Minutes of Grievance Committee

1. Grievance Committee meetig was held on 31-3-2026 under the Chairmanship of Prof Dr. Hanif Mian, Prof of Orthopedics to resolve the grievances submitted by the firms, for the purchase of Framework contract for Purchase Lab Kits reagents Chemical..

2. Following Committee members attended the meeting:-

i. Prof. Dr. Atif Shahzad Prof of Dermatology

ii. Prof, Dr. Khurrum Saleem, Prof of Medicine

iii. Dr. M. Kareem Ullah, Associate Prof of Surgery

iv. Ms Mahpara Uzair, Chief Pharmacist PINS

v. Engr. Muhammad Ali Bio-Medical Engineer

3. The following items were discussed:-

Sr.	Name of Tender	Name of firm	Grievance of Firm	Remarks of Grievance Committee	Decision of Grievance Committee
	Lab Kits Reagents Chemicals	M/S Global Marketing	Our proposal was declared technically non-responsive due to the non-provision of sample, we request a formal review of this status based on the following technical justifications. Established System Compatibility:- LGH currently utilizes the Leica BOND MAX automated IHC/ISH staining system. The reagents and antibodies we have quoted specifically from Leica Bio systems, Quartet and BIO-SB are the dedicated consumable designed for the platform and are routinely used in high throughput diagnostic environments. Operational Continuity: As the Histopathology Section is already an establish user of these platforms the technical specifications and performance parameters of these reagents are matter of record within your department. Requiring new sample for an existing operational system creates an unnecessary technical barrier that may delay the supply of critical diagnostic materials. Technical verifications: While these products are technically optimized for your installed equipment, we remain fully prepared to submit samples immediately for physical verification by the technical committee to ensure our bid is assessed on its technical merit and compatibility.	The Grievance Committee disscused the grievnace of the firm and found that the letter was to the firm vide No.8265-85/LGH dated 15-1-2026 regarding submission of samples for demonstration, but the failed to provide the samples within stipulated period mentioned in said letter. Hence Grievance of the firm not accepted.	Grievance rejected.
1	Lab Kits Reagents Chemicals	M/S PK Medi Engineering	We previously requested the arrangement of a demonstration, however we have not yet received a response from your prestigious institution. We also submitted a formal letter and hard copy was delivered to the department to facilitate further proceeding. Despite these efforts, we have not received a positive response. We kindly request you to provide us with a timeline for the demonstration at your earliest conveniences.	The Grievance Committee disscused the grievnace of the firm and found that the letter was to the firm vide No.8265-85/LGH dated 15-1-2026 regarding submission of samples for demonstration, but the failed to provide the samples within stipulated period mentioned in said letter. Hence Grievance of the firm not accepted.	Grievance rejected.
2	Lab Kits Reagents Chemicals	M/S Alfa Scientific	It is stated that your demand item No. 24,25,26,27 in Hematology Section Diatron Reagents for Abacus Analyzer. In this regard we would like to say that Alfa Scientific store is only Sole Distributor in Pakistan Having Apostille letter of Authorization from Diatron Hungary. Moreover Abacus 380 Analyzer and its reagents are solely registered in DRAP by Alfa Scientific Store meaning no other company can sale our registered products. It is found in your TEC report that you also declare few other companies responsive in said items. As supply from those companies is not possible, we request you to re-evaluate you bind and declare all those firm non-responsive.	The Grievance Committee Called the represantative of the firm to explain their stance. The represantative of the firm explained that Alfa Scientific store is only Sole Distributor in Pakistan Having Apostille letter of Authorization from Diatron Hungary. Moreover Abacus 380 Analyzer and its reagents are solely registered in DRAP by Alfa Scientific Store meaning no other company can sale our registered products. The Committee gone thourgh the Grivance of the firm and re-evaluate the offer of firms. The Grivance Committee unanimously accepted the grievance of the firm.	Grievance Accepted.
3	Lab Kits Reagents Chemicals	M/S Alliance Solution	The Delivery period and Bid Validity period are mentioned on our technical bid at EPADS Pages 235 Section VI. Schedule of requirement and EPADS Pages No. 213 Section III. Bid data Sheet. Moreover In case of Event of any inadvertent clerical error, such as incorrect attachment or replacement documents, the procuring agency is empowered to invoke Rule 33 (2) pfPPR-14 Provided that such clarification do not amount to a material change in the substance of the bid or confer any unfair advantage. Therefore resources to clarification in such circumstances falls within the lawful discretion of procuring agency so we may request to accept our grievance and our firm shall be declared responsive for healthy competition. Minimum 3 Year experience in relevant field for item No. 28 & 194 we have attached the relevant field experience in form of Purchase Orders more than 03 Years.	Committee members gone through the grievance of the said firm and the Grievance committee re-evaluate the bid of M/S Alliance Solutions and found that points raised by "TEC" is valid and the committee informed as per Tender documents "After submission of bid No amendments /additional documents in the technical and financial bid shall be permitted". Hence Grievance Committee upheld the decision of the TEC Committee/ Sample Evaluation Committee and Grievance of the firm not accepted.	Grievance rejected.
	Lab Kits Reagents Chemicals	M/S Bio Pharma International	We would like to clarify that our quoted product fully complies with the required international standards. Our HIV kits are CE marked and also WHO prequalified, meeting globally recognized quality and performance benchmarks. Furthermore, we would like to highlight that our product has recently been successfully evaluated and awarded in a bulk procurement tender by the Government of Punjab. This reflects both the reliability and acceptance of our products at a provincial level. In light of the above, we believe that our products fulfills and exceeds the technical requirements specified in the tender. Therefore we humbly request the honorable committee to kindly reconsider our bid and review our case on merit.	The Grievance Committee gone through the grievance of the firm and the committee conducted a comprehensive reassessment of the submitted samples in light of the observations made. All technical specifications, evaluation criteria, and supporting documents were re-examined to ensure that no aspect had been overlooked during the initial assessment process. With regard to the concern about WHO certification, the committee verified the compliance status of the quoted items. It was observed that the items offered by the firm possess valid WHO prequalification and are widely used in Punjab, demonstrating their reliability and adherence to recognized quality standards. Furthermore, the committee held detailed consultations with the end user to assess the suitability and performance of the quoted items. After thorough scrutiny and deliberation, the committee concluded that the evaluation process was conducted in a fair and transparent manner. In view of the valid certification, established usage in reputable healthcare institutions. The committee unanimously decided to accepted the grievance of the firm.	Grievance Accepted.

