

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



Participants:

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|--|-----------|
| 1. Prof. Dr. Nasir Chaudhary | Chairman |
| Head of Ophthalmology Department Unit-II Mayo Hospital Lahore | |
| 2. Dr. Rabia Rathore | Member |
| Associate Professor of Medicine/Head of WMW Mayo Hospital Lahore | |
| 3. Dr. Umer Nazir | Member |
| Assistant Professor of Plastic Surgery Mayo Hospital Lahore | |
| 4. Ms. Kanwal Javed | Secretary |
| Deputy Drugs Controller Mayo Hospital Lahore | |
| 5. Mr. Muhammad Jawad Bhatti | Member |
| Deputy Drugs Controller Mayo Hospital Lahore | |

Proceedings:

Meeting started with the recitation from the Holy Quran. The Chairman, Grievances Committee Mayo Hospital Lahore welcomed all the participants.

ITEM NO. 01:

GRIEVANCE SUBMITTED BY M/S MEDTREX SOLUTIONS (PROCUREMENT OF BEDDING, CLOTHING & LINEN ITEMS F.Y. 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

We are writing to formally express our concern regarding the status of our bid submitted against Tender No. A23 for the procurement of Bedding/Clothing and Linen Items for the Financial Year 2025–26, as per the Technical Evaluation Report uploaded on the official web portal dated 09-09-2025.

According to the evaluation report, our bid has been declared non-responsive, citing issues related to the marking percentage. We respectfully disagree with this assessment and would like to clarify the following:

1. Submission of Required Documents:

All mandatory documents and certificates, as specified in the tender document, were carefully reviewed and uploaded within the given deadline. No required document was omitted.

2. Company Profile Section:

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It has been observed that marks were deducted under the Company Profile criteria. We would like to highlight that we submitted all three required documents/certificates/undertakings, as mentioned in the tender document. We therefore request a reassessment of this section.

3. Financial Status/Soundness:

In this section as well, our score was reduced despite the fact that we submitted a bank statement reflecting an account balance exceeding PKR 50 million, covering the required period as per tender conditions. We believe this meets the criteria set out for full marks under this category.

We respectfully request your office to kindly review the technical evaluation in light of the above clarifications and reconsider our bid accordingly for fair and healthy competition. We are confident that our submission meets the necessary requirements and complies with the tender specifications.

Your kind attention to this matter will be highly appreciated. Please do not hesitate to contact us for any further clarifications or supporting documents.

. Decision:

Mr. Nadeem, Sales representative of the firm was present. The firm claimed more marks in section (1) of marking criteria. The committee examined the ebid and did not find any further document to increase marks in section (1). The firm claimed that its turnover is more than 50 million. The committee observed that the firm attached an illegible bank statement through which name of firm could not be ascertained due to poor copy. However, it was for two years from 1 July 2023 to 30.6.2025. The bank statement was not signed & stamped by the bank. The committee checked FBR statement attached in the bid for 2023-24 where the turnover was 16.2 million. The committee observed that the TEC has graded firm in the company profile. **The committee upheld the decision of Technical Evaluation Committee.**

ITEM NO. 02:

GRIEVANCE SUBMITTED BY M/S THE TIMES PRESS (PROCUREMENT OF BEDDING, CLOTHING & LINEN ITEMS F.Y. 2025-26 MAYO HOSPITAL, LAHORE)


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GRIEVANCE DETAIL:

THE TIMES PRESS (Private) LIMITED respectfully requests reconsideration of our bid status. Despite fulfilling all requirements and submitting requisite documents as per criteria, our firm has been declared non-responsive under ordinary parameters. We duly responded to all questions and queries raised.


We remain willing to provide any additional documentation required (if any). We kindly request a review of THE TIMES PRESS (Private) Limited's status, and we urge the authorities to declare our firm Responsive..

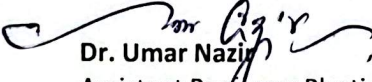
. Decision:


Mr. Salman, Manager Sales of the firm was present. The firm claimed that it has annual turnover more than 50 million and presented FBR tax Return for the year 2023-24. The committee observed that the firm has Net Revenue of 1993 million and increase marks to 20 in section (4) of marking criteria. The firm then claimed that it has relevant experience with more than 5 institutes and showed Supply Order No. 14933 dated 31.05.2025 issued by Faisalabad Institute of Cardiology, PO No. SUK-IBA/PO/6005/23-24 dated 10.09.2024 issued by Sukkur IBA university, PO No. 0000001025 dated 25.10.2022 issued by SIUT Karachi, PO NO. 0000360416 dated 11.12.2023 issued by The Aga Khan Hospital Karachi, PO No. PITB/PROC/ITOPS/1748 dated 5th April 2024. The committee awarded 10 marks in section (2) of marking criteria. The committee declared all quoted items responsive in marking criteria.

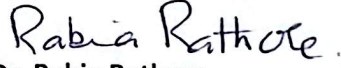
In conclusion the bid stands responsive for all quoted items.

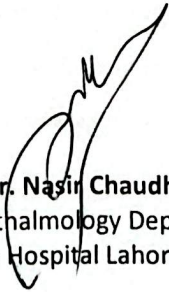
The meeting ended with vote of thanks to and by the Chair.


Mr. Muhammad Jawad Bhatti
Deputy Drugs Controller
Mayo Hospital Lahore


Dr. Umar Nazir
Assistant Professor Plastic Surgery
Mayo Hospital Lahore


MS. Kanwal Javed
Deputy Drugs Controller
Mayo Hospital Lahore


Dr. Rabia Rathore
Associate Professor
of Medicine/Head of WMW
Mayo Hospital Lahore


Prof. Dr. Nasir Chaudhary
HoD Ophthalmology Department
Mayo Hospital Lahore


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