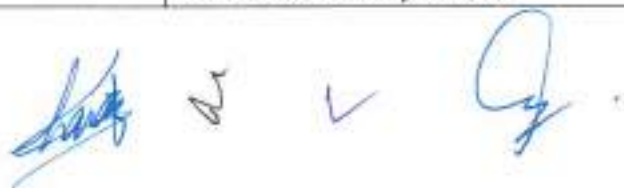


Minutes of Grievance committee meeting for ADP FY 2021-22

A meeting of Grievance Committee for Electromedical Equipment (ADP Scheme) F.Y. 2021-22 was held on 05.10.2021 at 10:30AM in Conference Room, Faisalabad Institute of Cardiology, Faisalabad. The unanimous decisions of the Grievance Committee on various disputes are as follow:-

MOTORIZED BED

Sr.	Company Name	TEC Observations	Firm's Grievances/Clarification	GC Observation
1	M/s Delta Plus	Non- Responsive (Demo unit not provided)	<ul style="list-style-type: none">• Demo Unit Provided	Refer back to Technical Evaluation Committee.
2	M/s Sheikh Associates and Supplier	<ul style="list-style-type: none">• Non responsive• No past performance• Expired quality certificates	<ul style="list-style-type: none">• PO and copy of contract already attached• Copies of new due dated all quality certificates are attached	Firm failed to provide satisfactory performance certificate of the quoted product hence, M/s Sheikh Associates and Supplier will remain Non-Responsive
3	M/s vertex Medical	<ul style="list-style-type: none">• Non responsive• No CPR available in provided demo unit	<ul style="list-style-type: none">• Automatic and manual CPR actuator was not working at the moment of demonstration. Now the demo unit has been fixed• Request for re-demo	Refer back to Technical Evaluation Committee.
4	M/s Saarf	<ul style="list-style-type: none">• Non responsive• Demo unit not provided	<ul style="list-style-type: none">• Demo Unit Provided	Refer back to Technical Evaluation Committee.





Grievances against competitor

5	M/s Clinical Life against Delta Plus	<ul style="list-style-type: none"> • Non-Responsive • Demo unit not provided 	<ul style="list-style-type: none"> • Quoted model have no CPR button • Trend and anti-trend not verifiable from brochure. 	Refer back to Technical Evaluation Committee.
6	M/s Clinical Life against M/s Sheikh Associates and Supplier	<ul style="list-style-type: none"> • Non-Responsive 	<ul style="list-style-type: none"> • No past performance 	TEC Decision Upheld
7	M/s Clinical Life against M/s sarf Medical	<ul style="list-style-type: none"> • Non-Responsive • Demo unit not provided 	<ul style="list-style-type: none"> • Maximum patient load 185Kg instead of 200Kg. 	Refer back to Technical Evaluation Committee.
8	M/s Clinical Life against M/s Vertex Medical	<ul style="list-style-type: none"> • Non-Responsive • 	<ul style="list-style-type: none"> • Maximum patient load 185Kg instead of 200Kg 	Refer back to Technical Evaluation Committee.
9	M/s Clinical Life against M/s Popular International	<ul style="list-style-type: none"> • Responsive • 	<ul style="list-style-type: none"> • No past performance • Not available on official website • Quoted model have no CE Certificate 	M/s Popular International declared Non-responsive.
10	M/s Delta Plus against M/s Popular International	<ul style="list-style-type: none"> • Responsive • 	<ul style="list-style-type: none"> • AMNOTEK is not manufacturer of hospital beds • AMNOTEK is only distributor • Firm have no past performance 	Grievance accepted. M/s Popular International declared Non-Responsive.
11	M/s KASBN against M/s Popular International	<ul style="list-style-type: none"> • AMNOTEK is only distributor not manufacturer of hospital beds as per certificates attached in the bid. • 	<ul style="list-style-type: none"> • AMNOTEK is not manufacturer of hospital beds • AMNOTEK is only distributor 	Grievance accepted. M/s Popular International declared Non-Responsive.
12	M/s Sheikh Associate and Supplier against M/s Popular International	<ul style="list-style-type: none"> • Responsive 	<ul style="list-style-type: none"> • AMNOTEK is not manufacturer of hospital beds • AMNOTEK is only distributor 	Grievance accepted. M/s Popular International declared Non-Responsive.

