

MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE



Participants:

- | | |
|---|----------|
| • Prof. Dr. Nasir Chaudhary
<i>Head of Ophthalmology Department Unit-II Mayo Hospital Lahore</i> | Chairman |
| • Dr. Rabia Rathore
<i>Associate Professor of Medicine/Head of W MH Mayo Hospital Lahore</i> | Member |
| • Dr. Qazi Mumtaz Ahmad
<i>Asst. Prof. of Pediatric Medicine Unit-I</i> | Member |
| • Ms. Anila Saeed
<i>Deputy Drugs Controller Mayo Hospital Lahore</i> | Member |
| • Ms. Amber Iqbal Khan
<i>Deputy Drugs Controller Mayo Hospital Lahore</i> | Member |
| • Mr. Muhammad Hifzan
<i>Audit Officer</i> | Member |

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 HIMMEL PHARMACEUTICALS PVT. LTD.
(PROCUREMENT OF TENDER MEDICINE/DRUGS A-01 F.Y. 2026-27 MAYO
HOSPITAL, LAHORE)**

GRIEVANCE DETAIL:

We are writing to formally express our concern regarding the status of our bid submitted against Tender A01 for the procurement of Medicine/Drugs for the Financial Year 2026–27, as per the Technical.

According to the evaluation report, our bid has been declared non-responsive, citing issues related to the shortage of documents. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 25-07-2026, would like to clarify the following:

We, Himmel Pharmaceuticals (Pvt.) Ltd., respectfully submit this grievance against the technical evaluation report of our bid submitted for Tender of Framework Contract for Procurement of Therapeutic Goods (Drugs/Medicines etc. Except Electro Medical Equipment's) for Financial Year 2026–2027. Tender Code A-01.

This grievance is being submitted for review of the technical evaluation of multiple quoted items. The details and grounds for each item are provided separately below along with supporting documents.

FOR ITEM 116 INJ FILGRASTIM 300MCG (NEUTROMAX INJ)

Our quoted product has been declared non-responsive on the basis of the following Compulsory Parameters Technical Evaluation Criteria for Drugs/Medicines (For Sole Agents/Sole Importers of Foreign Principals):

COMPULSORY PARAMETERS Clause VII:

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Quoted product / its Active Pharmaceutical Ingredient must have WHO Prequalification / JpMHLW / EMA / USFDA approval.

We respectfully submit that, as clarified during the Pre-Bid Meeting and the subsequent corrigendum issued by the Hospital guidelines for Specialized Healthcare & Medical Education Department, the applicability of Clause VII appears to be inconsistent. Furthermore, if these clauses have been considered applicable, then the same criteria should have been applied uniformly to all participating bidders. But as **SAMI Pharmaceuticals and BF Biosciences**, have been declared technically responsive despite similar circumstances. Therefore, in the interest of transparency, fairness and equal treatment of all bidders, we respectfully request that the same interpretation and evaluation criteria also be applied to Himmel Pharmaceuticals (Pvt.) Ltd.

Clause VIII states:

The bidder must submit bio similarity studies data of the quoted item (for biologicals and biotech products). The biosimilar study must be from DRAP notified laboratories or WHO / JpMHLW / EMA / USFDA approved/accredited laboratories only, or the quoted product must have the status of a reference product for biosimilar studies with USFDA or be registered at the official EMA website. (In case no bidder participates for any reference brand/biosimilar brand, then the applicability of the clause will be exempted).

We respectfully draw the attention of the Hon'ble Committee to the *last sentence of Clause VIII*, which clearly provides that where no bidder participates with a reference brand or biosimilar brand, the applicability of this clause shall be exempted. To the best of our knowledge and based on the information available to us, no participating bidder has submitted bio similarity study data or qualified as a reference brand in accordance with the requirements of Clause VIII. Therefore, the exemption provided in the Standard Bidding Documents should be applied consistently to all bidders.

ORDINARY PARAMETER

Clause No. 3 (Experience of the Quoted Product)

Clause 3 States that: Experience of the Quoted Product for the Last Two Years (Maximum 10 Marks).

