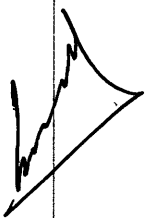
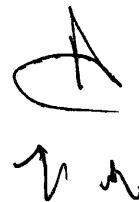

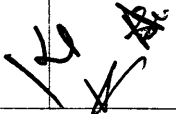


MINTUES OF GRIEVANCE COMMITTEE MEETING HELD ON 29-01-2026 at 11:30am

S.#.	Name of Bio Medical Equipment's	Name of Firm	Remarks of TAC	Grievance of Firm	Remarks of Grievance Committee	Decision of Committee
1.	Frame Work Contract for the Purchase of Accessories/Items using for different biomedical equipment	M/S Prime Enterprises	Qualified	<p>We are writing to formally express our concerns regarding the non-approval of several product samples submitted by Prime Enterprises. Upon reviewing the evaluation, we noted that several items were declined despite meeting the required technical specifications and industry standards. We request a formal assessment based on the following justifications:</p> <p>1. Sealed Medical Accessories (Items No. 25 & 26)</p> <ul style="list-style-type: none"> • Item No. 25: CTG Machine Probe (Delta Plus) • Item No. 26: CTG Machine Probe • Justification: The submitted sample was a high-value medical accessory. Opening of the original factory seal for sampling purposes renders the item commercially non-acceptable in the open market, as such probes are supplied strictly in sealed conditions to ensure sterility and manufacturer warranty. • Proposed Solution: In line with standard procurement practices for sterile electronic components, we request that evaluation be based on the provided Original Equipment Manufacturer brochures & technical datasheets. <p>2. Double Oxygen Flow Meter Probe (Item No. 30)</p> <ul style="list-style-type: none"> • Compliance: This unit is fully compliant with British Standards (BS) as specified in the tender. It meets all criteria for calibration, connector integrity, and safety protocols. 	<p>The committee members listened to the aggrieved firm in detail and thoroughly reviewed their grievance. After due deliberation, the following decisions were made:</p> <p>Items No, 25 & 26</p> <p>Prime Enterprises explained that these items are costly and requested that evaluation be conducted based on the provided Original Equipment Manufacturer (OEM) brochures and technical datasheets. The committee unanimously decided that physical samples were required for proper evaluation and constituted a re-evaluation committee for this purpose.</p> <p>However, the firm did not submit the required samples. Therefore, these items remain technically rejected.</p> <p>2. Item No. 30, 65 & 66</p> <p>The committee reviewed the submitted samples in detail and observed that they did not meet the required criteria. Therefore, this item remains technically rejected.</p>	<p>M/s Prime Enterprises remains technically rejected for Items No. 25, 26, 30, 65, and 66</p>

Handwritten signatures and initials are present at the bottom of the page, including a large signature on the left and several initials in the center and right.

				<ul style="list-style-type: none"> • Request: As no specific technical deviation was noted, we request a clarification on the grounds of rejection. <p>3. Suction Jars (Items No. 65 & 66)</p> <ul style="list-style-type: none"> • Item No. 65 (2 Liters) & Item No. 66 (4 Liters): Both items are manufactured from high-impact, medical-grade materials featuring leak-proof lids and universal fittings. • Justification: These items align perfectly with hospital daily-use norms and the specific dimensions requested in the tender. We believe these samples were overlooked despite their full compliance with the durability and capacity specs. <p>Prime Enterprises remain committed to supplying high-quality, fully compliant medical equipment. We respectfully request the Technical Committee to reconsider the above-mentioned items. We are available to provide a technical demonstration or further documentation at your earliest convenience.</p>		
2.	<p>Framework Contract for the Purchase of Accessories/Items using for different biomedical equipment</p>  	M/S Medi Serve	Qualified	<p>We, Medi Serve, participated in the tender process procurement of Biomedical Accessories for the Biomedical Store and different departments of Lahore General Hospital, for the Financial Year 2025-2026., floated by the Lahore General Hospital, Lahore. We duly submitted all required documents and provided physical samples in full compliance with the bidding requirements.</p> <p>We have received the Technical Evaluation Report, wherein our products under the following item serial numbers have been declared non-responsive on the grounds that "sample is not provided" & "Samples Not Approved"</p>  	<p>The committee members listened to the aggrieved firm in detail and thoroughly reviewed their grievance. After due deliberation, the following decisions were made:</p> <p>For item no 2, 3, 4, 48</p> <p>The samples were initially not approved by the Sample Evaluation Committee. However, the firm explained that these items were already being supplied and used in the hospital and requested a</p>	<p>M/s Medi Serve is Technically Accepted for</p> <p>Item nos: 2, 3, 4, 28, 48, 55, 65, 66, 67, 69</p> <p>Technically Rejected for</p>

Items Serial Number:

SR#2, SR#3, SR#4: For these items we have Submitted the Samples on the given time, but the respected technical Committee has not approved our samples. We confirm that all the samples provided for the above-mentioned items are Compatible. We Medi Serve are also providing the same product in Various others Institutes Including Yours from Past 5 Years. So, we Kindly request you to Reevaluate our samples.

