Health & Population Department

# FRAMEWORK CONTRACT FOR THE PROCUREMENT OF DRUGS / MEDICINES, MEDICAL DEVICES & SURGICAL DRESSINGS etc

## (PHASE-II) FOR THE FINANCIAL YEAR 2025-26

## BID REF NO. PC-01/Drugs/Medicines/Phase-II/2025-26 &

## PC-02/Medical Devices/Surgical Dressings/Phase-II/25-26

# MINUTES OF MEETING OF GRIEVANCE REDRESSAL COMMITTEE

## DIRECTORATE GENERAL HEALTH SERVICES PUNJAB

## 24-Cooper road, Lahore

# GRIEVANCE REDRESSAL MINUTES OF MEETING FOR DRUGS / MEDICINES PHASE-II FY 2025-26

| Sr. | Inq. | Generic Name | Advertised Specifications | Offered Specifications | Company Name | Manufactured by | Obtained Marks | Total Marks | Document Evaluation Remarks (Where non-compliance) | Physical Verification of claims and Remarks (Compliant/non-compliant) | Final Status (Responsive/ Non-Responsive) | Grievance of the Firm | Decision of the Committee |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 33 | Prostaglandin E2 3mg Vaginal Tablet | Prostaglandin E2 (Dinoprostone) 3mg Vaginal Tablet, pack of 01 with leaflet | Preglan E2 3mg Vaginal Tablet, pack of 01 with leaflet,Storage temperature 2-8 C.<br>DML No: 000415<br>DRC No: 033730 | **Platinum Pharmaceuticals (pvt) Ltd** | Platinum Pharmaceuticals (pvt) Ltd | 47 | 65 | 1. Tested Samples of quoted item from all DTLS declared substandard are over 5% from 01/01/24. | **Compliant** | **Non-Responsive** | | The firm did not contest for the quoted item. |
| 2 | 44 | Carbamazepine 100mg/5ml Syp/ Susp | Carbamazepine 100mg / 5ml Syrup/Sus, pack of 120ml or less , packed in carton with leaflet.Rate will be calculated on per ml basis. | Seizunil 100mg/5ml Susp,pack of 120ml, Not packed in carton with leaflet.Rate will be calculated on per ml basis.<br>DML No: 000415<br>DRC No: 015184 | **Platinum Pharmaceuticals (pvt) Ltd** | Platinum Pharmaceuticals (pvt) Ltd | 49 | 65 | 1. Submitted samples of quoted item not as per tender requirement i.e samples not packed in carton with leaflet. | **Compliant** | **Non-Responsive** | With reference to the Technical Evaluation Report against Tender Medicine Phase-II, we have noted that our four quoted products have been declared non-responsive on the grounds that the submitted samples were not as per tender requirements, specifically due to the absence of leaflets. We respectfully request your kind permission to submit the required leaflets and unit cartons for the following quoted items, in order to fulfill the tender requirements:<br>· INQ# 44: Carbamazepine 100mg/5ml Syrup/Suspension<br>· INQ# 45: Carbamazepine 200mg Tablet<br>· INQ# 53: Divalproex Sodium 500mg Tablet/Capsule<br>· INQ# 54: Domperidone 10mg Tablet/Capsule<br>In light of the above, we humbly request you to kindly consider our grievance and allow the status of the above-mentioned products to be changed to responsive after submission of the required documents.<br>We shall remain grateful for your favorable consideration.<br>Sincerely | Mr. Muhammad Shahbaz from M/s Platinum Pharmaceutical Pvt Ltd attended the meeting. The committee examined the documents submitted by the firm along with its grevience application in the light of the advertised technical evaluation criteria and anounced technical evaluation report. The committee after due deliberation and discussion decided that:<br>1. The firm provided an undertaking to provide supply of the stock with the required leaflet and unit carton at the time of delivery if the item is awarded, which was accepted.<br>Hence, the status of the quoted item changed to **Responsive**. |
| 3 | 45 | Carbamazepine 200mg Tablet | Carbamazepine 200mg Tablets, pack of 100 or less, packed in carton with leaflet | Seizunil 200mg Tab, pack of 50, packed in carton without leaflet<br>DML No: 000415<br>DRC No: 015183 | **Platinum Pharmaceuticals (pvt) Ltd** | Platinum Pharmaceuticals (pvt) Ltd | 47 | 65 | 1. Submitted samples of quoted item not as per tender requirement i.e leaflet not given. | **Compliant** | **Non-Responsive** | | 1. The firm provided the leaflet and an undertaking to provide supply of the stock with the required leaflet at the time of delivery if the item is awarded, which was accepted.<br><br>Hence, the status of the quoted item changed to **Responsive.** |

## GRIEVANCE REDRESSAL MINUTES OF MEETING FOR DRUGS / MEDICINES PHASE-II FY 2025-26

| Sr. | Inq. | Generic Name | Advertised Specifications | Offered Specifications | Company Name | Manufactured by | Obtained Marks | Total Marks | Document Evaluation Remarks (Where non-compliance) | Physical Verification of claims and Remarks (Compliant/non-compliant) | Final Status (Responsive/ Non-Responsive) | Grievance of the Firm | Decision of the Committee |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 4 | 53 | Divalproex sodium 500mg Tab/ Cap | Divalproex Sodium 500mg Tab/Cap (Equivalent to Valproic Acid 500mg), Blister/ Aluminium strip, pack of 100 or less, packed in carton with leaflet | Dapakan 500mg Tab (Equivalent to Valproic Acid 500mg), Blister pack, pack of 100, packed in carton without leaflet DML No:000415 DRC No:024465 | **Platinum Pharmaceuticals (pvt) Ltd** | Platinum Pharmaceuticals (pvt) Ltd | 45 | 65 | 1. Submitted samples of quoted item not as per tender requirement i.e leaflet not given. | **Compliant** | **Non-Responsive** | | 1. The firm provided the leaflet and an undertaking to provide supply of the stock with the required leaflet at the time of delivery if the item is awarded, which was accepted.<br><br>Hence, the status of the quoted item changed to **Responsive**. |
| 5 | 34 | Domperidone 10mg Tab/ Cap | Domperidone 10mg Tab/Cap, blister pack, pack of 100 or less packed in carton with leaflet | Emiset 10mg Tab, blister pack, pack of 30, packed in carton without leaflet DML No: 000415 DRC No: 024452 | **Platinum Pharmaceuticals (pvt) Ltd** | Platinum Pharmaceuticals (pvt) Ltd | 47 | 65 | 1. Submitted samples of quoted item not as per tender requirement i.e leaflet not given. | **Compliant** | **Non-Responsive** | | 1. The firm provided the leaflet and an undertaking to provide supply of the stock with the required leaflet at the time of delivery if the item is awarded,which was accepted.<br><br>Hence, the status of the quoted item changed to **Responsive.** |
| 6 | 1 | Acetyl Salicylic Acid 300mg Tablet | Acetylsalicylic Acid 300mg Tablet, Aluminum strip pack, pack of 600 or less packed in carton. | The item quoted on EPADs is not quoted on bid cover sheet. | **Indus Pharma Pvt Ltd** | Indus Pharma pvt Ltd | - | 65 | 1. The item quoted on EPADs is not quoted on bid cover sheet. | 1. The item quoted on EPADs is not quoted on bid cover sheet. | **Non-Responsive** | Respected Sir,<br>With due respect, we submit our grievance regarding the Technical Evaluation Report issued by your office regarding Tender of Medicine Phase II, 2025. In the said report, Indus Pharma (Pvt.) Ltd., has been declared "non-responsive" on the grounds that "the submitted sample are not as per advertised specifications (without leaflet)."<br>We hereby assure you that Indus Pharma (Pvt.) Ltd. will strictly adhere to the advertised specifications and shall supply the stock with the required leaflet at the time of delivery against our quoted item. Furthermore, we are also submitting the leaflets of above said quoted items along with this grievance submission. We request the Grievance Committee to accept our grievance and qualify Indus Pharma (Pvt.) Ltd. on Technical Ground for a healthy competition. | The firm did not contest for the quoted item. |

## GRIEVANCE REDRESSAL MINUTES OF MEETING FOR DRUGS / MEDICINES PHASE-II FY 2025-26

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 7 | 31 | Ondansetron 2mg/ml Injection | Ondansetron 4mg/2ml Injection, Ampoule of 2ml, Pack of 10 or less, packed in carton with leaflet | Onseron 4mg/2ml injection, ampoule of 2ml, pack of 1s, packed in carton without leaflet.<br>DML: 000124<br>DRC: 053452 | **Indus Pharma Pvt Ltd** | Indus Pharma pvt Ltd | 46 | 65 | 1. The submitted sample is not as per advertised specifications (without leaflet). | **Compliant** | **Non-Responsive** | | Mr. Rana Adil representative of Indus Pharma Pvt Ltd attended the meeting. The committee examined the grievance letter submitted by the firm in light of the advertised evaluation criteria and the announced technical evaluation report. The committee after due deliberation and discussion decided that:<br>1. The firm provided leaflet of the quoted item and undertaking to provide the supply of the stock with the required leaflet at the time of delivery if the item is awarded, which was accepted.<br>Hence, the status of the quoted item changed to **Responsive**. |
| 8 | 43 | Azithromycin 200mg/5ml Syp/ Susp | Azithromycin Syp/Susp 200mg/5ml.Dry powder suspension. Pack of 15mL. Packed in carton with leaflet & spoon/measuring cup. | Indaz suspension 200mg/5ml, dry powder suspension, pack of 15mL, packed in carton without leaflet and with spoon.<br>DML: 000123<br>DRC: 092649 | **Indus Pharma Pvt Ltd** | Indus Pharma pvt Ltd | 44 | 65 | 1. The submitted sample is not as per advertised specifications (without leaflet). | **Compliant** | **Non-Responsive** | | 1.The firm provided leaflet of the quoted item and undertaking to provide the supply of the stock with the required leaflet at the time of delivery if the item is awarded, which was accepted.<br>Hence, the status of the quoted item changed to **Responsive**. |
| 9 | 61 | Metoclopramide (hydrochloride) Tablets 10mg | Metoclopramide HCL 10mg Tablet, Blister pack, Pack of 100 or lessTablets. Packed in carton with leaflet. | Metoclon 10mg tablet, blister pack, pack of 100s tablets, packed in carton without leaflet.<br>DML: 000124<br>DRC: 011348 | **Indus Pharma Pvt Ltd** | Indus Pharma pvt Ltd | 43 | 65 | 1. The submitted sample is not as per advertised specifications (without leaflet). | **Compliant** | **Non-Responsive** | | 1.The firm provided leaflet of the quoted item and undertaking to provide the supply of the stock with the required leaflet at the time of delivery if the item is awarded, which was accepted.<br>Hence, the status of the quoted item changed to **Responsive**. |

