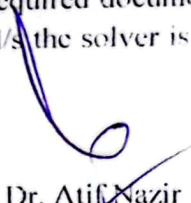
The appeal filed by M/s The Solver was discussed with the members of the Technical Evaluation Committee (TEC). The records of the TEC were thoroughly reviewed, and it was found that the firm was deemed non-responsive due to the non-provision of documents required under the technical clauses and general clauses. In response to this, the committee sought clarification from the firm upon which the representative of M/s the solver stated that this was their first experience using the iPad, and that they had limited knowledge regarding its operation. However, they assured the committee that such an issue would not recur in the future. In light of this, the Grievance Committee has provided the firm with an opportunity to resubmit the document for further review. TEC re-evaluate file of M/s The Solver and once again shortage of document found.


### DECISION


Taking into consideration the above fact the grievance committee unanimously decided that M/s The Solver has once again failed to resubmit the complete required documents, due to which they failed to get qualify marks. Therefore, the grievance filed by M/s the solver is rejected and the decision of TEC remains intact.

  
Mr. Samir 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)