MINUTES OF GRIEVANCES MEETING

MAYO HOSPITAL LAHORE

Participants:

- **Prof. Dr. Nasir Chaudhary** — **Chairman**
  Head of Ophthalmology Department Unit-II Mayo Hospital Lahore
- **Dr. Rabia Rathore** — **Member**
  Associate Professor of Medicine/Head of WMW Mayo Hospital Lahore
- **Dr. Kashif Naseer** — **Member**
  Asst. Prof. of Orthopedic Surgery Unit-I
- **Ms. Anila Saeed** — **Secretary**
  Deputy Drugs Controller Mayo Hospital Lahore
- **Ms. Amber Iqbal Khan** — **Member**
  Deputy Drugs Controller Mayo Hospital Lahore
- **Mr. Zulqurnan Akhter** — **Member**
  Sr. Budget & Account Officer/ DDF
- **Ms. Maryam Ishtiaq** — **Member**
  Hospital Pharmacist

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 MEDITEC INSTRUMENTS CO. (PROCUREMENT OF TENDER LAB KITS & CHEMICAL REAGENTS (A-05) MAYO HOSPITAL, LAHORE FOR THE F.Y 2026-27)**

GRIEVANCE DETAIL: We are writing to formally express our concern regarding the status of our bid submitted against Tender A-05 for the procurement of Lab Kits & Chemical Reagents Items 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 05-09-2026, would like to clarify the following:

We recently received the published Technical Evaluation Report for the Tender for Framework Contract for the Procurement of Lab Kits & Chemical Reagents Only (A05) for FY 2026-27, in which we participated for Item Nos. 115, 116, and 117.

We would like to formally submit our grievance regarding the technical evaluation of Item No. 115 – Reagent Module for ABGs Analyzer EasyStat, for which our bid has been marked Non-Responsive due to the stated reason of a missing Product Registration Certificate.

We respectfully submit that the quoted Reagent Module for EasyStat (ABGs with Electrolytes) is a duly registered product with the Drug Regulatory Authority of Pakistan (DRAP). Furthermore, a copy of the relevant Product Registration Certificate was submitted along with our Technical Bid at Serial No. 15 (Page 81).

In view of the above, we kindly request your good office to re-verify the submitted technical documents, particularly the Product Registration Certificate provided at Serial No. 15 (Page 81), and reconsider the technical status of our offer for Item No. 115.

We would be grateful if, upon verification of the submitted registration document, our offer could be considered Responsive and allowed to proceed further in the tender evaluation process.

Decision:

M/s Meditec Instruments Mr. Siddique Sr. Sales & Service Engineer of the firm appeared before the Grievance Redressal Committee and presented his case against the technical disqualification of the firm in Tender Inquiry No. 115.

The representative submitted that the Technical Evaluation Committee (TEC) had declared the firm's bid technically non-responsive on the grounds of non-provision of the Drug Registration Certificate. He contended that the requisite Drug Registration Certificate had already been duly attached with the bidding documents at Page No. 81, under Serial No. 15, and that a hard copy of the same had also been provided to the Committee for verification. The Grievance Redressal Committee verified the said document.

In view of the above verification and the availability of the requisite valid document the Grievance Redressal Committee unanimously decided the grievance in favour of M/s Meditec Instruments Co. and declare the firm's bid for Item No. 115 as Technically Responsive.

ITEM NO. 02:

GRIEVANCE SUBMITTED BY M/S MUSA JI ADAM AND SONS (PROCUREMENT OF TENDER LAB KITS & CHEMICAL REAGENTS (A-05) MAYO HOSPITAL, LAHORE FOR THE F.Y 2026-27)

GRIEVANCE DETAIL:

We are writing to formally express our concern regarding the status of our bid submitted against Tender A-05 for the procurement of Lab Kits & Chemical Reagents Items 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 05-09-2026, would like to clarify the following:

With reference to the technical evaluation of Tender **"Procurement of Lab Kits & Chemical Reagents Only A05 for the F.Y. 2026-27,"** we respectfully submit this grievance against the declaration of our technical bid as non-responsive on the grounds of **Farm Establishment Certificate, Authority Letters from Manufacturer, and Product Quality Certificate**.

We wish to clarify that the relevant supporting documents were already submitted with our technical bid, including:

- **110th Meeting Minutes & Form-4 (DRAP):** Technical Bid, Pages 124–127
- **Distribution Certificate:** Technical Bid, Pages 128–129
- **Product Enlistment Certificate (DRAP):** Technical Bid, Pages 150–153
- **CE Certificate:** Technical Bid, Pages 154–155
- **Free Sale Certificate:** Technical Bid, Pages 161–184

These documents establish the required authorization, enlistment, regulatory compliance, and product quality/status of the offered products. We are also prepared to present these documents and provide any further clarification during the grievance hearing/meeting.

Decision:

Mr. Farhan Nasir, Branch D Manager M/s Musa Ji Adam & Sons, appeared before the Grievance Redressal Committee and presented the firm's grievance against its declaration as technically non-responsive on account of alleged non-provision of the compulsory documents,

The Firm's Establishment Certificate,

The Authority Letter from the Manufacturer, and the Product Quality Certificate. Upon review of the documents submitted with the bid, the Committee observed that the Firm's Establishment Certificate had been approved in 110th meeting of DRAP (Attached in the bid) whereas, it's not officially issued till date. The unique MDR number against each item is a compulsory parameter stipulated in bidding documents and mere approval in the minutes of meeting does not fullfil or substitute this mandatory requirement Product Quality Certificate had, in fact, been submitted and were found verifiable. However, with regard to the Authority Letter from the Manufacturer, the Clause 3 of the Compulsory Parameters of section F of the bidding documents states,

" 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)"

And the document submitted by the firm was merely a printout on a plain sheet bearing the name of Thermo Fisher. The said document was neither duly authorized nor attested by any competent authority, and the firm failed to furnish any satisfactory evidence establishing its authenticity and validity as a valid authorization issued by the manufacturer.

