



MINUTES OF MEETING OF THE GRIEVANCE REDRESSAL COMMITTEE



No. RIC/PO 2413 /25

Dated: 21/02/2025

A grievance meeting for supplementary tender of Medical & Lab Equipment for the financial year 2024-25 was held on 12-02-2025 at 10:00 AM in the office of DMS (Purchase) RIC. All members of Grievance Redressal Committee, RIC Rawalpindi have attended the meeting.

Grievances of following firms were presented before the committee.

1. M/s Vertex Medical Pvt Ltd.
2. M/s Medequips SMC (Pvt) Ltd.
3. M/s Cares Worth Pakistan (Pvt) Ltd.
4. M/s Digionics (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 Vertex Medical Pvt Ltd.

| S# | GRIEVANCE OF THE FIRM AGAINST TENDER ITEM | DISCUSSION & DECISION |
|----|---|---|
| 1 | HFO Ventilator for Peads | Selected " Test tool list provided" |
| 2 | Flexible Video Bronchoscope for Peads | Rejected "Due to non provision of Demo" |
| 3 | Mobile Echocardiography Machine | Rejected "Due to non provision of Demo" |

2. M/s Medequips SMC (Pvt) Ltd

| S# | GRIEVANCE OF THE FIRM AGAINST TENDER ITEM | DISCUSSION & DECISION |
|----|---|--|
| 1 | Mobile Echocardiography Machine | <p>The appeals submitted by M/s Medequips SMC (Pvt) Ltd. were discussed in detail, and their concern was heard at length. The grievance committee was informed by the members of TEC that item was rejected due to image contrast are not satisfactory. The committee inquired from said firm Upon inquiry, the representative of the firm stated that they had already demonstrated the equipment twice to the End User as per their requirements, and the feedback during the demonstrations was satisfactory.</p> <p>The Grievance Committee sought clarification from the End User, who stated that the 2D image was not up to the required standard. However, after setting up the equipment, the desired results</p> |

were achieved. The firm's representative requested a re-demonstration of the equipment.

DECISION:

In light of the above, the grievance filed by M/s Medequips SMC (Pvt) Ltd. is hereby accepted. The firm is directed to provide a re-demonstration of the said equipment on or before **26th February 2025**. Additionally, the TEC is instructed to submit a report regarding the re-demonstration of the equipment within 01 days after re-demonstration.

3. M/s Care Worth Pakistan (Pvt) Ltd.

| S# | GRIEVANCE OF THE FIRM AGAINST PM-2000XL | DISCUSSION & DECISION |
|----|---|--|
| 1 | HFO Ventilator for Peads | <p>The appeal submitted by M/s Care Worth Pakistan (Pvt) Ltd was discussed in detail, and their concerns were heard at length. The Chairman was apprised by the members of the Technical Evaluation Committee (TEC) that M/s Cares Worth offer Galvanic cell instead of paramagnetic cell for oxygen concentration in HFO Ventilator for peads.</p> <p>DECISION: In light of the above, the grievance filed by Care Worth Pakistan (Pvt) Ltd is hereby turned down. The decision of the TEC remains upheld.</p> |

4. M/s Digionics (Pvt) Ltd.

| S# | GRIEVANCE OF THE FIRM AGAINST TENDER ITEM | DISCUSSION & DECISION |
|----|---|---|
| 1. | HFO Ventilator for Peads | <p>The appeal submitted by M/s Digionics Pvt. Ltd. was discussed in detail, and their concerns were heard at length. During the meeting, the Chairman of the Grievance Committee was informed by the members of the Technical Evaluation Committee (TEC) that the demo provided by the firm was rejected due to the following reasons:</p> <p>1. Paramagnetic Cell: Not available in the ventilator.</p> |

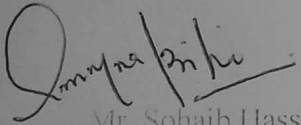
M/S Vertex Medical
824/19, F-Block, Satellite Town,
Rawalpindi

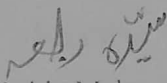
2. **HFOT Mode:** Not available in the ventilator.
3. **Test Tool Equipment:** Not available for the quoted item.


The grievance committee asked firm to explain, upon which the representative of firm Mr. Muhammad Asif, replied that the Paramagnetic Cell and HFOT Mode are new technologies that were not available at the time when they supplied the ICU ventilator to RIC four years ago. He assured the committee that the updated ICU ventilator with the aforementioned components would now be provided.

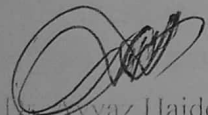
DECISION:


In light of the above, the grievance filed by M/s Digionics Pvt Ltd is hereby accepted.


Mr. Sohaib Hassan
Account Officer
(Member)


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


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


Mr. Syayaz Haider
AMS (Admin)
(Member)


Dr. Javed Iqbal
Professor of Cardiac Surgery
(Chairman)

RAWALPINDI INSTITUTE OF CARDIOLOGY
TECHNICAL EVALUATION COMMITTEE

DEMO EVALUATION REPORT

ANNUAL TENDER MEDICAL & LAB EQUIPMENT FOR FY _____

Date: 26 / 02 / 2025

M/S: MEDEQUIPS

Firm Representative: {MEDEQUIPS} Mr. Khawar Ilyas

| Tender Sr. No. | Item Name | |
|---|---------------------------------------|---------------------------------|
| Make: <u>Canon</u> | Model: <u>Xario - 200 G</u> | Origin: <u>JAPAN</u> |
| Demonstration <input checked="" type="checkbox"/> | Presentation <input type="checkbox"/> | Sample <input type="checkbox"/> |
| Specification Compliance features wise: | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| End User Comments: | <u>Not satisfied by color doppler</u> | |
| Selected <input type="checkbox"/> | | |
| Rejected <input checked="" type="checkbox"/> | | |

[Signature]

End User, (Member)
Technical Evaluation Committee
RIC, Rawalpindi

End User, (Member)
Technical Evaluation Committee
RIC, Rawalpindi