

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



Participants:

- | | |
|--|-----------|
| 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 MOON ENTERPRISES (TENDER FOR PROCUREMENT OF LAB KITS A05 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

With reference to your Evaluation Report on the above noted subject, find below our response point wise / tender item wise;

1-Item No. 111 (PT / APTT), 112 (CBC / EDTA) & 151 (Gel & Clot Activator):

Referring to above tender Items, we request your good self that all our above-mentioned 03 Products (Item No. 111, 112 & 151 are already duly approved in DRAP Medical Device Board 80th Meeting held on 03-03-2025, this you can verify officially on DRAP Website too. Only we are waiting the enlistment Certificates, which is discretion power of DRAP. We are continuously in touch with DRAP for the issuance of Certificates, their (DRAP) response is that we have approved your products, you can submit this letter (80th Minutes of Meeting) to any hospital for tenders. If Department wishes for any clarification, they can refer to our website for verification. Enlistment Certificates will be issued time by time. In this regard, you are humbly requested that issuance of Certificate is beyond our


Office of Chairman Grievances Committee, Mayo Hospital Lahore
05-11-2025

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



control. You are requested, please accept our Grievance and mark us RESPONSIVE for the referred 03 items (Item No. 111, 112 & 151).

2- Technical Staff (Technical Evaluation Parameters – Part B):

Refer to our technical bid, wherein we have already submitted the technical staff degrees of Mr. M Naeem Alvi – Laboratory Diploma, Mr. Abdul Raffay Majid, Pharmacist, Mr. Dr. Mazhar Iqbal Siddiqui – PHD Veterinary Clinical Medicine & Surgery, Canada. Additionally, find enclosed MLT degree of Mr. Bilal Bajwa.

Kindly look into the matter and make us RESPONSIVE accordingly.

Decision:

Mr. Bilal, Marketing & Sales Manager of the firm presented the grievance before Grievance Redressal Committee. The firm admitted that its product registration case has been considered in the meeting of Medical Device Registration Board but DRAP Registration/ Enlistment certificate has not been issued. The committee upheld the decision of Technical Evaluation Committee.

ITEM NO. 02:


GRIEVANCE SUBMITTED BY M/S BIOCEPT INTL (TENDER FOR PROCUREMENT OF LAB KITS A05 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

With Biocept International Co. participated in the Annual Tender for Laboratory Kits and Chemicals (Tender A05, FY 2025–2026), quoting items at serial numbers 151, 153, 05, 111, 112, 115, 116, 117, and 118.

At the time of bid submission, the official DRAP receiving receipts were duly attached; however, due to an unintentional technical error, the official DRAP enlistment certificate could not be uploaded on the portal. We now respectfully seek to submit the enlistment certificate for consideration during the grievance redressal meeting.

It has come to our attention that several bidders have been declared technically non-responsive solely due to non-attachment of the enlistment form. As per PPRA Rules, bidders are permitted to provide or clarify such supporting documents during the grievance process to uphold the principles


Office of Chairman Grievances Committee, Mayo Hospital Lahore
05-11-2025

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



of transparency, equal opportunity, and fair competition. We therefore request the honorable committee to kindly accept our DRAP enlistment certificate, validate our technical responsiveness, and allow us to proceed further in the evaluation process.

Our company has fully complied with all other tender requirements, and this minor procedural omission should not disqualify us from fair participation.

Decision:

Mr. Arsh Hassan, Director of the firm presented the grievance before Grievance Redressal Committee. The firm admitted that its product registration case has been submitted in the DRAP but DRAP Registration/Enlistment certificate has not been issued. **The committee upheld the decision of Technical Evaluation Committee.**

ITEM NO. 03:

GRIEVANCE SUBMITTED BY M/S MOLECULAR CONCEPTS (TENDER FOR PROCUREMENT OF LAB KITS A05 2025-26 MAYO HOSPITAL, LAHORE)


GRIEVANCE DETAIL:

With due respect, we submit our grievance against the Technical Evaluation Report (TAC) dated 30-09-2025. The evaluation contains serious discrepancies and overlooks the documents and evidence submitted with our bid. This has caused an unfair disqualification despite our full compliance.