The Committee, therefore, observed that the supporting document submitted by the bidder failed to furnish sufficient observations, relevant documentation and substantive evidence alinged with criteria stipulated in bidding documents.

Accordingly, the Grievance Redressal Committee unanimously decided to reject the grievance and uphold the decision of the Technical Evaluation Committee.

ITEM NO. 03: **GRIEVANCE SUBMITTED BY M/S HOORA PHARMA (PROCUREMENT OF TENDER LAB KITS & CHEMICAL REAGENTS (A-05) MAYO HOSPITAL, LAHORE FOR THE F.Y 2026-27)**

GRIEVANCE DETAIL: We are writing to formally express our concern regarding the status of our bid submitted against Tender A-05 for the procurement of Lab Kits & Chemical Reagents Items 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 05-09-2026, would like to clarify the following:

We respectfully submit this grievance against the **Technical Evaluation Report (A05)** whereby our firm has been declared **technically non-responsive** on the following grounds. With due respect, all the observations are **factually incorrect**, as the required documents were duly submitted with our Technical Proposal and their exact page references were also clearly mentioned in the submitted checklist.

Sr. No.	Ground of non-responsiveness as Reported	Grievance / Our Response
1	**Non-submission of Rs. 100 E-Stamp undertaking** regarding non-blacklisting by the Procuring Agency and PPRA, non-declaration of the quoted item as spurious/adulterated by DTL Punjab or any competent	**The required undertaking was duly submitted with our Technical Proposal (A05) as Annexure-8 at Pages 278–280.** Its exact page reference was also clearly mentioned in our checklist.

	laboratory within the last two years, and non-cancellation of the quoted item by DRAP during the last two years.	Therefore, the observation of non-submission is factually incorrect. We request the Committee to kindly verify **Pages 278–280** of our original Technical Proposal and reconsider this observation.
2	**Non-submission of affidavit/undertaking regarding Product Related Free Sales Certificate** issued by the regulatory body of the manufacturer's country.	**The required affidavit/undertaking was duly submitted as Annexure-4 at Page 101** and its page number is identified in our checklist. Hence, the observation of non-submission is also factually incorrect. We request the Committee to kindly verify Page 101 of our original Technical Proposal and reconsider this observation.
3	**Technical Staff List/Information**	The list of our technical staff was duly provided in **Annexure-7** of our original Technical Proposal; we therefore request the Committee to kindly verify the same and reconsider this observation. These documents are again being provided by us.

We respectfully emphasize that these documents were **not subsequently submitted or sought to be added to our bid**; they were already part of the Technical Proposal submitted within the prescribed time. Their inclusion in the relevant annexures, together with the corresponding page references in our checklist, demonstrates our intention and effort to ensure complete compliance with the bidding requirements. In view of the above, we humbly request the competent authority to **re-examine our original Technical Proposal, verify the cited pages, withdraw the observations of non-submission, and reconsider our firm's technical responsiveness accordingly**.

We trust that a review of the actual bid record will establish that the documents were duly submitted and that our firm will be accorded the evaluation warranted by its submitted proposal.

Decision:

Mr. Mubashar Iqbal, sales executive representative of M/s Hoora Pharma, appeared before the Grievance Redressal Committee and presented the firm's case against the technical non-responsiveness of its bid.

The representative raised a grievance regarding non-submission of the required undertaking and contended that the same had already been submitted at pages 278–280 of the technical bid.

Regarding undertaking **Section F** (Evaluation Criteria for Lab Kits and Chemical Reagents / Equipment Placement Basis), Clause 5, Sub-clause i, states

"I. Non Cancellation / Non Suspension of Registration of quoted product of the bidder by Drug Regulatory Authority of Pakistan within last two years."

However, although an undertaking was found attached at pages 278–280, the specific declaration required under the aforementioned clause was missing therein. Therefore, the submitted undertaking does not fulfil the mandatory requirement of the bidding documents.

Furthermore, the representative's grievance regarding non-submission of the affidavit/undertaking concerning the free availability of the product in the country of the manufacturer was also examined. In this regard, Clause 7, Sub-clause ii of Section F of the Evaluation Criteria for Lab Kits and Chemical Reagents / Equipment Placement Basis of the Bidding Documents states:

"ii. Affidavit /Undertaking of the sole agent / authorized distributors that their product(s) are freely available with same brand name in the country of the manufacture and is safe for human use (where applicable)"

Upon re-evaluation of the technical bid, the Committee observed that the requisite affidavit/undertaking had not been submitted by the firm; hence, the mandatory requirement remained unfulfilled.

Regarding the grievance relating to the technical staff and supporting information, the representative submitted that although salary slips had not been attached with the original bid, the same were subsequently provided manually before the Committee. However, upon examination of the relevant documents and the requirements stipulated in the bidding documents, the Committee observed that the educational qualifications of the proposed technical staff did not meet the prescribed requirements against the respective designations. Moreover, the salary slips subsequently produced by the firm were also not found verifiable.

