MINUTES OF MEETING OF GRIEVANCE COMMITTEE TO ADDRESS THE GRIEVANCES RECEIVED IN BULK PURCHASE OF MEDICAL DEVICES / SURGICAL DISPOSABLE ITEMS FOR THE YEAR 2024-25.
Dated: 31.07.2024

A meeting of Grievance Committee to address the Grievances received in Bulk Purchase of Medical Devices /Surgical disposable Items for the year 2024-25 was held on 31.07.2024 in the office of Prof. Dr. Farah Shafi, Professor of Medicine/ Chairperson Grievance Committee Lahore General Hospital Lahore.

2. The Following members attended the meeting;

1. Prof. Dr. Farah Shafi, Prof. of Medicine — Chairperson
2. Prof. Dr. Khizer Hayat, Prof. of Urology — Member
3. Prof. Dr. Faheem Afzal Prof. of Pediatrics — Member
4. Dr. Ghias-ul-Hassan, Assistant Prof. of Gastroenterology — Member
5. Mr. Muhammad Ali, Biomedical Engineer/ Technical Officer LGH, Lahore — Member

3. Following firms submitted grievances;

Sr.	Name of Firms	Sr.	Name of Firms	Sr.	Name of Firms
1	M/s Clifton Enterprises	11	M/s Wasiq Enterprises	21	M/s Gulfam Brother
2	M/s Muller & Phipps.	12	M/s Cardiac care	22	M/s 3N lifemed
3	M/s Nipro Medical Pvt Ltd	13	M/s Usman Enterprises	23	M/s M Yousaf and Co.
4	M/s Popular International	14	M/s A-One Traders	24	M/s Hope Pharma
5	M/s Endoaid Biomedica	15	M/s Innovate Medical Technology	25	M/s Bajwa Sons
6	M/s 4A International	16	M/s IBL Healthcare	26	M/s General Pharma
7	M/s Usmanco International .	17	M/s KS. Agencies	27	M/s Surgiquips
8	M/s Care and Cure International.	18	M/s Allmed Solution	28	M/s Eastern medical care
9	M/s Anwar and Sons	19	M/s Hoora Pharma	29	M/s Essity Pakistan Limited
10	M/s Akram Brothers	20	M/s Flowtronix Systems		

KEY:

GRC	Grievance Redressal Committee
TEC	Technical Evaluation Committee
DRAP	Drug Regulatory Authority of Pakistan
DRC	Drug Registration Certificate
FSC	Free Sale Certificate
LOA	Letter of Authorization

The committee after briefed discussion and hearing the firm's representatives unanimously decided the grievances as under;

Sr. No	Grievance submitted by	TEC Result	Grievance Committee Decision
1	**M/s Clifton Enterprises** submitted grievance vide letter No.6778/LGH, Dated 22-06-2024, firm stated as under; The Firm is writing against the TEC report of Bulk Purchase of Surgical Disposable items. **(Sr No: 67, 168, 169, 170, 171).** **1. TE No. 67: Examination Gloves** **2. TE No. 168: Sterile Surgical Gloves (6.5 No)** **3. TE No. 169: Sterile Surgical Gloves (7 No)** **4. TE No. 170: Sterile Surgical Gloves (7.5 No)** **5. TE No. 171: Sterile Surgical Gloves (8 No)** **TE No. 67: Examination Gloves. Non Responsive Rejected by end user Low quality.** The firm is saying that **M/S CLIFTON ENTERPRISES** have been rejected in Part C i.e. Samples Evaluation, **TE No. 67: Examination Gloves** where their samples have been rejected due to undisclosed reasons. The firm has the stance that "According to their assessment, their firm complies with the entire knock down parameters and the marking criteria mentioned in the bidding document, and also the samples submitted meets with all the technical requirements. They would like to mention here that, the quoted product is of utmost quality and observes all the regulatory approvals both locally and internationally. The high quality certifications of ISO & Free sale Certificate, further speaks for the product standards. Regardless of all these certifications and standards, Their samples have been declared "Non – Satisfactory" for unknown reasons. Considering Their quality standards we would like to request you to kindly re-evaluate the decision made by the Technical Evaluation Committee and consider Their samples in the best interest of Hospital and Public. **1. TE No. 168: Sterile Surgical Gloves (6.5 No)** **2. TE No. 169: Sterile Surgical Gloves (7 No)** **3. TE No. 170: Sterile Surgical Gloves (7.5 No)** **4. TE No. 171: Sterile Surgical Gloves (8 No)** **Non Responsive (Experience, LOA, FSC Not Valid).** They would like to clarify and confirm that, as of the tender opening date, our:	**T.E#67** (Rejected By End User) (Low Quality). **T.E# 168,169,170,171** Non Responsive (Experience ,LOA,FSC Not Valid)	Mr. Ammar (Managing Director) attended the meeting on the behalf of M/**S Clifton Enterprises** to explain the grievance matter in detail. The committee evaluated the matter by checking the Free Sale Certificate (FSC), letter of authorization, experience letter and other related documents in the bid. It was revealed that FSC period was valid at the time of bid opening however, the brand registration data was noted as "not applicable" in FSC attached in the bid. Upon online verification of the status not applicable, the committee observed that the quoted product's registration was not found on website of Medical Devices Authority of Register Malaysia (MDAR). For the confirmation of the same the committee decided to seek opinion from legal advisor and from DRAP. However the item at TE No. 67 was rejected by the end users. After due deliberation and detailed discussion, the committee unanimously decided to **UPHOLD** the decision of T.E.C for TE No. 67. Hence the grievance is **REJECTED for** TE No. 67. While for T.E 168, 169,170, 171 the committee pended the decision of case till the opinion from legal advisor.

	1. FSC (Free Sale Certificate) was valid at the time of Bid opening date. Tender opening date 03-04-2024 and Expiry Date of FSC 06-04-2024. (New FSC attached). 2. Authority letter was valid and authorized. 3. Product experience documents were attached and submitted along with their tender. They believe that their submission meets all the necessary requirements and criteria. The Firm is requesting to consider the aforementioned documents.		
2	**M/s Muller & Phipps Pakistan Pvt Ltd** submitted grievance vide letter No.6809/LGH, Dated 22-06-2024, firm stated as under; *"At **T.E # 137, we quoted Johnson&Johnson suture Vicryl (polyglactin) 2/0 which offers longer thread length of 90cm** whereas the **Covidien quoted and approved suture offers only 70cm length** . Hence , where one Johnson&Johnson suture is required, Surgeon shall need two sutures of Covidien to fulfil the need that would add massive cost to your hospital budget, as your annual demand of this size is **20,000** sutures . While using our quoted suture with longer 90cm length would save you a big cost.* *Also, Muller & Phipps quoted world leader **Johnson&Johnson's** absorbable sutures **(T.E # 136, 137 and 138)** which have **ANTIBACTERIAL PROPERTIES** that reduce the risk of Surgical Site Infections (proven through various studies like De-Jong Meta Analysis) and reduce financial burden on hospital budget as well (proven through studies like Leaper's Meta analysis) so you can consider our items on priority with our superior quality and trusted Brand worldwide. (References of mentioned clinical studies attached). International Health Regulatory Authorities like World Health Organization (**WHO**), Center of Disease Control & Prevention (**CDC**) and American College of Surgeons (**ACS**) recommend the use of sutures coated with Antibacterial properties to reduce the risk of Surgical Site Infection (SSI). (Recommendations attached)* *Keeping in view all these facts, they request to re-evaluate the samples and disqualify the short length sutures and also disqualify the non-Antibacterial sutures of Covidien (Popular International)."*	M/s Muller & Phipps **T.E# 136,137,138** (Responsive) M/s Popular International **T.E#136,137,138**(Responsive)	Mr Bazurj Mahar (Regional Sales Manager) attended the meeting on the behalf of M/**S Muller & Phipps Pakistan Pvt Ltd** to explain the grievance matter in detail against various items of M/S Popular. The representative claimed the best quality of their product (Sutures) such as longer length and antibacterial property. The grievance redressal committee evaluated the matter by checking the advertised specifications of said items. It is revealed that no such parameter was advertised as specification. After due deliberation and detailed discussion, the committee unanimously decided to **UPHOLD** the decision of T.E.C. Hence the grievance is **REJECTED**.
3	**M/s Nipro Medical (Pvt) Ltd** submitted grievance vide letter No.6204/LGH, Dated 20-06-2024, firm stated as under; The firm has remarks against objections raised by technical committee / end	**T.E#18** (Rejected By End User) Non Responsive	Mr. Aqeel Ahmed (Service Engineer) attended the meeting on the behalf of **M/S Nipro Medical (Pvt.) Ltd.**