## GRIEVANCE REDRESSAL MINUTES OF MEETING FOR DRUGS / MEDICINES PHASE-II FY 2025-26

| Sr. | Inq. | Generic Name | Advertised Specifications | Offered Specifications | Company Name | Manufactured by | Obtained Marks | Total Marks | Document Evaluation Remarks (Where non-compliance) | Physical Verification of claims and Remarks (Compliant/non-compliant) | Final Status (Responsive/ Non-Responsive) | Grievance of the Firm | Decision of the Committee |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 10 | 5 | Beclomethasone Dipropionate 800mcg Nebulizer Solution | Beclomethasone (Dipropionate) 800mcg, suspension for aerosol therapy on single dose vial, pack of 10 or less, packed in carton with leaflet. | Beeko 800mcg, suspension for aerosol therapy on single dose vial, pack of 10s, packed in carton without leaflet.<br>DML: 000842<br>DRC: 112572 | **Hudson Pharma Pvt. Ltd.** | Hudson Pharma Pvt. Ltd. | 38 | 65 | 1. The submitted sample is not as per advertised specifications (without leaflet).<br>2. The attached documents of the experience of the bidder in public health sector are not as per criteria; hence, no marks were awarded to the extent of this parameter.<br>3. The attached documents of the experience of the quoted item in public sector are not as per criteria; hence, no marks were awarded to the extent of this parameter.<br>4. The documents of the experience of the quoted item in private sector are not attached; hence, no marks were awarded to the extent of this parameter.<br>5. The attached documents of personnel capability are not as per criteria; hence, no marks were awarded to the extent of this parameter. | 1. GC-MS/FID or LC-MS was not available; hence, no marks were awarded to the extent of this parameter.<br>2. Climatic chambers were not available; hence, no marks were awarded to the extent of this parameter.<br>3. 05 digit / decimal weighing balance was not available; hence, no marks were awarded to the extent of this parameter.<br>4. Dissolution apparatus CFR 21 Part 11 compliant coupled with HPLC were not available; hence, no marks were awarded to the extent of this parameter. | **Non-Responsive** | Respected Committee Members,<br>We, Hudson Pharma Pvt. Ltd., respectfully submit our grievance regarding the Technical Evaluation Report dated 16-09-2025 for Phase-II (FY 2025-26). Some of our quoted items (Sr. # 5, 18, 21) have been marked Non-Responsive, mainly due to remarks regarding missing documents, cold chain requirements, and equipment availability. We would like to provide the following clarifications for your kind consideration:<br>1. Product Leaflets: We provide electronic leaflets (e-Leaflets) in line with current industry practice. If hard copies are required, we will immediately provide them for all quoted products.<br>2. Submission of Documents: All required documents, including evidence of experience in public and private sectors, quoted item sales performance, and personnel capability, were duly attached with our original bid. Hard copies are available and can be presented on demand.<br>3. Personnel Capability: Our team includes highly qualified professionals, already reflected in our bid submission. Mr. Raheel Ahmad, certified from IEC, with more than 10 years of professional experience. Mr. Daniyal Qayyum, MPhil in Pharmacy, with 7 years of production experience.<br>4. Iron Sucrose Injection (Brand: Ferris): It was observed that cold chain/thermolog data was not provided. We wish to clarify that Iron Sucrose is a cold chain product, and we are submitting batch-wise cold chain data along with thermolog reports to ensure compliance with tender requirements.<br>5. Equipment-Related Remarks: GC-MS/FID or LC-MS: A Gas Chromatograph is available at our facility, although not currently in use. Moreover, none of our quoted products require GC testing. (Picture attached). Climatic/Stability Chambers: We maintain 5 fully functional stability chambers, with calibration certificates and thermal mapping records already available. (Picture attached). Weighing Balance: We have 4-digit/decimal weighing balances, with calibration certificates attached. Dissolution Apparatus & HPLC: We possess a separate dissolution apparatus and 4 HPLC systems, with calibration certificates already provided. Furthermore, none of the quoted products required dissolution testing. (Pictures and certificates attached).<br>In light of the above clarifications, we respectfully request the honorable committee to review the evaluation of Hudson Pharma Pvt. Ltd. and reconsider our quoted items as Responsive, as we have fully complied with all mandatory criteria. We remain committed to providing any further clarifications, supporting documents, or physical demonstrations of our equipment as required by the committee. | Mr. Danish Mehdi representative of Hudson Pharma Pvt. Ltd. attended the meeting. The committee examined the grievance letter submitted by the firm in light of the advertised evaluation criteria and the announced technical evaluation report. The committee after due deliberation and discussion decided that:<br>1. The firm provided undertaking to provide the supply of the stock with the required leaflet at the time of delivery if the item is awarded, which was accepted.<br>2. The firm provided the documents of the experience of the bidder in public health sector, which were accepted; hence, 02 marks were awarded to the extent of this parameter.<br>3. The firm did not provide documents of the experience of the quoted item in public sector as per criteria; hence, no marks were awarded to the extent of this parameter.<br>4. The firm did not provide documents of the experience of the quoted item in private sector; hence, no marks were awarded to the extent of this parameter.<br>5. The firm provided appointment letter and degree of production pharmacist, which were accepted; hence, 01 mark was awarded to the extent of this parameter.<br>6. GC-MS/FID or LC-MS was not available at the time of physical verification of claims; hence, no marks were awarded to the extent of this parameter.<br>7. Climatic chambers were not available at the time of physical verification of claims; hence, no marks were awarded to the extent of this parameter.<br>8. 05 digit / decimal weighing balance was not available at the time of physical verification of claims; hence, no marks were awarded to the extent of this parameter.<br>9. Dissolution apparatus CFR 21 Part 11 compliant coupled with HPLC were not available at the time of physical verification of claims; hence, no marks were awarded to the extent of this parameter.<br><br>Hence, the total marks of the quoted item became 41 and the status of the quoted item changed to **Responsive**. |
| 11 | 18 | Iron Sucrose 100mg Injection | Iron Sucrose 20mg/ml Injection. Ampule of 5ml pack of 10 or less packed with leaflet in carton. The firm will produce batch wise cold chain data from the source of origin & thermolog data from factory to ware house. | Ferris 20mg/ml injection, ampoule of 5ml pack of 5s packed without leaflet in carton.<br>DML: 000842<br>DRC: 086898 | **Hudson Pharma Pvt. Ltd.** | Hudson Pharma Pvt. Ltd. | 38 | 65 | 1. The submitted sample is not as per advertised specifications (without leaflet).<br>2. The attached documents of the experience of the bidder in public health sector are not as per criteria; hence, no marks were awarded to the extent of this parameter.<br>3. The attached documents of the experience of the quoted item in public sector are not as per criteria; hence, no marks were awarded to the extent of this parameter.<br>4. The documents of the experience of the quoted item in private sector are not attached; hence, no marks were awarded to the extent of this parameter.<br>5. The attached documents of personnel capability are not as per criteria; hence, no marks were awarded to the extent of this parameter. | 1. GC-MS/FID or LC-MS was not available; hence, no marks were awarded to the extent of this parameter.<br>2. Climatic chambers were not available; hence, no marks were awarded to the extent of this parameter.<br>3. 05 digit / decimal weighing balance was not available; hence, no marks were awarded to the extent of this parameter.<br>4. Dissolution apparatus CFR 21 Part 11 compliant coupled with HPLC were not available; hence, no marks were awarded to the extent of this parameter. | **Non-Responsive** | | 1. The firm provided undertaking to provide supply of the stock with the required leaflet at the time of delivery if the item is awarded, which was accepted.<br>2. The firm provided the documents of the experience of the bidder in public health sector, which were accepted; hence, 02 marks were awarded to the extent of this parameter.<br>3. The firm did not provide documents of the experience of the quoted item in public sector; hence, no marks were awarded to the extent of this parameter.<br>4. The firm did not provide documents of the experience of the quoted item in private sector; hence, no marks were awarded to the extent of this parameter.<br>5. The firm provided appointment letter and degree of production pharmacist, which were accepted; hence, 01 mark was awarded to the extent of this parameter.<br>6. GC-MS/FID or LC-MS was not available at the time of physical verification of claims; hence, no marks were awarded to the extent of this parameter.<br>7. Climatic chambers were not available at the time of physical verification of claims; hence, no marks were awarded to the extent of this parameter.<br>8. 05 digit / decimal weighing balance was not available at the time of physical verification of claims; hence, no marks were awarded to the extent of this parameter.<br>9. Dissolution apparatus CFR 21 Part 11 compliant coupled with HPLC were not available at the time of physical verification of claims; hence, no marks were awarded to the extent of this parameter.<br><br>Hence, the total marks of the quoted item became 41 and the status of the quoted item changed to **Responsive**. |