Accordingly, the Committee concluded that the firm had failed to fulfil the mandatory requirements relating to the prescribed undertaking, affidavit, and technical staff credentials. In view of the foregoing observations and non-compliance with the stipulated requirements of the bidding documents, the **Grievance Redressal Committee unanimously decided to uphold the decision of the Technical Evaluation Committee (TEC) and maintain the technical non-responsive status of the firm.**

ITEM NO. 04: **GRIEVANCE SUBMITTED BY M/S ALFA SCIENTIFIC STORE (PROCUREMENT OF TENDER LAB KITS & CHEMICAL REAGENTS (A-05) MAYO HOSPITAL, LAHORE FOR THE F.Y 2026-27)**

GRIEVANCE DETAIL: We are writing to formally express our concern regarding the status of our bid submitted against Tender A-05 for the procurement of Lab Kits & Chemical Reagents Items 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 05-09-2026, would like to clarify the following:

With reference to your technical evaluation of tender of lab kits and chemicals for the year 2026-2027 tender no A-05 Tender ID **P26053776398**

You have declared our firm non-responsive in SR 108 in compulsory parameters, ordinary parameters and sample status:

In this regard we would like to state our concerns regarding your technical report.

Compulsory parameters:

In compulsory parameter you have raised objection in point no 2 i.e **Firm Establishment Certificate Valid License to import/ Manufacturing and sale certificate issued by DRAP (where applicable) stating that:**

DSL DRUG SALES LISCENCE not attached

In this regard we would like to humbly mention that as of 04-06-2021 DRAP has eliminated DSL for importers via notification No F.10-1/2020-MD (copy attached). Meaning that Importers of Medical Devices require only Form-8(Establishment License) and not DSL

In this regard we would like to also mention that we have attached our firm's establishment license at page nu 10-11 along with its renewal application (furthermore please be noted that at the time of the tender we had not received the renewed establishment license but now have also received the renewed establishment license and is attached with this letter as well)

Ordinary parameters:

In ordinary parameters you gave us 0 marks in Technical Staff whereas we have given the complete details of our technical staff including Degrees and salary proof. Pg no 674-700 (also attached with this letter)

Sample Status:

The end user had approved our sample but still you have declared us non-responsive stating that we have not attached C.E Certificate of our quoted product while it is attached at page nu 19 of our bid.

Furthermore, we would like to also state that we have already technically qualified in our quoted item no 108, in your last tender where we provided the same technical documentation as required by you department but this time we have been declared non-responsive.

We fail to understand the reason for our technical disqualification of this same item even though all the relevant documents are present in our bid.

We therefore request your kind authority to review our bid in light of the concerns mentioned and declare our bid in SR 108 Responsive.

Decision:

Mr. Farooq Ali, N.S.M representative of M/s Alpha Scientific Store, appeared before the Grievance Redressal Committee and presented the firm's grievance against its technical disqualification. The representative challenged the decision of the Technical Evaluation Committee (TEC) on three grounds.

Firstly, regarding non-submission of the Drug Sale Licence, the representative's contention was examined in light of Clause 2 of the Compulsory Parameters (Part-A) of the bidding documents i.e.,

"Firm Establishment Certificate Valid Liscence to import/ Manufacturing AND sale certificate issued by DRAP (where applicable)"

The bidder mentioned that via Notification No. F-10-1/2020-MD dated 04.06.2021, DRAP has eliminated DSL. The Notification was related to the requirement of Drug sale license for Establishment License. Through this notification the requirement was abolished. But Punjab Drug Sale rules issues as DRAFT require DSL for Sale of Medical Devices. Its is therefore, Drug Sale Liscence is intact and is compulsory requirement and cannot be exempted. Hence, the non-provision of DSL constitutes non-compliance with the bidding requirements. Accordingly, the Committee found no justification to interfere with the decision of the TEC on this ground and upheld the firm's disqualification.

Regarding the bidder's disqualification related to the qualification and educational credentials of the staff under the Ordinary Parameters Clause 3, the representative submitted the relevant educational degrees during the grievance proceedings, along with a bank statement; however, the required salary slips were not provided. Upon examination of the subsequently submitted educational documents, the Committee decided to award five **(05) marks** under the relevant qualification parameter. Consequently, the firm's revised technical score shall be calculated accordingly and reflected as **20.**

The grievance regarding the CE Certificate, the representative contended that the reference to the CE Certificate instead of the Drug Sale Licence (DSL) in the firm's submission was a clerical mistake. However, upon review of the document submitted at page 19 of the technical bid, the Committee observed that the document was merely a notification confirmation issued in November 2020 and did not constitute an independently valid CE Certificate. The document itself clearly stipulates that "

"The document should be used together with the competence authority's notification letter and the Declaration of Conformity issued by the manufacturer. The document will become to be invalid one the notification status is changed or the EAR agreement is terminated."

The firm, however, failed to provide the requisite supporting notification letter and Declaration of Conformity from the manufacturer to establish the validity and current status of the CE certification.

In view of above, the Grievance Redressal Committee unanimously decided that the firm has failed to fulfil the compulsory requirements stipulated in bidding documents. **The firm shall remain technically non-responsive, and the decision of the Technical Evaluation Committee is upheld.**

ITEM NO. 05: **GRIEVANCE SUBMITTED BY M/S MOON ENTERPRISES (PROCUREMENT OF TENDER LAB KITS & CHEMICAL REAGENTS (A-05) MAYO HOSPITAL, LAHORE FOR THE F.Y 2026-27)**

GRIEVANCE DETAIL: We are writing to formally express our concern regarding the status of our bid submitted against Tender A-05 for the procurement of Lab Kits & Chemical Reagents Items 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 05-09-2026, would like to clarify the following:

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We have quoted for 17Items only from the whole Tender List. Whereas the All Items have similar Objections i.e. MDR/DRC by DRAP Not attached & some have Quality Certificates & FSC not attached. **Pls Note. Thanks.**