1. Local Manufacturer Stains (MEDILINES Brand):

- Submitted with valid ISO 13485 certification, internationally recognized and equivalent to CE marking.
- No marks awarded despite compliance.
- As per DRAP Medical Device Rules 2017, local manufacturers' consumables do not require registration until notified. Ignoring this is against PPRA Rule 30 which mandates strict compliance with criteria written in tender docs.

2. Lab Consumables:

   
Office of Chairman Grievances Committee, Mayo Hospital Lahore
05-11-2025


MINUTES OF GRIEVANCES MEETING



MAYO HOSPITAL LAHORE

- Tender document clearly states "DRAP registration where applicable" — consumables are exempt.
- Still, zero marks awarded. This is unjustified and creates confusion in Part-A evaluation.
- DRAP Act, 2012 (Section 7 & 8):

DRAP regulates only therapeutic goods and notified devices. Consumables (general lab items like stains, glassware, plastic ware) not came into the scope until notified by the authority.

- Quoted consumables (plastic ware, glassware, stains) do not fall under CE-IVD marking globally (ref. WHO Procurement Guidelines).

3. Benoylab FSC (Free Sale Certificate):

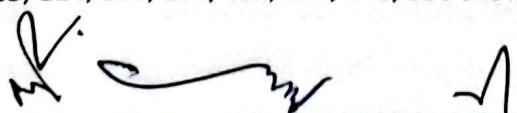
- For quoted products #145 and #152, valid FSC certificates were attached.
- Plastic Laboratory Ware (various types) & Glass Laboratory Ware (various types) are In Vitro Diagnostic Regulation (IVDR) consumables, intended solely for laboratory use as accessories/consumables in diagnostic procedures only.
- TAC report incorrectly states "FSC not attached."

4. Past Performance:

- Required past performance of 7–8 years was attached, including a 2019 purchase order (page #92).
- Report states "not provided," which is factually incorrect.

5. Market Availability (Part-B):

- Multiple purchase orders attached on pages 88, 93, 103, 115, 114, 118, 120, 125, 128, 130, 133 show strong market availability.


Office of Chairman Grievances Committee, Mayo Hospital Lahore
05-11-2025

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



- Despite this, Part-B marks awarded as zero, which is a clear oversight.

6. Technical Staff:

- Staff details provided on pages 50–51.
- Degrees and qualifications attached on pages 62–76.
- Still awarded zero marks, which is contradictory to evidence submitted.

Legal & International References:

- PPRA Rule 30 & 33: Evaluation must strictly follow tender criteria; extra conditions or misinterpretation invalidates evaluation.
- DRAP Medical Device Rules 2017: Consumables and local manufacturing items do not require DRAP registration “where not applicable.”
- ISO 13485:2016: Internationally equivalent to CE marking for quality management of medical devices.
- WHO Laboratory Procurement Guidelines: Consumables (glassware, stains, plastic ware) are exempt from CE/IVD requirement.

We respectfully request:

1. Re-evaluation of our bid considering all documents already submitted.
2. Correction of marking errors where FSC, past performance, staff qualifications, and market availability were wrongly ignored.
3. Fair treatment under PPRA & DRAP rules in line with international procurement practices.

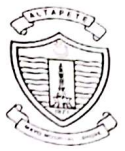
Furthermore, we would like to clarify that M/s Molecular Concern has already applied for DRAP registration of the quoted products. In addition,

Office of Chairman Grievances Committee, Mayo Hospital Lahore

05-11-2025

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



upon the request of the Procurement Officer, we also submitted the copies of the DRAP registration application as proof during the tender process. Therefore, it is unjustified to disqualify our bid on the grounds of DRAP registration.

Please accept the submitted bid for a healthy competition, We trust our grievance will be addressed fairly and corrective action taken in the interest of transparency, merit and procurement compliance.