## GRIEVANCE REDRESSAL MINUTES OF MEETING FOR DRUGS / MEDICINES PHASE-II FY 2025-26

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 12 | 21 | Ketorolac tromethamine 30mg/ml Injection | Ketorolac tromethamine 30mg/ml Injection. Vial/Amp of 1ml, Pack of 10 or less, packed in carton with leaflet. | Torason 30mg/ml injection, ampoule of 1ml, pack of 5s, packed in carton with leaflet.<br>DML: 000842<br>DRC: 085622 | **Hudson Pharma Pvt. Ltd.** | Hudson Pharma Pvt. Ltd. | 38 | 65 | 1. The pack size of the submitted sample (5s) is not as quoted on bid cover sheet (1s).<br>2. The pack size on DRC (5s) is not as quoted on the bid cover sheet (1s).<br>3. The attached documents of the experience of the bidder in public health sector are not as per criteria; hence, no marks were awarded to the extent of this parameter.<br>4. The attached documents of the experience of the quoted item in public sector are not as per criteria; hence, no marks were awarded to the extent of this parameter.<br>5. The documents of the experience of the quoted item in private sector are not attached; hence, no marks were awarded to the extent of this parameter.<br>6. The attached documents of personnel capability are not as per criteria; hence, no marks were awarded to the extent of this parameter. | 1. GC-MS/FID or LC-MS was not available; hence, no marks were awarded to the extent of this parameter.<br>2. Climatic chambers were not available; hence, no marks were awarded to the extent of this parameter.<br>3. 05 digit / decimal weighing balance was not available; hence, no marks were awarded to the extent of this parameter.<br>4. Dissolution apparatus CFR 21 Part 11 compliant coupled with HPLC were not available; hence, no marks were awarded to the extent of this parameter. | **Non-Responsive** | | 1. The firm did not address the objection in its grievance regarding pack size of the submitted sample (5s) was not as quoted on bid cover sheet (1s).<br>2. The firm did not address the objection in its grievance regarding pack size on DRC (5s) was not as quoted on the bid cover sheet (1s).<br>3. The firm provided the documents of the experience of the bidder in public health sector, which were accepted; hence, 02 marks were awarded to the extent of this parameter.<br>4. The firm did not provide documents of the experience of the quoted item in public sector; hence, no marks were awarded to the extent of this parameter.<br>5. The firm did not provide documents of the experience of the quoted item in private sector; hence, no marks were awarded to the extent of this parameter.<br>6. The firm provided appointment letter and degree of production pharmacist, which were accepted; hence, 01 mark was awarded to the extent of this parameter.<br>7. GC-MS/FID or LC-MS was not available at the time of physical verification of claims; hence, no marks were awarded to the extent of this parameter.<br>8. Climatic chambers were not available at the time of physical verification of claims; hence, no marks were awarded to the extent of this parameter.<br>9. 05 digit / decimal weighing balance was not available at the time of physical verification of claims; hence, no marks were awarded to the extent of this parameter.<br>10. Dissolution apparatus CFR 21 Part 11 compliant coupled with HPLC were not available at the time of physical verification of claims; hence, no marks were awarded to the extent of this parameter.<br><br>Hence, the total marks of the quoted item became 41 and the status of the quoted item remained **Non-Responsive**. |
| 13 | 41 | Artemether + Lumefantrine 15+90mg Syp/ Susp | Artemether 15mg + Lumefantrine 90mg Syp/Susp. Bottle of 30ml. Packed in carton with leaflet & spoon. | Gen-M Artemether 15mg + Lumefantrine 90mg oral Susp. Bottle of 30ml. Packed in carton without leaflet & spoon.<br>DML no: 000351<br>DRC no: 053285 | **GENIX PHARMA PVT. LTD** | GENIX PHARMA PVT. LTD | 49 | 65 | 1. The submitted sample is not as per advertised specifcations. (i.e,. Without leaflet & spoon) | **Compliant** | **Non-Responsive** | M/s Genix Pharma Pvt. Limited, who is established & reputable manufacturer of pharmaceuticals product & having good alliance with our Government / Semi Government & Autonomous institutions for the supplies of our quality products for consumers with best results to fulfill their requirement, as we were awarded for the supplies to different Government esteemed organization against the different contracts in Year 2015 to 2023 and even in the year 2024-25, which have been successfully completed with our best level of compliance. Keeping in view the summarize introduction of our organization, we would like to draw your kind attention for consideration of our grievance by your respected committee against the Tender Products. Genix Pharma was declared as non-responsive on the basis of Specifications of the product against T.E. No. 41, 42 and 43 (i.e. Artemether + Lumefantrine Susp 30ml, Artemether + Lumefantrine 20/120mg Tab and Azithromycin 200mg/5ml Susp respectively) We, Genix Pharma here respond that We are offering the Bar Code on every product (that is being supplied in commercial market) having e-leaflets which can be read on scanning of the bar code. However, Genix Pharma here provides the following documents:<br>1: As required, Genix Pharma will provide the leaflet as a hard copy in the supplied packing for T.E. No. 41, 42 and 43 if won by the company. (Undertaking and the leaflet are Attached). 2: As required, Genix Pharma will provide spoon along with leaflet in the supplied packing for T.E. 41 if won by the company. (Undertaking is Attached) Sir, Genix Pharma Pvt. Ltd, here to bring in your notice to see the above-mentioned and requests you to REVIEW the evaluation of the mentioned products from procuring in the institution and allow Genix Pharma Pvt. Ltd to be part of competition in the procurement of these products as the technically approved products. | Mr. Imran Bashir Bhutta representative of Genix Pharma Pvt Ltd attended the meeting. The committee examined the grievance letter submitted by the firm in light of the advertised evaluation criteria and the announced technical evaluation report. The committee after due deliberation and discussion decided that:<br>1. The firm provided hard copy of leaflet along with its grievance and also provided undertaking to provide leaflet & spoon with the supply, which was accepted.<br>Hence, the status of the quoted item changed to **Responsive.** |
| 14 | 42 | Artemether + Lumefantrine 20+120mg Tab/ Cap | Artemether + Lumefantrine 20/120 mg Tab/Cap. Pack of 16 Tablets in blister pack with leaflet inside. | Gen-M Artemether + Lumefantrine 20/120 mg Tab(Dispersible) . Pack of 16 Tablets in blister pack without leaflet inside.<br>DML no: 000351<br>DRC no: 061403 | **GENIX PHARMA PVT. LTD** | GENIX PHARMA PVT. LTD | 49 | 65 | 1. The submitted sample is not as per advertised specifcations. (i.e,. Without leaflet) | **Compliant** | **Non-Responsive** | | 1. The firm provided hard copy of leaflet along with its grievance and also provided undertaking to provide leaflet with the supply, which was accepted.<br><br>Hence, the status of the quoted item changed to **Responsive**. |

## GRIEVANCE REDRESSAL MINUTES OF MEETING FOR DRUGS / MEDICINES PHASE-II FY 2025-26

| Sr. | Inq. | Generic Name | Advertised Specifications | Offered Specifications | Company Name | Manufactured by | Obtained Marks | Total Marks | Document Evaluation Remarks (Where non-compliance) | Physical Verification of claims and Remarks (Compliant/non-compliant) | Final Status (Responsive/ Non-Responsive) | Grievance of the Firm | Decision of the Committee |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 15 | 43 | Azithromycin 200mg/5ml Syp/ Susp | Azithromycin Syp/Susp 200mg/5ml.Dry powder suspension. Pack of 15mL. Packed in carton with leaflet & spoon/measuring cup. | Genthro 200mg/5ml.Dry powder suspension. Pack of 15mL. Packed in carton with spoon & without leaflet. DML no: 000351 DRC no: 074867 | **GENIX PHARMA PVT. LTD** | GENIX PHARMA PVT. LTD | 47 | 65 | 1. The submitted sample is not as per advertised specifcations. (i.e,. Without leaflet) | **Compliant** | **Non-Responsive** | | 1. The firm provided hard copy of leaflet along with its grievance and also provided undertaking to provide leaflet & spoon with the supply, which was accepted.<br><br>Hence, the status of the quoted item changed to **Responsive.** |
| 16 | 41 | Artemether + Lumefantrine 15+90mg Syp/ Susp | Artemether 15mg + Lumefantrine 90mg Syp/Susp. Bottle of 30ml. Packed in carton with leaflet & spoon. | Leumef Dry powder Susp. Glass Bottle of 30ml. Packed in carton with leaflet, spoon and cup. DML No. 000849 DR No. 084146 | **Magns Pharmaceuticals** | Magns Pharmaceuticals | 43 | 65 | | CRM was not available during physical verification.The firm was using a part of API without standardization. | **Non-Responsive** | Respected Sir, for Item no. 41, 43, 55, 58 & 72<br>1. We are in the process of importing primary reference standards for our quoted products. The quotation, payment details, and bill are attached herewith for your reference. We undertake that described product will be supplied to DGHS after testing with original & traceable CRM from USP. We kindly request you to qualify us for this parameter.<br>2. We have procured a climatic chamber, and purchase order, invoice, delivery challan and calibration certificate are attached herewith for your review. we kindly request you to award full marks for this criterion, as we mee the the required qualifications.<br>3. We have submitted documents for two fully functional dissolution apparatus (CFR 21 Part 11 Compliant) which were also verified by the inspection team during the physical inspection. The apparatus complies with CFR 21 Part 11 requirements, including features such as unique IDs, password protection, printer integration, and realated controls. we request to award full marks.<br>For item #43 (Azithromycin 200mg/5ml suspension)<br>1. We have updated our unit carton in line with the registration letter by removing "Approx" from 15ml pack size. The updated unit carton will be resubmitted along with the revised sample pack for review. We kindly request you to qualify us for this parameter. | Mr. Asghar representative of Magns Pharmaceutical Pvt Ltd attended the meeting. The committee examined the grievance letter submitted by the firm in light of the advertised evaluation criteria and the announced technical evaluation report. The committee after due deliberation and discussion decided that:<br>1. The firm in its grievance itself admitted the observation of technical bid evaluation committee regarding the non-availability of CRM. Hence, the grievance of the firm was not accepted to the extent of this parameter.<br>2. The firm in its grievance itself admitted that climatic chamber was not available at the time of physical inspection. Hence grievance of firm was not accepted to the extent of this parameter and no additional marks were awarded.<br>3. The firm could not provide any evidence to substiantiate its claim regarding dissolution apparatus as per criteria.Hence, grievance of firm was not accepted to the extent of this parameter and no additional marks were awarded.<br>Hence, the final status of quoted item remained **Non-responsive.** |
| 17 | 43 | Azithromycin 200mg/5ml Syp/ Susp | Azithromycin Syp/Susp 200mg/5ml.Dry powder suspension. Pack of 15mL. Packed in carton with leaflet & spoon/measuring cup. | Zaracin 200mg/5ml Dry powder suspension. Glass bottle of 15ml (Approx.). Packed in carton with leaflet, spoon & measuring cup. DML No. 000849 DR No. 086433 | **Magns Pharmaceuticals** | Magns Pharmaceuticals | 45 | 65 | 1. Quoted item specifications not as per tender requirement. | CRM was not available during physical verification.The firm was using a part of API without standardization. | **Non-Responsive** | | 1. The firm in its grievance itself admitted the observation of technical bid evaluation committee regarding the non-availability of CRM. Hence, the grievance of the firm was not accepted to the extent of this parameter.<br>2. The firm in its grievance itself admitted that climatic chamber was not available at the time of physical inspection. Hence grievance of firm was not accepted to the extent of this parameter and no additional marks were awarded.<br>3. The firm could not provide any evidence to substiantiate its claim regarding dissolution apparatus as per criteria. Hence, grievance of firm was not accepted to the extent of this parameter and no additional marks were awarded.<br>4. The firm provided the external carton of suspension azithromycin without "approx" wording and undertaking to provide the same at the time of supply which was accepted. Hence the grievance of firm was accepted to the extent of this parameter.<br>Hence, the final status of quoted item remained **Non-responsive**. |