	user on our quoted item: The firms is saying that ***"Blood Tubing Line for Hemodialysis:-*** *(Non-Responsive, Rejected by End User)* *Our quoted brand is world`s leading brand registered with DRAP (MDIR-0002366), & meets with all international standards (CE, ISO)* *Also being used in different hospitals with fully satisfaction* *Please reevaluate & declare responsive* *Above said quality standards ensures that the quoted product having a good quality. Also using in different institutes without any complains. (Purchase orders attached for your ready reference)* *We again requesting you to please reevaluate our quoted item & declare us responsive for fair & healthy competition.* *They shall be very grateful for your kind consideration & cooperation."* **M/s Nipro Medical (Pvt) Ltd** submitted grievance vide letter No.7050/LGH, Dated 25-06-2024, firm stated as under; **against M/s Popular international PVT LTD** on quoted items **T.E#7,18,90,91** *M/S Popular International Pvt Ltd is a distributor, neither a sole agent nor importer of foreign principal of this quoted item. While, in bidding documents there is mentioned "as manufacturers, Sole Agent/ Importer of foreign principals" but M/S Popular International Pvt Ltd does not meet said criteria as it is the essential requirement of the tender / bidding documents. So please declare the firm as non-responsive*	M/s Popular International **T.E#7,18,90,91** (Responsive)	The representative described the grievance matter in detail against M/S Popular for not being sole agent/ importer and for their own items too. The representative claimed the best quality of their product (Blood Tubing Line for Hemodialysis) and vast experience in various Govt. and Public Sector Hospitals. The grievance redressal committee scrutinized the matter by checking the evaluation reports, documents in the bid and bidding documents etc. it is found that their products are rejected by concerning end users. For their grievance against M/S Popular International, it is revealed that Drug Registration Certificates of their certain items are in the name of Bain Medical (pvt.) Ltd. So they are not the importer of these items. Distributors are not allowed to participate in tender. After due deliberation and detailed discussion, the committee unanimously decided to declare bid of M/S Popular International as Non Responsive for items at TE 7, 18, 90 & 91 and to **UPHOLD** the decision of T.E.C regarding their own products. Hence the grievance is **ACCEPTED** against M/S Popular but is **REJECTED** for their own item.
4	**M/s Popular International Pvt Ltd** submitted grievance vide letter No.6877/LGH Dated 24-06-2024, firm stated as under; *"we would like to submit our grievance regarding the evaluation and rejection of our quoted products as follows:* ***1. Item Serial No. 04: Airway All Sizes*** *We have quoted airways in all sizes at Item Serial No. 04, which have been*	T.E#**04, 14,20,89,127,201 NON RESPONSIVE** (Rejected by end user) 4-VeryHard sharp edge,14-Leakage**,20**-Quality not upto the mark,**89**- Chorling high	Mr. Mazhar Abbas (Regional Sales Manager) attended the meeting on behalf of **M/S Popular International.** The representative explained the grievance for their various items and against M/S 4-A international, M/S Sadqain & M/S Muller n

	rejected on the basic of quality. We wish to highlight that we have supplied these products to various institutes with no documented complaints regarding their quality or performance. Please re-evaluate the sample of the quoted product. It's made of DEHP-tree material, ensuring it is safe and non-carcinogenic (documentation attached). ***2. Item Serial No. 14: Basic Breathing System*** *Our quoted Basic Breathing System at Item Serial No. 14 was rejected due to leakage issues We assure you that our products have been supplied to multiple institutions without any complaints.* *Designed for patient comfort, our system does not have leakage issues and is made of DEHP-free material (documentation attached). We kindly request a reevaluation of our product* ***3.Item Serial No. 20: Bone Wax*** *The Bone Wax we quoted at Item Serial No. 20 was rejected on quality grounds. This product is already approved by your institution and has been supplied multiple times without Any complaints. Additionally, it is approved and used in all public and private cardiac centers in Pakistan. We request that our Bone Wax be reconsidered for the benefit of patient care.* ***4.Item Serial No. 89: HME Filter*** *Our HME Filter at Item Serial No. 89 was rejected due to high resistance issues. We have supplied these filters to various institutions without any documented quality or performance complaints.* *Our filters are efficient (99.9%) and designed for ICU, CCU, HDU, and 0T usage. They are made witn DEHP-free material, ensuring they are safe (documentation attached). We request a reevaluation of our sample.* ***5. Item Serial No. 127: Oxygen ace Mask with Filter*** *The Oxygen Face Masks we quoted at Item Serial No. 127 were rejected due to fixation issues. They have supplied these masks to various institutions without any complaints regarding their quality or performance. Our masks come in different sizes, ensuring a proper fit for patients, and are designed for use in 1CU, CCU, HDU, and 0T. They are made from DEHP-free material (documentation attached). We request a reconsideration of our product.* ***6. Item Serial No. 161: Skin Stapler*** *Our Skin Stapler was rejected for not providing a sample. This product is*	resistance**,127**- poor Mask fixation,**201**- Mask does not seal & properly fit to the mouth & airway,Edges are hard & can traumatize the face T.E#161 (SNP) **RESPONSIVE** T.E#174 M/s Sadqain (Responsive) M/s 4A International(Responsive) **RESPONSIVE** **T.E#177** M/s Anwar and Sons (Responsive) M/s Popular International T.E#237(Responsive) *M/S Mullar & Phipps Pakistan* T.E#237(Responsive)	Phipps. The GRC scrutinized the matter and is found that their items under discussion are rejected by concerning end users and sample (TE 161 Skin Stapler) was nor provided He claimed that items quoted by M/S 4-A international, M/S Sadqain at TE 174 (T Filter for Tracheostomy) and at TE 177 (Tracheostomy Tube with cuff) quoted by M/S Anwar and Sons are not "*DEHP (Di ethyl Hexyl Pthalates)"* free which is a carcinogenic material. The matter is evaluated by checking the labels on the samples, literature of the products and supporting document. It is found that above stated items quoted by M/S Anwar A sons and M/S Ssdqain are DEHP free but same is not mentioned for item quoted by M/S 4 A international Furthermore their grievance against M/S Muller n Phipps is on TE 237 Nasal Dressing of being out of advertised specifications ("equivalent" to Merocel). The committee directed to verify this issue from ENT department to equate both brands and present the findings. It is learned from end user that both these products are equivalent for their intended use although comparatively Merocel is convenient to use by emergency staff and in surgery than Kaltostat. After due deliberation and discussion, committee decided to **UPHOLD** the decision of Technical Evaluation Committee for their own items and against M/S Sadqain, M/S Anwar A sons & M/S Muller n Phipps. Hence the

	approved by the end user, and we have already submitted the necessary recommendations. It is in use in multiple public and private hospitals across Pakistan. We are willing to provide a sample if required and request reevaluation based on this information. ***7. Item Serial No. 174: T Filter for Tracheostomy*** *M/s Sadqain and M/s 4A International have quoted products that do not use DEHP-free material, which poses a cancer risk to patients. We request that these products be declared non-responsive* *(documentation attached).* ***8. Item Serial No. 177: Tracheostomy Tube with Cuff*** *M/s Anwar and Sons have quoted products that do not use DEHP-free material, which poses a cancer risk to patients. Also they have no double lumens and inner reusable cannula in their tracheostomies which have no long life and also not cost effective. Furthermore, their tracheostomy tip of lumen is very hard which can damage the trachea of patients while our quoted tracheostomies have double lumens and reusable inner cannula which have long life and very cost effective. Hence, we request the product quoted by Anwar & Sons be declared non- responsive on the basis of given details.* ***9. Item Serial No. 201: Pediatric Oxygen Mask*** *Our Pediatric Oxygen Mask at Item Serial No. 201 was rejected on quality grounds. We have supplied these masks to various institutions without any complaints about their quality or performance. Our masks come in different sizes and are designed for use in ICU, CCU, HDU, and OT. They are made from DEHP-free material (documentation attached). We request a reevaluation of our product.* ***10. Item Serial No. 237: Nasal Dressing (Equivalent to Merocel)*** *they noted that M/S Mullar & Phipps Pakistan (Pvt) Ltd has provided a quote for Kaltostat Rope, which is different from the tender requirements and out of specifications. Kaltostat is an alginate dressing for wounds, not suitable for nasal dressings or airway use. It lacks the necessary airways,* *has a different composition compared to Merocel, and its use may prolong postoperative recovery and potentially cause breathing difficulties. Therefore, the product quoted by M/S Mullar & Phipps should be rejected as it does not serve the required purpose.* *they trust that you will take our concerns into consideration and reevaluate our quoted products in the best interest of patient care and institutional standards. They are open to providing any additional information or samples required for this purpose"*		grievance is **REJECTED** for these cases, However it is directed to declare bid of M/S 4 A International as Non Responsive for items at TE 174. So grievance against this firm is **ACCEPTED.**