Relevant documents evidence establishing the experience of the quoted product was submitted with our technical bid (Page # 415 to 423) which was higher than quoted experience (relevant page references attached). We respectfully request the Committee to review these documents and award the marks in accordance with the evaluation criteria.

Clause No. 5 (Local Market Business)

Under this parameter, we have been awarded **0 marks**. However, the Standard Bidding Documents provide:

- Above 2 to 5 years = 10 Marks

Our DRAP Registration Letter clearly establishes that **Neutromax 300 mcg Injection (Filgrastim)** has been registered since **2024**. Accordingly (copy

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of DRAP letter is attached), we respectfully submit that our quoted product qualifies for **10 marks** under this criterion.

Clause No. 8: (Availability of Quoted Product Since Last Two Years)

The Standard Bidding Documents allocate **10 marks** under this parameter based on documentary evidence such as Purchase Orders, Proforma Invoices, Letters of Credit, Export Documents, ETC.

The evaluation criteria provide:

- USA / Europe / Japan / UK = 10 Marks
- Other Countries = 1 Mark per Country (Maximum 5 Marks)

We submitted documentary evidence demonstrating the availability of the quoted product in multiple countries. (Page # 789 to 803). Accordingly, we respectfully submit that we qualify for **5 marks** under this parameter. However, no marks have been awarded despite submission of the required supporting documents.

Our technical score for Item No. 116 has been reflected as **30 marks**.

Upon proper consideration of:

- Correct interpretation of Clauses VII and VIII in light of the Pre-Bid Meeting clarifications;
- Clause 3 (Experience of the Quoted Product); Marks 10
- Clause 5 (Local Market Business); Marks 10
- Clause 8 (Availability of the Quoted Product); Marks 5

our technical score would increase to approximately **55 marks**, making **Item No. 116 – Inj. Filgrastim 300 mcg (Neutromax 300 mcg Injection)** technically responsive.

- **ITEM NO. 124 – INJ. BORTEZOMIB 3.5 MG (BORTEZOMIB EVER PHARMA 3.5 MG)**
- We respectfully submit that the technical evaluation of **Item No. 124 Inj. Bortezomib 3.5 mg (Bortezomib Ever Pharma 3.5 mg)** requires reconsideration under **ORDINARY PARAMETER Clause No. 3 (Experience of the Quoted Product for the Last Two Years)**, all relevant documents demonstrating the experience of the quoted product in the public sector was submitted with our technical bid (Page No. 424 to 435). The total sale quantity is higher than advertised quantity. We therefore request that **10 marks** be awarded to our quoted product under this criterion.
- Similarly, under **ORDINARY PARAMETER – Clause No. 8 (Availability of the Quoted Product Since Last Two Years)**, the SBD awards **10 marks** for products available in USA/Europe/Japan/UK. Our quoted product is **manufactured in Germany (Europe)** and its EMA approved, demonstrating compliance with internationally recognized quality standards. We submitted all relevant documentary evidence with our technical bid (Page No. 804 to 809). We respectfully request to award the applicable **10 marks** under this criterion.
- At present, our technical score has been reflected as **42 marks**. After awarding the marks under Clauses 3 and 8, our revised technical score would become **62 marks**, and we respectfully request that **Item No. 124** be declared **Technically Responsive**.

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➤ **ITEM NO. 132 – INJ. ZOLEDRONIC ACID 4 MG (ZOLONKO 4 MG/5 ML)**

We respectfully submit that our quoted product **Zolonko 4 mg/5 ml** product has been declared non-responsive under **COMPULSORY PARAMETER – Clause No. VII**, which states:

"Quoted product / its Active Pharmaceutical Ingredient must have WHO Prequalification / JpMHLW / EMA / USFDA approval."

