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. Qazi Mumtaz Ahmad** — **Member**
  Asst. Prof. of Pediatric Medicine Unit-I
- **Ms. Kanwal Javed** — **Secretary**
  Deputy Drugs Controller Mayo Hospital Lahore
- **Ms. Anila Saeed** — **Member**
  Deputy Drugs Controller Mayo Hospital Lahore
- **Mr. Muhammad Hifzan** — **Member**
  Audit Officer

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 ALFA SCIENTIFIC STORE (PROCUREMENT OF RE-TENDER LAB KITS & CHEMICAL ITEMS RE-05 F.Y. 2025-26 MAYO HOSPITAL, LAHORE)**

GRIEVANCE DETAIL:

We are writing to formally express our concern regarding the status of our bid submitted against Tender No. RE-05 for the procurement of Re-Tender Lab Kits & Chemical items for the Financial Year 2025–26, as per the Technical.

According to the evaluation report, our bid has been declared responsive. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 30-03-2026, would like to clarify the following:

We would like to state that you have demanded in your tender mandatory DRAP registration of all products at the time of closing of the tender and that at SR no 124 you have demanded the following item.

1. Lithium Heparin blood collection Tube

As per our knowledge M/s Biocept International do not have the DRAP Registration of Lithium Heparin blood collection tube but have registration of Sodium Heparin blood collection tube at the time of closing of the tender noted that both these are two separate products and are used for different tasks.

You have declared M/s Biocept International responsive for this item SR 124 so we kindly request you to re-review the technical evaluation in light of the above and declare them non-responsive.

Decision:

M/s Alpha Scientific Store filed grievance against M/S Biocept International that the said company do not have the DRAP registration of Lithium Heparin blood

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collection tube but have registration of sodium heparin blood collection tube at the time of closing of the tender and claimed that both these are two separate products.

The grievance committee observed the documents provided by the M/s Biocept International and found that the said company do not have the DRAP registration of Lithium Heparin blood collection tube. (T.E No. 124).

So the grievance committee declared T.E No. 124 by M/s Biocept International non-responsive.

ITEM NO. 02: **GRIEVANCE SUBMITTED BY M/S BQ PHARMACEUTICAL & MEDICAL DEVICES (PVT.) LTD. (PROCUREMENT OF RE-TENDER LAB KITS & CHEMICAL ITEMS RE-05 F.Y. 2025-26 MAYO HOSPITAL, LAHORE)**

GRIEVANCE DETAIL:

We are writing to formally express our concern regarding the status of our bid submitted against Tender No. RE-05 for the procurement of Re-Tender Lab Kits & Chemical items for the Financial Year 2025–26, 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 30-03-2026, would like to clarify the following:
With due respect, it is submitted that M/S BQ Pharmaceutical & Medical Devices (Pvt.) Ltd. has been declared non-responsive during the technical evaluation process. We strongly believe that this decision has been made in disregard of the provisions of the bidding documents and applicable regulatory rules. Therefore, we wish to formally register our protest and request an immediate review of the evaluation.

1. Compliance with DRAP Rules and CE Requirement

As per Compulsory Parameters "C" for Local Manufacturers (Manufacturing), Clause VIII clearly states:

"Valid quality certification of CE / UNFPA / JpMHLW / US FDA certification or WHO Pre-Qualification (except for Medical Class-A devices enlisted by DRAP)."

It is pertinent to highlight that Blood Collection Tubes fall under Medical Device Class-A according to DRAP classification. Therefore, as per the above clause, CE/FDA or other international certifications are not mandatory for Medical Class-A devices enlisted by DRAP.

For further clarification, our product classification can also be verified through our Product Enlistment Number, which confirms that the product is enlisted with DRAP under Medical Device Class-A. The relevant document is attached and referenced in the Table of Contents at Serial No. 9 (Pages 63-67).

Despite the fact that such certification is not compulsory for Class-A devices, our firm has still attached a valid CE Certificate, which is clearly referenced in the Table of Contents at Serial No. 13 (Pages 95-96 of 259). Furthermore, our product samples were also duly submitted and accepted. In view of this, rejecting our firm on such grounds appears unjustified and raises serious concerns regarding the transparency and fairness of the evaluation process.