Handwritten signatures and marks in blue ink, including a large signature on the left, a checkmark, and several other initials and scribbles.

13	M/s Clinical Life against M/s Mediserve	<ul style="list-style-type: none"> • Non-Responsive 	<ul style="list-style-type: none"> • No separate locks for head side castors • No IV rods/IV hanger as per Manufacturer • No X-ray cassette holder 	TEC decision upheld.
----	---	--	---	----------------------

Syringe Pump

Sr.	Company Name	TEC Observations	Firm's Grievances/Clarification	GC Observation
1	M/s Human Health Care	Non- Responsive <ul style="list-style-type: none"> • No legal attested authorization • Discrepancy in CE 	<ul style="list-style-type: none"> • Legal attested authorization of quoted product is under process • Manufacturer will take five to eight weeks to complete attestation process. 	One week time limit was given to the company but the firm failed to provide the Legally enforceable authorization of quoted product Grievance rejected. TEC decision upheld.

Grievances against competitor

2	M/s Medical Equipment System against M/s Human Health care	<ul style="list-style-type: none"> • Non-Responsive 	Quoted model has no valid Quality certificate i.e.	TEC decision upheld.
3	M/s Iqbal and Co. against M/s Medical Equipment System	<ul style="list-style-type: none"> • Responsive 	<ul style="list-style-type: none"> • No universal syringe acceptance capability • Quoted model origin is china where as USA/E/Japan required • Model not available on official website • Agilia SP-7 is for veterinary use only 	The quoted Model is Agilia SP instead of Infusia SP7s which was typo error. The origin of quoted model is France and manufacturer is from Germany. Refer back to TEC.

4	M/s Human Healthcare against M/s Iqbal and Co.	<ul style="list-style-type: none"> • Responsive 	<ul style="list-style-type: none"> • Quoted model has no valid Quality certificate • Quoted model not available on official website 	TEC decision upheld.
---	--	--	---	----------------------

CSSD

Sr.	Company Name	TEC Observations	Firm's Grievances/Clarification	GC Observation
1	M/s Global Marketing Services	<ul style="list-style-type: none"> • Non responsive • Double door offered instead of single door in Medium Steam Sterilizer • Local UPS offered instead of same manufacturer 	<ul style="list-style-type: none"> • Legal attested authorization certificate is attached • Firm offer single door unit under same brand (single door and double door are optional by the manufacturer) • Firm offered best quality UPS compatible with equipment from same manufacturer 	Legal attested authorization certificate not provided. Grievance rejected. TEC decision upheld.
2	M/s Medline Technologies	<ul style="list-style-type: none"> • Non responsive • Workshop facility is not available in Punjab 	<ul style="list-style-type: none"> • Workshop details were submitted in the bid 	Inspection Committee Visited workshop facility of M/s Medline Technologies (Lahore) and found unsatisfactory engineering capabilities and a single table with electrician level; low range; toolkit. Grievance rejected. TEC decision upheld.

3	M/s Total Technologies	<ul style="list-style-type: none"> • Non responsive • 6 STU offered instead of 8 STU • Builtin water saving system not offered • O1 Loading trolley and O1 Loading Cart offered • Double door medium steam sterilizer offered instead of single door 	<ul style="list-style-type: none"> • Mentioned 6 STU is a typographical mistake which may please be corrected • In Brochure page No. 4& 6 "water saving vacuum unit" • We have confirmed as per requirement • We offer double door just to fulfill the CSSD standard requirement i.e. pass through concept 	Grievance accepted. M/s Total Technologies declared responsive
---	------------------------	---	--	--

