



MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE



No: RIC/PO/ 1385 /24

Dated: 28/11/2024

A grievance meeting for supplementary tender of laboratory kits on reagent rental basis for the financial year 2024-25 was held on 14.11.2024 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 Global Clinical Cura
2. M/s Iqbal & Company
3. M/s Sure Bio Diagnostic
4. M/s Irteqa biotek
5. M/s BioMadies
6. M/s Meditec Instrument
7. M/s Reliance Medical

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 grievances committee are recorded as under.

1. M/s Global Clinical Cura

The appeal of M/s Global Clinical Cura was discussed with the members of the Technical Evaluation Committee and the record of Technical Evaluation Committee was reviewed. It was found that M/s Global Clinical Cura was non-responsive due to non-fulfillment of criteria in clause i (embassy attested FSC), h (valid CE marked certificate) n (Valid Affidavit of evaluation Performa). The firm presented document in meeting which was accepted by the grievance committee and evaluated by the TEC and found responsive.

DECISION:

The grievance filed by M/s Global Clinical Cura is hereby accepted.

2. M/s Iqbal & Company

The appeal of M/s Iqbal & Company was discussed with the committee and the record of Technical Evaluation Committee was reviewed. It was found that M/s Iqbal & Company was non-responsive due to non-fulfillment of criteria in clause g. (ISO 13485), i (embassy attested FSC). The firm presented document in meeting which was accepted by the grievance committee and evaluated by the TEC and found responsive.

DECISION:

The grievance filed by M/s Iqbal & Company is hereby accepted.

3. M/s Sure Bio Diagnostics

The appeal of **M/s Sure Bio Diagnostics** was discussed with the committee and the record of Technical Evaluation Committee were reviewed. Upon examination, It was found that **M/s Sure Bio Diagnostics** was non-responsive due to non-fulfillment of compulsory parameter. In response to this, the committee sought clarification from the firm, upon which the representative of **M/s Sure Bio Diagnostics** stated that this was their first experience using the E-Pad, 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.

The resubmitted document has been referred back to the Technical Evaluation Committee for re-evaluation.

DECISION:

M/s Sure Bio Diagnostics has once again failed to resubmit the required documents, including the "Drug Sales License," "Valid Drug Registration Certificate," and "Embassy Attested FSC," as stipulated in the tender requirements. In light of this, the members of the grievance committee have unanimously agreed that M/s Sure Bio Diagnostics is non-responsive for participation in the said tender.

4. M/s Irteqa Biotek

The appeal of **M/s Irteqa Biotek** was discussed with the committee and the record of Technical Evaluation Committee was reviewed. It was found that **M/s Irteqa Biotek** was non-responsive due to non-fulfillment of criteria in clause b (Drug Sale License not attached), c (Valid drug sale registration certificate). The firm did not present document in the meeting.

DECISION:

The grievance filed by **M/s Irteqa Biotek** is hereby rejected.

5. M/s BioMadics

The appeal of **M/s BioMadics** was discussed with the members of the Technical Evaluation Committee and the record of Technical Evaluation Committee was reviewed. It was found that **M/s BioMadics** was non-responsive due to non-fulfillment of compulsory criteria clause no. b, c, e, h, l & n, k. The firm presented document in meeting which was accepted by the grievance committee and evaluated by the TEC.



DECISION:

M/s **BioMadics** has once again failed to resubmit the required documents, including the "Valid Drug Registration Certificate," and "Annual Financial Turnover less than 165 million," as stipulated in the tender requirements. In light of this, the members of the grievance committee have unanimously agreed that M/s BioMadics is non-responsive for participation in the said tender.

6. M/s Reliance Medical

The appeal of **M/s Reliance Medical** was discussed with the members of the Technical Evaluation Committee and the record of Technical Evaluation Committee was reviewed. Upon examination, It was found that **M/s Reliance Medical** was non-responsive due to non-fulfillment of compulsory parameter. In response to this, the committee sought clarification from the firm, upon which the representative of M/s Reliance Medical stated that this was their first experience using the E-Pad, 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.

The resubmitted document has been referred back to the Technical Evaluation Committee for re-evaluation and to submit report at earliest.

DECISION:

M/s Reliance Medical has once again failed to resubmit the required documents, including the "Drug Sales License," "Valid Drug Registration Certificate," and "Annual Financial Turnover less than 165 million" as stipulated in the tender requirements. In light of this, the members of the grievance committee have unanimously agreed that **M/s Reliance Medical** is non-responsive for participation in the said tender.

7. M/s Meditec Instrument

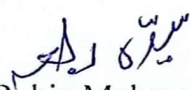
The appeal of M/s Meditec Instruments was duly discussed with the members of the Technical Evaluation Committee (TEC), and the records of the TEC were thoroughly reviewed. Upon examination, it was found that M/s Meditec Instruments was deemed non-responsive due to the non-fulfillment of a compulsory parameter. In response to this, the committee sought clarification from the firm. The representative of M/s Meditec Instruments stated that the relevant document had already been attached in PDF format on the E-Pad. In light of this, the Grievance Committee has provided the firm with an opportunity to resubmit the document for further review.

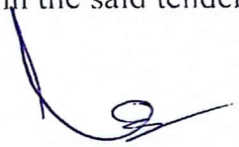
The resubmitted document has been referred back to the Technical Evaluation Committee for re-evaluation. The TEC is expected to review the submission and provide a report at the earliest.


DECISION:

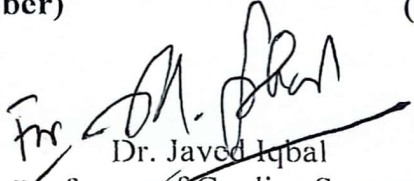
M/s Meditec Instrument has once again failed to resubmit the required documents, including the "Drug Sales License," "Valid Drug Registration Certificate for tender Sr. no 1 & 3," and "Supply orders (for tender Sr. no 1 & 3)" as stipulated in the tender requirements. In light of this, the members of the grievance committee have unanimously agreed that **M/s Meditec Instrument** is non-responsive for participation in the said tender.

Mr. Sohaib Hassan
Account Officer
(Member)


Dr. Syed Rabia Mehmood
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)