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2. Acknowledgment of Tax Returns

Our firm has also been declared non-responsive on the basis of alleged non-attachment of the Acknowledgment of Tax Returns. However, according to Compulsory Parameters "C" (For Local Manufacturers of Medical Devices), Clause V clearly states:

"Minimum annual financial turnover for the last three years must be PKR 10 million cumulative. The firm will provide FBR Income Tax Returns / Sales Tax Returns."

In compliance with this requirement, we have already attached all relevant financial documentation demonstrating our annual financial turnover. These documents are listed in the Table of Contents at Serial No. 11 (Pages 21-59). Therefore, the cited reason for rejection is factually incorrect and contrary to the requirements of the bidding documents.

3. Requirement of Staff Details

Another reason cited for our rejection is the non-submission of staff details. We respectfully submit that under Compulsory Parameters "C" for Local Manufacturers of Medical Devices, there is no clause requiring submission of staff details. Hence, rejection on this basis is not only unwarranted but also inconsistent with the conditions set forth in the bidding documents.

4. Incorrect Evaluation Category

It is also important to highlight that our company clearly falls under Compulsory Parameters "C" (Local Manufacturers of Medical Devices).

However, our evaluation appears to have been conducted under Compulsory Parameters "F", which is not applicable to our category. This misclassification has evidently resulted in an incorrect and unfair evaluation outcome.

5. CNIC of Signatory of the Bid

It has also been stated that our firm has not attached the CNIC of the signatory of the bid, and this has been cited as a reason for rejection. We respectfully submit that there is no such requirement mentioned in any clause under Compulsory Parameters "C" for Local Manufacturers of Medical Devices. Therefore, rejection on this ground is also without basis and not supported by the conditions of the bidding documents.

In view of the above facts, it is evident that M/S BQ Pharmaceutical & Medical Devices (Pvt.) Ltd. is fully compliant with all applicable requirements under Compulsory Parameters "C". The decision to declare our firm non-responsive appears to be based on incorrect interpretation of the bidding criteria and disregard of the documents submitted by us.

We therefore strongly request the Technical Evaluation Committee to immediately review and rectify this decision, reassess our documents in accordance with the correct evaluation parameters, and mark our firm as "Responsive" as per the provisions of the bidding documents.

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Rejection based on such baseless and unjustified reasons raises serious concerns and questions regarding the fairness and transparency of the evaluation committee and the procurement process. We trust that the committee will uphold the principles of fairness, transparency, and merit while reconsidering our case.

Decision:

Mr. Abdul Qadir relationship Manager of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the technical evaluation committee has disqualified T.E No. 100, 101 & 124 in section 05 & 06 of compulsory parameter (Part A).

The tech. committee has disqualified T.E No. 100, 101 & 124 in section 02 & 03 of Part B, non-responsive in sample evaluation as mandatory FDA/CE not attached.

The Grievance committee observed the case and found CNIC of the signatory of the Bid attached so section 06 of compulsory Parameter stand responsive, but overall non-responsive in Part A.

Section 02 stand responsive by GRC in Part B, section 03 only staff list provided.

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

ITEM NO. 03: **GRIEVANCE SUBMITTED BY M/S MUSAJI ADAM & SONS (PROCUREMENT OF RE-TENDER LAB KITS & CHEMICAL ITEMS RE-05 F.Y. 2025-26 MAYO HOSPITAL, LAHORE)**

GRIEVANCE DETAIL:

We are writing to formally express our concern regarding the status of our bid submitted against Tender No. RE-05 for the procurement of Re-Tender Lab Kits & Chemical items for the Financial Year 2025–26, as per the Technical.

According to the evaluation report, our bid has been declared non-responsive, citing issues related to the due to the shortage of documents. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 30-03-2026, would like to clarify the following:

We hope this message finds you well. We would like to formally raise our grievance regarding the disqualification of our bid in the recent tender issued by Mayo Hospital, on the basis of missing documents, namely CE Mark certification and DRAP Registration. In this regard, we respectfully submit that the CE Certificate was duly attached along with our tender submission. We are prepared to present the same again for your verification in the meeting, if required. Furthermore, with reference to DRAP Registration, we would like to inform you that the registration process has already been completed from our end, including submission of all required documentation well within time.