T. S. No. 106, 107, 108 & 110: Vacuum Tubes, Jingz Brand Jiangxi Exquisite Technology Co., Ltd China!

MDR not Attached: Applied for the same from a long time ago. Approved in the 80th Minutes of Meeting already attached in our Technical Bid Page No. **130-138**. Copy of the same again submitting for your ready reference. No Further Response yet, Still Awaiting. MDR issued after the approval of Minute of Meeting. Which is beyond our control. **Pls. Note. THANKS.**

Quality Certificate not Attached: In this regard we confirm that Quality Certificate CE & ISO are already attached in our Technical Bid Page No. **181-197.** Copy of the same again submitting for your ready reference. **Pls Re-check. THANKS.**

T. S. No. 118, 121, 122, 125, 128 & 129 Brand ImuMed (Plasticware/Glassware) Hangzhou Rollmed Co.. Ltd CHINA!

MDR not Attached: Applied for the same from a long time ago. Dossier attached in our Technical Bid Page No. **140.** Copy of the same again submitting for your ready reference. No Response yet from DRAP. On the other hand these are Plasticware/Glassware Items and does not fall in Medical Devices Rules. No Permission/NOC required by DRAP for the Import of these items. **Pls. Note. THANKS.**

Quality Certificate not Attached: In this regard we confirm that the quality Certificate CE & ISO are already attached in our Technical Bid page No. **152-176**. Copy of the same again submitting for your ready reference. **Pls. Re-check. THANKS.**

FREE SALE NOT ATTACHED: We assure you that Free Sale Certificate is already attached in our Technical Bid on page No. **177-180**. Copy of the same again submitting for your ready reference. **Pls. Re-check. THANKS.**

PART B: In this regard we wish to inform your good self that Our Technical Staff List, Appointment Letters with Degrees of Technical Staff are already attached in our Technical Bid Page No. 260-269. Copy of the same again submitting for your ready reference. **Kindly Re-Check & Re-Mark and Do Accordingly. THANKS.**

These all quoted items are using in all over Pakistan as well as your kind Institution also during the last several years. Kindly apologies and make us Responsive for a Better & Healthy Competition for your Esteemed Organization to fulfil your requirements of Tender as well.

So, we humbly request your good self that keeping in view our Present & Past good Relations Kindly Acknowledge and Accommodate us and do the needful accordingly for FUTURE also.

Decision:

Mr. M. Bilal, Sales Manager representative of M/S Moon Enterprises presented his grievance before the Grievance Redressal Committee.

He submitted that the firm had participated in seventeen (17) items and had been declared non-responsive on the ground that the Medical Device Registration (MDR) number, issued by the Drug Regulatory Authority of Pakistan (DRAP), had not been attached with the bid.

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The representative contended that the MDR numbers had not yet been issued to the firm. In support of his contention, he referred to the minutes of the 80th meeting, wherein the relevant items of the firm had been approved; however, the MDR numbers had not been issued to date.

The Committee observed that the MDR number is a unique registration number issued by DRAP against a particular medical device. Mere approval of a medical device as reflected in the minutes of a meeting cannot be treated as a substitute for the actual MDR registration number.

Since the MDR registration number is a mandatory requirement under the bidding documents and constitutes a compulsory parameter, its non-provision cannot be waived or compromised. Accordingly, the Committee decided that the decision of the Technical Evaluation Committee (TEC) declaring the firm non-responsive in respect of the seventeen (17) items shall remain unchanged and is hereby upheld.

Regarding the objections raised against the items regarding required quality certificates. The Section F of the Evaluation Criteria for Lab Kits and Chemical Reagents / Equipment Placement Basis of the Bidding Documents clause 4 states:

"Valid quality certification of US

FDA/JpMHLW/MDD/ CE / WHO prequalification/ DRAP approved of the quoted product. (where applicable)"

Upon re-verification of the the quality certificates provided were not duly verified/validated by the regulatory authority. Furthermore, the certificates/documents produced during the grievance presentation did not fulfil the requirements prescribed in the bidding documents.

The Committee examined the submissions and observed that the Free Sale Certificate bearing the relevant brand name was available in the bid documents and could be considered acceptable for evaluation.

In view of the foregoing, the Committee concluded that the firm failed to fulfil the mandatory requirements of the bidding documents in respect to the MDR registration and the quality certificates.Consequently, the overall status of M/s Moon Enterprises is declared NON-RESPONSIVE. **The grievance is not accepted, and the decision of the Technical Evaluation Committee is hereby upheld.**

ITEM NO. 06: **GRIEVANCE SUBMITTED BY M/S PAKISTAN MICROBIOLOGICAL ASSOCIATES (PROCUREMENT OF TENDER LAB KITS & CHEMICAL REAGENTS (A-05) MAYO HOSPITAL, LAHORE FOR THE F.Y 2026-27)**

GRIEVANCE DETAIL: We are writing to formally express our concern regarding the status of our bid submitted against Tender A-05 for the procurement of Lab Kits & Chemical Reagents Items 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 05-09-2026, would like to clarify the following:

M/s Pakistan Microbiological Associates (PMA) participated in the above tender for Blood Culture Bottles (Adults and Peads), Serial No. 20 and 21.

In the Technical Evaluation Report, our bids have been declared **non-responsive**, and the reason given is **"Non-compatible with the instrument."**

We respectfully submit that the offered bottles are compatible with the instruments. **Mayo Hospital is already using these bottles**, and a copy of the **Purchase Order** dated 9 May 2026 and 17 June 2026 is attached for your reference. We request that this matter be kindly reviewed in the light of the attached Purchase Order.

We also submit that the compulsory parameters in our technical bid, as follows:

1. **Product Registration Certificate** is submitted at **Page No. 246**.
2. **Product Quality Certificate** is submitted at **Page No. 47**.
3. **Free Sale Certificate** is submitted between **Page No. 230 and 240**.
4. **All Undertakings** are submitted on the PMA letterhead with stamp, as part of the technical bid.

