

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. Umar 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 ANAX ASSOCIATES (PVT.) LTD.
(PROCUREMENT OF CARDIOLOGY DISPOSABLES A-03 2025-26 MAYO
HOSPITAL, LAHORE)**

GRIEVANCE DETAIL:

The firm submitted the grievance with reference to recently advertised tender for cardiology/Cath lab items. The firm raised the following grievances for redressal

Submission of CDR in the Name of Medical Superintendent

The firm stated that it submitted Call Deposit Receipt (CDR) in the name of the Medical Superintendent, as the tender document did not clearly specify the name of the nominated person for the CDR. Since the Medical Superintendent is a key and authorized person of the institution, it believed this to be a valid and appropriate submission. The firm requested to consider in line with the tender's intent and spirit.

Requirement of Free Sale Certificate and Authorization

The firm stated that the requirement to submit a Free Sale Certificate and Authorization Letter should not apply to it. These documents are generally relevant to importers and are applicable for imported products under Item

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Serial No. 25, not for locally produced items. The firm requested clarification and exemption in this regard.

Discrepancy in Sample Submission Evaluation

The firm stated that according to the technical evaluation report uploaded on the EPAD system, the submitted samples were approved. However, the final evaluation report erroneously states that the firm did not submit samples for the concerned item(s). This inconsistency is not only confusing but may unfairly affect standing in the tender process. The firm requested a review and correction of this discrepancy based on the actual record of its submission.

Finally, the firm requested intervention in reviewing these matters to ensure a fair and transparent process.

Decision:

Mr. Mohsin Zaheer, Head of Institutional Sales of firm presented the above-mentioned grievance before the Grievance Redressal Committee. The committee observed that Technical Evaluation Committee has disqualified bid for all quoted items due to failure in clause (i) (vi) & (xii) of compulsory parameters. The firm's representative claimed that it has not been mentioned in the bidding document and the advertisement that the Bid Security has to be submitted in the name of the Chief Executive officer, had the procuring agency mentioned – the firm should have submitted accordingly. **The committee observed that the firm's point is tenable and declared firm responsive in clause (i) of compulsory parameters.** The firm then claimed that it is the manufacturer of quoted item and clause (vi) does not apply. The committee observed that the bid contains DRAP Letter for Enlistment/ registration of quoted item through License No. ELM-007 dated 04.11.2024 **The committee observed that the firm is the local manufacturer and the instant clause (vi) does not apply to the firm.** The committee further observed that the Technical Evaluation Committee has mentioned in the report that the firm has not provided samples required

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under clause (xii) while the samples have been approved in the sample evaluation. The committee decided to declare bid responsive.

ITEM NO. 02:

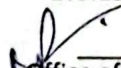
GRIEVANCE SUBMITTED BY M/S MEDILAND PAKISTAN (PROCUREMENT OF CARDIOLOGY DISPOSABLES A-03 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

The firm submitted the grievance with reference to the Technical Evaluation report where the firm has been technically rejected due to misunderstanding of the expired Free sale certificate. Regarding Sr # 21 Intra-Aortic Balloon Catheters, All Sizes, and with reference to clause vi, the firm claimed that Apostille attested free sale certificate is attached mentioning apostilled date 18th April 2025. Details of apostille member is also available on the given apostille link and the Reference page is also attached. USA is a member of the apostilled country and supporting document is attached. Regarding clause xii the firm further stated that the quoted product is already in use at Hospital Mayo hospital, cardiac surgery department and the recent Purchase order is also attached for the reference.