The approval is currently pending due to procedural delays at the DRAP department, which is beyond our control. Considering the above facts, we humbly request your good office to kindly review our case and reconsider our bid on merit.

Decision:

Dr. Afnan Branch Manager of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the technical evaluation committee has disqualified all quoted items in section 1 & 4 of the compulsory parameter.

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The Grievance committee observed the case and upheld the decision of Technical Evaluation Committee.

ITEM NO. 04: **GRIEVANCE SUBMITTED BY M/S HOORA PHARMA PVT LTD. (PROCUREMENT OF RE-TENDER LAB KITS & CHEMICAL ITEMS RE-05 F.Y. 2025-26 MAYO HOSPITAL, LAHORE)**

GRIEVANCE DETAIL: We are writing to formally express our concern regarding the status of our bid submitted against Tender No. RE-05 for the procurement of Re-Tender Lab Kits & Chemical items for the Financial Year 2025–26, as per the Technical.

According to the evaluation report, our bid has been declared non-responsive, citing issues related to the due to the shortage of the documents. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 30-03-2026, would like to clarify the following:

With due respect, we **M/s Hoora Pharma Pvt Ltd**. would like to humbly submit that we participated in the tender and had provided all the required documents along with our bid. However, it appears that our firm was declared technically non-responsive due to certain documentation concerns. In this regard, we respectfully state that all the necessary documents were already attached and submitted as per the requirements.

Sr. No#	Grievance	Grievance Answer
Part-A Compulsory Parameters		
1	3. Notarized Letter of authorization from manufacturer	Respected Competent authority we are pleased to answer all the grievances imposed. It is humbly stated that all the compulsory documentation are fulfilled from Hoora Pharma (Pvt.) Ltd. We will again provide all these documents in front of the Grievance committee at the time of grievance meeting. We will also submit this in diary section for grievance committee.
2	5. Undertaking on Stamp Paper worth Rs: 100(minimum) i. Non-Cancellation/Non-Suspension Registration of Quoted product of the bidder by Drug Regulatory Authority of Pakistan	
3	6. Other documents Required iii. CNIC of Signatory of the Bid.	
4	7. Product related Free Sale Certificate issued by the regulatory body of manufacturer country • i. 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)" For Item no. 101: Not Attached • ii. Affidavit / Undertaking of the sole agent / Authorized Distributors that their Products are freely available with same brand name in the country of the manufacturer and is safe for human use (where applicable)	

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Part-B Technical Evaluation Parameters		
1	1. Past Performance of the Bidder (at Least one Year)	Respected Competent authority it is a pleasure to answer you all the grievances imposed. It is humbly stated that all the "Part-B Technical Evaluation Parameters" documentation are fulfilled from Hoora Pharma (Pvt.) Ltd. We will again provide all these documents in front of the Grievance committee at the time of grievance meeting. We will also submit this in diary section for grievance committee.
2.	3. Technical Staff (the Bidder is required to attach attested copies of the relevant degrees and appointment letters of concerned technical staff. (Bank salary transaction statements of concerned staff)	

Decision:

Mr. Mubashar Iqbal Sales Executive of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the technical evaluation committee has disqualified all quoted items in section 03, 05, 06 & 07 of compulsory parameters. All quoted items are also disqualified in section 1 & 3 of Part B.

The Grievance committee observed the documents provided by the firm, and declared all quoted items responsive in section 05 & 06 of compulsory Parameter, but overall non-responsive in part A.

GRC declared all quoted items non-responsive in section 1 because no DC and Receipt certificate attached. Also non-responsive in section 3 of Part B, because no appointment letter and Bank salary transaction statement attached.

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

ITEM NO. 05:

GRIEVANCE SUBMITTED BY M/S MMS ENTERPRISES (PROCUREMENT OF RE-TENDER LAB KITS & CHEMICAL ITEMS RE-05 F.Y. 2025-26 MAYO HOSPITAL, LAHORE)

GRIEVANCE DETAIL:

We are writing to formally express our concern regarding the status of our bid submitted against Tender No. RE-05 for the procurement of Re-Tender Lab Kits & Chemical items for the Financial Year 2025–26, as per the Technical.