| Sr. | Inq. | Generic Name | Advertised Specifications | Offered Specifications | Company Name | Manufactured by | Obtained Marks | Total Marks | Document Evaluation Remarks (Where non-compliance) | Physical Verification of claims and Remarks (Compliant/non-compliant) | Final Status (Responsive/ Non-Responsive) | Grievance of the Firm | Decision of the Committee |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 18 | 55 | Drotaverine 40mg Tab/ Cap | Drotaverine HCl 40 mg Tab/Cap, Blister/Aluminium strip pack of 100 or less, packed in a carton with leaflet. | Magvarin 40 mg Tab, Blister strip. Pack of 2x10's, packed in a carton with leaflet. DML No. 000849 DR No. 102530 | **Magns Pharmaceuticals** | Magns Pharmaceuticals | 43 | 65 | | CRM was not available during physical verification. The firm was using a part of API without standardization. | **Non-Responsive** | | 1. The firm in its grievance itself admitted the observation of technical bid evaluation committee regarding the non-availability of CRM. Hence, the grievance of the firm was not accepted to the extent of this parameter.<br>2. The firm in its grievance itself admitted that climatic chamber was not available at the time of physical inspection. Hence grievance of firm was not accepted to the extent of this parameter and no additional marks were awarded.<br>3. The firm could not provide any evidence to substiantiate its claim regarding dissolution apparatus as per criteria. Hence, grievance of firm was not accepted to the extent of this parameter and no additional marks were awarded.<br>Hence, the final status of quoted item remained **Non-responsive**. |
| 19 | 58 | Lincomycin 500mg Capsule | Lincomycin 500mg Capsule, pack of 50 or less. | Limycin 500mg Capsule, Blister strip. Pack of 3x4's, packed in carton with leaflet. DML No. 000849 DR No. 084131 | **Magns Pharmaceuticals** | Magns Pharmaceuticals | 43 | 65 | | 1. CRM was not available during physical verification. The firm was using a part of API without standardization.<br>2.Raman Spectrometer (Required for dissolution of capsule lincomycin) is not available. | **Non-Responsive** | | 1. The firm in its grievance itself admitted the observation of technical bid evaluation committee regarding the non-availability of CRM. Hence, the grievance of the firm was not accepted to the extent of this parameter.<br>2. The firm in its grievance itself admitted that climatic chamber was not available at the time of physical inspection. Hence grievance of firm was not accepted to the extent of this parameter and no additional marks were awarded.<br>3. The firm could not provide any evidence to substiantiate its claim regarding dissolution apparatus as per criteria. Hence, grievance of firm was not accepted to the extent of this parameter and no additional marks were awarded..<br>Hence, the final status of quoted item remained **Non-responsive**. |
| 20 | 72 | Tizanidine 2mg Tablet | Tizanidine HCl 2mg Tablet, Blister Packing of 20 or less, packed in carton with leaflet. | Magzin 2mg Tablet, Blister strip,. Pack of 2x10's, packed in carton with leaflet. DML No. 000849 DR No. 095685 | **Magns Pharmaceuticals** | Magns Pharmaceuticals | 44 | 65 | | CRM was not available during physical verification. The firm was using a part of API without standardization. | **Non-Responsive** | | 1. The firm in its grievance itself admitted the observation of technical bid evaluation committee regarding the non-availability of CRM. Hence, the grievance of the firm was not accepted to the extent of this parameter.<br>2. The firm in its grievance itself admitted that climatic chamber was not available at the time of physical inspection. Hence grievance of firm was not accepted to the extent of this parameter and no additional marks were awarded.<br>3. The firm could not provide any evidence to substiantiate its claim regarding dissolution apparatus as per criteria. Hence, grievance of firm was not accepted to the extent of this parameter and no additional marks were awarded.Hence, the final status of quoted item remained **Non-responsive**. |

## GRIEVANCE REDRESSAL MINUTES OF MEETING FOR DRUGS / MEDICINES PHASE-II FY 2025-26

| Sr. | Inq. | Generic Name | Advertised Specifications | Offered Specifications | Company Name | Manufactured by | Obtained Marks | Total Marks | Document Evaluation Remarks (Where non-compliance) | Physical Verification of claims and Remarks (Compliant/non-compliant) | Final Status (Responsive/ Non-Responsive) | Grievance of the Firm | Decision of the Committee |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 21 | 43 | Azithromycin 200mg/5ml Syp/ Susp | Azithromycin Syp/Susp 200mg/5ml.Dry powder suspension. Pack of 15mL. Packed in carton with leaflet & spoon/measuring cup. | Azocyd Susp 200mg/5ml.Dry powder suspension. Pack of 15mL(Approx). Packed in carton with leaflet & measuring spoon.<br>DML No: 000363<br>DRC No: 104212 | **Lucky Core Industries Limited** | Lucky Core Industries Limited | 52 | 65 | 1. Quoted item specifications not as per tender requirement. | **Compliant** | **Non-Responsive** | consideration regarding the recent technical evaluation report.<br><br>Our company participated in the tender for Azocyd Suspension, which was declared non-responsive solely due to the use of the word “approx” in the specification, despite the fact that all other parameters are fully met. It is further added here that the item was placed under the “most advantageous bid” category, but declared non-responsive by a very narrow margin without any technical or financial implications.<br><br>For reference, the tender advertisement and our offered specifications are as follows:<br><br>Tender Specifications Offered Specifications<br>Azithromycin Syp/Susp 200mg/5ml. Azocyd Susp 200mg/5ml. Dry powder suspension. Pack of 15ml (Approx). Packed in carton with leaflet & measuring spoon.<br><br>It is respectfully submitted that: | Mr. Mohsin Hassan from M/s Lucky core industries Pakistan attended the meeting. The committee examined the documents submitted by the firm along with its grevience application in the light of the advertised technical evaluation criteria and anounced technical evaluation report. The committee after due deliberation and discussion decided that:<br>1.During the course of the grievance meeting,the firm provided an undertaking to provide supply of the stock with packing as per specifications(15ml) which was accepted; Hence the grievance of the firm was accepted to extent of this parameter.<br>Hence, the status of the quoted item changed to **Responsive**. |
| 22 | 27 | Mecobalamin 500mcg Injection | Mecobalamin 500mcg Injection. Vial/Amp of 1ml, Pack of 10 or less, packed in carton with leaflet. | Mecotec500mcg Injection Amp of 1ml, pack of 10, Packed in carton with leaflet. | **Pharmatec Pakistan (Pvt.) Ltd.** | Pharmatec Pakistan (Pvt.) Ltd. | 46 | 65 | 1. Sample of Inj. Mecotec not submitted. | **Compliant** | **Non-Responsive** | We would like to justify our position as follows for your kind consideration and request that our bid be re-evaluated and considered as Responsive.<br>**S/N: 97 Remarks in TER:** Sample of Inj. Mecotec not submitted.<br>**Pharmatec Response:** The courier service representative missed collecting the samples during the initial attempt. However, the samples were successfully dispatched in the next attempt through our courier service provider. We are here by submitting the commercial samples of Mecotech injection with a humble request for your kind acceptance. | Mr. M Ikram from M/s Pharmatec Pakistan (Pvt.) Ltd. attended the meeting. The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Technical Evaluation Criteria and announced Technical Evaluation Report. The committee after due deliberation and discussion decided that:<br>1. The firm in its grievance accepted that the samples could not be submitted with bid which were mandatory as per the criteria so the grievance of the firm was rejected to the extent of this parameter. Hence, the status of the quoted item remains **"Non-Responsive".** |
| 23 | 59 | Mefenamic acid 500mg Tab/ Cap | Mefenamic acid Tab/Cap 500 mg, Blister/ Aluminium strip, pack of 200 or less. | Zopan DS Tab 500 mg, Blister, Pack of 200.<br>DML: 000024<br>DRC: 018173 | **Pharmatec Pakistan (Pvt.) Ltd.** | Pharmatec Pakistan (Pvt.) Ltd. | 44 | 65 | | 1. Potentiometer is not available which is required as per BP for Mefenamic Acid Tablets. | **Non-Responsive** | **S/N: 98 Remarks in the TER**: Potentiometer is not available, which is required as per B.P. for Mefenamic acid tablets.<br>**Pharmatec Response:** Potentiometer is available in our analytical services lab. The testing of Mefenamic acid (API) will be aligned as per B.P. monograph by utilizing the potentiometer. | The GRC noted the observation of physical verification committee regarding the availability of potentiometer in QC Lab for the analysis is correct as the firm itself admitted the same during the course of the meeting. Moreover, firm did not provide any trail to substantiate its claim hence, grievance of the firm was not accepted to the extent of this parameter and the status of the quoted item remains **"Non-Responsive".** |

| Sr. | Inq. | Generic Name | Advertised Specifications | Offered Specifications | Company Name | Manufactured by | Obtained Marks | Total Marks | Document Evaluation Remarks (Where non-compliance) | Physical Verification of claims and Remarks (Compliant/non-compliant) | Final Status (Responsive/ Non-Responsive) | Grievance of the Firm | Decision of the Committee |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 24 | 35 | Salbutamol (Sulfate) Tablets 4mg | Salbutamol 4mg Tablet, blister / Aluminium strip pack of 120 or less, packed in carton. | Venex 4mg Tablet, BP, blister of 20. Packed in carton with leaflet.<br>DML: 000024<br>DRC: 018169 | **Pharmatec Pakistan (Pvt.) Ltd.** | Pharmatec Pakistan (Pvt.) Ltd. | 49 | 65 | | 1. According to BP L10 column (100 x 4.6mm, 5 µm) is required which is not available. | **Non-Responsive** | **S/N 99 Remarks in the TER:** Salbutamol Tablet is as per B.P., according to B.P. (L10 column 100 x 4.6 mm, 5 µm) is required, which is not available.<br>**Pharmatec Response:** The column which we are using for testing of Venex tablet is L10 column (200 x 4.6 mm, 5 µm) The only difference is the length of the column, which doesn't affect the retention time of this salbutamol as stated in B.P. (When the chromatograms are recorded under the prescribed conditions, the retention time of Salbutamol is about 2 minutes. Testing will be aligned as per the BP specification by using L10 column (100 x 4.6 mm x 5 µm).<br>We have submitted all the required clarifications and responses for your re-evaluation and we respectfully respect your kind consideration in accepting our firm as a technically responsive bidder for the bulk purchase of medicines for the financial year 2025-26. Thank you for your support and consideration.<br>Thanks & Regards. | The GRC noted the observation of physical verification committee regarding the availability of required column for the analysis is correct as the firm itself admitted the same in its grievance.Hence, the grievance of the firm was rejected to the extent of this parameter and the status of the quoted item remained **"Non-Responsive"**. |
| | | | | | **Abbott Laboratories (Pakistan) Limited** | | | | | | | ,, | M/s Bloom pharmaceuticals Pvt Ltd participated in three (03) items in framework contract for procurement of drugs / medicines Phase-I financial year 2025-26. The firm was given the seven (07) marks as average financial turnover of the firm was one time of the total estimation of the all-quoted items in financial criteria. After due process, the firm was awarded contract for 03 items.<br><br>M/s Bloom pharmaceuticals Pvt Ltd participated in four 04 items against the framework contract for procurement of drugs / medicines Phase-II financial year 2025-26 and got 20 marks in the category of financial capability. The committee discussed the matter in length and after due deliberation of facts decided that the M/s Bloom Pharmaceuticals Pvt Ltd has consumed the financial capability to the extent of awarded contract value of 03 items. Now, in Phase-II the firm has remaining average turnover equivalent to the total estimated cost of quoted items, so the firm should be awarded 07 marks instead of 20 marks as per the financial criteria. The final status of the M/s Bloom pharmaceuticals Pvt Ltd quoted items as follows: |

| sr | Item details | Obtained Marks (as per technical evaluation report | Obtained Marks (After re-evaluation) | Status after the re-evaluation |
|---|---|---|---|---|
| 1 | Tender Inq. No. 46 Cetirizine 10mg Tab/ Cap (Cyten Tab (as Hydrochloride) 10mg) | 51 | 37 | **Non-Responsive** |
| 2 | Tender Inq. No. 56 Ferrous salt + Vitamin B complex Syp/Susp (Myfer Syp. Bottle of 120ml.) | 51 | 37 | **Non-Responsive** |
| 3 | Tender Inq. No. 57 Hydrocortisone 1% Cream (Blocon 1% cream, Tube of 10 gm.) | 53 | 39 | **Responsive** |
| 4 | Tender Inq. No. 67 Silver Sulphadiazine 1% Cream (Burnasil 1% Cream, tube of 50 gram.) | 53 | 39 | **Responsive** |

