GOVERNMENT OF GILGIT-BALTISTAN
DIRECTORATE OF PLANNING & PROCUREMENT
HEALTH DEPARTMENT
GILGIT-BALTISTAN

Gilgit dated:- 11 April2025

Grievance Redressal Committee

The Grievance Redressal Committee for the project "Purchase of Biomedical Equipment for missing facilities for PHQ Hospital Gilgit" inquired into the written complaints received from various bidders. These complaints are in reference to the technical evaluation report of the aforementioned project. The finding/recommendations of the GRC are given below:

	Firm Name	Reason of Rejection in Technical Evaluation	Grievance submitted by the Firm against Technical Evaluation Report	Remarks by GRC
01	M/S Irfan Brothers International	**Color Doppler** Letter of Authorization for quoted product from OEM (Manufacturer) to Sole Distributor is not submitted.	The committee disqualify our firm on the grounds that manufacturer authorization letter was not attached. However, we confirm that sole authorization letter for this specific project was duly submitted. We request the committee to re-examine our proposal.	The committee conducted a thorough review the technical proposal submitted by M/S Ir Brother and finds that the said bidder has submitted and included the requisite Letter Authorization from OEM to Sole Distributor their technical proposal. Hence the said bid does not fulfill the tender evaluation crite Consequently, the plea of M/S Irfan Brotl International has been rejected.
		Cardiac Monitor FDA certificate of cardiac monitor is not submitted.	The committee stated that the FDA certificate was not submitted, and only CE certificate is provided. We would like to	The committee conducted a thorough review the technical proposal submitted by M/S Ir Brother and finds that the said bidder has submitted and included the requisite Prod

			clarify that the FDA certificate is indeed attached with our proposal. Kindly recheck our documents.	quality Certificate FDA510K in their tech proposal. Hence the said bidder does not f the tender evaluation criteria. Conseque the plea of M/S Irfan Brother Internationa been rejected.
		Hematology Analyzer Non-compliance with specification	Our hematology. analyzer (Model : Vitacount 5P, manufacturer: Vitanix D.O.O) fully complies with the required specifications. The PC and touchscreen monitor will be supplied with the machine. It is an auto-loader system, and a separate PC and touch screen are required for the operation.	The committee has reviewed the subm technical Proposal of said bidder unanimously recommends the quoted mod said bidder for sample demonstration at I Hospital Gilgit to ensure the te specifications and end user departr requirements including easily availabilit consumable kits and reagents of quoted m brand ensured and guaranteed by the Irfan Brother International.
			In the technical report the model of fowler bed is written mistakenly as HB-222, whereas our proposed model for a fowler bed is: MNM-HB-60A clearly stated in our proposal. We request the committee to correct the discrepancy.	The committee has checked the subm documents and accepts the plea.
02	M/S Jamil Enterprises	**Hematology Analyzer** Non-compliance with specification	Upon review of the evaluation report, it is evident that we have been disqualified in Hematology Analyser, by stating noncompliance with technical specification. It is submitted that The Humacount 5L from Human	The committee has reviewed the submi technical Proposal of said bidder unanimously recommends the quoted mod said bidder for sample demonstration at P Hospital Gilgit to ensure the ter specifications and end user departm requirements including easily availability

			Germany fully complies with the specifications outlined in the bidding documents. It is therefore requested to reconsider the product as responsive.	consumable kits and reagents of quoted brand ensured and guaranteed by the Jamil Enterprises.
			The color Doppler equipment manufactured by Chison Medical Technology was formerly distributed in Pakistan through Biotech Services Pakistan. At present, however, no entity holds exclusive distributorship for this product in the country. During the evaluation process, M/s Irfan Brothers International, the bidding party, failed to provide the necessary principal/manufacturer authorization for the color Doppler device as mandated by the knockout criteria, resulting in their bid being deemed non-responsive. As Per the Gilgit Baltistan Public Procurement Regulatory Authority (GBPPRA) guidelines, substituting or accepting secondary documentation in lieu of knockout requirements is strictly prohibited. Consequently, it is	According to GBPPRA Rule 34(1), "No b shall be allowed to alter or modify the after the bids have been opened. Howeve procuring agency may seek and a clarifications to the bid that do not chan substance of the bid". In light of this accepting any additional document at this of evaluation may alter the substance of th therefore, the plea is accepted.

			imperative to adhere to these regulations and refrain from considering any supplementary materials submitted after the bid evaluation. This ensures compliance with procurement protocols and maintains the integrity of the process	
			The Shenzhen Creative Medical K-10 cardiac monitor, quoted by M/s Irfan Brothers International, does not possess FDA 510(k) clearance and is therefore deemed non-responsive. As per GBPPRA rules, accepting any secondary documentation during the knockout evaluation stage is strictly prohibited. Accordingly, it is requested that no secondary documentation be considered.	According to GBPPRA Rule 34(1), "No b shall be allowed to alter or modify the after the bids have been opened. Howeve procuring agency may seek and clarifications to the bid that do not chan substance of the bid". In light of this accepting any additional document at this of evaluation may alter the substance of th therefore, the plea is accepted.

Aziz Haider
Deputy Director admin and Accounts
Health Department

Engr.Bushra Islam Khan
Biomedical Engineer
Health Department

Dr. Mubashir Hassan
Director Planning and Procurement
Health Department GB

3	Shigha TradersJV Roshan Enterprises	**Visual Field, Gynea Operation Table, Operation Theater Light, Operation Table for Orthopedics** Only submitted CE Certification. FDA 510K Certification Not Submitted	It is submitted that our products are dual Certified FDA &CE.	The committee has reviewed the technical Proposal of said bidder and documents attached with their regarding claim of FDA 510K certific committee rejects the plea of said bid basis that the quoted products do nc relevant FDA510K certificate manc ensure the quality as per bidding d dual certification is mandatory fc brands.