5	**M/s Endoaid Biomedica** submitted grievance vide letter No.6857/LGH Dated 24-06-2024, firm stated as under; The firm is saying *that " we has been declared non-responsive on the grounds that the Quality Certificates and Free Sale Certificates we submitted are not valid. We respectfully disagree with this assessment and would like to bring to your attention the following points:* ***Submission of Valid Documents****: We have attached all the required and valid documents with our bid submission. These documents have been thoroughly checked and are in compliance with the stipulated requirements of the tender.* ***Reputation and Experience****: We have been importing and supplying surgical gloves for the past ten years, presenting the same brand, Raysen Tianjin Healthcare. Our products have consistently met the quality standards and regulatory requirements.* ***Previous Participations****: Our company has participated in tenders for other major national institutions across Punjab and has been declared responsive in the technical evaluations with the same set of documents. This demonstrates the validity and acceptance of our certifications and products in the market.* ***Potential Mistake in Evaluation****: We believe that there might have been an oversight or mistake during the evaluation process. Our documents are valid before Tender Submission, and we have proven track record of compliance and quality.* *In light of the above, we kindly request you to reconsider our submission. We are resubmitting the requested documents along with this letter for your review. We urge you to rectify this oversight and declare our company as responsive, allowing us to participate in the competition fairly."*	**NON RESPONSIVE** T.E#**164,165,166,167,168,169, 170,171** (Quality Certificate and FSC are Not Valid)	Mr. Qasim Fayyaz Dar (Product Manager) attended the meeting on behalf of **M/s Endoaid Biomedica** to describe the grievance. The representative explained the matter and claimed the validity of Quality & Free Sale Certificates. The Grievance Redressal Committee evaluated the matter by checking the documents of free sale, quality certificate, Drug Registration Certificate and samples. It is established that scope in all these documents and sample includes these quoted items so these are valid. It is learned that documents in question are valid as same name is mentioned on DRC too. Furthermore, sample is qualified by end users too for the intended use. After due deliberation and discussion, committee decided to declare the bid of M/S Endoid Biomedica as **RESPONSIVE** for all items quoted at **T.E 164 to 171** Hence the grievance is **ACCEPTED.**
6	**M/s 4A International** submitted grievance vide letter No.6874/LGH Dated 24-06-2024, firm stated as under; The firm states that " *Our samples were rejected by the end-user, and we did not technically qualify for the tender. The products are registered with DRAP (Drug Regulatory Authority of Pakistan) and are being used by various government and private institutions in Pakistan without any complaints. Now we are requesting a re-evaluation of our samples, emphasizing their aim to serve humanity. they are cost effective by giving us fair chance can be saved public money. Award letters and purchase orders of various government and private hospitals are attached for your reference."*	T.E#**05,14,21,26,47,86,87,89,105** are Non Responsive (Rejected By End user) 05- Loose Conector soft ,Kincking,14- Leakage Patient end lose Conection,21- Loose Connection,26- Leakage ,Poor Fixation,47- Loose Conector poor Fixation,86- Poor Mask Fixiation Bag leakage,87- Tubing is Low Quality & Fixiation is not appropriate,89- High Resistance,105- High resistance due to choking	Mr. Ijaz Hassan (Sales Manager) attended the meeting on behalf of **M/s 4A International** to explain the grievance. The representative emphasized the good quality of their products (Anesthesia Items) and having experience in various hospitals. The Grievance Redressal Committee evaluated the matter and it is revealed that items under discussion are rejected by concerning end users on various quality parameters. After due deliberation and discussion, committee decided to **UPHOLD** the decision of

			Technical Evaluation Committee. Hence the grievance is **REJECTED.**
7	***M/s Usmanco International*** *submitted grievance vide letter No.6776/LGH Dated 22-06-2024, firm stated as under;* ***Tender Sr. No.*** *(28, 52. 54, 55, 56. 57. 63, 64, 72, 75, 98, 99, 100, 101, 102. 118. 120, 121, 175. 176 & 186).* *The firm states that " Our all products have not been responsive due to (Less 2% bid security). This is to inform you due to typographical error, 2% for item no (121 Nasogastric Catheter-Levin 16Ch)* *calculated on the basis of 2000 quantity instead of 20000 quantity that's why amount is differ, we request you to kindly do not entertain this item, so the bid security will be matched accordingly. Additionally, in tender sr. no. 102 (B. Cat I.V Cannula with Wings No. 24G) is non-responsive due to* *samples rejected by end user and less 2% bid security. We would like to inform you that our product is also made up of third generation FEP Teflon catheter with tri-faced needle just like approved bidder and due to FEP material which is advance material than Teflon. FEP is more flexible kink resistant and transparent which ensure no resistance in drug flow while feeding the catheter. It has medical grade stainless steel bevel shape tri- faced needle with electro polished also based on thin wall technology & promote fast delivery of drug. These standards tested in QC. Meeting all the European quality standards, it is certified according to EN ISO 9001-20 15, ISO 14001:20 15, EN ISO 13485-2016 & CE Marked. Furthermore, we supplied* *sufficient quantities in many reputable hospitals and proved our quality successfully, without receive any single complain. Moreover, we also noticed that in tender sr. no. 28, 175 & 176 (Thoracic Catheter without Trocar, Three Way Stopcock with 10cm Tubing & Three-Way Stopcock Plain) is non-responsive due to samples rejected by end user and less 2% bid security. Our quoted products principle is certified by EN ISO 13485- 2016. ISO 14001-2015, ISO 9001-2015 & CE marked approved. It means our product is clearly stands on quality. Also, we supplied sufficient quantities in many reputable*	**T.E#28,102,175,176 Non Responsive** Rejected By End User (No Fixation Multiple pricks) (Less 2% bid security) **T.E#52,54,55,56,57,63,64,72,75,98,99,100,101,118,120,121 ,186** Non Responsive (Less 2% bid security)	Mr. Iftikhar Hussain (Institutional Manager) attended the meeting on behalf of ***M/s Usmanco International*** to describe the grievance. The representative explained that deposited bid security which happened to be less than 2%, was a typographic error. The Grievance Redressal Committee probed the matter and it is concluded that firm failed to comply this compulsory parameter which cannot be modified after submission of the bid. After due deliberation and discussion, committee decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECTED.**

	hospitals and proved our quality successfully , without receive any single complain. We hereby request you to kindly look in to this matter and base your decision in favor of Public Health .They look forward to working with your esteemed department for long term cooperation on merit base. *Your cooperation in this regard will be highly appreciated."*		
8	**M/s Care and Cure International** submitted grievance vide letter No.6230/LGH Dated 21-06-2024, firm stated as under; **1. STERILIZED SURGICAL GLOVES POWDER FREE (SR. NO 164, 165, 166, 167, Sizes 6.5, 7.0, 7.5, 8.0)** *"Objection By Hospital: Non-Responsive, Rejected By End User (Low Quality)* *Our Grievance: We have already supplied a quantity of 257,800 gloves to Lahore General Hospital, Lahore in the tender year 2023-2024 (POs attached) without receiving any single complaint. We are astonished that our gloves have been rejected now. Our gloves are FDA-approved, and there are only a few FDA-approved Chinese gloves, among which we are one. We have supplied these gloves to almost all major hospitals in Lahore, including Lady Willingdon Hospital, Labor Children's Hospital, Mayo Hospital, Jinnah Hospital, and PKLI during 2023-2024 (POs attached) without complaints. Therefore, we request you to reconsider our gloves to ensure better financial competition."* **2. STERILIZED SURGICAL GLOVES POWDERED (SR. NO 168, 169, 170, 171, Sizes 6.5, 7.0, 7.5, 8.0)** *"Objection By Hospital: Non-Responsive, Rejected By End User (Low Quality)* *Their Grievance: Our powdered gloves manufacturer is the same as for the powder-free gloves. Our grievance is the same as discussed in the powder-free gloves section.* *3. Financial Comparison of Surgical Gloves of Tender Year 2023-2024* *In the previous tender, we quoted only powder-free surgical gloves and won at a rate of Rs, 129.88 per pair. Another vendor won the tender for powdered gloves at a rate of Rs. 206 per pair. The total demanded quantity of powdered gloves in the previous year's tender documents was 700,000. Please note that the price of both types of surgical gloves is almost the same in the market. Thus, the per-pair hospital loss was Rs. 76.12, and the annual oss was Rs. 76.12 x 700,000 = Rs. 53,284,000 (fifty-three million two hundred eighty-four*	**T.E# 164,165,166,167,168,169,170,171** are Non Responsive (Rejected By End User) Low Quality	Mr. Ijaz Hassan (Sales Representative) attended the meeting on behalf of **M/s Care and Cure International** to explain the grievance. The representative claimed the high quality of their product i.e Surgical Gloves with experience in various hospitals. The Grievance Redressal Committee checked the matter and it is found that said items are rejected by various end users. After due deliberation and discussion, committee decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECTED.**