| Sr. | Inq. | Generic Name | Advertised Specifications | Offered Specifications | Company Name | Manufactured by | Obtained Marks | Total Marks | Document Evaluation Remarks (Where non-compliance) | Physical Verification of claims and Remarks (Compliant/non-compliant) | Final Status (Responsive/ Non-Responsive) | Grievance of the Firm | Decision of the Committee |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 25 | 56 | Ferrous salt+ vitamin B complex Syp | | | | | | | | | | | Hence, the grievance of the M/s Abbott Laboratories Pakistan Limited accepted against M/s Bloom pharmaceuticals Pvt Ltd.<br><br>Moreover, grievance committee advised the technical evaluation committee that other firms should also be evaluated on the same parameter as applied on M/s Bloom Pharmaceuticals Pvt Ltd as financial year and procuring agency is same and marking repeated score against financial capability may not be plausible. On the recommendations grievance redressal committee, the financial capability of the all participated firms were checked and found that in phase-II M/s Wimits pharmaceuticals (Private) Limited has remaining average turnover equivalent to the total estimated cost of quoted items, so the firm awarded 07 marks instead of 14 marks as per the financial criteria. The final status of the M/s Wimits pharmaceuticals (Private) Limited quoted items as follows: |

| sr | Item details | Obtained Marks (as per technical evaluation report | Obtained Marks (After re-evaluation) | Status after the re-evaluation |
|---|---|---|---|---|
| 1 | Tender Inq. No. 44 Carbamazepine 100mg/5ml Syp/ Susp (Eplic 100mg/5ml Oral Suspension Pack of 120ml) | 47 | 40 | **Non-Responsive** |
| 2 | Tender Inq. No. 45 Carbamazepine 200mg Tablet (Eplic 200mg Tablet) | 50 | 43 | **Non-Responsive** |
| 3 | Tender Inq. No. 46 Cetirizine 10mg Tab/ Cap (Cetrido 10mg Tab (as dihydrochloride) | 45 | 38 | **Non-Responsive** |
| 4 | Tender Inq. No. 54 Domperidone 10mg Tab/ Cap (Donits 10mg Tab) | 49 | 42 | **Responsive** |
| 5 | Tender Inq. No. 55 Drotaverine 40mg Tab/ Cap (Drotamit 40mg Tab) | 44 | 37 | **Non-Responsive** |
| 6 | Tender Inq. No. 60 Methyldopa 250mg Tablet (Widopa 250mg Tab) | 49 | 42 | **Responsive** |
| 7 | Tender Inq. No. 72 Tizanidine 2mg Tablet (Xantix 2mg Tab) | 47 | 40 | **Non-Responsive** |

| Sr. | Inq. | Generic Name | Bidder | Quoted Brand | Strength | Pack Size | Key Specifications | Manufactured by | Obtained Marks | Total Marks | Document Evaluation Remarks (Where non-compliance) | Physical Verification of claims and Remarks (Compliant/non-compliant) | Final Status (Responsive/ Non-Responsive) | Greivance of the Firm | Decision of the Committee |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 5 | IV Sets (Sterile) | **UNISA (Pvt.) Ltd.** | Uniset | - | 1's | Uniset disposable sterile I.V set with needle and flow control regulator, minimum tubing length 150 cm, individually packed with blister packing, packed in polythene bag of 20s, master carton of 500 or less medical grade PVC. (Undertaking on Rs. 300 notarized e-Stamp Paper to the effect that the said item is manufactured from material of transparent medical grade attached).<br>ELM: 0002<br>MDMR: 000005 | UNISA (Pvt.) Ltd. | 16 | 60 | 1. ISO 13485 is not verified online.<br>2. The current calibration dates are not mentioned in the attached list of equipments.<br>3. Maximum batch size of the quoted item is not mentioned.<br>4. The bidder did not claim kink resistant IV set in its offer.<br>5. The attached ISO 10993-1 certificate is not as per criteria; hence, no marks were awarded to the extent of this parameter.<br>6. The attached documents of the experience of the bidder in public health sector are not as per criteria; hence, no marks were awarded to the extent of this parameter.<br>7. The attached documents of the experience of the quoted item in public sector are not as per criteria; hence, no marks were awarded to the extent of this parameter.<br>8. The attached documents of the experience of the quoted item in private sector are not as per criteria; hence, no marks were awarded to the extent of this parameter.<br>9. The attached documents of the personnel capability are not as per criteria; hence, no marks were awarded to the extent of this parameter. | 1. Hardness tester was not available; hence, no marks were awarded to the extent of this parameter.<br>2. UV Spectrophotometer CFR 21 Part 11 Compliant was not available; hence, no marks were awarded to the extent of this parameter.<br>3. ETO sterilizer was not marked with any running batch status and product name. Moreover, the ETO was not validated; hence, no marks were awarded to the extent of this parameter.<br>4. Functional air leakage tester was not available; hence, no marks were awarded to the extent of this parameter. | **Non-Responsive** | Respected Sir/Madam,<br>With due respect, we submit this grievance regarding the Technical Evaluation Report, wherein our company M/S UNISA (Pvt.) Ltd. has been declared non-compliant for Tender Item No. 5 (IV Sets Sterile, UNISET). We respectfully state that we have reviewed the observations raised and have now enclosed the required documents and justifications against each point (Annexures A-N) for your kind consideration. Our submission addresses:<br>**Response to Document Evaluation Remarks**<br>1. ISO 13485 was not verified online: We have enclosed the valid ISO 13485 certificate, along with online verification details, for your kind consideration (Annexure-A attached).<br>2. Current calibration dates were not mentioned in the attached list of equipment We have now provided the updated list of equipment with calibration dates duly mentioned (Annexure-B attached).<br>3. Maximum batch size of the quoted item was not mentioned: The maximum batch size details have been clearly provided (Annexure-C attached).<br>4. Kink resistance IV set was not claimed in the submitted offer. We respectfully confirm that our quoted IV set is kink-resistant, and an undertaking to this effect has been enclosed (Annexure-D attached).<br>5. The attached ISO 10993-1 certificate was not as per criteria: A valid ISO 10993-1 compliance certificate now enclosed (Annexure-E attached).<br>6. The attached documents regarding the bidder's experience in the public health sector were not as per criteria. Revised and compliant documents reflecting our public health sector experience are enclosed (Annexure-F attached).<br>7. The attached documents regarding the quoted item's experience in the public sector were not as per criteria: Updated documents showing the quoted item's experience in the public sector are provided (Annexure-G attached).<br>8. The attached documents regarding the quoted item's experience in the private sector were not as per criteria. Updated documents evidencing the quoted item's experience in the private sector are enclosed (Annexure-H attached).<br>9. The attached documents of personnel capability were not as per criteria Complete details of qualified and experienced personnel capability have now been enclosed (Annexure-I attached).<br>10. List of all QA, QC and Microbiological Laboratory equipment was not provided We have now enclosed the complete list of QA, QC and Microbiological Laboratory equipment for your kind consideration (Annexure-J attached).<br>11.Financial Capabilities (2 times of the total estimated cost of the quoted items) Proof of average financial returns for the last three years has been provided in Annexure-K.<br>**Response to Physical Verification of Claims and Remarks**<br>1. Hardness tester was not available: The availability of the hardness tester has been demonstrated, and supporting evidence is enclosed (Annexure-L attached).<br>2. UV Spectrophotometer CFR 21 Part 11 compliant system was not available We have now provided documentary proof of the availability of the required compliant UV Spectrophotometer (Annexure-M attached).<br>3. ETO sterilizer was not marked with any running batch status or product name, and validation was not available. The ETO sterilizer validation documents, along with running batch marking and status, have been provided (Annexure-N attached).<br>4. Functional air leakage tester was not available: Evidence of the availability and functionality of the air leakage tester has been enclosed (Annexure-O attached).<br>We have been engaged in the medical devices sector since 2018 and have always remained commited to maintaining the highest standards of quality, safety, and compliance. Over the years, our company has earned a trusted reputation for supplying reliable and safe medical products to both public and private healthcare institutions. In the public sector, we have successfully executed supplies to the Government of Khyber Pakhtunkhwa, Government of Balochistan, Punjab Teaching Hospitals, and the Pakistan Army. We firmly believe that our quoted product fully complies with the tender specifications, and any shortcomings observed during evaluation have now been duly addressed with proper documentation and clarifications attached herewith. In the true spirit of fair, transparent, and competitive procurement practices, we earnestly request your esteemed office to kindly re-examine our case in light of the enclosed evidence. We respectfully submit that overlooking our compliance may not only affect our long- standing credibility but also deprive the healthcare sector of a high-quality, safe, and competitively priced product. We therefore most humbly appeal to your good office to accept our grievance, review the enclosed documents in detail, and grant us compliance for the above-mentioned tender item. As per the provisions of the Public Procurement Regulatory Authority (PPRA) Rules, 2004 particularly those relating to transparency, fairness, and equal opportunity to bidders we respectfully request that our case be re-examined on merit and in the light of the supporting evidence now submitted. We firmly believe that considering our grievance in accordance with the spirit of Rule 33 (Rejection of Bids), Rule 34 (Evaluation of Bids), and Rule 48 (Redressal of Grievances) will ensure a fair and transparent process. Our company remains fully committed to upholding procurement standards, supplying high- quality products, and continuing its contribution toward the betterment of the health sector. | Mr. Tauhed representative of UNISA (Pvt.) Ltd. attended the meeting. The committee examined the grievance letter submitted by the firm in light of the advertised evaluation criteria and the announced technical evaluation report. The committee after due deliberation and discussion decided that:<br>1. The attached ISO 13485 certificate was not verified online which was mandatory as per tender requirement; hence, the grievance of the firm was not accepted to the extent of this parameter.<br>2. The firm in its grievance provided incomplete calibration certificates which were not coherent to the claimed list of equipment provided in the technical bid; hence, the grievance of the firm was not accepted to the extent of this parameter.<br>3. The firm provide maximum batch size of the quoted item, which was accepted.<br>4. The firm in its grievance itself admitted the observation regarding not offering kink resistant IV set in its technical bid; hence, the grievance of the firm was not accepted to the extent of this parameter.<br>5. The firm did not provide ISO 10993-1 certificate accredited by PNAC / UKAS / IAS / IAF; hence, no marks were awarded to the extent of this parameter.<br>6. The firm did not provide the documents of the experience of the bidder in public health sector as per criteria; hence, no marks were awarded to the extent of this parameter.<br>7. The firm did not provide the documents of the experience of the quoted item in public sector as per criteria; hence, no marks were awarded to the extent of this parameter.<br>8. The firm provided documents of the experience of the quoted item in private sector as per criteria, which were accepted; hence, 05 marks were awarded to the extent of this parameter.<br>9. The already provided FBR income tax returns in the technical bid were re-examined by the committee and it was found that marks awarded to the firm at technical stage were correct; hence, no additional marks were awarded to the extent of this parameter.<br>10. The firm provided appointment letter and degree of plant manager, which were accepted; hence, 02 marks were awarded to the extent of this parameter.<br>11. Hardness tester was not available at the time of physical verification of claims; hence, no marks were awarded to the extent of this parameter.<br>12. UV Spectrophotometer CFR 21 Part 11 Compliant was not available at the time of physical verification of claims; hence, no marks were awarded to the extent of this parameter.<br>13. ETO sterilizer was not marked with any running batch status and product name and the ETO was not validated at the time of physical verification of claims; hence, no marks were awarded to the extent of this parameter.<br>14. Functional air leakage tester was not available at the time of physical verification of claims; hence, no marks were awarded to the extent of this parameter.<br><br>Hence, the total marks of the quoted item became 23 and the status of the quoted item remained **Non-Responsive**. |
| 2 | 10 | Sterilized Cord Clamps | **UNISA (Pvt.) Ltd.** | Unicord | - | 60s | Unicord sterilized cord clamps, 1's packed.<br>ELM: 0002<br>MDMR: 000503 | UNISA (Pvt.) Ltd. | 16 | 60 | 1. ISO 13485 is not verified online and the quoted item is not mentioned in the scope of the attached ISO 13485 certificate.<br>2. The current calibration dates are not mentioned in the attached list of equipments.<br>3. ELI and MDMR numbers are not mentioned on the submitted sample of the quoted item.<br>4. The section of the quoted item is not in the attached GMP Certificate.<br>5. The quoted item does not have one year experience since the date of registraion.<br>6. The complete method of testing of finished product is not attached.<br>7. Maximum batch size and the data of number of batches of quoted item produced since January 2024 is not attached.<br>8. The attached ISO 10993-1 certificate is not as per criteria; hence, no marks were awarded to the extent of this parameter.<br>9. The attached documents of the experience of the bidder in public health sector are not as per criteria; hence, no marks were awarded to the extent of this parameter.<br>10. The documents of the experience of the quoted item in public sector are not attached; hence, no marks were awarded to the extent of this parameter.<br>11. The documents of the experience of the quoted item in private sector are not attached; hence, no marks were awarded to the extent of this parameter.<br>12. The attached documents of the personnel capability are not as per criteria; hence, no marks were awarded to the extent of this parameter. | 1. Hardness tester was not available; hence, no marks were awarded to the extent of this parameter.<br>2. UV Spectrophotometer CFR 21 Part 11 Compliant was not available; hence, no marks were awarded to the extent of this parameter.<br>3. ETO sterilizer was not marked with any running batch status and product name. Moreover, the ETO was not validated; hence, no marks were awarded to the extent of this parameter.<br>4. Functional air leakage tester was not available; hence, no marks were awarded to the extent of this parameter. | **Non-Responsive** | | 1. The firm did not contest for the quoted item. |
| 3 | 5 | IV Sets (Sterile) | **Nisa S.F private Limited** | BM | - | 1's | BM Disposable sterile I.V Set with needle and flow control regulator. Minimum Tubing length 150cm (ISO 8536-4). Individually packed with blister packing. Packed in caton of 500 or less.<br>ELM No. 0001<br>MDMR-000011 | Nisa S.F private Limited | 31 | 60 | 1. The ISO 10993-1 was not accredited as per the criteria of bidding document , hence no marks were awarded.<br>2. The firm did not provide the details of ETO and air leakage tester as per the marking criteria clause 4 of bidding document, hence no marks were awarded.<br>3. The firm did not provide the production capacity performa with its technical offer which was mandatory as per the knock down criteria of bidding document.<br>4. The firm did not provide the maximum batch size of the quoted item with its technical offer which was mandatory as per the knock down criteria of bidding document.<br>5. The firm did not provide the details of Microbiology equipments with its technical offer which was mandatory as per the knock down criteria of bidding document.<br>6. The firm did not provide the public and private sales data of quoted item as per the criteria of bidding document. | 1. Functional and validated GCMS/FID was not available at the time of physical inspection. Hence no marks were not awarded.<br>2. UV Spectrophotometer CFR 21 PART 11 Compliant was not available st the time of physical verification. Hence no marks were not awarded.<br>3. No calibration and validation documents along with procurement trail and log books for ETO sterilizer were available at the time of physical verification.<br>4. No calibration and validation documents along with procurement trail and log books for Air leakage tester were available at the time of physical verification. | **Non-Responsive** | **Grievance of IBL against M/s NISA S.F. Pvt. Ltd.,**<br>Non-Compliance with Knock-Down Clause (5) Similar to SMD, the BM/SHIFA IV Sets quoted by NISA S.F. did not comply with required technical specifications and labeling/packaging rules. The submitted samples failed the verification requirement against registration certificates and labeling standards under the Medical Devices Rules 2017. | 1. The firm did not contest this item. |