Grievances against competitor

4	M/s Clinical Life against M/s Global Marketing	<ul style="list-style-type: none"> • Non-Responsive • 	<ul style="list-style-type: none"> • No backup UPS available • No past performance 	Grievance rejected. TEC decision upheld.
5	M/s Clinical Life against M/s Medline Technology	<ul style="list-style-type: none"> • Non-Responsive • 	<ul style="list-style-type: none"> • No Exclusive/sole authorization • No past performance 	Grievance rejected. TEC decision upheld.
6	M/s Clinical Life against M/s Vertex Medical	<ul style="list-style-type: none"> • Responsive 	<ul style="list-style-type: none"> • No "Automatic heat exchanger and air detector" in quoted model. • 5 minutes backup UPS available instead of 15 minutes. 	Grievance rejected. TEC decision upheld.
7	M/s Vertex Medical against M/s Clinical Life	<ul style="list-style-type: none"> • Responsive 	<ul style="list-style-type: none"> • Quoted model is not available on official website • Jacket is not made of 316L. • Air detector is not available. • Medium steam sterilizer's jacket is not made of 316L and no air detector available. • No authorization distribution of washer extractor. 	Grievance rejected. TEC decision upheld.

8	M/s Mediland against M/s clinical life	<ul style="list-style-type: none"> • Responsive 	<ul style="list-style-type: none"> • No satisfactory past performance • No technical and engineering capability • No relevant tools and testing equipment • Not available on official website • Equipped with lock safety • Not working with 32 psi • No temperature and pressure recorder • No exclusive authorization • Quoted product "IQ6 Kenhygene system" does not have pre heating tank, AISI 304, integrated printer, fast/short cycle disinfection program, condenser for outgoing air and satisfactory experience for quoted model. 	Grievance rejected. TEC decision upheld.
9	M/s Total Technologies against M/s Clinical Life	<ul style="list-style-type: none"> • Responsive 	<ul style="list-style-type: none"> • Evaluate as per bidding document clause No. 28,29 • No past performance. • No sole authorization distribution of washer disinfectant. • Quoted models and brochure are not available on official website. 	Grievance rejected. TEC decision upheld.
10	M/s Global Marketing Services against M/s Clinical Life	<ul style="list-style-type: none"> • Responsive 	<ul style="list-style-type: none"> • The Jacket, Chamber and Doors are built in 304L AISI • No past performance. • Quoted model's specifications are not available on official website. 	Grievance rejected. TEC decision upheld.

11	M/s Clinical Life against M/s Mediland	<ul style="list-style-type: none"> • Responsive 	<ul style="list-style-type: none"> • Door and Jacket not made of 316L/Ti. • No air detector 	Grievance rejected. TEC decision upheld.
----	--	--	---	--

DEFIBRILLATOR

Sr.	Company Name	TEC Observations	Firm's Grievances/Clarification	GC Observation
1	M/s Medical Equipment System	<ul style="list-style-type: none"> • Non responsive • Boot time is high 	<ul style="list-style-type: none"> • The boot time of our offered model is less than 4 seconds 	Grievance Accepted.

Grievances against competitor

2	M/s Radiant Medical against M/s Medical Equipment and System	<ul style="list-style-type: none"> • Non-Responsive 	<ul style="list-style-type: none"> • Quoted model could not switch directly, if in use, to AED mode 	Grievance rejected.
3	M/s Bio-Tech against M/s Medical Equipment System	<ul style="list-style-type: none"> • Non-Responsive 	<ul style="list-style-type: none"> • M2 has charging time more than 7 sec instead of 5 seconds • No AED Mode available • Not available on website • No FDA 510k • EC certificate is ambiguous 	M/s Medical Equipment System failed to provide valid FDA 510K of quoted model M/s Medical Equipment System will remain non responsive
4	M/s Radiant Medical against M/s BIO-Tech Services	<ul style="list-style-type: none"> • Responsive 	<ul style="list-style-type: none"> • Energy selection and delivery on control panel and paddles for external defibrillation 	Grievance accepted M/s BIO-Tech Services declared non responsive
5	M/s Medical Equipment System against M/s bio-tech	<ul style="list-style-type: none"> • Responsive 	<ul style="list-style-type: none"> • Energy selection and delivery on control panel and paddles for external defibrillation 	Grievance accepted M/s BIO-Tech Services declared non responsive

MOBILE X-RAY

Sr.	Company Name	TEC Observations	Firm's Grievances/Clarification	GC Observation
1	M/s Hooraa Pharma	<ul style="list-style-type: none">• Non responsive• No FDA 510K	<ul style="list-style-type: none">• Compliance with defined quality standard	Grievance accepted. M/s Hooraa Pharma declared Responsive