Decision:

The Chief Executive Officer of the firm presented the grievance before Grievance Redressal Committee. The firm claimed that the quoted items does not fall under the scope of DRAP. The committee recommended seeking DRAP advice in this regard, and tender as separate code if these items don't fall under DRAP scope. **The committee upheld the decision of Technical Evaluation Committee.**

ITEM NO. 04:

GRIEVANCE SUBMITTED BY M/S GULF MARKETING INT. (TENDER FOR PROCUREMENT OF LAB KITS A05 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

With due respect, I wish to submit my grievance regarding the recent technical evaluation report issued against the tender of lab kits and chemicals, in which our company has been awarded zero marks in the following categories:

1. Valid Product Enlistment Certificate issued by DRAP
2. Valid Import License
3. Product Quality Certificate (DRAP Letter)
4. Affidavit/Undertaking of Sole Agent / Authorized Distributor regarding product availability and safety

I would like to respectfully clarify that our company possesses and is hereby providing all the above-mentioned documents for your kind review:

Office of Chairman Grievances Committee, Mayo Hospital Lahore
05-11-2025

K

n

MINUTES OF GRIEVANCES MEETING



MAYO HOSPITAL LAHORE

- Valid Product Enlistment Certificates issued by DRAP for our quoted products.
- Valid Import License, as required under the tender conditions.
- Product Quality Certificate (DRAP Letter) confirming quality compliance.
- Affidavit/Undertaking of our sole agency / authorized distributorship confirming free availability of products under the same brand name in the country of manufacture for at least the last two years, and that these products are safe for human use.

In light of the above, I humbly request a fair reconsideration of our technical evaluation marks on the basis of the documentary evidence enclosed. Our company has always complied with the rules and conditions of tenders and remains committed to ensuring quality supplies.

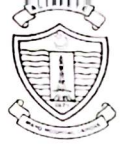
Decision:

Mr. Zeeshan Mujahid, Manager of the firm presented the grievance before Grievance Redressal Committee. The Technical Evaluation Committee disqualified all quoted items due to failure in clause (1), (2), & (7) of compulsory parameters; T.E. 8, 18, 89, 91, 92, 93, 96, 97 & 146 due to failure in clause (4) of compulsory parameters; T.E. 8, 18, 89, 91, 92, 97 & 146 due to failure in section (8) of compulsory parameters due to non-provision of samples. Later the firm provided samples for T.E. 93, 94, 95, 96 & 146 that were examined by Dr. Hassan Raza Consultant Pathologist Mayo Hospital Lahore that were marked responsive.

The firm showed DRAP Registration/Enlistment Letter No. ELI-00194 dated 28.07.2025 in favor of T.E. 94, 97 & 146 & Letter No. ELI-00194 dated 26.05.2025 in favor of T.E. 95. The firm then showed License to Import Medical Devices No. ELI-0094 dated 18.10.2028, the request for renewal was attached in the ebid. The firm could not provide quality certification required under clause (4) of compulsory parameters. However, the committee observed that T.E. 146 carries USFDA approval and declared T.E.

Office of Chairman Grievances Committee, Mayo Hospital Lahore
05-11-2025

MINUTES OF GRIEVANCES MEETING



MAYO HOSPITAL LAHORE

146 responsive in clause (4) of Compulsory parameters. The committee observed that the firm has not provided Free Sale Certificate issued from country of origin/ manufacture required under section 7 of compulsory parameters. The committee upheld the decision of Technical Evaluation Committee.

In conclusion the bid remined non-responsive.

ITEM NO. 05:

GRIEVANCE SUBMITTED BY M/S MUSAJI ADAM & SONS (TENDER FOR PROCUREMENT OF LAB KITS A05 2025-26 MAYO HOSPITAL, LAHORE)


GRIEVANCE DETAIL:

With due respect, I wish to submit my grievance regarding the recent technical evaluation report issued against the tender of lab kits and chemicals, in which our company has been awarded zero marks in the following categories:

1. Valid Product Enlistment Certificate issued by DRAP
2. Valid Import License
3. Product Quality Certificate (DRAP Letter)
4. Affidavit/Undertaking of Sole Agent / Authorized Distributor regarding product availability and safety

I would like to respectfully clarify that our company possesses and is hereby providing all the above-mentioned documents for your kind review:

- Valid Product Enlistment Certificates issued by DRAP for our quoted products.
- Valid Import License, as required under the tender conditions.
- Product Quality Certificate (DRAP Letter) confirming quality compliance.
- Affidavit/Undertaking of our sole agency / authorized distributorship confirming free availability of products under the same brand name in the


Office of Chairman Grievances Committee, Mayo Hospital Lahore

05-11-2025





MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



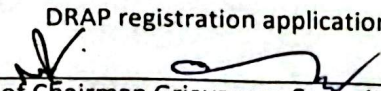
country of manufacture for at least the last two years, and that these products are safe for human use.