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	Lab Kits Reagents Chemicals	M/S Aqib Trading Company	We would like to formally express our concern regarding the evaluation of submitted samples. We kindly request a detailed review of the assessment, as we believe certain aspects may not have been fully considered. Furthermore we have observed that several firm several firms deemed responsive do not appear to possess CE IVDR Certification for the tubes, as verified through the NANDO database. This raises concerns regarding compliance with the stated requirements. In light of the above, we respectfully a re-evaluation to ensure fairness.	The Grievance Committee gone through the grievance of the firm and the committee conducted a comprehensive reassessment of the submitted samples in light of the observations made. All technical specifications, evaluation criteria, and supporting documents were re-examined to ensure that no aspect had been overlooked during the initial assessment process. With regard to the concern about CE IVDR certification, the committee verified the compliance status of the quoted items. It was observed that the items offered by the firm possess valid CE quality certification and are widely used in major hospitals, demonstrating their reliability and adherence to recognized quality standards. Furthermore, the committee held detailed consultations with the end user to assess the suitability and performance of the quoted items. After thorough scrutiny and deliberation, the committee concluded that the evaluation process was conducted in a fair and transparent manner. In view of the valid certification, established usage in reputable healthcare institutions. The committee unanimously decided to accepted the grievance of the firm.	Grievance Accepted.
4	Lab Kits Reagents Chemicals	M/S MMS Enterprises	We have Quoted for 5 items T. E. No. 31, 32, 33, 34 & 35 only Vacuum Tubes KJ Brand which are DRAP Registered and having MDIE Nos. On Going through the TEC Report we came to know that our quoted 3 Items T. E. No. 31, 33 & 34 are Non-Responsive. Item No. 31 (Vacuum Tube EDTA K3, 3ml), Item No. 33 (Vacuum Tube Clot Activator 4ml) & Item No. 34 (Vacuum Tube Lithium Heparin 4ml): The Samples of the above products were rejected by the End user that they have Over volume & Vacuum Error. We confirm that our products are up to Standard and All Major Government/Private Hospitals are using our referred products satisfactory. You are requested, if you wish to Re-Evaluate the Samples, we are ready to provide you the same again. So we humbly request you to Kindly look into the matter and make us RESPONSIVE in the above mentioned 03 samples as well as in TEC Report Also. Kindly Re-Check and do the needful accordingly.	The Grievance Committee gone through the grievance of the firm and the committee conducted a comprehensive reassessment of the submitted samples in light of the observations made. All technical specifications, evaluation criteria, and supporting documents were re-examined to ensure that no aspect had been overlooked during the initial assessment process. It was observed that the items offered by the firm are widely used in major hospitals, demonstrating their reliability and adherence to recognized quality standards. Furthermore, the committee held detailed consultations with the end user to assess the suitability and performance of the quoted items. After thorough scrutiny and deliberation, the committee concluded that the evaluation process was conducted in a fair and transparent manner. In view of the valid certification, established usage in reputable healthcare institutions. The committee unanimously decided to accepted the grievance of the firm.	Grievance Accepted.
5	Lab Kits Reagents Chemicals	M/S Sind Medical Stores	Regarding the bid validity, we wish to clarify that the reference to 180 days was a clerical oversight. Having already signed and accepted the tender's terms and conditions, we hereby reiterate our confirmation of the 270-day validity period. 17. Anti-HIV Combo Devices (WHO Pre-Qualified/FDA Approved) 19. Anti-0077HCV ICT Devices, (WHO Pre-Qualified) Our quoted Item no. 17 & 19 are WHO-Pre-Qualified as required in the specification. The WHO-PQ product list is attached on pages 420-429 and the WHO-Pre Qualified certificates for both quoted items are attached on page no. 406-415. Embassy attested FSC of quoted products bearing the brand name of the product in the country of manufacture is attached on page no. 394 - 404 for InTec item no. 17 & 19. CLIA kits: 105. HBsAg 106. Anti-HCV 107. HIV 108. 25-OH Vitamin D 109. Vitamin B12 110. N-tact PTH Our quoted CLIA kits Serial no. 105-110 holds DRAP registration, FDA-Approval, CE-Marking and Free Sales Certificates. Embassy attested FSC of quoted products bearing the brand name of the product in the country of manufacture attached page no. 490 - 505 for CLIA kits serial no. 105-110. FSC from Country of Origin (Apostille copy which is replacement of Embassy attested as Government of Pakistan has signed the agreement for this) *Apostille is an internationally recognized authentication method for documents throughout all countries of the HAGUE convention. Once a document receives an apostille stamp, it does not require any further verification from an embassy.	The Grievance Committee gone through the grievance of the firm and re-evaluate the demonstration/Sample evaluation report submitted by the end-use. The Grievance committee discussed in detail and decied to accept the grievance related to CLIA Kits and reject the grievance related to HIV & HCV devices.	Grievance related to CLIA Kits Accepted. Grievance related to HIV & HCV devices rejected.
6	Lab Kits Reagents Chemicals		TEC Rejection Reason # 01: Item # 20, Glass Slides (Clear Transparent) Grievances: The TEC has rejected our sample without assigning any specific, reasoned, or speaking justification, which is a violation of the principles of transparency and fair competition. It is requested you to share us the valid rejection reasons or we may request the re-evaluation in presence of all stake holders to ensure transparency, fairness, and equal treatment whereas the same manufacturer's product has been approved in favor of competitor M/s Moon Enterprises, indicating discriminatory and inconsistent evaluation.	The Grievance Committee gone through the grievance of the firm and re-evaluate the demonstration/Sample evaluation report submitted by the end-use. The Grievance committee discussed in detail and decied to upheld the decision of the TEC Committee and Grievance of the firm not accepted.	Grievance rejected.