In view of the above, it is requested that our grievance be kindly accepted and our bids be declared **Responsive**.

Decision:

The representative Ms. Amber Ismail Sales and Application Specialist of M/s Pakistan Microbiology Associations appeared before the Grievance Redressal Committee and presented her grievance against the decision of the Technical Evaluation Committee (TEC), whereby the firm's bid was declared non-responsive on the grounds that the quoted products were not "compatible with the existing instrument".

The representative contended that Mayo Hospital was already using the Items at T.E 20 and T.E.21, therefore, the objection regarding incompatibility with the instrument was not justified.

Upon re-evaluation of the submitted documents, the Committee observed that the products quoted by the firm against Item Nos. T-20 and T-21 were not disqualified by the Technical Evaluation Committee on the grounds of incompatibility with instruments But the said Items are not registered with the Drug Regulatory Authority of Pakistan (DRAP).

The Committee further observed that the firm had only submitted an application for registration of the said products on 23rd May 2026. However, filing an application for registration does not constitute actual registration or approval of the products by DRAP.

The Committee examined the purchase orders submitted by the representative and observed that the cited purchase orders pertained to Local Purchase (LP) through the Quotation mode of procurement. The Committee observed that Local Purchase through the Quotation method and procurement through an Annual Tender are two distinct procurement procedures, governed by different procurement processes and requirements. Therefore, purchase orders issued through the LP quotation method cannot be treated as conclusive evidence of

compatibility or used as a basis for comparison with the technical requirements prescribed under the annual tender.

Hence Clause 1 of **Section F** (Evaluation Criteria for Lab Kits and Chemical Reagents / Equipment Placement Basis(PART A/COMPULSORY PARAMETERS) of the Bidding Documents is not full filled. **Accordingly, the Committee unanimously decided to UPHELD the decision of TEC.**

ITEM NO. 07: **GRIEVANCE SUBMITTED BY M/S JS ENTERPRISES (PROCUREMENT OF TENDER LAB KITS & CHEMICAL REAGENTS (A-05) MAYO HOSPITAL, LAHORE FOR THE F.Y 2026-27)**

GRIEVANCE DETAIL: We are writing to formally express our concern regarding the status of our bid submitted against Tender A-05 for the procurement of Lab Kits & Chemical Reagents Items 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 05-09-2026, would like to clarify the following:

With due respect, we would like to submit this grievance regarding the technical evaluation of our bid submitted against your Lab Kits & Chemicals A-05 Tender for Financial Year 2026-27.

We participated in the said tender for the following items:

Item Sr. Nos.: 22, 23, 106, 107, 108, 110, 117, 121, 122, 124 & 127.
We respectfully request your kind consideration of the following points:
1. Local Items – Sr. Nos. 22, 23, 117, 124 & 127
the above-mentioned items are local products consisting of paper and plastic materials. To the best of our knowledge, these products do not require product registration in Pakistan, and no such registration/certificate is available for these products in Pakistan.

Therefore, we request the honorable Procurement Committee to kindly review this requirement and consider these items accordingly, as requiring a registration certificate for such paper/plastic products may not be applicable.

2. Import License, DSL & Authorization – Sr. Nos. 106, 107, 108 & 110
Our above-mentioned items were not considered during the technical evaluation due to the observations of "Import License Not Attached," "DSL Missing," and "Authorization Missing."

We respectfully submit that the Import License is already attached in our bidding documents at Page No. 392, while the Authorization Letter is attached at Page No. 398.

Regarding the DSL, its non-attachment was an inadvertent clerical mistake on our part. We are ready and willing to provide the required DSL document immediately for your verification and record.

Therefore, we kindly request the Procurement Committee to review the relevant documents and allow us an opportunity to provide the missing DSL document.

3. Audit Report – Part B Evaluation
Furthermore, we noticed that no marks were awarded to us under the relevant evaluation criterion on the observation that the Audit Report was not attached.

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We respectfully submit that the Audit Report is already available in our submitted bidding documents on Pages 35 to 72.
We therefore request you to kindly re-check our submitted documents and award the marks accordingly, after verification of the Audit Report.
4. Request for Reconsideration / Re-Evaluation
In view of the above facts, we respectfully request the honourable Procurement Committee to:

Reconsider the local items Sr. Nos. 22, 23, 117, 124 & 127, as the applicable registration certificate is not required/available for these paper and plastic products.

Reconsider Sr. Nos. 106, 107, 108 & 110 after verification of the Import License and Authorization Letter already submitted in our bid.
Allow us to provide the DSL document, which was inadvertently omitted due to a clerical mistake.

Re-check our Audit Report submitted on Pages 35–72 and award the applicable evaluation marks.
Conduct a fair and transparent re-evaluation of our technical bid in accordance with the tender requirements and applicable procurement rules.
Consider our quoted items for further evaluation so that healthy and fair competition can be ensured. We sincerely hope that our grievance will be considered fairly and that the submitted documents will be reviewed before finalization of the technical evaluation.

Decision:

M/s JS Enterprises, appeared before the Grievance Redressal Committee and presented the firm's grievances against the technical evaluation of its bid. The committee examined the submissions made by the representative,

The representative contended that the requirement of valid DRAP registration was not applicable to the five items quoted by M/s JS Enterprises under Tender Enquiry Nos. 22,23,117, 124 and 127 and requested that these items be exempted from the said requirement and considered for further evaluation. Upon examination, the committee observed that the items pertaining to Tender Enquiry Nos. 117 and 127, namely thermal printer paper roll and barcode stickers roll, may fall outside the scope of the applicable DRAP registration requirements. Items at T.E 22,23,and 124 fall under InVitro medical devices (IVD). It is pertinant to mention here that there is not exemption of registration DRAP /any supporting document in favour of claim for IVDs is provided by the bidder. Furthermore Drug Sale Liscence is Compulsory parameter of the requirements stipulated in bidding Documents for each item which is not provided. Hence the said Items remain NON-RESPONSIVE.