In light of the above, I humbly request a fair reconsideration of our technical evaluation marks on the basis of the documentary evidence enclosed. Our company has always complied with the rules and conditions of tenders and remains committed to ensuring quality supplies.

We, Musaji Adam & Sons, are a Drug Regulatory Authority of Pakistan (DRAP) licensed company (License No. ELI-00239, dated 22nd October 2018; F. No. 12-134/2018) authorized to import medical devices. The renewal of this license was applied on 21st August 2023, and copies of the application and paid challan were duly attached with our technical bid.

For the Mayo Hospital Tender 2025-26, we submitted quotations for the following:

1. Tender Serial Nos. 1 to 18, 45 to 79 and 81 to 88
 - o Products of Oxoid, UK.
 - o Registration applications have been submitted to DRAP and are under process. Paid fee challans were attached with the bid and can be provided on demand.
 - o Valid CE Certificates were attached with the technical bid and can be presented again on demand.
 - o Since all quoted items (Culture Media and Antibiotic Discs) are of the same brand, Oxoid, UK, and the submitted random samples have already been approved by the end-user, we respectfully request that all quoted items of Oxoid, UK be considered as approved samples.
2. Tender Serial No. 22, 23 (Rapid One NF kits)
 - o Product of Remel (Thermo Fisher Scientific).
 - o DRAP registration application is under process.


Office of Chairman Grievances Committee, Mayo Hospital Lahore
05-11-2025



MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



o ISO certifications and valid CE Certificates were attached with the technical bid can be presented again on demand.

o Practical demonstration has already been carried out at Mayo hospital against samples.

In summary, all registration applications are duly submitted to DRAP and are under process. There is no lapse on our part. We undertake to submit all registration certificates as soon as they are issued by DRAP.

We respectfully request the Committee to kindly review our grievance and consider our quoted products valid for evaluation in Mayo Hospital Tender 2025-26.

Decision:

Mr. Afnan, Brand Manager of the firm presented the grievance before Grievance Redressal Committee. The firm's representative admitted that its product registration process is in progress at DRAP Islamabad. The committee upheld the decision of Technical Evaluation Committee.

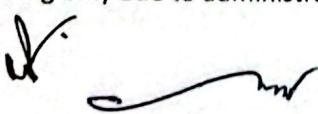
ITEM NO. 06:

GRIEVANCE SUBMITTED BY M/S PHARM CANADA PAKISTAN (TENDER FOR PROCUREMENT OF LAB KITS A05 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

With due respect, we would like to submit our grievance against the rejection of our bid in the current tender, where we were marked as "Non-Responsive" on account of non-availability of product registration with DRAP.

We would like to humbly clarify that our company had already applied for DRAP registration of the said product back in December 2020, well before the submission of this tender. In compliance with the tender requirements, we attached with our bid all supporting documents including acknowledgement receipts and application submissions to DRAP, which clearly demonstrate that the registration process has been initiated and is pending only due to administrative delays at DRAP's end.


Office of Chairman Grievances Committee, Mayo Hospital Lahore
05-11-2025

MINUTES OF GRIEVANCES MEETING



MAYO HOSPITAL LAHORE

It is important to highlight that The delay is beyond our control and is solely due to procedural timelines at DRAP. We have complied fully by submitting our application and documentation in a timely manner. We have been proudly serving Mayo Hospital for the last three years, consistently supplying quality products in accordance with your standards. For the current tender, we have provided samples for major items, especially those with larger quantities. We respectfully request that all offered items be accepted on the basis of the samples we have submitted, as we have demonstrated our capability and reliability through previous successful supplies.