| Sr. | Inq. | Generic Name | Bidder | Quoted Brand | Strength | Pack Size | Key Specifications | Manufactured by | Obtained Marks | Total Marks | Document Evaluation Remarks (Where non-compliance) | Physical Verification of claims and Remarks (Compliant/non-compliant) | Final Status (Responsive/ Non-Responsive) | Greivance of the Firm | Decision of the Committee |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 4 | 5 | IV Sets (Sterile) | **Sehat Medical Device Pvt LTD** | **SMD** | - | 1's | SMD Disposable sterile I.V Set with needle and flow control regulator. Minimum Tubing length 150cm (ISO 8536-4). Individually packed with blister packing. Packed in caton of 500 or less. ELM No. 0001 MDMR-000011 | **Sehat Medical Device Pvt LTD** | | | | | **0/.** | **Grievance of IBL against Sehat Medical Device:**<br>1. M/s Sehat Medical Devices (SMD) .Non-Compliance with Knock-Down Clause (5) Clause (5) of the Knock-Down Criteria requires that:<br>"04 packs of samples (commercial packs) be submitted. Specifications quoted in the technical offer will be verified from samples versus product registration certificate. Products must comply 100% with specifications and labeling/packing rules."<br>The SMD IV Set failed to meet the required specifications and did not comply with labeling and packaging rules under the Medical Devices Rules, 2017.<br>Additional areas requiring verification include:<br>Local Punjab sales and delivery records,<br>Government hospital supply evidence, and<br>The declared microbiologist's 10 years' relevant experience.<br>These deviations constitute direct violations of mandatory tender requirements. urith Clause (1) (Experience Criteria)<br>**Grievance of Syah Impex against Sehat Medical Device:**<br>1. ISO 13485 Compliance (Clause #3): As per Knock-Down Criteria, the ISO-13485 must be issued by an accredited body authorized by PNAC, UKAS, IAF, or IAS. To our knowledge, M/s Sehat Medical Devices Pvt. Ltd. submitted ISO-13485 issued by ACS Registrars Pakistan, which is accredited by PNAC but not authorized to issue ISO-13485. PNAC is only authorized for ISO 45001:2018, ISO 14001:2015, and ISO 9001:2015. Hence, this does not comply with the criteria and should be declared Not Responsive.<br>2. Bid Security Validity (Clause #7):<br>The required bid security must be at least 200 days valid. To our knowledge, M/s Sehat Medical Devices Pvt. Ltd. submitted payment order, which<br>under banking rules is valid for only 180 days. This does not comply with the criteria and should be declared Not Responsive.<br>3. Specification Compliance (Clause #8):<br>The quoted product specifications must comply 100% with advertised specifications, verified through product registration and samples. To our observation, the samples submitted by M/s Sehat Medical Devices Pvt. Ltd. do not comply with labeling and packing rules. This should also be declared Not Responsive.<br>4. Financial Position (Marking Criteria Clause # 3):<br>As per the criteria, average annual turnover of three consecutive years (2021-22, 2022-23, 2023-24, 2024-25) must be provided through FBR returns. To our knowledge, M/s Sehat Medical Devices Pvt. Ltd. cannot provide three consecutive years of tax returns. This should be verified. | Mr. Zahid presented on the behalf of M/s Sehat Medical Device and Mr. M. Nouman presented on the behalf of M/s IBL Healthcare Limited.<br>M/s IBL Healthcare Limited aggrieved against M/s Sehat Medical Device:<br>The commitee after due deliberation and discussion decided that:<br>1.The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Technical Evaluation Criteria and found that M/s Sehat Medical Device has already submitted documents compliant with the tender requirement.hence, the grievance of M/s IBL Healthcare against M/s Sehat Medical Device was not accepted to the extent of this parameter.<br>M/s Syah impex aggrieved against M/s Sehat Medical Device:<br>Mr.Zahid presented on the behalf of M/s Sehat Medical Device and Mr. Jahangir presented on the behalf of M/s Syah Impex.<br>1.The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Technical Evaluation Criteria and found that M/s Sehat Medical Device has already submitted documents compliant with the tender requirement. hence, the grievance of M/s Syah impex against M/s Sehat Medical Device was not accepted to the extent of this parameter.<br><br>Hence, the final status of the quoted item remained **Responsive**. |
| 5 | 1 | Wide Area Adhesive tape / Roll Surgical/ Disposables | Uniferoz (Pvt) Limited | | | | | **Uniferoz (Pvt) Limited** | - | | Firm did not quote this item on EPAD. | | **Non-Responsive** | Respected Sir, it is intimated for your kind information that we have quoted this item on EPAD as per serial No.1 as per mentioned in the Bidding Documents.<br><br>Sir there are two (2) items having serial No.1 mentioned in the schedule of requirement of bidding documents (Both at page No. 81, one item is Catgut Chronic size 1, 30mm and the second of serial No.1 is Wide Area Adhesive tape / Roll Surgical/ Disposables) which creates confusion during uploading of product. | Mr. Shakil representative of uniferoz (Pvt) Limited attended the meeting.<br>The committee after due deliberation and discussion decided that as the bids were not uploaded on EPADs. Hence, the request of the firm was not accepted.<br>The status of the firm remained " **Non-Responsive".** |