	thousand). therefore, it is requested that you please allow us to participate in the financial competition and clear our gloves in the technical evaluation so that we can provide you with the world's best quality gloves, both powdered and powder-free, at a very economical price."		
9	**M/s Anwar and Sons** submitted grievance vide letter No.6782/LGH Dated 22-06-2024, firm stated as under; *"Our quoted products (111, 133, 134, 135, 136, 137, 138.-* *139, 140, 141, 142, 143, 144, 146-* *148, 149, 150, 151, 152, 153, 162) are in International / European's market for last many years and being successfully used. Also their quoted products are registered with DRAP. We can offer a reasonable quantity of samples free of charge for your use to establish your confidence in this product.* *Also their quoted products are already in use of known military, government and private hospitals with satisfactory remarks.* *For reference, Purchase orders of following hospitals are attached.* *1-DHO Rawalpindi PO#2461 Dated 09-12-2019 Quantity 1200 Pes.* *2- HMC Peshawar PO# 10711 Dated 06-04-2024 Quantity 6000 Pcs.* *3- PINS Lahore PO# 25760 Dated 14-10-2023 Quantity 1000 Po* *4- LGH PO# 17635 Dated 14-03-2020 Quantity l4500 Pcs.* *5-CH&ICH Lahore PO#62157 Dated 16-10-2023 Quantity 1800 Pcs.* *6-CH&ICH Lahore PO#62149 Dated 16-10-2023 Quantity 1800 Pcs.* *7-LGH PO# 40462 Dated 04-07-2019 Quantity 14000 Pcs.* *8-LGH PO#2 134 Dated 11-01-2019 Quantity 18000 Pcs.* *9- LGH PO#11362 Dated 19-02-2020 Quantity 13500 Pcs.* *10- PINS Lahore PO# 3029 Dated 25-02-202 1 Quantity 6000 Pes.* *11-BBH Rawalpindi PO#47I10-14 Dated 28-12-2020 Quantity 8000 Pcs.* *12-JB&RSC Lahore PO# 2552-55 Dated 11-03-2024Quantity 1500 Pcs.* *13- HMC Peshawar PO#7787 Dated 04-09-2023 Quantity 600 Pcs.* *14- PINS Lahore PO#13896 Dated 16-09-2022 QQuantity 500 Pcs.* *15- Jinnah Hospital Lahore PO#8742 Dated 06-03-2019 Ouantity 7000 Pcs.* *16- Ganga Raam Hosp Lahore PO#9148 Dated 07-09-2022 Quantity 25 Dozen.* *17- Mayo Hosp Lahore PO#52601 Dated 25-08-2022 Quantity 1500 Pcs.*	T.E# **111,133,134,135,136,137,138,139 ,140,141,142,143,144,146,148,14 9,150,151,152,153,162** are Non Responsive (Rejected By end user) Due To needle Size, Low Tensile Strength Greater Memory of Suture, Low Strength,Weak needle, poor Quality ,Low Memory ,Blunt Needle, Low Strength, Poor Packging Low Quality, Blunt Tip Low Quality	Mr. Khurram Shahzad (Asstt Sales Manager) attended the meeting on behalf of **M/s Anwar and Sons** to explain the grievance. The representative claimed the high quality of their products (various Sutures) with experience in various hospitals. The Grievance Redressal Committee checked the matter and it is found that said items are rejected by the concerning end users i.e Surgical Units. After due deliberation and discussion, committee decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECTED.**

	18- LGH PO# 21933 Dated 28-03-2022 Quantity 2000 Pcs. *19- PINS Lahore PO#13911l Dated 16-09-2022 Quantity 3000 Pes* *20- LGH PO#2140 Dated 11-01-2019 Ouantity 4800 Pes.* *21- LGH PO#85828 Dated 06-11-2017 Quantity 3600 Pcs.* *22- LGH PO#11347 Dated 19-02-2020 Quantity 3600 Pcs.* *23- LGH PO# 55387 Dated 29-06-2013 Quantity 3600 Pcs.* *24- LGH PO#97063 Dated 16-04-2015 Quantity 4809 Pes,.* *25- JB&RSC Lahore PO#8778-81 Dated 14-06-2022 Quantity 500 Pcs.* *26- PINS Lahore PO#19378 Dated 23-1 1-2020 Quantity 5000 Pcs.* *27- LGH PO# 55380 Dated 29-06-2013 Quantity 2400 Pos.* *28- HFH Rawalpindi PO#4220-24 Dated 15-03-2018 Quantity 50 Dozen.* *29- Ganga Raam Hosp Lahore PO#3519 Dated 09-04-2022 Quantity 25 Dozen.* *30- Jinnah Hosp Lahore PO#8754 Dated 06-03-20 19 Quantity 840 Pes.* *31- Pak ltalian Burn Centre Multan PO#2722 Dated 13-08-2022 Quantity 1000 Pes.* *32- BBH Rawalpindi PO#04-01-2017 Quantity 20 Dozen.* *33- JB&RSC Lahore PO#2560-63 Dated 11-03-2024 COuantity S00 Pes.* *34- RIC Rawalpindi PO#717 Dated 28-08-2023 Quantity 300 Dozen.* *35- BBH Rawalpindi PO# 5255 1 -55 Dated 17-12-2019 Quantity 4320 Pes.* *36-HMC Peshawar PO#2662 Dated 17-11-2022 Quantity 2000 Pes.* *37- CH&ICH Lalhore PO#24 130 Dated 16-05-2024 Quantity 3000 Pcs.* *38- Ganga Raam Hosp Lahore PO#2 14 Dated 09-01-2024 Quantity 90 Dozen.* *39- CH&ICH Lahore PO#58782 Dated 24-10-2022 Quantity 4320 Pcs.* *40- RIC PO#2367 Dated 13-01-2024 Quantity 200 Dozen.* *41- CH&ICH Lahore PO#58779 Dated 24-10-2022 Quantity 3240 Pes.* *42- RIC Rawalpindi PO#6770 Dated 05-05-2020 Quantity 175 Dozen.* *43- JB&RSC Lahore PO#2572-75 Dated 11-03-2024 Quantity 500 Pcs.* *44- HMC Peshavwar PO# 10723 Dated 06-04-2024 Quantity 7000 Pcs.* *45- Ganga Raam Hosp Lahore PO#5851 Dated 08-06-2023 Quantity 500 Dozen.* *46- LGH PO# 17675 Dated 14-03-2020 Quantity 9000 Pcs.* *47- JB&RSC Lahore PO# 1715-18 Dated 16-02-2024 Quantity 2000 Pcs.* *48- HFH Rawalpindi PO# 232 1 -25 Dated 25-09-2023 Quantity 8000 Pcs.* *49-BBH Rawalpindi PO#38405-9 Dated 1l1-10-2022 Quantity 5000 Pcs.* *50- DHQ Rawalpindi PO# 1530 Dated 15-11-2021 Quantity 1000 Pcs.* *51- LGH PO# 11337 Dated 19-02-2020 Quantity 15000 Pes.* *In addition to the above, our quoted products are in International /European's market for last many years and being successfully used. Also their quoted*		

	products are not only registered with DRAP but also cost effective. they can offer a reasonable quantity of samples free of charge for your use to establish your confidence in this product.		
10	**M/s Akram Brother & Co.** submitted grievance vide letter No.6808/LGH Dated 22-06-2024, firm stated as under; *"M/s Akram Brothers & Co. are the sole distributor of WEGO SUTURES in Pakistan.* *WEGO Sutures is one of the biggest quality sutures suppliers in the world. This company is maintaining all necessities according to the international health standards. All its products are registered in all international health organizations and has all certificates such as ISO, CE O123, F.D.A. etc. (USAF.D.A Approved Reg. No. K 080684 and K 073614). Raw material of WEGO Sutures is being imported from the same source as of Ethicon and B-Braun. The Suture Needles are being used from MANI Japan and FSSB Germany. Raw material of Black Silk, Prolene Polypropylene, Polyglycolic Acid, Polyglactin, and Polydioxanone are being used from Pearsalls (UK), Nesco (Japan), Samyang Corporation (Korea), Metabiomed Co. Ltd (Korea) and Alfresa (Japan), They came to know that all items of WEGO Sutures have been rejected in Technical Meeting of LGH, Lahore by end user. Our sutures are being supplied almost in all main Government and Private Hospitals of Pakistan like Holy Family Hospital, Rawalpindi, Benazir Bhutto Hospital, Rawalpindi Punjab Institute of Cardiology, Lahore, Services Hospital, Lahore, Mayo Hospital, Lahore, KPK MCC All hospitals. Award letters of these hospitals are attached. They didn't get any technical complain from those institutes and have never been rejected technically. WEGO Sutures are being supplied in Pakistan at lowest rates with good quality so that maximum needy patients can be obliged. It is requested please reassess the WEGO Sutures. They would be very thankful for your kind attention in this regard.*"	All Items are **Non Responsive** (Rejected By End User) (weak thread) (Low Strength needle blunt)	No one attended the meeting on behalf of **M/s Akram Brother & Co.** to explain the grievance. However the matter is evaluated by the Grievance Redressal Committee and it is found that said items are rejected by the end users on various quality parameters by Surgical units. After due deliberation and discussion, committee decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECTED.**