The bidder through his representative also contended that for Items at 106,107,108 and 110 are disqualified due to non provision of Import liscence, Drug Sale Liscence and authorization letter. During re-evaluation the committee foud that Liscence to Import is available with the Technical Bid.

Drug Sale Liscence is not provided which is a Compulsory parameter of **Section F (Evaluation Criteria for Lab Kits and Chemical Reagents / Equipment Placement Basis), Clause 2 of the Bidding Documents.**

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In respect to the authority letter it is pertinant to mention here that M/S JS Enterprises is authorized distributor of M/S EastHealth Care to the extend of **(01-Blood Collection Tubes KAYO).**

Furthermore, **Section F** (Evaluation Criteria for Lab Kits and Chemical Reagents / Equipment Placement Basis (PART-A Compulsory Parameter), Clause 3 of the Bidding Documents states:

3. "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) "

The attached authority letter is neither notarized nor attested, therefore its validity is not confirmed.

The representative contended that the firm's audit reports had been submitted with the bid but were not evaluated by the Technical Evaluation Committee, resulting in non-award of the relevant marks.

Final Decision of the Grievance Redressal Committee

After detailed examination of all the grievances, relevant bidding provisions, and documentary evidence submitted by M/s JS Enterprises, the Grievance Redressal Committee unanimously decided that the grievances raised by the firm are not tenable, except for the award of 03 marks under the audited balance sheet criterion. The committee further observed that the award of these marks does not alter the firm's overall technical responsiveness status, as the firm continues to remain non-compliant with the mandatory requirements of the bidding documents, particularly the requirement of a valid Drug Sale Licence. **Accordingly, the decision of the Technical Evaluation Committee is upheld, and the overall bid status of M/s JS Enterprises shall remain NON-RESPONSIVE.**

ITEM NO. 08: **GRIEVANCE SUBMITTED BY M/S MIAN SCIENTIFIC CORPORATION (PROCUREMENT OF TENDER LAB KITS & CHEMICAL REAGENTS (A-05) MAYO HOSPITAL, LAHORE FOR THE F.Y 2026-27)**

GRIEVANCE DETAIL: We are writing to formally express our concern regarding the status of our bid submitted against Tender A-05 for the procurement of Lab Kits & Chemical Reagents Items 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 05-09-2026, would like to clarify the following:

It is submitted for your kind information that we M/S Mian Scientific Co have quoted Tender of Lab kits Reagents Only Items for the Financial Years 2026-27.As Per Technical Report announced.

The detail is given below as under for Compulsory parameter.
Keeping in view the fore-going facts, and in order to obviate any futuristic undue complications, to be caused, at both ends, it will be much appreciated if the authority oblige us by accepting these documents "for the "Good Office" of both ends & oblige please.

Office of Chairman Grievances Committee, Mayo Hospital Lahore
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MAYO HOSPITAL LAHORE

Compusory parameter	As per Technical Announcement	Grievance Request
Product Registration Certificate	106- PT Tube registration not Attached 108- PT Tube registration not Attached	Request for Reconsider DRAP COPY is here with attached
Product Quality Certificate	106- PT Tube Product Certificate Not Attached 107- CBC Tube Product Certificate not Attached	AS CE conformity declaration is already attached on Page 211-214
Undertaking on Stamp paper Worth Rs 100	Non Cancellation / Non Suspension of Registration of quoted product of the bidder by Drug Regulatory Authority of Pakistan within last two years	Affidavit regarding Non Cancellation / Non Suspension of Registration of quoted product is attached

Decision:

The representative of Mian Scientific Corporation, Mr. Abdul Majeed Sales Manager, appeared before the Grievance Redressal Committee and presented the firm's grievance against its technical disqualification on the grounds of non-provision of valid Drug Registration Certificates.

Upon consideration of the firm's submissions and verification of the relevant documents, the Committee observed the following:

T.E. Nos. 106 and 108: The representative produced the Drug Registration Certificate for the product quoted against T.E. No. 108 during the grievance proceedings. The Committee examined and verified the certificate and found it to be valid and issued by DRAP. Accordingly, the certificate was accepted, and the product quoted against T.E. No. 108 shall be considered responsive to the extend this requirement. However, no valid Drug Registration Certificate was produced for the product quoted against T.E. No. 106. Therefore, the product against T.E. No. 106 shall remain technically non-responsive on this ground.

T.E. Nos. 106 and 107: The representative contended that the CE Conformity Declarations for the products quoted against T.E. Nos. 106 and 107 had already been submitted with the original bid in. The Committee observed that as per clause 4 of the Section F (Compulsory parameter/Part-A) of the Bidding Documents.

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"Valid quality certification of USFDA/JpMHLW/MDD/ CE / WHO prequalification/ DRAP approved of the quoted product. (where applicable)"

CE Confirmity Declaration do not necesarilly full fill the requirement of the said clause stipulated in bidding documents.

Affidavit/Undertaking regarding Non-Cancellation and Non-Suspension: The representative also raised the issue regarding the required undertaking. Upon examination of the relevant provisions of the bidding document, the Committee observed that the bidder was required to submit an affidavit/undertaking as per **Section F** (Evaluation Criteria for Lab Kits and Chemical Reagents / Equipment Placement Basis), Clause 5, Sub-clause i, states

"i. Non Cancellation / Non Suspension of Registration of quoted product of the bidder by Drug Regulatory Authority of Pakistan within last two years."