ICU VENTILATOR

Sr.	Company Name	TEC Observations	Firm's Grievances/Clarification	GC Observation
1	M/s Cares Worth	<ul style="list-style-type: none">• Non responsive• Demo unit not provided• Legal attested authorization not provided	<ul style="list-style-type: none">• Please give time for demo• Applied for attestation from Embassy of Pakistan in UK	Grievance rejected. TEC decision upheld.
2	M/s Eastern Medical	<ul style="list-style-type: none">• Non responsive• Attached FDA 510K is for model "eEvolution 3e" ventilator. However, quoted model is "eEvolution 3e Essential"	<ul style="list-style-type: none">• Attached FDA 510K is for device name or trademark. So, FDA510k is exactly for the same quoted model.• The quoted model have MHLW Certification	Grievance rejected. TEC decision upheld.

IABP

Sr.	Company Name	TEC Observations	Firm's Grievances/Clarification	GC Observation
1	M/s Shirazi Trading	<ul style="list-style-type: none">• Non responsive• No legal attested authorization certificate• No technical trained engineers• No satisfactory reports• No automatic in vivo calibration• No control of deflation point in automatic mode	<ul style="list-style-type: none">• Exclusive letter of authorization is attached• Training certificates are attached• Past performance reports are attached• AC3 Optimus has fiber optic calibration, furthermore, "automatic in vivo calibration" is demanded optional• Deflation timing management is offered	One week time limit was given to the company but the firm failed to provide the Legally enforceable authorization of quoted product Grievance rejected. TEC decision upheld.

2	M/s Mediland against M/s Shirazi trading	<ul style="list-style-type: none"> • Non-Responsive 	<ul style="list-style-type: none"> • No satisfactory past performance • No technical and engineering capability • No proper after sale services • No automatic in vivo calibration • No control of deflation point in automatic mode 	The firm already rejected by TEC. TEC decision upheld.
---	--	--	---	---

HYPOTHERMIA

Sr.	Company Name	TEC Observations	Firm's Grievances/Clarification	GC Observation
1	M/s Vertex Medical	<ul style="list-style-type: none"> • Non responsive • FDA recall open 	<ul style="list-style-type: none"> • "FDA recall open" is not for the quoted model as we have quoted upgraded model . • We will provide you the upgraded model. 	Latest FDA 510K provided with no recall. M/s Vertex Medical declared responsive
2	M/s Hospicare System	<ul style="list-style-type: none"> • Non-responsive • Cardioplegia not available 	<ul style="list-style-type: none"> • No cardioplegia connectivity is demanded in advertised specification. 	Grievance accepted. M/s Hospicare System declared Responsive

ECG MACHINE

Sr.	Company Name	TEC Observations	Firm's Grievances/Clarification	GC Observation
1	M/s Hospicare System	<ul style="list-style-type: none"> • Non responsive • No built-in power supply 	<ul style="list-style-type: none"> • No built-in power supply is deviation which does not affect efficiency and reliability of machine. So, consider it a minor deviation. 	Grievance rejected. TEC decision upheld.


Grievances against competitor


2	M/s Hospicare against M/s Radiant Medical	• Responsive	<ul style="list-style-type: none">• Quoted model is not available on website• Paper size 210mm instead of 100-110mm	TEC decision upheld.
---	---	--------------	--	----------------------

ELECTRO SURGICAL UNIT

Sr.	Company Name	TEC Observations	Firm's Grievances/Clarification	GC Observation
1	M/s Radiant Medical against M/s popular international	• Responsive	<ul style="list-style-type: none">• No bipolar cutting power of 80 watts	Grievance rejected TEC decision upheld
2	M/s Radiant Medical against M/s Vital Care	• Responsive	<ul style="list-style-type: none">• "Double paddle foot switch, Explosion proof" feature is not present	TEC decision upheld.


Engr. Sharaz Ali
Bio Medical Engineer
FIC, Faisalabad.


Dr. Rehan Riaz
Assistant Prof. of Cardiac Surgery,
FIC, Faisalabad.


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


Dr. M. Sajid
Addl: Medical Superintendent,
FIC, Faisalabad.


Dr. Zafar Abbas Khan,
Medical Superintendent,
FIC, Faisalabad.