SR#10: for this item we have already provided the sample, and we are also willing to provide the sample again.

SR#25, SR#26: These are the costly Items We have already Provided the Brochure of this item.

SR#27: for this item we have already provided the sample, and we are also willing to provide the sample again.

SR#28: These are the costly Items We have already Provided the Brochure of this item

SR#30: Bs Standard Flow Meter is Basic Probe & Flow Meter all are of Similar Working. So, we Kindly request you to Reevaluate our sample

SR#38: These are the costly Items We have already Provided the Brochure of this item

SR#40: We confirm that the sample provided for the mentioned item is Compatible. So, we Kindly request you to Reevaluate our sample

SR#48: for this item we have already provided the sample, and we are also willing to provide the sample again.

SR#55: for this item we have already provided the sample, and we are also willing to provide the sample again.

SR#65, SR#66: We confirm that the sample provided for

review.

After careful consideration, the committee unanimously decided to conduct a re-evaluation through a duly constituted Re-Evaluation Committee. The re-evaluation committee examined the submitted samples and found them to be up to the required standards.

Accordingly, the grievance was accepted, and the company was declared technically accepted for the said items.

For item no 10,27, 30, 40, 67 :

As the sample was rejected by the Sample Evaluation Committee, the said item remains technically rejected.

For item 25, 26, 38:

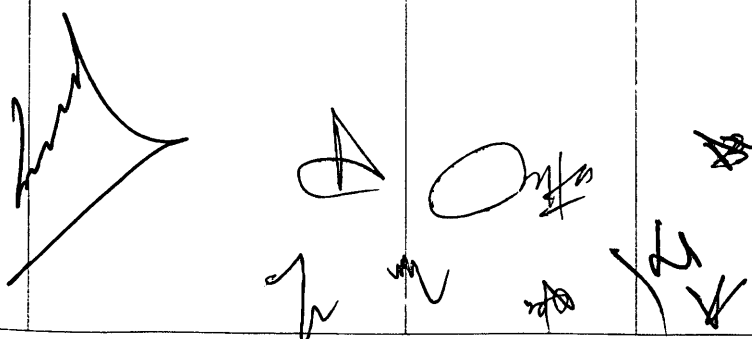
M/S Medi Serve explained that these items are costly and requested that evaluation be conducted based on the provided Original Equipment Manufacturer (OEM) brochures and technical datasheets. The committee unanimously decided that physical samples were required for proper evaluation and constituted a re-evaluation committee for this purpose.

However, the firm did not submit the required samples. Therefore, these items remain technically rejected.

Item no: 10,

25, 26, 27.

30, 38, 40



the mentioned item is Compatible. So, we Kindly request you to Reevaluate our sample

SR#67: We confirm that the sample provided by us is already approved Previously in your institute in the same tender as well.

SR#69: These are the costly Items We have already Provided the Brochure of this item

Medi Serve confirms that all the samples for the above-Mentioned items were duly submitted in accordance with the tender requirements and are of good quality. These samples were provided for technical and end-user evaluation and fully conform to the specifications outlined in the procurement documents. The Evaluation Report mentions certain exceptions; however, the items submitted by us were fully representative and compliant with the required standards. We therefore request that our firm not be rejected on these grounds, as all required samples were duly provided and available for inspection.

In light of the above, we humbly request your good office to kindly re-evaluate the submitted samples and consider Medi Serve for procurement of the said items, as the products provided meet the required quality and specification standards. We are confident that upon re-examination, the compliance and quality of our quoted items will be evident. We remain available for any further clarification or verification that your office may require.

For item 28, 69:

M/S Medi Serve explained that these items are costly and requested that evaluation be conducted based on the provided Original Equipment Manufacturer (OEM) brochures and technical datasheets. The committee unanimously decided that physical samples were required for proper evaluation and constituted a re-evaluation committee for this purpose.