According to the evaluation report, our bid has been declared non-responsive, citing issues related to the due to the shortage of documents. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 30-03-2026, would like to clarify the following:

We have quoted for 3 items T. E. No. 100, 101 & 124 only Vacuum Tubes KJ Brand which are DRAP Registered and having MDIE Nos. On Going through the TEC Report we came to know that our quoted 3 Items T. E. No. 100, 101 & 124 are Samples Approved but Technically we are Non-Responsive Due to CE/FDA not attached.

In this regard we wish to inform your good self that T. E. No. 100 is only FDA Required. Whereas our product is CE. **So it is OK.**

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On the other hand our 2 Products T. E. No. 101 & 124 is CE as required by your good self. Kindly Re-check on Page No. 163-188 in our Technical Bid uploaded on E-Pad as well as we submit the same personally also.

The Samples of the above products were approved by the end user. We confirm that our products are DRAP Registered, up to Standard and All Major Government/Private Hospitals including your Esteemed Organization is also using the same with satisfactory. You are requested to please Re-Check the same and do the need full accordingly for T. E. No. 101 & 124. So we humbly request you to Kindly look into the matter and make us **TECHNICALLY RESPONSIVE** in the above mentioned 02 Items T. E. No. 101 & 124, as well as in TEC Report also.

Decision: Mr. Bilal Marketing Sales Manager of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the technical evaluation committee has disqualified all quoted items due to failure in section 3 of part B and non-availability of FDA/CE.

The Grievance committee observed the documents and upheld the decision of Technical Evaluation Committee.

ITEM NO. 06: **GRIEVANCE SUBMITTED BY M/S BIOCEPT INTERNATIONAL (PROCUREMENT OF RE-TENDER LAB KITS & CHEMICAL ITEMS RE-05 F.Y. 2025-26 MAYO HOSPITAL, LAHORE)**

GRIEVANCE DETAIL: We are writing to formally express our concern regarding the status of our bid submitted against Tender No. RE-05 for the procurement of Re-Tender Lab Kits & Chemical items for the Financial Year 2025–26, as per the Technical.

According to the evaluation report, our bid has been declared non-responsive, citing issues related to the due to the shortage of documents. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 30-03-2026, would like to clarify the following:

We, M/s Biocept Intl. Co, hereby submit this formal grievance against the decision of declaring our bid as non-responsive for Serial No. 108 & 109 in the subject tender. It has been observed that our bid was declared non-responsive on the grounds that the Product Registration Certificate and Free Sale Certificate (FSC) from the country of manufacture (China) were not attached. In this regard, we respectfully submit that:

1. We are in possession of valid Product Registration Certificates for all the items quoted under the above-mentioned serial numbers.

2. We also hold valid Free Sale Certificates (FSC) issued from the country of origin (China) for the same products.

3. The non-submission of the said documents at the time of bid submission was inadvertent and not intentional, and does not affect our technical capability, eligibility, or compliance with the tender requirements. Furthermore, in light of the principles of fair competition, transparency, and value for money as emphasized under the PPRA procurement rules, minor and non-material omissions may be clarified or supplemented during the evaluation or grievance stage, provided that the bidder substantially complies with the requirements. We hereby undertake to submit the Product Registration Certificates and FSC (China) along with this grievance for your kind review and verification. In view of the above, we humbly request that our bid may kindly be re-evaluated, and we may be declared responsive for Serial No. 108 & 109.

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Decision:

Mr. Arsh Hassan Director of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the technical evaluation committee has disqualified T.E No. 108 & 109 due to failure in section 1 & 7 of compulsory parameters.

The Grievance committee observed the documents and found DRAP registration for T.E No. 108 & 109 correct. Free sale certificate provided by the firm accepeted by the GRC. So T.E & 108 & 109 stand responsive in Grievance Committee.

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

MS. Kanwal Javed
Deputy Drugs Controller
Mayo Hospital Lahore

MS. Anila Saeed
Deputy Drugs Controller
Mayo Hospital Lahore

Mr. Muhammad Hifzan
Audit Officer
Mayo Hospital Lahore

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

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

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

COO: 08/06/2026.
Checked and verified by above members.
CEO: Proceed as per rules
8/6/2026

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