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7	Lab Kits Reagents Chemicals	M/S IMCO technologies	Grievances against M/S Moon Enterprises (i) The License to Import Medical Devices (Form-4) issued by Drug Regulatory Authority of Pakistan Under Rule 5(2) is expired dated 26-02-2024 of M/s Moon Enterprises. (ii) Furthermore, the renewal license case submitted by M/s Moon Enterprises is also deferred by Drug Regulatory Authority of Pakistan vide DRAP Minutes of Meeting Advertised Dated 16-10-2025. Hence, M/s Moon Enterprises shall be declared Non-Responsive on the basis of Prima Facie documentary evidences as importer status is also already declared null and void by DRAP (Annex-I).	The Grievance Committee gone through the grievance of the firm and re-evaluate the technical bid of M/S Moon Enterprises. The Grievance committee discussed in detail and decided to upheld the decision of the TEC Committee.	Grievance rejected.
	Lab Kits Reagents Chemicals		Grievances against M/S Global Marketing Services Blood Culture Bottle, Item # 127 & 128 (i) Violation of Compulsory Parameter No. 15 "Embassy attested Free Sale Certificate of the product (medical devices) bearing the brand name of the product in the country of manufacturer" whereas M/s Global Marketing Services quoted products of Manufacturer "Biomerieux Inc. Address : 100 Rodolphe Street, Durham, NC 27712 USA but the firm has Free Sales Certificate from country "France". This act constitutes a clear and material deviation from the mandatory requirements of the bidding documents clause # 15. (ii) Kindly verify the details of manufacturer "Biomerieux Inc. Address : 100 Rodolphe Street, Durham, NC 27712 USA" on provided samples by the firm vs technical proposal Whereas the Foreign Manufacturer is "Biomerieux Inc. Address : 100 Rodolphe Street, Durham, NC 27712 USA" but as per our information "M/S Global Marketing Services" submitted the technical proposal of "Biomerieux SA, 376, Chemin de l'Orme, 69280 Marcy l'Étoil, France" which is only a European representative. It is further prayed that M/s Global Marketing Services shall be declared Non-Responsive, as the firm has failed to comply with the mandatory requirements of the bidding documents, particularly Compulsory Parameter No. 15, which requires submission of an Embassy-attested Free Sale Certificate from the country of manufacture.	The Grievance Committee gone through the grievance of the firm and re-evaluate the technical bid of M/S Global Marketing and found that the objection raised by the M/S IMCO technologies are valid. Hence the Grievance committee accepted the Grievance of the firm for item No. 127 & 128.	Grievance Accepted.
	Lab Kits Reagents Chemicals		Grievances against M/s Musaji Adam & Sons, SKI Enterprises, Diazone and others. Blood Culture Bottle, Item # 132 & 133 (i) As per bidding technical evaluation criteria # 17, kindly verify the manufacturer license of quoted products. (ii) As per bidding technical evaluation criteria # 18, kindly verify the quoted items must bear FDA510K, CE (MDD) or MHLW (Ministry of Health, Labor and welfare). Whereas the firms are quoting locally manufactured products without DRAP Manufacturing License, ISO and CE-IVD certification and shall be declared Non-Responsive for the safety of patients and purity of public procurement.	The Grievance Committee gone through the grievance of the firm and re-evaluate the technical bid of M/S Musaji Adam, M/S SKI Technologies & M/S Diazone. The Grievance committee discussed in detail and decided that the grievance of the said firm not accepted.	Grievance rejected.