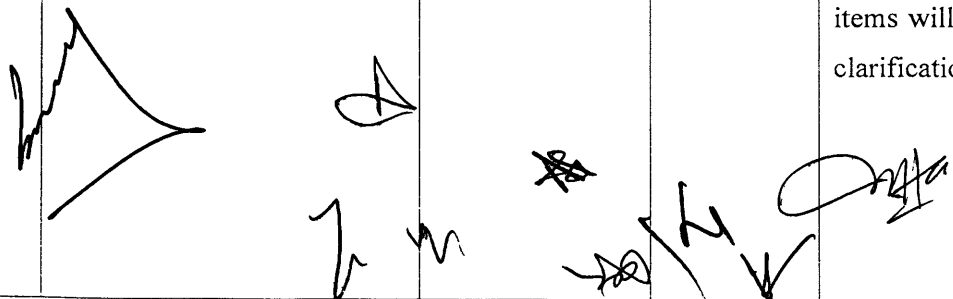
However, the firm submitted the required sample The re-evaluation committee reviewed the submitted sample and declared it responsive for the said item

For item 55:

The firm stated that the sample had been submitted but was not evaluated and requested reconsideration. The committee unanimously decided to constitute a Re-Evaluation Committee. The re-evaluation committee reviewed the submitted sample and declared it responsive for the said item

For item 65, 66:

The committee reviewed the submitted samples in detail and found that they meet the required criteria, Accordingly, the grievance was accepted, and the company was declared technically accepted for the said items.



3.	Framework Contract for the Purchase of Accessories/Items using for different biomedical equipment	M/S Orient Medical	Qualified	<p>It is stated that we supplied items no 25 & 26 to this hospital last year. As this item was in clearance process and we cannot provide sample so kindly consider our last supply as sample or please allow us to provide sample in this stage.</p> <p>Grievance Against M/S Prime Enterprises</p> <p>It is stated that M/S Prime Enterprises do not have experience of bio medical accessories and so they do not have any kind of satisfactory past performance of their quoted items as required in evaluation criteria no 09 & 10 on page no 31 of bidding documents. You are requested to please check the documents and verify them as well. Kindly declare their bid nonresponsive.</p>	<p>For item 25 & 26:</p> <p>M/S Orient Medical explained that these items are costly and requested that evaluation be conducted based on the provided Original Equipment Manufacturer (OEM) brochures and technical datasheets. The committee unanimously decided that physical samples were required for proper evaluation and constituted a re-evaluation committee for this purpose.</p> <p>However, the firm submitted the required sample. The re-evaluation committee reviewed the submitted sample and declared it responsive for the said item.</p> <p>Grievance Against M/S Prime Enterprises</p> <p>The committee reviewed the objection regarding the experience and past performance of M/s Prime Enterprises under Evaluation Criteria No. 09 & 10 (Page 31 of the bidding documents). After examining the submitted documents, it was found that the firm meets the required evaluation criteria. Therefore, the bid remains technically accepted, and the grievance is rejected.</p>	M/s Orient Medical is Technically Accepted for Item nos 25 & 26
	Framework Contract for the Purchase of Accessories/Items using for different biomedical equipment	M/S Veroline Engineer	Qualified	<p><u>SUBMISSION OF GRIEVANCES AGAINST TECHNICAL EVALUATION.</u></p> <p>Kindly refer to the technical evaluation report uploaded on</p>	<p>For item no 2, 3, 4, 39, 52</p> <p>The samples were initially not approved by the Sample</p>	M/S Veroline Engineer is Technically Accepted for

the website. The following grievances are submitted for favorable consideration please. Item No. Name of item/Equipment Reason of Rejection & Complaint Our Grievance 2- Adult Saturation Probe Spo2 Dragger (Compatible) Sample Not Approved We have provided one of the finest Adult Saturation Probe Spo2 Dragger as per sample. Same Adult Saturation Probe Spo2 Dragger is supplied many time before in Different Teaching Hospitals. Copies of our supply orders are also attached in our bidding documents. Specification of the Adult Saturation Probe Spo2 Dragger match exactly the same as mentioned in the tender. Kindly Re-Evaluate. 3- Adult Saturation Probe Spo2 Hawatime (Compatible) Sample Not Approved We have provided one of the finest Adult Saturation Probe Spo2 Hawatime as per sample. Same Adult Saturation Probe Spo2 Hawatime is supplied many time before in Different Teaching Hospitals. Copies of our supply orders are also attached in our bidding documents. Specification of the Adult Saturation Probe Spo2 Hawatime match exactly the same as mentioned in the tender. Kindly Re-Evaluate. 4- Adult Saturation Probe Spo2 Younker (Compatible) Sample Not Approved We have provided one of the finest Adult Saturation Probe Spo2 Younker as per sample. Same Adult Saturation Probe Spo2 Younker is supplied many time before in Different Teaching Hospitals. Copies of our supply orders are also attached in our bidding documents. Specification of the Adult Saturation Probe Spo2 Younker match exactly the same as mentioned in the tender. Kindly Re-Evaluate. It is therefore requested that our technical offer may kindly be accepted as it does meet with the tender requirements. M/S Veroline Engineers 39- ECG Lead with Electrode for Cardiac Monitor all type (Compatible) Sample Not Approved We have provided samples of the ECG Lead with Electrode for Cardiac Monitor all type We have receiving document of the samples, can be furnished upon request. Kindly Re-Evaluate. 52- Laparoscope Lead Diathermy