11	**M/s Wasiq Enterprises** submitted grievance vide letter No.6916/LGH Dated 24-06-2024, firm stated as under; M/s Wasiq Enterprises applied for grievances against the Technical Elevation Report item #22, 50 rejected for the tender of Surgical and Disposable 2024-25. This items was approved in tender years 2023-24 Item No- 22- Bulb Sucker ,item# 50 Manufactured Hubei Mingerkang health &safety are accepted letter #90867/LGH in tender 23.24 /order -91997,288680. This item #50 already supplied against supply order-2987,21738lgh ,16836/pins Keeping in view the above facts you are requested to kindly approved of item no-22,50	**T.E#22,50** (Rejected By End User) quality is not upto the mark	Mr. M. Aashiq (Sales Manager) attended the meeting on behalf of **M/s Wasiq Enterprises** to explain the grievance. The representative claimed the fine quality of their product with experience in various hospitals. The Grievance Redressal Committee checked the matter and it is found that said items are rejected by the end users on quality parameters. After due deliberation and discussion, committee decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECTED.**
12	**M/s Cardiac Care** submitted grievance vide letter No.6940/LGH Dated 24-06-2024, firm stated as under; *"We have some reservations about following items. Item no. 75 Flow Regulator. Our brand pro active is registered in DRAP and its registration letter no. MDIROO01 646 is attached and used in different Hospitals. P/0's are attached. Kindly re-consider our product for healthy competition Item no. 133, 134, 135 Polydioxane / Polyglyconate.* *Our Suture of this Brand already used in different Teaching Hospitals Govt. and in Private Hospitals too and also these are good in quality. P/O's are attached. Kindly re-consider our product for healthy competition Item no. 136, 138 Polyglactin 910/ Polyglycolic Acid. Our Suture of this Brand already used in different Teaching Hospitals Govt. and in Private Hospitals too and also these are good in quality. P/0's are attached. Kindly re-consider our product for healthy competition* *Item no. 143, 148, 149, 150, 151, 152, 153 Polypropylene.* *Our Suture of this Brand already used in different Teaching Hospitals Govt. and in Private Hospitals too and also these are good in quality. P/0's are attached. Kindly re-consider our product for healthy competition Item no. 186 Yanker Suction Cannula Set Our quoted Item " Yanker Suction " is good in quality and used in different Hospitals. We can provide long length as per your demand. P/0's are attached. Kindly re-consider our product for healthy Competition"*	**T.E# 75** Non Responsive (FSC Not Notarized) **T.E#133,134,135,136,138,143,148,149,150,151,152,153,186** (Rejected By end User) Circuit Connectorn Loose, Not as per specification, Poor suction, Poor Quality ,Low Strength, Blunt Tip Low Quality,	Mr. Syed Ghulam Murtaza (Sales and Marketing Manager) attended the meeting on the behalf of **M /S Cardiac Care** to explain the grievance. He claimed the good quality of these products with vast experience in public sector hospitals. The committee evaluated the reports which showed rejection of these items with reasons. After due deliberation and discussion, committee decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECTED.**

13	**M/s Usman Enterprises** submitted grievance vide letter No.6931/LGH Dated 24-06-2024, firm stated as under; *"I hope this letter finds you in good health and spirits. We M/s Usman Enterprise has been participated in tender of Medical Devices F.Y 2024-2025 and declared RESPONSIVE for our quoted product T.E. No. 172 - Surgical Paper Tape (Hypoallergic) Roll of 1 Inch. Although, other bidder M/s Techzone quoted brand "YASHFAEEN" manufactured by Jiangsu Nanfang Medical Co. China declared Non-Responsive (Rejected by End-user, quality not upto the mark) but, we bring into your kind notice that quoted product samples by M/s Techzone is not 100% comply with the tender advertised specifications of size i.e 1 Inch roll, as their product size is less than 1" which should be checked thoroughly by Evaluation Committee. Moreover, Yashfaeen brand is not available at manufacturer's website and manufacturer's CE Certificate do not cover the advertised product "Surgical Paper Tape". Therefore, request for the re-checking of supporting documents with the bid of M/s Techzone for Surgical Paper Tape, which is rejected by end user only. It should also check as per other compulsory clauses laid down under the bid evaluation criteria. Requested to your honor to please recheck product size specifications as per advertisement, brand name ownership, valid ISO/ CE issued by concerning bodies."*	M/s Usman Enterprises **T.E# 172** (Responsive) M/s Techzone **T.E#172** (Rejected By End User) Quality not up to the mark	Mr. Rizwan Ahmed (Representative) attended the meeting on the behalf of **M/S Usman Enterprises**. He explained the grievance against M/S Techzone for the item at TE 172 (Surgical Paper Tape). He claimed that said product size is of less than 1-inch and quoted brand of this item is not available on Manufacturer's website. Moreover he reiterated that CE quality Certificate does not include the said product. The GRC evaluated these observations. It is found that submitted sample (*of M/S Techzone*) is as per advertised specification (i.e 1 inch "approximate"). Free sale certificate bears the quoted brand name. Quality Certificates (ISO & CE) are also found valid. However the product under discussion is already rejected by the end users. After due deliberation and detailed discussion, it is unanimously decided that this product TE 172 (by M/S Techzone) will be remained REJECTED.
14	**M/s A-One Traders** submitted grievance vide letter No.6868/LGH Dated 24-06-2024, firm stated as under; *"We are requesting for re-evaluation regarding the technical rejection of our quoted products for surgical sutures* *(Items Numbers **136,137,138,142,143,144,145,148,149**). Our all quoted products were technically rejected due to quality reasons.* *However, our same products were submitted and successfully qualified in the tender processes for Children Hospital Lahore for the financial year 2023-2024 and 2024-2025 without any issues regarding quality. we have attached hard copies of the Children Hospital's award letter and purchase orders for 2023-2024, as well as the technical evaluation report for 2024-2025 is also attached.* *Furthermore, our sutures have the following certifications (1SO, CE, FREE SALE).The CE certification represent compliance with Europe standard, and*	**T.E# 136,137,138,142,143,144,145,148,149** (Rejected By End User) Non Responsive Poor Quality Greater Memory, Poor Quality ,Low Memory, Blunt Needle, Blunt Tip Low Quality	Mr. Waqas Khalid (National Manager) attended the meeting on behalf of **M/s A-One Traders** to explain the grievance. The representative claimed the high quality of their product with experience in various hospitals. The Grievance Redressal Committee checked the matter and it is found that said items are rejected by the concerning end users i.e Surgical Units. After due deliberation and discussion, committee decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECTED.**

	the ISO certification signifies that our products meet high-quality standards .The Free Sale certificates indicates that the same products are being sold under the same brand name in (Country of Origin Turkey).Copies of these certifications are already attached with the technical bid of the tender. Additionally, we would like to inform you that our brand of surgical sutures is priced more than 40% economically compared to the brands leader. If you Re-evaluate our products and find them to be of good quality, it could result in significant economic benefits for your esteemed organization. We respectfully request a re-evaluation of our quoted products for the current tender."		
15	**M/S Innovate Medical Technologies Pvt. Ltd** submitted grievance vide letter No.6902/LGH Dated 24-06-2024, firm stated as under; "*M/S Innovate Medical Technologies Pvt. Ltd quoted* *1. Coloplast's (Denmark) Colostomy Bags Sr#36* *2.Chlorhexadin dressings Sr#34, 35 of Yasmin Medika Turkey in the tender Surgical Disposable year 2024-25* *According to the technical Evaluation report Our products Sr#34 and #35 Chlorhexidine dressing Turkish brand is rejected due to Product Registration. In this regard we want to share with you that said product falls in Category A that is Exempted by DRAP till December 2024. We have applied for DRAP Registration for the product, dated on 25 August 2022 but DRAP didn't issue us Registration No yet. We have won and supplied above mentioned product in Retender ll 2022-23 in your institute.* *2. Our quoted products of Coloplast Denmark Sr#36 Colostomy Bags with wafer is rejected by the End user with the comments that product is" not user friendly" which is very surprising news for us.* *we want to share with you that Only our product is available in the market which have full instructions on its every pack that how to use it!* *We claim it's not only user friendly but also patient friendly.* *We have been awarded and supplied our Colostomy bags in your institute in year 2021-22 also and there was no any complaint.* *Our Both brands are ISO certified, FDA approved CE marked that shows the quality of these products.* *Major Hospitals of Lahore are using our products without any complaint like* *Mayo Hospital Lahore* *Services Hospital Lahore* *Ganga Ram Hospital Lahore* *We request you to kindly accept our grievance and declare our products*	**T.E#34,35** NON RESPONSIVE (NOT REGISTERED) **T.E#36** NON RESPONSIVE (Rejected By End User) Not user Friendly	Mr. Imran Iqbal (Institutional Manager) attended the meeting in behalf of M/S Innovate Medical Technologies Pvt. Ltd. The representative described the grievance against rejection of their items on quality basis and registration issues. He claimed that T.E 36 (Colostomy Bag with wafer) is from Denmark and is widely used in all leading hospitals. Moreover he maintained that Chlorhexidine Dressings at TE 34 & 35 fall in Class A so are exempted from registration. The matter is taken under scrutiny by the GRC and checked the evaluation report and various schedule & classes of drugs issued by DRAP. It is evident that all sorts of bandages and dressings are included in Schedule E (S.R.O 526(1)/2021, page 3 serial 10). So registration is mandatory for these items. Furthermore item at TE 36 (Colostomy Bag) has been rejected by concerning end users i.e Surgical unit. After due deliberation and discussion, committee decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECTED.**