We respectfully submit that our quoted product fully complies with the intent of this requirement. The documents submitted with our technical bid clearly establish that **Zolonko** is **EMA approved**, its **Active Pharmaceutical Ingredient (API)** is **USFDA approved**, the product is **registered in Bulgaria**, and the manufacturing facility possesses a valid **EudraGMP Certificate**. (Documents attached at page no. 172 to 175). Furthermore, **Zolonko has been regularly supplied to Mayo Hospital for the past three to four years**, and copies of the relevant Purchase Orders are enclosed with all relevant approvals and supporting documents for your kind review.

- **Item No. 144 Tab./Cap. Palbociclib 125 mg (Palbonix 125 mg Capsule)**
➤ **Item No. 145 Tab./Cap. Palbociclib 100 mg (Palbonix 100 mg Capsule)**

We respectfully submit that the technical evaluation of Item No. 144 – Tab./Cap. Palbociclib 125 mg (Palbonix 125 mg Capsule) and Item No. 145 – Tab./Cap. Palbociclib 100 mg (Palbonix 100 mg Capsule) requires reconsideration. Under **ORDINARY PARAMETER – CLAUSE NO. 3 (Experience of the Quoted Product for the Last Two Years)**, all relevant documentary evidence establishing the experience of both quoted products in the public sector was submitted with our technical bid (Page No. 632 to 635 & 636 to 650). Furthermore, the advertised procurement quantity for both items is substantial, and the submitted documents fully satisfy the requirements of the Standard Bidding Documents. We therefore respectfully request the Hon'ble Committee to award 10 marks under Clause 3 for both items. Our current technical score for each item has been reflected as 40 marks; upon awarding the applicable marks, the revised technical score would become 50 marks, and we respectfully request that Item Nos. 144 and 145 be declared Technically Responsive.

In view of the foregoing submissions and the grounds raised under the relevant evaluation clauses, we respectfully request the Hon'ble Grievance Redressal Committee to kindly **re-evaluate the technical assessment of the above-mentioned non-responsive Items No. 116, 124, 132, 144, and 145**, review the supporting documents already submitted with our technical bid, reassess the awarded marks in accordance with the **Standard Bidding Documents (SBD)** and the **pre-bid meeting clarifications**, revise the technical scores wherever applicable, and declare all the above-mentioned products **Technically Responsive**, thereby enabling our financial bids to be opened and considered in accordance with the applicable procurement rules.

Decision:

Mr. Imtiaz General Manager of the firm attended the meeting and presented the grievance against Grievance Redressal Committee (GRC) regarding the technical evaluation of the following items.

Injection Filgrastim 300mcg (T.E. 116)

(Neutromax Injection)

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The Committee endorsed the clause VIII relating to the bio similarity studies and it shall be applied entirely and strictly in accordance with the provisions and requirements stipulated in the bidding documents. Therefore applicable to the bidder as well. Whereas, the representative failed to provide sufficient evidence in favour of his grievance against clause VII and experience of quoted product.

Accordingly, the grievance in respect of T.E No116 Filgrastim 300mcg is regretted, and the decision of Technical Evaluation Committee (TEC) is upheld.

Injection Bortezomib 3.5mg (T.E. 124)

The Committee considered the grievance against item at T.E.124, upon review of the relevant documents and firm's submission under Ordinary Parameter Clause 3, Experience of the Quoted product in Local Market and decided to award 07marks.

Accordingly, after incorporation of the revised score, T.E. No124 Inj. Bortezomib 3.5mg, shall stand technically responsive.

Tab/Cap. Palbociclib 125mg (T.E 144)

Tab/Cap Palbociclib 100mg (T.E 145)

The Committee has considered the request of Technical re-evaluation of said item up to the point of experience under Ordinary Parameter (Clause no 03). The committee unanimously decided to grant 10marks for the relevant experient in public section for Item against T.E 144(Palbociclib 125mg) and stand responsive.

Whereas the experience of Item at T.E145 is less than two years from the date of DRAP registration(24th August,2024). Hence after due deliberation the Committee upheld the decision of TEC.

Injection Zoledronic Acid 4mg (T.E. 132)

The Committee thoroughly review the grievance submitted by M/S Himmel Pharmaceuticals. The firm furnished to provide FDA approved unfinished (raw material) of Zoledronic Acid which is aligned with the clause VII of compulsory parameters. Hence the mendatory requirement is fulfilled and item at T.E 132 (Zoledronic Acid) shall stand technically responsive.