Evaluation Committee. However, the firm explained that these items were already being supplied and used in the hospital and requested a review.

After careful consideration, the committee unanimously decided to conduct a re-evaluation through a duly constituted Re-Evaluation Committee. The re-evaluation committee examined the submitted samples and found them to be up to the required standards.

Accordingly, grievance was accepted, and the company was declared technically accepted for the said items.

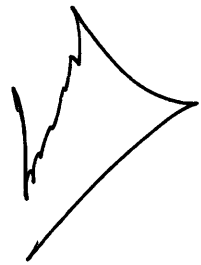
For item 65:

The committee reviewed the submitted sample in detail and found that they meet the required criteria, Accordingly, the grievance was accepted, and the company was declared technically accepted for the said items.

For item 68:

The firm stated that the sample had been submitted but was not evaluated and requested reconsideration. The committee unanimously decided to constitute a Re-Evaluation Committee. The re-evaluation committee reviewed the submitted sample in detail and found that they meet the required criteria, Accordingly, the grievance was accepted, and the company was declared technically accepted for the said items.

Item nos
2,3,4,39,52.
65,68



Handwritten signature or mark.

Handwritten mark.

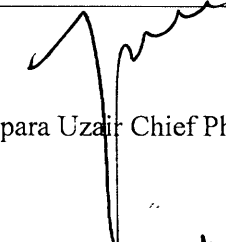
Handwritten signature or mark.


Handwritten signature or mark.

HF (Compatible) Sample Not Approved We have provided samples of the Laparoscope Lead Diathermy Hf Compatible We have receiving document of the samples, can be furnished upon request. We have supplied same Laparoscope Lead Diathermy Hf Compatible in many teaching hospitals. NO complaint received till date. Copies of our supply orders are also attached in our bidding documents. Specification of the Laparoscope Lead Diathermy Hf Compatible match the same as mentioned in the tender. Kindly Re-Evaluate. 65- Suction Jar 2 litter (Compatible) Sample Not Approved We have supplied same Suction Jar 2 Litter Compatible in many teaching hospitals. NO complaint received till date. Copies of our supply orders are also attached in our bidding documents. Specification of the Suction Jar 2 Litter Compatible match exactly the same as mentioned in the tender. Kindly Re-Evaluate. 68- Surface cleaner for Biomedical Equipment 500ml Sample Not Approved Specification of the Surface cleaner for biomedical Equipment 500ml match exactly the same as mentioned in the tender. Kindly Re-Evaluate.

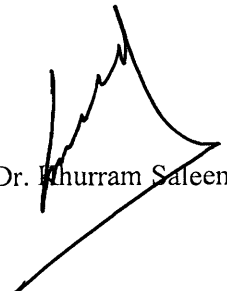

E.C. (R & M)


Engr. Muhammad Ali Biomedical Engineer/Technical Officer, Member



Mts. Mahpara Uzair Chief Pharmacist PINS, Member


Representative from SHC & ME Department Member



Dr. Muhammad Kareem Ullah Associate Prof. of Surgery, Member



Prof. Dr. Khurram Saleem Prof. of Medical Unit-III, Member


Prof. Dr. Atif Shahzad Prof. of Dermatology Department Member


Prof. Dr. Muhammad Hanif Mian Prof. of Orthopedic Unit-I, Chairman


RE-EVALUATION SAMPLING COMMITTEE MEETING HELD ON 30-01-2026 AT 10:00AM.


Engr. Usama Zulfiqar Biomedical Engineer Member


Dr. Anum Batool (DMS Emergency Morning) Member


Dr. Saira Ikhtlaq Focal Person / Coordinator (Purchase Cell) Member


Dr. Lyla Shafique WSMO End-User


Dr. Khurram Shahnawaz Butt AMS (R & M) Convener