	Lab Kits Reagents Chemicals	M/S BQ Pharma & Medical Devices	Grievances against M/S Moon Enterprises and Alfa Scientific Store (i) The License to Import Medical Devices (Form-4) issued by Drug Regulatory Authority of Pakistan Under Rule 5(2) is expired dated 26-02-2024 of M/s Moon Enterprises. Furthermore, the renewal license case submitted by M/s Moon Enterprises and Alfa Scientific Store are deferred by Drug Regulatory Authority of Pakistan vide DRAP Minutes of Meeting Advertised Dated 16-10-2025 and 110th Minutes of Meeting dated 26-11-2025 & 27-11-2025. Hence, both firms shall be declared Non-Responsive on the basis of Prima Facie documentary evidences as importer status is already declared null and void by DRAP (Annex-I).	The Grievance Committee gone through the grievance of the firm and re-evaluate the technical bid of M/S Moon Enterprises & M/S Alfa Scientific. The Grievance committee discussed in detail and decided that the grievance of the said firm not accepted.	Grievance rejected.
	Lab Kits Reagents Chemicals		Grievances against TEC Rejection in Our Item # 31(CBC Vials), 32 (PT/APTT), 33 (Red Top), 34 (Lithium Heparin), Reasons : Over Volume, Vacuum, Poor Quality, Pressure Issues. Grievances : The above-mentioned rejection grounds are factually incorrect, unsubstantiated, and contrary to the record. The comparative evaluation of "Offered Specifications vs Advertised Specifications" conducted by the Technical Committee (Annex-II) clearly demonstrates that the offered products are fully compliant with the required technical parameters. Such findings are purely based on the subjective discretion of end users, which has been consistently discouraged under public procurement principles and regulatory practices (Annex-III). Furthermore: • The rejection is based on vague and generalized observations without any: (i) Measurable benchmarks (ii) Recorded testing methodology (iii) Scientific evaluation report • The products in question are subject to regulatory oversight by the Drug Regulatory Authority of Pakistan, which conducts: (i) Periodic inspections (ii) Batch verification (iii) Quality assurance certification prior to market release (iv) Satisfactory reports attached from other reputable institutes Annex-IV • Therefore, any rejection based on unverified and non-standardized observations is contrary to the established regulatory mechanism against the Administrative and Regulatory Rules whereas the DRAP as supra regulatory authority conducts the inspections times by time and batches are release on basis of quality assurance certificates which such rejections illustrating	The Grievance Committee gone through the grievance of the firm and the committee conducted a comprehensive reassessment of the submitted samples in light of the observations made. All technical specifications, evaluation criteria, and supporting documents were re-examined to ensure that no aspect had been overlooked during the initial assessment process. It was observed that the items offered by the firm are widely used in major hospitals, demonstrating their reliability and adherence to recognized quality standards. Furthermore, the committee held detailed consultations with the end user to assess the suitability and performance of the quoted items. After thorough scrutiny and deliberation, the committee concluded that the evaluation process was conducted in a fair and transparent manner. In view of the valid certification, established usage in reputable healthcare institutions. The committee unanimously decided to accepted the grievance of the firm.	Grievance Accepted

