



FAISALABAD INSTITUTE OF CARDIOLOGY, FAISALABAD.

No.

/GC/FIC/FSD

Dated:

MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE HELD ON 23.01.2024 AT 12:00PM TO REDRESS THE GRIEVANCE APPLICATIONS OF THE FIRMS FOR MEDICAL & LABORATORY EQUIPMENT FOR THE YEAR 2023-24

A meeting of the Grievance Redressal Committee was held on 23.01.2024 at 12:00PM in Conference Room, Faisalabad Institute of Cardiology, Faisalabad to address the grievance of the applicant, as per Rule 67 of Punjab Procurement Rules, 2014 (Amended), for Medical & Laboratory Equipment for the financial year 2023-24.

Following members of Grievance Redressal Committee attended the meeting:

Sr.	Participants		
1	Dr. Muhammad Nadeem Akhtar	Medical Superintendent	Chairman/Convener
2	Prof. Dr. Shahbaz Ahmed Khiliji	Prof. of Cardiac Surgery	Member
3	Dr. Rehan Riaz	Assistant Prof. of Cardiology	Member
4	Engr. Sharaz Ali	Bio Medical Engineer	Member
5	Mrs. Iqra Munir	Hospital Pharmacist	Member

The Chair welcomed all the participants and briefed about agenda of meeting i.e. Grievance Redressal of firm for Medical & Laboratory Equipment for the financial year 2023-24. The grievance of firm and unanimous decision of Grievance Redressal Committee is as follow:-

Sr.	Company	Item Name	Firm Grievance	TEC Observation	GC Observation	Decision
1.	M/s Clinical Life Inc.	Plasma Sterilizer	We wish to assure esteemed administration that we are committed to delivering the low temperature sterilizer within 30 days after the issuance of supply order. As per bidding documents in case of high-tech equipment comprehensive warranty of five (05) years for the complete system will be provided free of cost including parts and labor unless otherwise separately mentioned in the specifications	Delivery period not as required. Non Responsive	The firm offered delivery period of 90 days instead of 30 days. The procuring agency clearly mentioned warranty period of one year in bidding documents	Grievance rejected TEC decision upheld
2	M/s Clinical Life Inc. against M/s Total Technologies	Medical Gas	As per Clause 16 of technical evaluation knockdown criteria "the firm shall provide make, model, country of origin of all accessories to be provided with the equipment". M/s Total Technologies hasn't mentioned the make, Model, country of manufacturer and origin of outlets	Responsive	Outlets were already quoted in bid mentioning Country of Origin, however the firm provided make and model of outlets.	Grievance rejected TEC decision upheld


3	M/s Clinical Life Inc. against M/s Medi Bridge	Medical Gas	As per Clause 16 of technical evaluation knockdown criteria "the firm shall provide make, model, country of origin of all accessories to be provided with the equipment". M/s Total Technologies hasn't mentioned the make, Model, country of manufacturer and origin of outlets.	Responsive	Outlets were already quoted in bid mentioning Country of Origin and make, however the firm provided model of outlets.	Grievance rejected TEC decision upheld
4	M/s Friends Traders against M/s Clinical Life	Cardiac Monitors	We want to highlight towards the tender Clause of 3 from ITB that "bidder must possessed valid legally enforceable exclusive authorization from the foreign/local manufacturer". So we request to kindly verify that bidder M/s Clinical Life have legally enforceable exclusive authorization from the foreign/local manufacturer.	Non Responsive	M/s Clinical Life is already declared non responsive by TEC and firm failed to provide legally enforceable Exclusive Authorization from the manufacturer.	TEC decision up held
5	M/s Friends Traders against M/s Bio Tech Services	Cardiac Monitors	We want to highlight towards the tender Clause of 3 from ITB that "bidder must possessed valid legally enforceable exclusive authorization from the foreign/local manufacturer". So we request to kindly verify that bidder M/s Bio Tech Services have legally enforceable exclusive authorization from the foreign/local manufacturer.	Non Responsive	M/s Bio Tech Services is already declared non responsive by TEC and firm failed to provide legally enforceable Exclusive Authorization from the manufacturer. Furthermore, Sole authorization not mentioned in the Email.	TEC decision up held
6	M/s Vertex against M/s Eastern Medical Technology Services	Echocardiography	Frame rate of quoted model Vivid T9 by M/s Eastern Medical Technology Services are 150fps in Doppler while the demanded frame rate in the tender specification are 190fps or more in Doppler	Responsive	The GRC gone through all the documents and found that frame rate of quoted model Vivid T9 by M/s Eastern Medical Technology Services are 150fps in Doppler while the demanded frame rate in the tender specification are 190fps or more in Doppler	Grievance Accepted M/s Eastern Medical Technology Services declared non responsive.
7	M/s Bio Tech against M/s Radiant	Defibrillator	The product have poor past performance in Jinnah Hospital Lahore	Responsive	The grievance of the firm was examined and representative of both firms were given the opportunity to explain their stance. M/s Radiant provided satisfactory performance certificate issued from different hospitals including JHL.	Grievance Rejected TEC decision upheld
8	M/s Bio Tech	Echocardiography	We were called for demonstration on 10.01.2024 for echocardiography machine, however, due to dense fog and late access to motorway, we couldn't reach at demo session on time. However,	Non Responsive	The firm failed to demonstrate demo in stipulated time	TEC decision up held


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			our engineer completed the demo of equipment quickly within concise time slot. We regret not to get your satisfaction. We look forward your cooperation to give us another opportunity to demonstrate as per your satisfaction.			
9	M/s Bio Tech	Digital Color Doppler	We were called for demonstration on 10.01.2024 for echocardiography machine, however, due to dense fog and late access to motorway, we couldn't reach at demo session on time, however, our engineer completed the demo of equipment quickly within concise time slot. We regret not to get your satisfaction. We look forward your cooperation to give us another opportunity to demonstrate as per your satisfaction.	Non Responsive	The firm failed to demonstrate demo in stipulated time	TEC decision up held
10	M/s Medical Equipment & Systems	Defibrillator	Our offer for defibrillator has been rejected due to non-availability of FDA Certificate. Please note that as per your tender documents, only ISO Certificate was required and you didn't mentioned that FDA is mandatory. CE and ISO Certificates have already been submitted to you.	Non Responsive	As per standard bidding documents, ITB knockdown evaluation criteria sub clause No. 12, FDA is mandatory for your quoted product. The firm failed to provide FDA Certificate.	TEC decision up held


Mrs. Iqra Munir,
Pharmacist,
FIC, Faisalabad.


Engr. Sharaz Ali
Bio Medical Engineer
FIC, Faisalabad.


Dr. Rehan Riaz
Assistant Prof. of Cardiology,
FIC, Faisalabad


Dr. Shahbaz Ahmad Khiliji,
Prof. of Cardiac Surgery,
FIC, Faisalabad


Dr. Muhammad Nadeem Akhtar
Medical Superintendent
FIC, Faisalabad