	responsive for the patients benefit"		
16	**M/S IBL Health Care** submitted grievance vide letter No.6904/LGH Dated 24-06-2024, firm stated as under; *"Reference to your above mentioned tender Technical Report advertised Dated 15-06-2 024 in which you announced our bid is non-responsive, here we would like to submit our grievance against TCA as under:* *Grievance: T.E#90 We would like to bring in your kind information that the technical detail of our quoted dialyzers are ; Surface Area 1.8m2* *UF-Coefficient 27,21* *Membrane polyethersulfone* *TMP 500mmhg* *Max Dialysate Flow 800ml/min* *Blood priming volume 101,78* *Sterilization GAMMA* *This is also highlighted that our quoted dialyzer also have UF-Coefficient 27of 1.8 m² is 21, and which is greater than other, so it shows excellent reduction of Urea, Creatinine, Phosphate and Vitamin B12 Also CE and ISO 13485 Certification (already attached). Also Attached Pre and Post lab reports of Three Patients under the observation of Your Hospital Technical Staff and achieved URR 70 to76% and standard requirement is 60%for good Dialyzer.* *Furthermore, this is highlighted that we M/S IBL Healthcare Limited is one of the largest healthcare Company of Pakistan having more than 5 billion PKR turn over annually, collaboration with world most renown leading companies Brand like KAWASUMI, WEGO, TOP GLOVES, NESTLE and MED JONHSONS, SEARLE DIALYZER having more than 4 years' experience in Pakistan, with reputable Public and Private Institution's supplies. It is requested to kindly accept our grievance."*	**T.E# 90** (Rejected By End User) Size issue ,NOT Compatible **NON RESPONSIVE**	Mr. Adeel Haideri (Sales. Manager) attended the meeting on behalf of **M/S IBL Health Care** to explain the grievance. The representative claimed that the product at T.E 90 (Dialyzer by Searle) showed great efficiency when were tested through pre and post dialysis reports. The Grievance Redressal Committee checked the evaluation report and is found that said item is rejected by the concerning end users. After due deliberation and discussion, committee decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECTED.**
17	**M/S K.S Agencies** submitted grievance vide letter No.6904/LGH Dated 24-06-2024, firm stated as under; *Tender Sr No. 136: Polyglactin 910 / Polyglycolic Acid Round Body Needle 1* *Tender Sr No. 137: Polyglactin 910 / Polyglycolic Acid Round Body Needle 2/0, Taper Point* *Tender Sr No. 138: Polyglactin 910 / Polvglycolic Acid Round Body Needle 3/0, Taper Point* *Our Polyglycolic Acid Suture Glytin has been present in Pakistan for more than 25 years and is being used by all leading institutions in Pakistan including*	**T.E# 136,137,138** (Rejected by End User) Blunt Needle ,Poor Quality, Low Quality ,Poor Memory, Low Strength NON RESPONSIVE	Mr. Muzammil (Sales. Manager) attended the meeting on behalf of **M/S K.S Agencies** to explain the grievance. The Grievance Redressal Committee checked the matter and it is found that said items are rejected by the concerning end users i.e Surgical Units. After due deliberation and discussion, committee decided to **UPHOLD** the decision of

	in Lahore General Hospital in previous years. Please find below the reasons for our grievance with regards to the Technical Evaluation of our Surgical Sutures. *1) Already approved in LGH including awarded this year.* *Please note that our Polyglycolic Acid Suture Glytin is already currently approved in Lahore General Hospital and was awarded to us in this year 2023-2024. It is being used in your hospital currently without any issue with around 30,000 pieces of Glytin already supplied within this year.* *Therefore, we do not understand how our samples are rejected this year.* *2) GLYTIN ALREADY APPROVED IN ALL MAJOR LEADING INSTITUTIONS IN PUNJAB Currently, our Polyglycolic Acid Suture Glytin is approved and being used in all leading public hospitals in Punjab including Mayo Hospital Lahore, Lady Willingdon Hospital Lahore, Holy Family Hospital Rawalpindi, Nishtar Hospital Multan, DG Khan Teaching Hospital, Sheikh Zayed Hospital Rahimyar Khan, BBH Rawalpindi and more.* *3) HUAIYIN MEDICAL INSTRUMENTS - LEADING WORLD MANUFACTURER* *Our manufacturer, Huaiyin Medical Instruments is one of the largest Suture manufacturers in the world and the largest one in China and is exporting to more than 40 countries while also doing OEM for European brands. We are using raw materials from FDA and WHO approved sources for our Polyglycolic Acid Suture Glytin and therefore, these should have no issues with the end users. In light of the above facts, you are requested to re-evaluate our Surgical Sutures in a fair manner for your esteemed institution against this tender."*		Technical Evaluation Committee. Hence the grievance is **REJECTED.**
18	**M/s Allmed Solutions** submitted grievance vide letter No.6903/LGH Dated 24-06-2024, firm stated as under: ***"T.E# 25,*** *We have applied for DRAP Registration but still waiting. We will provide you copy of registration as we receive from DRAP of Pakistan.* *Furthermore we are alone in this tender and last year we were responsive, therefore please allow us to be responsive in this year.* ***T.E#41*** *Amecath is an international brand, which material is of good quality it is also verify by DRAP to issue us registration. Base on this we are Prequalified by DG Health Punjab (Copy has been attached) so it is requested to re assess our CVP line.* ***T.E#129, 130 and 222***	**T.E#,41** (Rejected By End User) Not Registered, Guide Wire kincking needle attachement loose NON RESPONSIVE **T.E# 25,129,130,222,226,227** (Not Registered) NON RESPONSIVE	Mr. Kamran Yousaf (Sales. Manager) attended the meeting on behalf of **M/S Allmed Solutions** to describe the grievance. The representative explained that firm has already applied for registration for various items and also claimed the good quality of their item at TE 41 (CVP Line) The Grievance Redressal Committee checked the matter and it is found that said items are rejected by the concerning end users. Furthermore DRC is compulsory for any type of catheters (TE 25, 129, 130 & 222). However exemption period from registration is

	We have applied for DRAP Registration for above mentioned T.E numbers but still waiting. We will provide you copies of registration as we receive from DRAP of Pakistan. ***T.E#226 and 227*** *We are sole distributors in Pakistan for these items and alone in this tender, last year we were responsive for these items, therefore please allow us to be responsive in this year too.* *We believe above mentioned reference will be considered enough to give our products green thumb of yours for product qualification."*		considered still applicable for products quoted at TE 226 & 227 (class B) as per SRO 224(I)/2023 issued by DRAP. Moreover the aggrieved firm is sole participant for these items. After due deliberation and discussion, committee decided to declare bid of M/S Allmed Solutions as **RESPONSIVE** for TE 226 & 227 and to **UPHOLD** the decision of T.E.C for TE 25, 41, 129, 130 & 222. Hence the grievance is **ACCEPTED** for TE 226 & 227 and is **REJECTED** for all other items.
19	**M/s Hoora Pharma PVT Ltd** submitted grievance vide letter No.6875/LGH Dated 24-06-2024, firm stated as under: we have been technically non-responsive in TEC Report due to the quoted items being out of specs in the participation of item Sr. No. 337. We have fully complied with your advertising specifications. Actually, your advertising spec supports a particular brand like ligasure as mentioned in your specification. Ligasure is a brand name of Medtronic/Covidian products. As Enseal is Brand name of Ethicon Johnson & Johnson products. In Generic both products are used for vessel sealing. Keeping in view above mentioned points, you are requested to review your decision as mentioned in the technical evaluation report. **M/s Hoora Pharma PVT Ltd** submitted grievance vide letter No.6876/LGH Dated 24-06-2024, firm stated as under: *"M/s Hoora Pharma Pvt. Ltd." has been technically accepted in the aforementioned technical evaluation report. However, we have reservations regarding the technical bids of below mentioned firms.* ***T.E#339*** *M/S Popular International (Pvt) Ltd is being responsive along with subject to the condition,* ***(that they will provide a Generator during the contract year).*** *There we have some certain reservations that the responsive firm did not fully comply with the requirements of the hospital and end user. Firstly These kinds of conditions are not mentioned in the advertising specifications and bidding documents. It seems like provides special favour to a particular company or brand. Already, the hospital has purchased capital equipment for the usage of ultrasonic shears like GEN 11 (Ethicon). In the presence of this generator, how*	**T.E#337** Non Responsive (Out of specs) M/s Popular International **T.E#339 Responsive** (With Subject to the condition They Will Provide Generator During contract year)	Mr. Danish (Product Manager) attended the meeting on behalf of M/S Hoora Pharma to explain the matter in detail. The representative claimed that advertised specifications in case of TE 337 included a brand and not product itself. Moreover he reiterated that condition to provide generator along with item at TE 339 (Harmonic Focus) was also not part of advertised specifications. The committee evaluated the matter for final conclusions and take feedback from the end user for the equivalent use of this quoted item at TE 337. End users are satisfied with its use so is approved. Moreover they are only firm participated against this item. It is directed the tender purchase committee to revise their specifications in next tender (if deem necessary) and do not include any brand name. However in case of TE 339 all participating firms are RESPONSIVE and acceptable for end users. The condition of providing generator only becomes effective after opening of financial offer. After due deliberation and detailed discussion,

