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 GULFAM BROTHER (PROCUREMENT OF RE-TENDER RE-11 UROLOGY DISPOSABLE ITEMS 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-11 for the procurement of Re-Tender Urology Disposable 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 documents. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 16-03-2026, would like to clarify the following:

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We are writing to formally submit a grievance regarding the technical evaluation of Item No. 4 (DJ Stent 4.7FR with guide wire 0.032 FDA Approved). We request a reconsideration of our "Non-Responsive" status based on the following factual clarifications and supporting documentation.

1. Compliance with DRAP Registration

• We wish to clarify that the DRAP Registration/Enlistment submitted for Item No. 5 is the same valid certification applicable to Item No. 4. Both items are covered under the same regulatory document already attached in our technical offer. We kindly request the committee to re-examine the technical file to verify this compliance.

• Our products have a proven track record of reliable supply and successful clinical use at Mayo Hospital Lahore and other major teaching hospitals for many years.

• All previous purchase orders from your institution and others were issued during the valid DRAP exemption period confirming our continuous compliance with regulatory transitions.

2. Validation of Quality Certifications (CE and US FDA)

• We have already submitted valid copies of both CE Marking (notified via NANDO) and US FDA Approval within our technical offer.

• Specifically for DJ Stents our firm possesses over 10 years of specialized experience in providing high-quality urological disposables to the healthcare sector.

3. Technical Clarification on Guidewire Specifications (Item No. 4)

• Standard Compatibility: We were marked non-responsive due to a guide wire size of 0.035 instead of 0.032. We wish to clarify that 0.035 is the manufacturer-recommended standard for a 4.7FR DJ Stent ensuring optimal safety and performance. Our specific configuration (4.7FR with 0.035 guide wire) is US FDA approved verifying its safety and efficacy.

4. Proven Institutional Acceptance (FY 2025-26)

Our technical competence and product quality have been recently validated through contract awards and technical approvals at the following prestigious institutions for the current financial year:

• Children's Hospital Multan: Awarded Framework Contract

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• BVH A&E PIC JFH & Sadiq Abbasi Hospital Bahawalpur: Awarded Framework Contract

• Nishtar Hospital Multan: Technically Approved

• Nawaz Sharif Yakki Gate Hospital Lahore: Technically Approved

5. Comparative Evaluation – M/s Medicamp International

• Non-Compliance: The tender specifications for Item No. 4 explicitly require FDA Approval. We have noted that M/s Medicamp International was declared "Responsive" for this item despite their product (MEDpro Netherlands) lacking the mandatory FDA certification.

• Request for Verification: We respectfully request the committee to verify the FDA status of M/s Medicamp International for this specific item to ensure a fair and transparent process based on the mandatory criteria set in the bidding documents items list.

Given our US FDA approval, valid DRAP registration, and extensive supply history, we kindly request the committee to upgrade our status to Technically Responsive for Item No. 4.

Decision:

Mr. Gulrez Sarfraz director of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the technical evaluation committee has failed T.E No. 04 in section 3 & 8 of compulsory parameters.

The Grievance committee observed the documents provided by the firm do not fulfil the criteria of compulsory parameters.

So, the grievance committee upheld the decision of Technical Evaluation Committee.

M/s Gulfam Brothers filed the grievance against M/s Medicamp International that T.E No. 04 has not the required advertised FDA Approval.

Upon checking by the grievance committee it is observed that M/s Gulfam Brothers is correct in its claim so that the item at T.E No. 04 of M/s Medicamp International is declared Non-Responsive.

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ITEM NO. 02: **GRIEVANCE SUBMITTED BY M/S FEROZSONS LABORATORIES LIMITED (PROCUREMENT OF RE-TENDER RE-11 UROLOGY DISPOSABLE ITEMS 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-11 for the procurement of Re-Tender Urology Disposable 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 documents. We respectfully disagree with this assessment and Evaluation Report uploaded on the official web portal dated 16-03-2026, would like to clarify the following:

We respectfully submit this letter to express our grievance regarding the technical disqualification of our following items in the **Urology Re-Tender [RE-11] Technical Evaluation.**

i. **T.E No. 4:** DRAP Registration **Dated 06-01-2022** is attached on Submitted Bid and has 1 Year Experience (page# 20). CE is attached on Page # 143. Free Sale Certificate is attached on Page # 209. Our quoted Stent of Boston Scientific is of size 4.8FR. The difference between 4.7Fr and 4.8Fr with Guide Wire 0.035 is negligible and does not affect the clinical performance, safety, or intended use of the stent. We request sample Re-Consideration.

ii. **T.E No. 5:** DRAP Registration **Dated 06-01-2022** is attached on Submitted Bid and has 1 Year Experience as well (page# 20).

iii. **T.E No. 10:** DRAP Registration **Dated 04-07-2023** is attached on Submitted Bid and has 1 Year Experience (page# 24). CE is attached on Page # 143. Free Sale Certificate is attached on Page # 192.

iv. **T.E No. 18:** DRAP Registration **Dated 26-03-2025** is attached on Submitted Bid and has 1 Year Experience (page# 18). CE is attached on Page #125. Free Sale Certificate is attached on Page # 199. Our

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quoted sample is of 6FR without stylet and the difference is clinically minimal and does not compromise the functionality of the catheter. We request sample Re-Consideration.

v. **T.E No. 19:** We request consideration. DRAP Registration **Dated 26-03-2025** is attached. Our quoted sample is of 5FR without stylet and the difference is clinically minimal and does not compromise the functionality of the catheter. We request sample Re-Consideration.

Decision: Mr. Abdul Rehman, Urology Associate of the firm presented the above mentioned grievance before the Grievance Committee. The committee observed that the technical evaluation committee has disqualified T.E # 04, 05,10 & 18 in section 3 of compulsory parameter. The Tech. also disqualified T.E No. 04, 10 & 18 in section 8, 9 & 10 of compulsory parameter.

T.E No. 19 is disqualified due to less experience and due to stylet not provided in sample.

The Grievance committee observed the documents provided by the firm and declared the following results:

T.E No. 05 is declared responsive by the GRC rest all items are non-responsive.

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: 23/5/26

CEO: Checked and verified by above members

23/5/2026

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