In the spirit of fair competition and to ensure uninterrupted availability of quality products for your esteemed hospital, our technical bid may kindly be reconsidered. We therefore earnestly request your good office to review our case and allow our bid to be qualified in the current tender's technical evaluation stage. This will not only encourage genuine and compliant bidders but also ensure greater participation and competitiveness, ultimately benefiting Mayo Hospital in terms of quality supply and better value.

We remain committed to all regulatory requirements and will submit the DRAP registration certificate immediately upon issuance. We sincerely hope that our request will be given due consideration in the larger interest of fairness and transparency..

Decision:

Mr. Muhammad Faraz, Director Technical and Mr. Waqar Ali, Sales Executive of the firm presented the grievance before Grievance Redressal Committee. The firm's representative admitted that its product registration process is in progress at DRAP Islamabad. The committee upheld the decision of Technical Evaluation Committee.

ITEM NO. 07:

GRIEVANCE SUBMITTED BY M/S HOORA PHARMA (TENDER FOR PROCUREMENT OF LAB KITS A05 2025-26 MAYO HOSPITAL, LAHORE)



Office of Chairman Grievances Committee, Mayo Hospital Lahore
05-11-2025



MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



GRIEVANCE DETAIL:

With reference to the Technical Evaluation Report uploaded on EPADS portal regarding the mentioned tender we hereby submit our grievance:

PART A- Compulsory Parameters:

Your Objection	Our Grievances
Product Registration certificate: Valid Product Registration/Valid Product enlistment certificate issued by DRAP	We respectfully clarify that the Drug Registration Certificate was already attached with our bid. Reference to DRAP Circular (F. No. 6-2/2025-MD, dated 18th July, 2025): We also wish to draw your kind attention to the recent circular issued by the Drug Regulatory Authority of Pakistan (DRAP), Division of MD&MC , regarding the "Disposal of Submitted Applications of Medical Devices". The circular emphasizes DRAP's policy of transparency, compliance with regulatory requirements, and proper registration through the Licensing & Product Registration Portal . Importantly, it directs all stakeholders to ensure that entities involved in medical devices and related services are duly registered, with verifiable proof of submission and compliance with SECP, NTN, GST, and other regulatory obligations. In this regard, we would like to highlight that Hooraa Pharma Pvt. Ltd. has already submitted the required application to DRAP, and the enlistment process is currently under review at DRAP's end . This demonstrates our commitment to fulfilling all regulatory obligations in line with the latest DRAP directives.
Notarized Letter of Authorization from Manufacturer Valid Manufacturer's Authorization from the foreign Manufacturer with indication of manufacturing site and its location (for Importer/ Sole Agent/Authorized sole Distributor)	Please note that we have already attached the Valid Manufacturer's Authorization from the foreign Manufacturer with indication of manufacturing site and its location (for Importer/ Sole Agent/Authorized sole Distributor). The same may kindly be verified at Page No. 81-90 of our submitted bid, which is also being re-attached herewith for ease of reference.
Other Documents Required CNIC of the Signatory of the Bid	Please find attached the CNIC of the Signatory of the Bid

Office of Chairman Grievances Committee, Mayo Hospital Lahore
05-11-2025

MINUTES OF GRIEVANCES MEETING



MAYO HOSPITAL LAHORE

<p>Product Related Free Sales Certificate issued by the Regulatory Body of Manufacturer Country</p> <p>Affidavit/Undertaking of the sole agent /authorized distributors that their products are freely available with same brand name in the country of the manufacturer for at least /last two (02) years and is safe for human use where applicable.</p>	<p>Please note that we have already attached the valid Free Sales Certificate issued by the Regulatory Body of Manufacturer Country-which confirms that the sole agent /authorized distributors that their products are freely available with same brand name in the country of the manufacturer for at least /last two (02) years and is safe for human use where applicable.</p> <p>c. Affidavit/Undertaking</p> <ul style="list-style-type: none">We are also providing the undertaking on stamp paper as requested, reaffirming that the quoted products meet all requirements.
<p>Commercial Sample of the quoted item</p> <p>Specification quoted in the technical offer will be verified from the sample provided with the bid (Product that complies 100% with the advertised specifications and full fill the requirements as per Medical Devices rule will be considered for evaluation.</p>	

We remain committed to full compliance with the rules and procedures, and we trust that our grievances will be addressed in the spirit of fairness and justice.