Decision:

Dr. Ahmad, Product Manager of firm presented the above-mentioned grievance before the Grievance Redressal Committee. The committee observed that Technical Evaluation Committee has disqualified bid due to failure in clause (ix) and (xii) of compulsory parameters. The firm attached an Apostille Certificate issued by the State of Maryland USA but the document has been issued by Swedish Medical Products Authority. It was also mentioned in the same document that Maquet Critical Sweden is the authorized representative of manufacturer Datascope Corp. US. The committee further observed that the Free Sale Certificate shall be issued from the country of ^{origin} while the instant document is issued by Swedish Medical Products Agency and bears Apostille of U.S., which should have been issued through Sweden – and hence regretted. It was also observed that the firm did not provide sample in violation of section (xii) of compulsory parameters. **The committee upheld the decision of Technical Evaluation Committee.**


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ITEM NO. 03:

GRIEVANCE SUBMITTED BY M/S HOPE PHARMA CARE & CURE
(PROCUREMENT OF CARDIOLOGY DISPOSABLES A-03 2025-26 MAYO
HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

The firm submitted the grievance with reference to technical rejection of quoted product PTCA Guide Wire (0.014" × 190 cm) under the above-mentioned tender reference. After reviewing the evaluation report and the remarks given, the firm submitted grievance to clarify and respond to each point raised by the evaluation committee which are as follows:

Sr. No. iii – Drug Enlistment Certificate

Objection: Not Attached (Sizes cannot be verified)

Clarification: The 3rd page of the DRAP Form 8A was mistakenly skipped during scanning, due to which the sizes could not be verified. The complete Form 8A is attached in which sizes are clearly mentioned in Annexure A.

Sr. No. viii – Valid Quality Certification (FDA/CE/etc.)

Objection: Not Attached (quoted product size not mentioned)

Clarification: Valid US FDA and ISO 13485 certificates were submitted. Since the manufacturer is outside the EU, CE is not applicable. The notarized FDA certificate is reattached, and the relevant sizes are clearly visible on the last page (first 3 lines). Furthermore, the product catalogue is also attached and clearly indicates the quoted sizes.

Sr. No. ix – Free Sale Certificate

Objection: Not Apostille attestation

Clarification: The notarized FDA certificate is attached, which also serves as the Free Sale Certificate. Sizes are clearly visible on the last page (first 3 lines) and the catalogue also confirms them.

Sr. No. x – Product Experience

Objection: Not Attached

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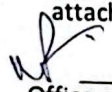
Clarification: As per tender clause, product experience can be verified through DRAP enlistment, which was already submitted. In addition, past performance documents to further support compliance with the experience requirement are attached.

Sample Status – NOT APPROVED

Clarification: The firm stated that it surprised by the rejection of the sample, as this product is already in routine use at several major government and institutional centers, including Sindh Government Central Contract, Shaikh Zayed Hospital Rahim Yar Khan, AFIC, and RIC Model Pharmacy. These supplies have been made without any complaints, confirming the proven clinical reliability and performance of the product. Additionally, the product carries US FDA certification, which is globally recognized as the highest standard in medical device quality.

Decision:

Ms. Syeda Sehar, Tender Coordinator of firm presented the above-mentioned grievance before the Grievance Redressal Committee. The committee observed that Technical Evaluation Committee has disqualified bid due to failure in clause (iii), (viii), (ix), (x) and sample was also not approved. The committee observed that the TEC has disqualified bid in clause (iii) as sizes could not be verified. The firm attached Certificate of Enlistment/ Registration of Medical Device for import bearing License No. ELI-00178 issued in favor of M/S Hope Pharma but the firm's representative could not present any document to establish if the advertised specs are listed in Annexure-A of DRAP registration. The grievances committee checked the specs online and found that M932B185-O, M932B185-1, M932B185-2, M932B185-S0, M932B185-S1, M932B185-S2 mentioned on Annexure-A of DRAP registration have similar specs in terms of length 185, diameter 0.014 straight tip moderate rail support and falls under advertised specs and **decided to declare Item No. 6a responsive in clause (iii) of compulsory parameters.** The committee observed that the firm has not attached a document under clause (viii) of compulsory parameters. The firm