However, although an undertaking was found attached, the specific declaration required under the aforementioned clause was missing therein. Therefore, the submitted undertaking does not fulfil the mandatory requirement of the bidding documents.

In view of the above observations, the Committee unanimously decided to uphold the Technical Disqualification (NON-RESPONSIVE) of the Bidder.

ITEM NO. 09: **GRIEVANCE SUBMITTED BY M/S BIOCEPT INT. (PROCUREMENT OF TENDER LAB KITS & CHEMICAL REAGENTS (A-05) MAYO HOSPITAL, LAHORE FOR THE F.Y 2026-27)**

GRIEVANCE DETAIL: We are writing to formally express our concern regarding the status of our bid submitted against Tender A-05 for the procurement of Lab Kits & Chemical Reagents Items 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 05-09-2026, would like to clarify the following:

We respectfully challenge the decision to not evaluate our bid on the ground that the advertised and offered serial numbers do not match. Our bid clearly mentioned the item names exactly as advertised in the bidding documents, along with the relevant specifications;

Therefore, there was no ambiguity regarding the items offered.

We have been serving this institution for the last six years. We request immediate reconsideration and fair evaluation of our bid.

Rejecting/non-evaluating our bid on such a minor and purely clerical discrepancy, despite the offered items being clearly identifiable, is highly unreasonable, unfair and prejudicial to our legitimate right of fair competition.

We have been serving this institution successfully for the last six years, yet our bid has been excluded on a baseless technicality without [the remaining text is cut off in the screenshot].

Failing which, we reserve our right to approach PPRA and the competent legal forums, including the Hon'ble High Court.

Office of Chairman Grievances Committee, Mayo Hospital Lahore
11-11-2026

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MAYO HOSPITAL LAHORE

1. Grievance — M/s Lab Diagnostic Systems (SMC) Pvt. Ltd.

M/s Lab Diagnostic Systems (SMC) Pvt. Ltd.

Head Office: 111-B, Hali Road, Westridge-I, Rawalpindi.

Manufacturing Facility: Plot No. 36-A, Industrial Estate, Wah Cantt.

DRAP Manufacturing Licence No. ELM-0028.

Licence Date: 27 October 2020.

However, the official DRAP GMP and CGMP compliance records, updated up to 04 May 2026, do not reflect any valid GMP compliance status for these companies. How come quality certificate and FSC is not applicable on manufacturer. Drap enlistment in B.

An invalid or expired GMP Certificate is no longer effective where:

Its validity has expired;

The manufacturing facility is no longer compliant;

Certified activities have changed; or A fresh inspection has become mandatory.

2. Grievance — AT Tube / Aqib Trading Company

According to the SBD Criteria 7, which states:

"The bidder will submit 'free sale certificate of the product' (Medical devices) bearing the brand name of the product in country of manufacturer (where applicable)."

Meaning the FSC should be of AT Tube as it is the brand, but the firm submitted FSC of Jiangxi Hongda Medical Equipment Group.

Whereas on the FSC, it should be mentioned that AT Tube is freely available in the country of origin, which is China.

Aqib Trading Company quoted the brand name AT Tube (Aqib Trading Tube) and manufacturer Jiangxi Hongda Medical Equipment Group.

3. Grievance — JS Enterprise

JS Enterprise is not sole agent and not having DRAP Form 4 (company establishment licence to import), the importer of the blood collection tube is someone else.

The DRAP registration, product enlistment, sole agent agreement should be on JS Enterprise name.

4. Grievance — M/s Mian Scientific, Moon Enterprise, JS Enterprise and Aqib Trading Company

For M/s Mian Scientific, Moon Enterprise, JS Enterprise and Aqib Trading Company, the following inconsistency exists:

The details on the DRAP Registration Certificate and Technical Proposal (Brand) differ from those mentioned on the Letter of Authorization (LOA), ISO Certificate, and Free Sale Certificate (FSC).

MINUTES OF GRIEVANCES MEETING

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Decision:

Mian Scientific attached DOC instead of CE Certificate, DOC is separate and CE is certificate.

Such discrepancies create uncertainty regarding the actual manufacturer of the offered product and raise serious concerns regarding traceability, regulatory compliance and product authenticity.

The representative of Biocept International Mr. Arsh Khan, Marketing Director submitted that the bidder had been assigned number on its own and allotted a different Tender Number to the item quoted while submitting its technical bid. The representative further contended that the bid should be evaluated by the Procuring Agency on the basis of the specifications offered by the firm.

It is pertinent to mention here, in Bidding documents each item is assigned a unique Tender Enquiry Number (T.E.),and as per Clause 2.5.3, "Clarification of Bid", Sub-clause 3, provides as follows:

2.5.3. Clarification of Bids

Iii.The alteration or modification in The Bid which in any way affect the following parameters will be considered as a change in the substance of a bid:

a) Evaluation & qualification criteria;

b) Required scope of work or specifications;

The Committee examined the firm's submission in the light of the above-mentioned provision of the bidding document. It was observed that the Tender Enquiry Number assigned to each specific item in the advertised tender list is a unique identifier for that item. A bidder is required to submit its bid against the Tender Enquiry Number specified by the Procuring Agency. The unilateral alteration of the assigned Tender Inquiry Number and substitution thereof with a different number cannot be treated as a mere clerical or inconsequential change. Such alteration has the potential to affect the identification and evaluation of the item and the applicable evaluation/qualification criteria and scope or specifications of the procurement.

Accordingly, the Committee unanimously decided to uphold the decision of the Technical Evaluation Committee (TEC) in this regard.