Decision:

Mr. Rana Bilal, Sales Manager of the firm presented the grievance before Grievance Redressal Committee. The firm's representative admitted that its product registration process is in progress at DRAP Islamabad. The committee upheld the decision of Technical Evaluation Committee.

ITEM NO. 08:

GRIEVANCE SUBMITTED BY M/S ALFA SCIENTIFIC (TENDER FOR PROCUREMENT OF LAB KITS A05 2025-26 MAYO HOSPITAL, LAHORE)

Office of Chairman Grievances Committee, Mayo Hospital Lahore

05-11-2025

Page 13 of 17

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



GRIEVANCE DETAIL:

Kindly note our Grievance for our quoted items against your Technical Evaluation Report uploaded on EPADS/PPRA as follows:

Item 146 (Urine Strips 10 Parameters)

Compulsory Parameters

Objection Point 3: Notarized Authority Letter Not Attached: Notarized and Embassy Attested attached on Pg: 367-370

Objection Point 8: Sample Evaluation: No complaint in provided batch, request for reevaluation of sample in presence of our engineer. The same has been won, awarded and used in previous tenders of your hospital, and there has been no complaint. Past PO attached.

Ordinary Parameters

Objection: 0 marks in Point 4 (No Batch Failed in last 03 Years): Affidavit to this effect attached on Page 23 of our bid.

Objection: 7 Marks in Point 3: ISO attached on Pg: 371, thus we request you to kindly give full marks.


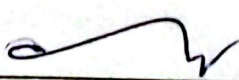

Objection: 0 Marks in point 6 (Technical Staff): Degrees and Certificates of staff attached in bid on Pg: 126-139

Item 111, 112, 115

Products approved in the 78 meeting of Medical Devices Board of DRAP, published on 21-Feb-2025, yet certificates still not issued. We request to kindly consider our products since they have already been approved.

Ordinary Parameters

Objection Point 1: 4 marks in this point given: PO from various institutes (More than 10) served attached from Pg 144-269, showing Past Performance, thus we request full marks in this.




Office of Chairman Grievances Committee, Mayo Hospital Lahore

05-11-2025

K

R

MINUTES OF GRIEVANCES MEETING



MAYO HOSPITAL LAHORE

Objection Point 2: 7 marks given in this point: PO from FY 2019-2020 attached on Pg 186, Showing availability of blood collection tubes for more than 8 years, thus we request you to give full marks (15 marks).

Objection Point 4: 0 marks given (No Batch Failed in last 03 Years): Affidavit to this effect attached on Page 23 of our bid.

Objection Point 6: 0 Marks given (Technical Staff): Degrees and Certificates of staff attached in bid on Pg: 126-139, thus we request full marks. Item 93-97

Compulsory Parameters

Office (Lahore)

Objection Point 1: Product Registration Certificate: Products approved in the meeting of Medical Devices Board of DRAP, yet certificates still not issued. We request to kindly consider our products since they have already been approved.

Objection Point 4: Product Quality Certificate: For Item 94-95, the legal manufacturer is Healgen USA, whose CE certificate we provide, so we request you to reconsider our products.

Objection Point 7: Free Sale Certificate: Free Sale Certificate attached on Pg 390-393, so we request you to reconsider our products.

Objection point 8: Sample Evaluation: No complaint in provided batch, request for re-evaluation of sample in presence of our technical person.

Ordinary Parameters

Objection Point 1: 4 marks in this point given: PO from various institutes (More than 10) served attached from Pg 144-269, showing Past Performance, thus we request full marks in this.

Objection Point 3: No point for ISO: We provide the ISO certificate, thus we request you to add the 3 marks for ISO.

Office of Chairman Grievances Committee, Mayo Hospital Lahore

05-11-2025

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



Objection Point 4: 0 marks given (No Batch Failed in last 03 Years) Affidavit to this effect attached on Page 23 of our bid.