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attached a Certificate to Foreign Government bearing Certificate No. 4681-1-2024 valid up to 31.01.2026 that could be accepted under clause (ix) of compulsory parameters but the same could not be verified from FDA website. The committee also accessed devices@FDA and could not found the quoted brand. **The committee upheld the decision of TEC in clause (viii) & (ix) of compulsory parameters.** Later the firm showed different documents to claim experience under clause (x) of compulsory parameters. The firm attached award letter No. MS/DR.RKMP-CHK/2024-25 dated Nil in favor of M/S Hamza Enterprises that was not accepted, PO No. Q-65/COMM/1914 dated 02.07.2023 where product specs were not mentioned, Supply Order No. 10652-56/SZH dated 17.08.2022 in favor of M/S Meditaq Enterprises that was also regretted. **The committee also upheld the decision of TEC in clause (x) of compulsory parameters.**

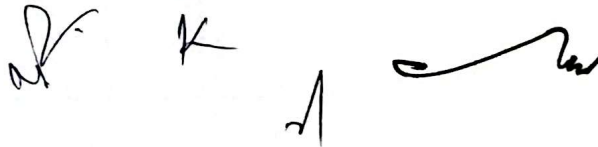
ITEM NO. 04:

GRIEVANCE SUBMITTED BY M/S 4S INTERNATIONAL (PROCUREMENT OF CARDIOLOGY DISPOSABLES A-03 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

The firm submitted the grievance with reference to the technical evaluation report uploaded on the portal which shows that all quoted items 2a, 2b, 2d, 4a, 4b, 4d, 6c, 6d, 6e, 6f, 6h, 6i, 6j, 17, and 19 are non-responsive.

The firm claimed that its all quoted products are CE approved and very well accepted in Pakistan market and being used in all major cath labs in Punjab Province and across Pakistan. The firm added that its products are being used in this institute and were procured through central contract framework SH&MED during last financial year 2024-2025. The firm submitted flowing grievance in tabular form;



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Technical Evaluation Report									Submission
Sr No	Doc Description	2a	2b	2d	4a	4b	4d	17	
ii	Valid Registration Certificate	Not Attached Codes Cannot be Verified	Not Attached Codes Cannot be Verified	Attached	Not Attached Codes Cannot be Verified	Not Attached Codes Cannot be Verified	Not Attached Codes Cannot be Verified	Attached	FORM 8A Attached on Page # 42 and renewal of Items # (2a&2b Page 48, 4a,4b,4d on Page # 36. Same is being submitted again for your kind perusal
iii	ISO Certificate	Not Attached	Not Attached	Attached	Not Attached	Not Attached	Not Attached	Attached	Since report confirmed ISO 13485 against item 2d and 17. The same ISO is valid for all products. The same is attached again for your consideration
iv	Minimum Turnover	Attached	Attached	Attached	Attached	Attached	Attached	Not Attached	Evaluation confirmed financial turnover for other items except 17. The same turnover is valid for item 17 as well. Attached again for your ready reference.
vii	CE Certificate	Not Attached	Not Attached	Not Attached	Not Attached	Not Attached	Not Attached	Attached	CE certificate for items 2a, 2b, 4a,4b,4d was submitted with bid on Page 44-45. Attached again for your ready reference
viii	Free Sales Certificate	Not Attached	Not Attached	Not Attached	Not Attached	Not Attached	Not Attached	Not Attached	Submitted with bid for # 2a,2b on Page # 53-54. Item # 2d Page # 55-56. Item 4a/4b/4d Page # 58-61. Item # 17 Page # 62-63. Attached again for your ready reference

Handwritten signatures and initials:
 [Signature] K A [Signature]

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Handwritten signature: Rabia Rathore