	can oblige another firm? We request please review or revise your decision in this matter. *Secondly, the Advertised spec shows the end-user requirement is open surgery shear in a scissor shape like harmonic focus. According to the spec, the Harmonic focus is an open surgery hand piece. Its jaw aperture is 21mm & Jaw length is 16mm. Harmonic focus handle design in a Scissor shape which creates ease or comfort in surgery. On the other hand, M/S Popular Intentional, the quoted brand available in long shaft with a 5 mm diameter. They don't have any headpieces in Scissor shape. And these are being used with Reusable cordless generators.* *M/S Popular International Pvt Ltd has not submitted samples for use in the technical evaluation process.* *These are major deviations or reservations as mentioned above and shall be considered for non-responsiveness of the technical bid of M/s Popular International Pvt. Ltd.* *Keeping in view the above-mentioned points, you are requested to review the technical bid of the aforementioned firms and revise the technical evaluation report accordingly."*		the GRC unanimously decided to **ACCEPT** the grievance for the item at TE 337 so bid of M/S Hoora is declared RESPONSIVE for it. However the decision of TEC is UPHELD for TE 339 and this grievance against said is REJECTED. \
20	**M/s Flowtronix Systems** submitted grievance vide letter No.6804/LGH Dated 22-06-2024, firm stated as under: *"Please find below our Grievance of the technical evaluation item wise as below:* ***Item#41 CVP line Adult, Triple Lumen with wire 7Fr:*** *Rejected by end user (guide wire quality not up to the mark kinking, Dilator tip blunt deformed during insertion.* ***Grievance:*** *1. Nitinol guide wire comes with the pack which is a non-kinking material. Which we can prove physically at the time of the meeting.* *2. Dilator is with blunt tip and is soft in material which is in the benefit of the patient. It is safe at the time of insertion as it does not damage vein as compare to sharp tip and hard material. But they can provide customized dilator at the time of supply.* *3. As their CVP is FDA USA, ISO 13485 and Ce certified and now it is having MDR in Europe their quality standards meet international regulatory body standards, therefore it can't be graded non responsive by just a statement.* *4. They are supplying this item in all leading Govt. hospitals for the last many years in a large quantity. (please find copies of POs for ready reference)*	**T.E#41,130,176** (Rejected By end User) guide wire quality not upto mark ,kincking Dilator tip blunt ,Deformed during Insertion, Punchure Needle is too Smal, Quality Issue **M/s Hope Pharma** **T.E#41**(Rejected By end User) **T.E#60** (Responsive)	Mr. Zarar Husain (Regional Sales. Manager) attended the meeting on behalf of **M/S Flowtronics System** to explain the grievance against M/S Hope Pharma and firm's own items too. The representative claimed the high quality of their products (CVP line, PCN set, 3-way Stopper) with experience in various hospitals. Moreover the representatives also reiterated that M/S Hope Pharma did not possess required experience for items at T.E 41 and 60. The Grievance Redressal Committee checked the matter and it is found that said items quoted by the aggrieved firm are rejected by the concerning end users on various parameters. The grievance against M/S Hope is addressed in

	Keeping in view all the above points, it is therefore requested to please grade this item#41 responsive (sample can be provided for re-evaluation). ***Item#130 PCN set All sizes:*** *Rejected by end user (puncture Needle is too small)* ***Grievance:*** *They can provide needle in the length, as per the end user at the time of supply.* ***Items#176*** ***Grievance:** Please specify the quality issue at the time of the meeting and can be resolved.* *(As it is having 45 pci pressure capacity which is required for this item that why it is hard as compare to other available).* *It is requested to re-evaluate our samples and rate them responsive for a healthy competition for the item# 41, 130 & 176)* ***Grievance against Hope pharma (item#41, Item#60):*** *These both items don't have sufficient market and Govt tender experience as we have seen this company in this tender for the 1st time.* *Based on no experience in govt/semi govt/private/public sector institutions should be declared non-responsive as it doesn't comply with compulsory parameter of the bid evaluation criteria (item#6: product experience).* *Please find copy attached (page #33 of the bidding documents) Bid evaluation criteria."*		detail and is found that their quoted brand at TE 60 in technical offer and on label of sample differs from registered brand. Moreover it also lacks in required experience of quoted brand and size. However T.E 40 is already rejected by end user. After due deliberation and discussion, committee decided to **UPHOLD** the decision of Technical Evaluation Committee for items at T.E 41, 130 and 176. Hence the grievance is **REJECTED** for their own quoted items but is **ACCEPTED** against M/S Hope Pharma which is declared NON RESPOSIVE for items at T.E 41 and 60.
21	**M/s Gulfam Brother** submitted grievance vide letter No.6833/LGH Dated 22-06-2024, firm stated as under: *"We have concerns about the non- responsiveness of our products, which include:* *1. Sr. No. 122: NPWT Canister 100Oml with tubing* *2. Sr. No. 125: Open Abdominal Dressing with protective layer* *3. Sr. No. 203: NPWT Vacuum Dressing small* *4. Sr. No. 204: NPWT Vacuum Dressing medium* *5. Sr. No. 205: NPWT Vacuum Dressing large* *First, we would like to address **TE# 122 (NPWT Canister 100Oml with tubing).** This product was non-responsive due to the absence of DRC. However, it does not fall under the category requiring a DRC, as it is included in Class-B. It lies in class B because it has no direct contact with the human body, it comes in glassware. So we request to consider this product responsive.* *For **TE# 125 (Open Abdominal Dressing with protective layer),** it was also marked non-responsive due to the absence of a DRC. We submitted the*	**T.E# 122,125,203,204,205** Non Responsive (DRC not attached)	Mr. Farooq Arshad (Representatie) attended the meeting on behalf of **M/s Gulfam Brother** to explain the grievance. He claimed that item at T.E 122 NPWT Canister 1000ml is a class B product and still falls under exemption period granted by the DRAP until 31.12.2024 and also described that application for registration has been submitted for other items. The Grievance Redressal Committee scrutinized the matter to conclude it. It is found that Registration is compulsory for all items (Class C & Class D) other than TE 122 (Class B).

	*registration fee to DRAP's) official bank account no.0010008463700018, dated: 21-09-23. I have attached a copy of the payment receipt as evidence. Regarding **TE# 203, 204, and 205 (NPWT Vacuum Dressings** - Small, Medium, and Large), these products were marked non-responsive for the same reason. We paid the registration fees for these items to DRAP's account no.0010008463700018,_dated: 27-09-23. Copies of the payment receipts are attached for your reference. All the necessary fees for the DRC have been submitted, and we have complied with all the required formalities from our end. The delay in the DRC process is solely due to DRAP, and it is beyond our control. Based on this submitted evidence, these items have been deemed responsive in the Technical Evaluation for Bulk Purchase for FY 2024-25 at Gujranwala Teaching Hospitals. We have also been considered responsive in other Hospitals purchase for FY 2024-25. (TAC Report attached herewith). Since 2017, we have consistently been responsive and maintained a positive track record with you. Even we were responsive last year.* *Our products have proven to be highly beneficial for treating acute, chronic, dirty, large and traumatic wounds, with no reported adverse effects. We respectfully request that our products responsive based on the* *you reconsider our submissions and consider provided evidence."*		After due deliberation and discussion, committee decided to declare bid of M/S Gulfam Brothers. as **RESPOSIVE** for item at T.E 122 and to UPHOLD the decision of T.E.C for other items at TE 125, 203, 204 and 205 Hence the grievance is **ACCEPTED** only for TE <u>122</u> and is **REJECTED** for TE <u>125, 203, 204 and 205.</u>
22	**M/s 3N-Lifemed Pharmaceutical:** submitted grievance vide letter No.6505/LGH Dated 22-06-2024, firm stated as under: *"Reference your Technical Evaluation report dated 38455/LGH regarding the above mentioned subject .they would like to state as under :* ***T.E#158** Regarding measurement of Redevic Bottle with Drain, we are the manufacturer of this item and measurement is no issue for us because we can increase / decrease its capacity pertaining to required measurement as per demand of End-user.* ***T.E#173** It is pertinent to mention here that our company has also been supplied this item to your esteemed Hospital for last year 2023-2024 without any single complaint (copy attached).* ***T.E#186** As far as the length of Yunker Suction Set" our company is manufacturer and length has no matter for us. We can provide this item in any length up to the entire satisfaction of End-user.* *Furthermore, we would like to mention here that we are the leading Company of the above mentioned items while having ISO 9001, 14001. 45001 & 13485. Keeping in view the above stated facts, you are requested to please review our offered products and declare responsive."*	**T.E# 158,173,186** (Rejected by End user) No Responsive	Mr. Nazir Ahmad (CEO) attended the meeting on behalf of **M/s 3N-Lifemed Pharmaceutical** to explain the grievance. The representative described the quality of quoted items and their experience in different public sector hospitals including LGH in past years. The Grievance Redressal Committee scrutinized the matter and it is found that said items are rejected with reasons by the concerning end users. After due deliberation and discussion, committee decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECTED.**

23	**M/s M Yousaf & Co.** submitted grievance vide letter No.6818/LGH Dated 22-06-2024, firm stated as under: *"Technical evaluation committee has rejected our items tender Sr. # 339 and 340. The reason of rejection provided on website is free sales certificate missing. The Free Sales Certificate was attached with the bidding documents but overlooked by the evaluation team. We request you to kindly reevaluate our technical bid and consider our products."*	**T.E#339,340** Non Responsive (FSC Missing)	Mr. Faisal Qamar (Product Specialist) attended the meetig on behalf of **M/s M Yousaf & Co.** to explain the grievance. The representative claimed that the valid Free Sales Certificate has already been attached with the bid. The Grievance redressal Committee checked the said document in the bid and is found satisfactory. After due deliberation and discussion, committee decided to declare bid of M/S Yousaf &Co. as **RESPOSIVE** for items at T.E 339 and 340. Hence the grievance is **ACCEPTED.**
24	**M/s Hope Pharma .** submitted grievance vide letter No.6846/LGH Dated 24-06-2024, firm stated as under: *"Our product has got rejection in the annual tender for surgical disposable 2024-2025.* *Hope Pharma, quoted some of our products in your esteem organization. IV Burette chamber is one of them. The objection of technical scrutiny committee is as under along with our grievances.* *1. Drip Regulator very lose: .In Fact its not a fault ,the tightness of drip regulator can be adjusted according to Demand.* *2. Knicking Tubing : Our iv burette is manufactured as per the international standard of ISO 8536-5:2004. In this standard the soft tube is recommended for patient and physician's ease. A more hard stiff tube can be provided on Hospital demand.* *Our product is manufactured according to international medical devices standards, ISO 3485 having CE certification. Leading Hospitals of Punjab have already been using our product for years with no complaints. You are requested to please reevaluate our IV burette samples in the broader interest of Hospital.* "	T.E#106 (Rejected By End user) Non Responsive	Mr. Naveed Iqbal (Legal Advisor) attended the meeting on behalf of **M/s Hope Pharma** to explain the grievance. The Grievance Redressal Committee checked the evaluation report and it is found that said items are rejected by the end users on the grounds mentioned in the report. After due deliberation and discussion, committee decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECTED.**