Objection Point 6: 0 Marks given (Technical Staff): Degrees and Certificates of staff attached in bid on Pg: 126-139, thus we request full marks.

Decision:

Mr. Waleed, Director Sales and Mr. Hafiz Naveed, Sales Manager of the firm presented the grievance before Grievance Redressal Committee. **The firm admitted that its products are in approval process at DRAP Islamabad due to which the decision of Technical Evaluation Committee in clause (1) of compulsory parameters remained upheld.** The firm stated that it has attached Notarized Authorization from manufacturer for T.E. 146 at page 367 in the ebid that was declared responsive. The firm further stated that it attached affidavit required under section (4) of marking criteria but it was not a declaration about quoted items. The firm stated that it attached ISO certificate for T.E. 146 at page 371 of ebid but was not notarized. The firm provided transcript of Muhammad Adeeb but did not provide appointment letter or payslip of any of the staff. The firm claimed that it has experience with more than 10 institutions. The committee observed that the firm has attached experience in more than 8 institutions and awarded 10 marks in section (1) of ordinary parameters for all quoted items. The committee observed that the firm did not provide sample of T.E. 97 while T.E. 146 failed in the sample evaluation as according to TEC report it did not give result of protein parameters. The firm provided sample of T.E. 146 that remained non-responsive after evaluation by Dr. Hassan Raza Consultant Pathologist Mayo Hospital Lahore. **The bid remained non-responsive.**

ITEM NO. 09:

GRIEVANCE SUBMITTED BY M/S LAB DIAGNOSTIC SYSTEM (TENDER FOR PROCUREMENT OF LAB KITS A05 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

Samples rejected because of delayed results (Sr# 93,94,95, & 96). which are HBsAg, HCV, HIV & VDRL. We are ready to supply samples again for re-evaluation.

Office of Chairman Grievances Committee, Mayo Hospital Lahore
05-11-2025

MINUTES OF GRIEVANCES MEETING



MAYO HOSPITAL LAHORE

a) Sr#1: LOA from manufacturer not attached. LDS is itself manufacturer.

b) Sr# 7 free sale certificate not attached.

c) Sr#8 Commercial samples of quoted items. R-test samples. Samples already provided receiving attached.

In Tech. Evaluation parameters:

a) Sr#2 Market Experience. We attached POs older than 02 years. request to increase marks.


b) Sr# 3 Credibility & Certification: Attached attested ISO certificate PPRA letter/ Lahore High Court decision that we do not require WHO/FDA etc. request to increase marks.

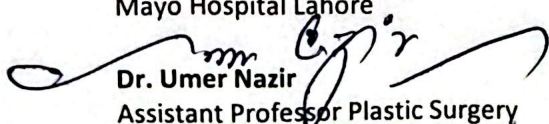
Decision:


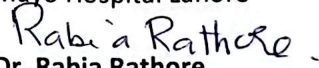
Mr. Muhammad Waleed, Territory Sales Manager of the firm presented the grievance before Grievance Redressal Committee. The Technical Evaluation Committee disqualified T.E. 93, 94, 95 & 96 disqualified in section (7) of compulsory parameters as the samples were disapproved in sample evaluation due to delayed result. T.E. 97 & 111 also disqualified in marking criteria due to less marks. The committee analyzed the bid in respect of firm's claim in section (2) of marking criteria and could not find a document to demonstrate market experience required under clause (2) of marking criteria for T.E. 97 & 111 that remained non-responsive. Mr. Hassan Raza, Consultant Pathologist Mayo Hospital Lahore examined the samples for T.E. 93, 94, 95 & 96 provided by the firm and marked them responsive.

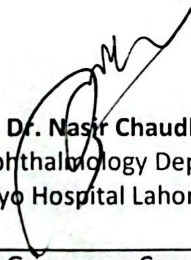
In conclusion T.E. 93, 94, 95 & 96 stands responsive.

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


Mr. Muhammad Jawad Bhatti
Deputy Drugs Controller
Mayo Hospital Lahore


Dr. Umer 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

Office of Chairman Grievances Committee, Mayo Hospital Lahore

05-11-2025

Page 17 of 17

COO: 17/12/25
CEG: 18/12/25