# GRIEVANCES REDRESSAL MINUTES OF MEETING FOR MEDICAL DEVICES SURGICAL DRESSINGS etc. PHASE-II FY 2025-26

| Sr. | Inq. | Generic Name | Bidder / Importer / Sole Agent | Quoted Brand | Country of Origin | Manufactured by | Strength | Pack Size | Key Specifications | Obtained Marks | Total Marks | Document Evaluation Remarks (Where Non-Compliance) | Physical Verification of Claims and Remarks (Compliant/Non-Compliant) | Final Status (Responsive/ Non-Responsive) | Grievance of the Firm | Decision of the Committee |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 1 | Catgut Chromic size 1, 30mm | **Akram Brothers & Co.** | Kollgut Chrom Catgut Chromic | USA | Kollsut International Inc | | 12 units | Kollgut Chrom Catgut Chromic Surgical suture/Absorbable size1,1/2 Round bodied 30mm,Sterile individual packed,packed in a box of 12 units. MDIR:0008277 ELI-00324 | 35 | 45 | 1.Valid notarized (from embassy of Pakistan in country of origin or embassy of country of origin in Pakistan / apostille certification) Sole Agency Agreement for the quoted item not submitted.<br>2.The experience of quoted item from date of enlistment is not as per the advertised criteria.<br>3.The copies of Goods Declaration certificates of quoted items since 01 July 2024 onward till closing date of submission of bids along with all relevant documents not submitted.<br>4.Valid Free Sale Certificate issued by regulatory authority / Chamber of Commerce of the country of manufacturer not submitted. | **Compliant** | **Non-Responsive** | **Respected Sir,**<br>We, M/s Akram Brothers & CO., submit this grievance regarding our disqualification as, 'Non-Responsive'' in the tender process for medical devices(sutures)for phase II for the financial year 2025-26.The reason cited and our clarifications are as follows:<br>1. Valid Notarized Sole Agency Agreement is not attached in the bid.<br>2. The experience of quoted item from date of enlistment is not as per the advertised criteria.<br>3. Valid Free sale Certificate is not attached.<br>4. The copies of the GDs for quoted item are not attached.<br>We want to clarify that these all documents are attached already in the bid but for your convenience we are providing them again.<br>In view of the above clarifications and supporting evidence already submitted, we respectfully request a re-assessment of our bid and to declare our firm as' **Responsive'** in the evaluation. | No representative from M/s Akram Brothers & Co. attended the meeting. The committee examined the request submitted in the light of Technical Evaluation Report and decided that:<br>1. The firm did not submit valid notarized sole agency certificate as per criteria.Hence, grievance of the firm was not accepted.<br>2. The experience of the quoted product is not at least one-year from date of registration from DRAP. Hence, grievance of the firm was not accepted.<br>3.The firm in its grievance submitted additional document of Free Sale Certificate which was not verifiable. Hence, grievance of the firm was not accepted.<br>4.The firm did not submit Good Declaration certificate for quoted item. Hence, grievance of the firm was not accepted.<br>The Grievance of the firm was not accepted and the decision of Technical Evaluation Committee was upheld and the firm remained '**Non- Responsive**' for the quoted item. |
| 2 | 2 | Catgut Chromic size 2/0, 30mm, 1/2 circle | **Akram Brothers & Co.** | Kollgut Chrom Catgut Chromic | USA | Kollsut International Inc | | 12 units | Kollgut Chrom Catgut Chromic Surgical suture/Absorbable size 2/0 ,1/2 Round bodied 30mm,Sterile individual packed,packed in a box of 12 units. MDIR:0008277 ELI-00324 | 35 | 45 | 1.Valid notarized (from embassy of Pakistan in country of origin or embassy of country of origin in Pakistan / apostille certification) Sole Agency Agreement for the quoted item not submitted.<br>2.The experience of quoted item from date of enlistment is not as per the advertised criteria.<br>3.Valid Free Sale Certificate issued by regulatory authority / Chamber of Commerce of the country of manufacturer not submitted. | **Compliant** | **Non-Responsive** | We, M/s Akram Brothers & CO., submit this grievance regarding our disqualification as, 'Non-Responsive'' in the tender process for medical devices(sutures)for phase II for the financial year 2025-26.The reason cited and our clarifications are as follows:<br>1. Valid Notarized Sole Agency Agreement is not attached in the bid.<br>2. The experience of quoted item from date of enlistment is not as per the advertised criteria.<br>3. Valid Free sale Certificate is not attached.<br>4. The copies of the GDs for quoted item are not attached.<br>We want to clarify that these all documents are attached already in the bid but for your convenience we are providing them again.<br>In view of the above clarifications and supporting evidence already submitted, we respectfully request a re-assessment of our bid and to declare our firm as' **Responsive'** in the evaluation**.** | 1. The firm did not submit valid notarized sole agency certificate as per the criteria which was not accepted.<br>2. The experience of the quoted product is not at least one-year from date of registration from DRAP. Hence, grievance of the firm was not accepted.<br>3.The firm in its grievance submitted additional document of Free Sale Certificate which was not verifiable. Hence, grievance of the firm was not accepted.<br>The Grievance of the firm was not accepted and the decision of Technical Evaluation Committee was upheld and the firm remained, **'Non- Responsive**' for the quoted item. |

# GRIEVANCES REDRESSAL MINUTES OF MEETING FOR MEDICAL DEVICES SURGICAL DRESSINGS etc. PHASE-II FY 2025-26

| Sr. | Inq. | Generic Name | Bidder / Importer / Sole Agent | Quoted Brand | Country of Origin | Manufactured by | Strength | Pack Size | Key Specifications | Obtained Marks | Total Marks | Document Evaluation Remarks (Where Non-Compliance) | Physical Verification of Claims and Remarks (Compliant/Non-Compliant) | Final Status (Responsive/ Non-Responsive) | Grievance of the Firm | Decision of the Committee |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 3 | | | **Sy'ah Impex** | | | | | | | | | | | **Responsive** | **Grievance of Sehat Medical Devices against Sy'ah Impex:**<br>**• Expired Establishment and Product Registrations:**<br>Their Establishment Registration Certificate and all Product Registrations expired in 2024. As per Tender Criteria #1, a valid Establishment Registration Certificate is mandatory. Since the license has remained invalid for over one year, the firm should be disqualified, or at minimum a confirmation letter should be obtained from DRAP explicitly stating that no objection exists due to non-renewal.<br>**• Sample Non-Compliance (Length):**<br>The tender requires IV set length of 150 cm, measured per ISO 8536-4 from the bottom of the drip chamber to the tip of the connector (excluding needle). Their usual length is 140 cm, which fails to meet tender specifications.<br>**• Insufficient Sample Packs:**<br>The tender explicitly required 4 packs of samples. According to our observations M/s Syah Impex submitted only 2 packs, in direct violation of tender submission conditions.<br>**• Manufacturer Financial Instability:**<br>Their manufacturer, M/s Changzhou Tongda Medical Equipment Co. Ltd. (China), is currently subject to debt recovery and bankruptcy proceedings in Chinese courts (Annexure A) with liabilities exceeding 50 million RMB (~PKR 2 billion). This raises grave concerns over their ability to ensure continuous supply. Local manufacturers are required to prove extensive financial strength; the same principle must apply to foreign suppliers to safeguard public procurement. | **Grievance of Sehat Medical Devices against Sy'ah Impex:**<br>Mr. Jahangir Ahmad presented on the behalf of M/s Sy'ah Impex and Mr. Zahid Mahmood presented on the behalf of M/s Sehat Medical Devices. M/s Sehat Medical Devices aggrieved against M/s Sy'ah Impex.<br>1. The Establishment License of IV set was rechecked and found to be in compliance with the advertised criteria. Hence, the grievance of M/s Sehat Medical Devices Pvt Ltd against M/s Sy'ah Impex was not accepted to the extent of this parameter.<br>2. The length of the submitted sample of IV set was found to be in compliance with the advertised specification. Hence, the grievance of M/s Sehat Medical Devices Pvt Ltd against M/s Sy'ah Impex was not accepted to the extent of this parameter.<br>3. The firm submitted the sample packs as per tender requirement at the time of bid submission. Hence, the grievance of M/s Sehat Medical Devices Pvt Ltd against M/s Sy'ah Impex was not accepted to the extent of this parameter.<br>4. The firm in its grievance did not highlight any deviation of the quoted product of M/s Sy'ah from the advertised criteria. Hence, the grievance of M/s Sehat Medical Devices Pvt Ltd against M/s Sy'ah Impex was not accepted to the extent of this parameter.<br>Hence, the status of the quoted item remained **"Responsive".** |
| 4 | 1 | Catgut Chromic size 1, 30mm | **MAIS MEDICAL Products (PRIVATE) LIMITED.** | | | | No | No | No | 0 | 45 | 1.Quoted item bid was not uploaded on EPADS & also not quoted in Bid cover sheet | | **Non-Responsive** | It is intimated for your kind information that we have participated in the subject Tender and offered our products against items No. 3,4,9,10,1 1 and 12 subsequently.<br>It has come to our notice through Technical Evaluation report displayed on DGHS Punjab website on I6.09.2025 that our items were not qualified in this tender due to following observations.<br>REMARKS/OBSERVATIONS / SHORT/S.NO: Firm did not quoted these items on<br>Respected Sir, it is intimated for your kind information that we have quoted these items on EPAD as per serial No. 3,4,9,10, 11 and 12 subsequently as per mentioned in the Bidding Documents. Sir we uploaded Technical and Financial bids consolidated not separately which creates confusion. It is therefore requested to EPAD.<br>please consider our bid and give us a chance to qualify.<br>(Please Revalidate)<br>In the light of above it is requested to your kind honor to please check our uploaded documents and qualify us for the healthy competition and in the best interest of needy peoples.<br>Your cooperation in this regard will be much appreciated. We assure you that this will not happen again as we were first time uploading Tender documents on EPAD. | Mr. Amir from M/s Mais Medical Product. attended the meeting and presented their grievance to the grievance redressal committee. The committee heard the viewpoint of the representative of the firm which was examined in the light of Technical Evaluation Report and decided that:<br>1. The firm did not contest this item. |
| 5 | 3 | Endotracheal tube, without cuff | **MAIS MEDICAL Products (PRIVATE) LIMITED.** | | | Saudi Mais Co. for Medical Products | - | - | - | 0 | 45 | 1. Quoted item in bid cover sheet not uploaded on EPADS . | | **Non-Responsive** | | 1. The committee after due deliberation and discussion decided that as the bids were not uploaded on EPADs. Hence, the request of the firm was not accepted. |
| 6 | 4 | Endotracheal tube, with cuff | **MAIS MEDICAL Products (PRIVATE) LIMITED.** | | | Saudi Mais Co. for Medical Products | - | - | - | 0 | 45 | 1. Quoted item in bid cover sheet not uploaded on EPADS . | | **Non-Responsive** | | 1. The committee after due deliberation and discussion decided that as the bids were not uploaded on EPADs. Hence, the request of the firm was not accepted. |
| 7 | 9 | Nelton Catheter | **MAIS MEDICAL Products (PRIVATE) LIMITED.** | | | Saudi Mais Co. for Medical Products | - | - | - | 0 | 45 | 1. Quoted item in bid cover sheet not uploaded on EPADS . | | **Non-Responsive** | | 1. The committee after due deliberation and discussion decided that as the bids were not uploaded on EPADs. Hence, the request of the firm was not accepted. |
| 8 | 10 | Sterilized Cord Cla mps. | **MAIS MEDICAL Products (PRIVATE) LIMITED.** | | | Saudi Mais Co. for Medical Products | - | - | - | 0 | 45 | 1. Quoted item in bid cover sheet not uploaded on EPADS . | | **Non-Responsive** | | 1. The committee after due deliberation and discussion decided that as the bids were not uploaded on EPADs. Hence, the request of the firm was not accepted. |