M/S Biocept International filed grievances raising various objections against the following firms:

1. M/s Lab Diagnostic Systems (Private) Limited
2. M/s Aqib Trading Company
3. M/s JS Enterprises
4. M/s Mian Scientific
5. M/s Moon Enterprises
6. M/s JS Enterprises

The Committee examined the grievances submitted by Biocept International and observed that the firms named above had already been declared technically non-

responsive by the Technical Evaluation Committee (TEC) on the basis of deficiencies/non-compliance identified against various specified parameters of the Technical Evaluation Criteria. Accordingly, the technical status of these firms had already been determined by the TEC during the technical evaluation process.

The Committee further observed that raising objections against firms which have already been declared technically non-responsive, at this stage of the proceedings, does not serve any useful purpose and would result in an unnecessary exercise. The objections raised by Biocept International in this regard are, therefore, considered misconceived and frivolous, as they do not warrant further deliberation by the Committee in the circumstances of the case. In view of the above observations, the Committee unanimously decided to dispose off the grievance filed by Biocept International against the aforementioned firms, **and uphold the technical status and the decisions of the Technical Evaluation Committee in respect of these firms.**

ITEM NO. 10: **GRIEVANCE SUBMITTED BY M/S GLOBAL HEALTHCARE (PROCUREMENT OF TENDER LAB KITS & CHEMICAL REAGENTS (A-05) MAYO HOSPITAL, LAHORE FOR THE F.Y 2026-27)**

GRIEVANCE DETAIL: We are writing to formally express our concern regarding the status of our bid submitted against Tender A-05 for the procurement of Lab Kits & Chemical Reagents Items 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 05-09-2026, would like to clarify the following:

We respectfully submit this grievance regarding our participation in the tender for **LAB Kits & Chemical Reagents A05 FY 2026-27**, wherein we have been declared non-responsive against the following items:

- **Item No. 20:** Blood Culture Bottle – Adult
- **Item No. 21:** Blood Culture Bottle – Paeds
- **Item No. 113:** Diluent – Pack 1 × 20 Liters
- **Item No. 114:** Lyse – 1 × 500 Ml

The stated reason for non-responsiveness is that the offered **Blood Culture Bottles are not compatible with BACTI-ALERT**, while the **Diluent and Lyse are not compatible with the Aerc-3 analyzer**.

In this regard, we would like to clarify that **we are willing to provide brand-new, fully compatible equipment on placement at the institution**, along with the required consumables/reagents, without causing any additional burden to the hospital.

We therefore request your good office to kindly **review our case and reconsider our responsiveness**, keeping in view our commitment to provide compatible equipment and uninterrupted laboratory services.

Decision: Mr. Syed Khalid Ali Business Manager from Global Healthcare submitted before the Grievance Redressal Committee that machine compatibility issues had been reported in respect of the items at T.E. Nos. 20, 21, 113 and 114. The representative further stated that the firm was willing to provide brand-new, fully

compatible equipment to the Institute on a placement basis to address the compatibility concerns.

The Committee observed that the issue of machine compatibility is a separate technical consideration and can only be examined in the case of a bidder whose bid has otherwise qualified against the mandatory requirements and the applicable technical evaluation criteria stipulated in the bidding documents. Upon examination of the record, the Committee noted that Global Healthcare had already been declared technically non-responsive due to its failure to fulfil the prescribed compulsory Technical Evaluation Criteria.

In view of above the Committee unanimously decided that the grievance filed by Global Healthcare is not tenable and cannot be entertained.. Accordingly, the grievance is disposed off**, and the decision of the Technical Evaluation**

Committee (TEC) declaring the firm technically non-responsive is hereby upheld.

ITEM NO. 11: **GRIEVANCE SUBMITTED BY M/S AQIB TRADING COMPANY (PROCUREMENT OF TENDER LAB KITS & CHEMICAL REAGENTS (A-05) MAYO HOSPITAL, LAHORE FOR THE F.Y 2026-27)**

GRIEVANCE DETAIL: We are writing to formally express our concern regarding the status of our bid submitted against Tender A-05 for the procurement of Lab Kits & Chemical Reagents Items 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 05-09-2026, would like to clarify the following:

All documents attached mention in e-pad platform and not confirm this point attached no soft copy provided and no hard copy dispatched.

Decision: M/S Aqib Trading Company submitted the following statement as its grievance:

"All documents attached are mention on the EPAD platform, and not confirm this point attached no soft copy provided and no hard copy dispatched."

The Committee examined the grievance submitted by Aqib Trading Company and observed that the contents of the grievance are vague, unclear and insufficiently articulated. The submission does not clearly identify the specific issue for which the firm seeks redressal, nor does it disclose the precise relief or review sought from the Committee. On the basis of the statement provided, the

grievance submitted, is therefore not intelligible and does not provide a clear or meaningful basis for consideration by the Committee.

In view of the foregoing, the Committee unanimously decided to dispose off the grievance and the technical status of **Aqib Trading Company, as determined by the Technical Evaluation Committee (TEC), is hereby upheld.**

- *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

25/11/26

Mr. Zulqurnain Akhter (Member)
Sr. Budget & Account Officer/ DDF
Mayo Hospital Lahore

25/11/26

Ms. Maryam Ishtiaq (Member)
Hospital Pharmacist
Mayo Hospital Lahore

Dr. Kashif Naseer (Member)
Asst. Prof. of Orthopedic Surgery Unit-I
Mayo Hospital Lahore

Rabia Rathore.

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

Prof. Dr. Nasir Ahmed Chaudhary
(HoD) Ophthalmology Department
Mayo Hospital Lahore
(Chairman GRC)

Upload 29/11/26

Office of Chairman Grievances Committee, Mayo Hospital Lahore
11-11-2026