25	**M/s Bajwa sons** submitted grievance vide letter No.6217/LGH Dated 21-06-2024, firm stated as under: *All quoted items of our products have been declared Not Responsive by the technical evaluated committee on the basis that Rejected by the end Users* *Our Grievance:* *1. Our Foreign principal (Yancheng Huida) is renowned manufacturer of wide range of surgical suture having EC, ISO13485 and free Sale Certificate, exporting to not only Pakistan but various other developed countries of the world i.e. USA, Canada, European Union, Latin America and middle East since 2001.* *2. Yancheng Huida is importing suture as well as from world recognized source of Germany & South Korea.* *3. It is humbly submitted that our firm have also been awarded by many major other institutions of Punjab i.e. Mayo Hospital, Services Hospital, Jinnah Hospital, Govt Teaching Hospital Shadara (Lahore), PIMS Islamabad, Ayub Teaching Abbottabad, MSD Baluchistan and MCC KPK since 2016 and End User of all these institutions are well satisfied from the quality of sutures. uninterrupted supplies and very economical prices of our products. (Supply order are attached for your ready reference).* *Our firm by maintaining large inventories of all the variants of surgical sutures e.g. Polypropylene, Polyglycolic Acid, Silk black braided, Catgut Chromic & Nylon and catering un-interrupted supplies to nationwide institution without having a single complaint. Therefore, your good self is requested to please consider our request and re-evaluate our products."*	**T.E# 136,137,138,148,153** (Rejected By End User) Non Responsive	Mr. Aftab (Regional Sales. Manager) attended the meeting on behalf of **M/s Bajwa Sons** to explain the grievance. The Grievance Redressal Committee checked the matter and it is found that said items are rejected by the concerning end users i.e Surgical Units. After due deliberation and discussion, committee decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECTED.**
26	**M/s General Pharma** submitted grievance vide letter No.6216/LGH Dated 21-06-2024, firm stated as under: *"Our Grievance is Regarding disqualification of our firm for Tender item No. 03 Absorbent Cotton Voot BPC pack.200 Gm* *We hereby give our serial wise grievance / submissions as under,* *1. Our product is approved as per DRAP standard product and meets all the requirements of the Health Care Providers.* *2. Absorbency of our said item is according to BPC standard as we are supplying this items to many other* *Government institutions as well.* *3. Layers are very much uniformed* *4. We have not done any business with your institution since last four years so product Quality is not poor*	T.E#03(Rejected By End User) Non Responsive	Mr. Shoaib (Asstt. Manager) attended the meeting on behalf of **M/s General Pharma** to explain the grievance. The Grievance Redressal Committee checked the matter and it is found that said items are rejected by the concerning end users. After due deliberation and discussion, committee decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECTED.**

	Attached Copies (DRUG TESTING REPORTS) Your Institute *It is therefore, requested to kindly re-evaluate/recheck our products."*		
27	**M/s Surgiquips** submitted grievance vide letter No.6247/LGH Dated 21-06-2024, firm stated as under: *Reference to the subject, this is in response to your kind TAC Report, announced on 15-06-2024, against above said tender. According to TAC Report, we are "Non-Responsive" due to less 2% bid security and drug manufacturing license is also not attached.* *We want to inform you that, we verify the bid security according to the list but bid security is accurate as per requirement. We request you to please re-calculate the bid security as per our bid items which we have quoted in this tender.* *On the other hand, according to DRAP SRO Letter, drug manufacturing license is exempted till Dec-2024. And our inspection is in pipeline. And we received site verification letter from DRAP. Our site inspection is due in this month. So, its kindly requested you to please consider us as "Responsive".*	All Items (drug manufacturing liscence not attached & Less 2% bid security) Non Responsive	Mr. M. Haris (Sales Representative) attended the meeting on behalf of **M/s Surgiquips** to describe the grievance. The representative explained that deposited bid security is not less than 2%. Moreover he uttered that exemption period from DRAP Manufacturing License is still valid. The Grievance Redressal Committee scrutinized the matter. It is found that deposited bid security is well above than 2 %. However exemption period granted from Drug Regulatory Authority of Pakistan is for the registration of medical devices and is not for Manufacturing License (Compulsory Parameter) After due deliberation and discussion, committee decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECTED.**
28	**M/s Eastern Medical Care** submitted grievance vide letter No.6259/LGH Dated 21-06-2024, firm stated as under; *"With reference to the tender of surgical items below please find our clarification /reservation regarding the quoted items* ***T.E#67*** *Our quoted brand is world leading brand from Malaysia; registered from DRAP under registration no. MDIE-000252 and is also CE / ISO certificate hence meeting all international standards. (Copies Enclosed) Further the same is currently being in used in your hospital from last 2-3 years without any complain. (Copies of ref. Awards for the FY 2023-24 & 2021-22 are enclosed for your reference and record). Quality Assurance Certificate by Plant (COA) We therefore request you for the re-evaluation of samples for the healthy and*	**T.E#67,164,165,166,167** (Rejected By End User) NON RESPONSIVE	Mr. Kamran (Managing Director) attended the meeting on behalf of **M/s Eastern Medical Care** to explain the grievance. The representative described the quality of quoted items and their experience in different public sector hospitals. The Grievance Redressal Committee probed the matter and it is found that said items are rejected by the end users of highest experience. After due deliberation and discussion, committee decided to **UPHOLD** the decision of

	fair competition and declare us responsive. ***T.E#164 to 167*** *Samples are 100% as per bidding specification. (Samples receiving's). Our quoted brand is world leading brand from Malaysia; registered from DRAP under registration no. MDIR-000491Z and is also CE / ISO certificate hence meeting all international standards. (Copies Enclosed) Further our brand is currently being in use in many other teaching institutions (PKLI Lahore, HMC PSH without any complain / problem along in the other leading Institutions from last 3- 4 years. (References Quality Assurance Certificate by Plant (COA) We therefore request you for the re-evaluation of samples for the healthy and fair competition and declare us responsive.* *We therefor request you for re-evaluate the above on the documents submitted for the fair and healthy competition."*		Technical Evaluation Committee. Hence the grievance is **REJECTED.**
29	**M/s Essity Pakistan Limited** submitted grievance vide letter No.6267/LGH Dated 21-06-2024, firm stated as under; *"Our tender submission was marked as non-compliant due to a shortfall in the earnest money submitted. We acknowledge that the earnest money submitted was Rs. 1,007,544, which unfortunately fell short by Rs. 70,400 due to a typographical error in serial #96. Given the rush and high volume of tenders from various cities following the PPRA notification, and in our effort to meet all deadlines, a human error occurred. Despite our best efforts to ensure accuracy, this typographical error inadvertently resulted in the submission of less than the required earnest money.We kindly request your understanding and consideration in this matter. We propose either of the following solutions to rectify the situation:* *1. Allow us to withdraw one item from our tender submission to adjust the earnest money requirement accordingly.* *2. Permit us to submit the difference amount of Rs. 70,400 immediately to fulfill the required earnest money. It is important to note that if we were able to submit Rs. 1,007, 544, there would be no reason for us to intentionally withhold the minor amount of Rs. 70,400.* *This clearly indicates that the shortfall was unintentional and a result of human error. We sincerely hope you will allow us to continue participating in the tender process."*	All Items Non Responsive (Less 2% bid security)	Mr. Ghulam Akber (Sales Manager) attended the meeting on behalf of **M/S Essity Pakistan (Ltd.)** to describe the grievance. The representative explained that deposited bid security which was less than 2%, happened to be a typographic error due to multiple tender work. The Grievance Redressal Committee probed the matter and it is concluded that firm failed to comply this compulsory parameter which cannot be modified after submission of the bid. After due deliberation and discussion, committee decided to **UPHOLD** the decision of Technical Evaluation Committee. Hence the grievance is **REJECTED.**

Mr. Muhammad Ali, Biomedical Engineer/ Technical Officer LGH, Lahore

Dr. Ghias-ul-Hassan,
Assistant Prof. of Gastroenterology

Prof. Dr. Faheem Afzal
Prof. of Pediatrics

Prof. Dr. Khizer Hayat,
Prof. of Urology

Prof. Dr. Farah Shafi,
Prof. of Medicine