# GRIEVANCES REDRESSAL MINUTES OF MEETING FOR MEDICAL DEVICES SURGICAL DRESSINGS etc. PHASE-II FY 2025-26

| Sr. | Inq. | Generic Name | Bidder / Importer / Sole Agent | Quoted Brand | Country of Origin | Manufactured by | Strength | Pack Size | Key Specifications | Obtained Marks | Total Marks | Document Evaluation Remarks (Where Non-Compliance) | Physical Verification of Claims and Remarks (Compliant/Non-Compliant) | Final Status (Responsive/ Non-Responsive) | Grievance of the Firm | Decision of the Committee |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 9 | 11 | Suction Catheter. | **MAIS MEDICAL Products (PRIVATE) LIMITED.** | | | Saudi Mais Co. for Medical Products | - | - | - | 0 | 45 | 1. Quoted item in bid cover sheet not uploaded on EPADS . | | **Non-Responsive** | | 1. The committee after due deliberation and discussion decided that as the bids were not uploaded on EPADs. Hence, the request of the firm was not accepted. |
| 10 | 12 | Urine Bags Peads | **MAIS MEDICAL Products (PRIVATE) LIMITED.** | | | Saudi Mais Co. for Medical Products | - | - | - | 0 | 45 | 1. Quoted item in bid cover sheet not uploaded on EPADS . | | **Non-Responsive** | | 1. The committee after due deliberation and discussion decided that as the bids were not uploaded on EPADs. Hence, the request of the firm was not accepted. |
| 11 | 5 | IV Sets (Sterile) | **IBL Healthcare Limited** | | | | | | | | | | | Responsive | **Grievance of M/s S'yah impex against IBL Healthcare.**<br>We wanr to bring your attention several discrepancies in the documents of M/s IBL Healthcare Ltd.,which formed the basis of their disqualification:<br>Manufacturer's Address Discrepancies: The manufacturer's address is inconsistent across critical certificates: •CE Certificate •CE Certificate Extension Letter<br>ISO 13485:2016 ISO 9001 Free Sales Certificate Such irregularities raise doubts about authenticity,traceability, and compliance.<br>b. Free Sales Certificate (FSC) Concerns: •The address on the FSC should be verified against other certificates. •Authenticity of the FSC must be confirmed directly with the issuing authority in the country of origin. These inconsistencies seriously affect regulatory qualification,product legitimacy, and traceability. We respectfully request thorough verification of both documents and submitted samples as per labeling, packing, and advertised specifications.<br>●Past performance of M/s IBL healthcare is also questionable as they failed to perform as per bidding criteria.<br>**Grievance of Sehat medical against M/s KM Enterprises, M/s IBL Healthcare, and M/s A. Feroz & Co.**<br>• All three firms' Establishment Licenses have been expired since 2023, rendering them non-compliant with the basic eligibility criteria of valid DRAP licensing.<br>• These firms have quoted IV sets with Y-Port; however, their DRAP product registrations do not cover Y-Port variants. DRAP treats IV sets with Y Port and without Y-Port as separately licensed products (Annexure B). Offering a product outside the registered scope is a material non conformance and a ground for disqualification | **Grievance of M/s S'yah impex against IBL Healthcare**<br>Mr.M Nauman aslam presented on the behalf of IBL Helathcare Limited and Mr. Jahangir ahmed presented on the behalf of Sy'ah Impex M/s S;yah Impex aggrieved against IBL Healthcare Limited.<br>The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Technical Evaluation Criteria and found that M/s IBL Healthcare has already submitted documents compliant with the tender requirement.<br>Hence; the status of quoted item of M/s IBL Healthcare remained **'Responsive'**.<br>**Grievance of Sehat medical against M/s IBL Healthcare**<br>Mr.M Nauman aslam presented on the behalf of IBL Healthcare Limited and Mr. Zahid presented on the behalf of Sehat medical. M/s Sehat Medical aggrieved against IBL Healthcare Limited.<br>The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Technical Evaluation Criteria and found that M/s IBL Healthcare has already submitted documents compliant with the tender requirement.<br>Hence; the status of quoted item of M/s IBL Healthcare remained '**Responsive'.** |
| 12 | 5 | IV Sets (Sterile) | **A. Feroz & Co** | | | | | | | | | | | **Responsive** | **Grievance of Sy'ah Impex against A Feroz & Co.:**<br>**1. Sole Agency Agreement (Clause # 3):**<br>M/s A. Feroz & Co. submitted sole agency agreements dated 05-11-2019 and 04-11-2024. However, the business license of Jiangsu Kanghua Medical Equipment Co. Ltd. shows that they were not the manufacturer of the quoted item between 30-05-1990 and 05-04-2020. Thus, the letter of authorization dated 05-11-2019 is questionable. Marks awarded under Clause # 3 (manufacturer-bidder relationship) should be reduced accordingly. Other linked documents such as product registration and sales claims are also doubtful.<br>**2. Goods Declaration (Clause # 7):**<br>As per criteria, bidders must submit GD copies of the quoted item. To our knowledge, there has been no import of IV Set (Blister Pack, Model IS-GLZY). Sales figures and import quantities should be carefully verified batch-wise, as discrepancies exist.<br>**Grievance of M/s IBL against A Feroz & Co.:**<br>Clause (1) stipulates: "At least One-year experience of quoted item of manufacturer from date of registration. Purchase Orders of any public sector institute of Punjab may be accepted as an evidence".<br>• The samples of IV sets submitted were polyethylene packed stock, while blister-packed stock was quoted, which does not represent commercially available stock.<br>• To the best of our knowledge, no public sector supply orders for blister-packed IV sets exists for M/s A. Feroz, in violation of the clause.<br>Inconsistent qualification of such samples undermies tranparency and equal treatment, which are fundamental principles of PPRA.<br>**Grievance of Sehat medical against M/s KM Enterprises, M/s IBL Healthcare, and M/s A. Feroz & Co..**<br>• All three firms' Establishment Licenses have been expired since 2023, rendering them non-compliant with the basic eligibility criteria of valid DRAP licensing.<br>• These firms have quoted IV sets with Y-Port; however, their DRAP product registrations do not cover Y-Port variants. DRAP treats IV sets with Y Port and without Y-Port as separately licensed products (Annexure B). Offering a product outside the registered scope is a material non conformance and a ground for disqualification | **Grievance of M/s Sy'ah Impex against M/s A Feroz & Co.**<br>Mr. Abid Naimut presented on the behalf of M/s A. Feroz & Co. and Mr. Jahangir Ahmed presented on the behalf of M/s Sy'ah Impex. M/s Sy'ah Impex aggrieved against M/s A. Feroz & Co.<br>1. The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Technical Evaluation Criteria and found that M/s A Feroz & Co. has already submitted documents compliant with the tender requirement.<br><br>Hence, the status of the quoted item remained **Responsive.**<br><br>**Grievance of M/s IBL Healthcare Limited against A Feroz & Co.**<br>Mr. Abid Naimut presented on the behalf of M/s A. Feroz & Co. and Mr. Nauman Aslam presented on the behalf of M/s IBL Healthcare Limited. M/s IBL Healthcare Limited aggrieved against M/s A. Feroz & Co.<br>1. The committee examined the documents and sample submitted by the firm along with its grievance application in light of the advertised Technical Evaluation Criteria and found that M/s A Feroz & Co. has already submitted documents and sample compliant with the tender requirement and marks were awarded accordingly.<br>Hence, the status of the quoted item remained **"Responsive"**<br><br>**Grievance of Sehat medical against M/s A. Feroz & Co.**<br>Mr. Abid Naimut presented on the behalf of M/s A. Feroz & Co. and Mr. Zahid Mahmood presented on the behalf of M/s Sehat Medical Devices Pvt Ltd. M/s Sehat Medical Devices Pvt Ltd aggrieved against M/s A. Feroz & Co.<br>1. The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Technical Evaluation Criteria and found that M/s A. Feroz & Co. has already submitted documents compliant with the tender requirement.<br><br>Hence, the status of the quoted item remained **"Responsive".** |

# GRIEVANCES REDRESSAL MINUTES OF MEETING FOR MEDICAL DEVICES SURGICAL DRESSINGS etc. PHASE-II FY 2025-26

| Sr. | Inq. | Generic Name | Bidder / Importer / Sole Agent | Quoted Brand | Country of Origin | Manufactured by | Strength | Pack Size | Key Specifications | Obtained Marks | Total Marks | Document Evaluation Remarks (Where Non-Compliance) | Physical Verification of Claims and Remarks (Compliant/Non-Compliant) | Final Status (Responsive/ Non-Responsive) | Grievance of the Firm | Decision of the Committee |
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| 13 | 5 | IV Sets (Sterile) | **K. M Entreprises** | | | | | | | | | | | **Responsive** | **Grievance of Sy'ah Impex against KM Enterprises:**<br>We have strong believe that M/s KM Enterprises Free sales certificate has some ambiguities in it. This certificate language is not scan-able as manufacturer's country language.Please check accuracy of FSC certificate submitted by M/S KM Enterprises.<br><br>**Grievance of Sehat Medical against M/s KM Enterprises, M/s IBL Healthcare, and M/s A. Feroz & Co:**<br>* All three firms' Establishment Licenses have been expired since 2023, rendering them non-compliant with the basic eligibility criteria of valid DRAP IIcensins.<br>* These firms have quoted IV sets with Y-Port; however, their DRAP product registrations do not cover Y-Port variants. DRAP treats IV sets with Y-Port and without Y-Port as separately licensed products (Annexure B). Offering a product outside the registered scope is a material non-conformance and a ground for disqualification.<br>In light of the above, we respectfully request that:<br>M/s Syah Impex, M/s KM Enterprises, M/s IBL Healthcare, and M/s A. Feroz & Co. be declared non responsive in the above mentioned tender<br>We urge your esteemed office to take corrective action to ensure procurement integrity, a level playing field, and that only compliant, financially and technically sound suppliers are awarded contracts for critical medical devices. | **Grievance of M/s Sy'ah impex against KM Enterprises:**<br>Mr. Khalid Mehmood presented on the behalf of KM Enterprises and Mr. Jahangir Ahmad presented on the behalf of S'yah Impex. M/s Sy'ah Impex aggrieved against KM Enterprises:The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Technical Evaluation Criteria and announced Technical Evaluation Report. The committee after due deliberation and discussion decided that:<br>1.The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Technical Evaluation Criteria and found that M/s KM Enterprises has already submitted documents compliant with the tender requirement.<br>Therefore, the status of the quoted item remained **"Responsive".**<br><br>**Grievance of Sehat medical against M/s KM Enterprises**<br>Mr. Khalid Mehmood presented on the behalf of KM Enterprises and Mr. Zahid Mehmood presented on the behalf of M/s Sehat Medical. M/s Sehat Medical Devices Pvt Ltd. aggrieved against KM Enterprises:The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Technical Evaluation Criteria and announced Technical Evaluation Report. The committee after due deliberation and discussion decided that:<br>1.The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Technical Evaluation Criteria and found that M/s KM Enterprises has already submitted documents compliant with the tender requirement.<br>Therefore, the status of the quoted item remained **"Responsive".** |