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ix	Experience Of Products	Attached	Attache d	Attach ed	Attached	Attached	Attach ed	Not Attache d	Submitted with bid for Item#. 17 on Page # 102-112. Attached again for your ready reference.
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Sr	Descript ion	6c	6d	6e	6f	6h	6i	6j	19	Submission
iii	Regis tratio n Certif icate	Not Atta che d	Not Atta che d	Not Atta che d	Not Attac he d	Not Atta che d	Not Atta che d	Not Atta che d	Atta che d	Submitted with the bid DRAP issued FORM8 For Items # 6c,6d,6e,6f,6h,6i,6j on Page# 37-39. Item # 19 Page # 41-43. Attached again for your ready reference.
iv	ISO 13485	Not Atta che d	Not Atta che d	Not Atta che d	Not Attac he d	Not Atta che d	Not Atta che d	Not Atta che d	Atta che d	Evaulation confirmed ISO 13485 for item#. 19. The same ISO is valid for items#. 6c, 6d, 6e, 6f, 6h, 6i, 6j. Attached again for your ready reference
vi	FBR Certific ate	Atta che d	Atta che d	Atta che d	Attac he d	Atta che d	Atta che d	Atta che d	Not Atta che d	Evaluation confirmed receipt of FBR cert for other items. The same is valid for item#. 19. Attached again for ready reference.
vii	CE certifica te	Not Atta che d	Not Atta che d	Not Atta che d	Not Attac he d	Not Atta che d	Not Atta che d	Not Atta che d	Not Atta che d	CE Submitted with bid for Items 6c, 6d, 6e, 6f, 6h, 6i, 6j on Page#. 48-52. Attached Confirmation letter
ix	FSC	Not Atta che d	Not Atta che d	Not Atta che d	Not Attac he d	Not Atta che d	Not Atta che d	Not Atta che d	Atta che d	FSC submitted with bid for Items #. 6c, 6d, 6e, 6f, 6h, 6i, 6j on Page # 64-69. Attached again for ready reference
x	Product s Experie nce	Not Atta che d	Not Atta che d	Not Atta che d	Not Attac he d	Not Atta che d	Not Atta che d	Not Atta che d	Atta che d	Submitted with bid for Items #. 6c, 6d, 6e, 6f, 6h, 6i, 6j on Page #. 148-153. Again attached for your ready reference

Decision:

Mr. Abdul Rauf, Area Sales Manager of firm presented the above-mentioned grievance before the Grievance Redressal Committee. The committee observed that Technical Evaluation Committee has disqualified bid due to failure in clause (iii) for T.E. 2a, 2b, 4a, 4b, 4d, 6c, 6d, 6e, 6f, 6h, 6i, 6j & 19; failure in clause (iv) ISO 13485 for all quoted Items except T.E. 17 & 19;

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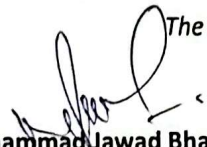


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failure in clause (v) financial turnover for T.E. 17; failure in clause (viii) valid quality certificate for all quoted items except T.E. 17; failure in clause (ix) FSC for all quoted items except T.E. 19; failure in clause (x) product experience for T.E. 17, 6c, 6d, 6e, 6f, 6h, 6i & 6j and failure in sample evaluation for T.E. 2a, 2d, 4a, 4b, 4d, 6c, 6d, 6e, 6f, 6h, 6i, 6j 17 & 19.

The committee observed that T.E. 2a, 2d, 4a, 4b, 4d, 6c, 6d, 6e, 6f, 6h, 6i, 6j, 17 & 19 are out of advertised specifications and disapproved by the Technical Evaluation Committee that has not been challenged by the firm in grievance. Only T.E. 2b has been approved by the TEC. The committee observed that the firm has referenced DRAP Enlistment for 2b at page 42 of e-bid that contained DRAP Enlistment License No. ELI-00290 dated 29.05.2019 from where code of quoted brand Conquerer SC Balloon could not be verified.

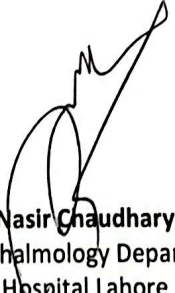
The meeting ended with vote of thanks to and by the Chair.


Mr. Muhammad Jawad Bhatti
Deputy Drugs Controller
Mayo Hospital Lahore


MS. Kanwal Javed
Deputy Drugs Controller
Mayo Hospital Lahore


Dr. Umar Nazki
Assistant Professor Plastic Surgery
Mayo Hospital Lahore


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


Dr. Nasir Chaudhary
HoD Ophthalmology Department
Mayo Hospital Lahore

COO: Please proceed as per the minutes of
Grievance Committee

CEO: Upload as per rules

As 12/08/25


Office of Chairman, Grievances Committee, Mayo Hospital Lahore
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