ITEM NO. 02:

GRIEVANCE SUBMITTED BY M/s ATCO LABORATORIES PVT. LTD. (PROCUREMENT OF TENDER MEDICINE/DRUGS A-01 F.Y. 2026-27 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

We are writing to formally express our concern regarding the status of our bid submitted against Tender A01 for the procurement of Medicine/Drugs for the Financial Year 2026-27, as per the Technical.

According to the evaluation report, our bid has been declared non-responsive, citing issues related to the shortage of documents (Compulsory parameters No. VIII). We respectfully disagree with this assessment and Evaluation Report

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uploaded on the official web portal dated 25-07-2026, would like to clarify the following:

With reference to the Technical Evaluation Report issued for Tender 2026-27, we respectfully submit this grievance regarding the technical evaluation of the following products:

* TE No. 139: Tab. Letrozole 2.5 mg (Aculetez 2.5 mg)

* TE No. 142: Tab./Cap. Lenalidomide 10 mg (Lenaido 10 mg)

Our firm has been declared technically non-responsive for the above-mentioned items. However, after carefully reviewing the bidding documents and the evaluation criteria, we believe this assessment is inconsistent with the prescribed requirements.

We have fully complied with the evaluation criteria specified in the bidding documents for Local Manufacturer Drugs/Medicines. Based on the published criteria, our products qualify for 59 marks each, which clearly exceed the minimum qualifying threshold and make both products technically responsive.

However, we observed that our products were evaluated under the Anti-Cancer criteria, which was not included in the bidding documents for technical evaluation. As a result, our products were awarded only 44 marks & 42 marks respectively, leading to their technical disqualification.

We respectfully submit that applying evaluation criteria that were not specified in the bidding documents is inconsistent with the principles of transparency, fairness, and equal treatment of bidders. All bidders should be evaluated strictly in accordance with the criteria published in the solicitation documents. In view of the above, we kindly request your good office to review the technical evaluation of the above-mentioned products and reassess them in accordance with the evaluation criteria provided in the bidding documents for Local Manufacturer Drugs/Medicines. We are confident that upon re-evaluation, both products will achieve the appropriate score of 59 marks and be declared technically responsive.

Decision:

Mr. Nadeem Branch Manager of the firm attended the grievance hearing/meeting and presented the grievance submitted by M/s Atco Laboratories Ltd. regarding the technical evaluation of T.E No. 139, Tab. Letrozole 2.5mg, and T.E 142, Tab./Cap. Lenalidomide 10mg.

Regarding the company's contention that the prescribed Anti-Cancer criteria were not included in the bidding documents, it was noted that, as clearly mentioned in the minutes of the meeting dated 01.06.2026, particularly Clause 2, as per Notification of Specialized Healthcare & Medical Education Department Govt of the Punjab vide Notification No. SO(P-I) / H/Guidelines – M&MD / 2024 dated 21.05.2026 the Technical Evaluation criteria mentioned in above mentioned Notification for Anti-Cancer Medicines (All types) and Specialized Medicines (Albumin Injection, Anti Rabies Vaccine, Anti Snake Venom Injection, Contrast Media for CT Scan, Contrast Media for MRI, Erythropoietin Injection, Enoxaparin Injection, Heparin Injection, Human Immunoglobulin IgG Injection, Insulin Human Injection, Isoflurane, Sevoflurane,

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Streptokinase Injection, Tetanus Immunoglobulin Injection, Tetanus Toxoid Injection and Tirofiban HCL Injection) is being considered for evaluation of Local Manufacturer / Sole Agent / Sole Importer of foreign Principals, the said criteria had been duly incorporated as part of the bidding documents and were therefore applicable to all participating bidders. Therefore, the principles of transparency, fairness, and equal treatment of all bidders were duly observed.

Furthermore, the committee reviewed the technical evaluation of the products in question along with the grounds raised in the grievance. After due consideration, the Committee found no sufficient grounds to warrant any change in the findings of the Technical Evaluation Committee.

So, the Grievance Committee upheld the decision of Technical Evaluation Committee.

ITEM NO. 03:

GRIEVANCE SUBMITTED BY M/s PHARMATEC PVT. LTD. (PROCUREMENT OF TENDER MEDICINE/DRUGS A-01 F.Y. 2026-27 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

We are writing to formally express our concern regarding the status of our bid submitted against Tender A01 for the procurement of Medicine/Drugs for the Financial Year 2026-27, as per the Technical.

According to the evaluation report, our bid has been declared non-responsive, citing issues related to their quoted product is not equivalent to over advertise specifications. **(Non-Responsive Compulsory parameters No. VI)** We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 25-07-2026, would like to clarify the following:

With reference to the Technical Evaluation Report issued by your esteemed institution, we observed that both of our quoted products have been declared Non-Responsive.

We respectfully submit this grievance for your kind review and are resubmitting the relevant supporting documents for your consideration.

Regarding **Venex Syrup**, we would like to clarify that our registration of Venex Syrup is registered in 60ml pack size as well. Due to an inadvertent human error during the tender submission, the pack size was mistakenly mentioned as 120ml. We sincerely regret this clerical error and request that our quotation be considered for Venex Syrup 60 ml, as per the attached supporting documents. We are enclosing all the required documents again for your verification and kind consideration.

In light of the above, we respectfully request the Tender Committee to review our submission, accept the correction, declare our product Responsive, and allow us to participate in the subsequent stages of the tender process.

Decision:

Mr. Ikram Senior Sales manager of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the technical evaluation committee has disqualified due to the quoted product is not equivalent to over advertise specifications.

The Grievance committee observed the documents and declared T.E No. 14 is **Non-Responsive** because quoted product is not equivalent to over advertise

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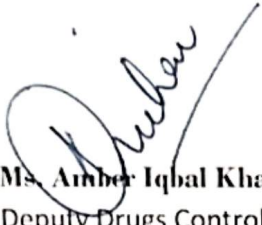
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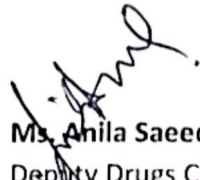
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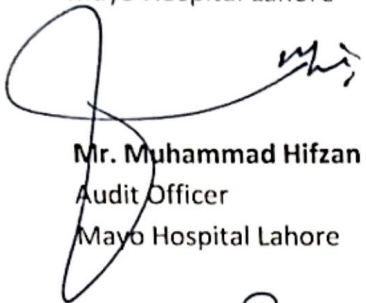


specifications. (Non-Responsive Compulsory parameters No. VI) So, the Grievance Committee upheld the decision of Technical Evaluation Committee.

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

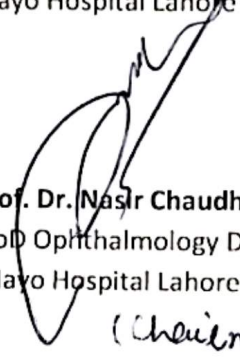

Ms. Amber Iqbal Khan (member)
Deputy Drugs Controller
Mayo Hospital Lahore


Ms. Anila Saeed (Secretary)
Deputy Drugs Controller
Mayo Hospital Lahore

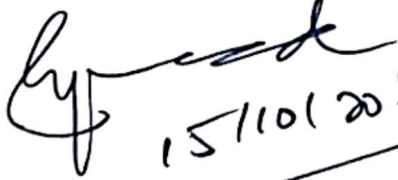

Mr. Muhammad Hifzan (member)
Audit Officer
Mayo Hospital Lahore

Dr. Qazi Mumtaz Ahmad (member)
Asst. Prof. of Pediatric Medicine Unit-I
Mayo Hospital Lahore


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


Prof. Dr. Nasir Chaudhary
Head Ophthalmology Department
Mayo Hospital Lahore
(Chairman)

Obs. of 14/10/2026.


15/10/2026

Checked and verified
by above members