Sr.	Name of Tender	Name of firm	Grievance of Firm	Remarks of Grievance Committee	Decision of Grievance Committee
	Coagulation Kits with Machine on reagent rental basis	M/S Martin Dow	In the interest of transparency and fair competition, we respectfully submit certain concerns regarding the compliance of participating bidders with the requirements of the bidding documents. It has been observed that M/s S. Ejaz-ud-Din & Co. appears to have quoted a combination of analyzer and reagents from two different manufacturers, i.e., Sysmex Corporation (Japan) for the analyzer and Siemens Healthineers (Germany) for reagents. This raises serious concerns regarding compliance with the reagent rental model, particularly in terms of single-point responsibility, system compatibility, calibration, and after-sales support. In this regard, it is requested that the Procuring Agency kindly verify: Whether single-point technical responsibility has been established Whether valid, tender-specific manufacturer authorizations from both principals have been provided Whether documented evidence of compatibility and integration between the quoted analyzer and reagents has been submitted It is pertinent to mention that the bidding documents clearly require a single brand for each quoted item. The use of multiple brands may therefore constitute a deviation from the tender requirements. Furthermore, it is noted that Siemens coagulation kits have recently been quoted by M/s Hoora Pharma Pvt. Ltd. in another tender (Technical Bid Evaluation Report H&PD/PMU/OS/LAB/2026/1-102 dated 13th March 2026), where the analyzer quoted along with Siemens kits was also from Siemens (BFT II Analyzer), thereby maintaining brand consistency. Additionally, it is requested that the Procuring Agency verify the product-specific experience of M/s AM Sales & Services, as per the requirement of minimum three years' relevant experience supported by documentary	The Committee called the represanttaive of the firm to explain their grievances. The Represanttaive of the firm explained that M/s S. Ejaz-ud-Din & Co. appears to have quoted a combination of analyzer and reagents from two different manufacturers, i.e., Sysmex Corporation (Japan) for the analyzer and Siemens Healthineers (Germany) for reagents. This raises serious concerns regarding compliance with the reagent rental model, particularly in terms of single-point responsibility, system compatibility, calibration, and after-sales support. Additionally, it is requested that the Procuring Agency verify the product-specific experience of M/s AM Sales & Services, as per the requirement of minimum three years' relevant experience supported by documentary evidence. The Committee going through the grievance of the firm and re-evaluate the technical bid of M/S S.Ejaz ud Din, the committee found that M/S S.Ejaz Ud Din quoted the two different manufacturer for Coagulation i.e., Sysmex Corporation for the analyzer and Siemens Healthcare for reagents. The committee discussed with the end-user and end-user informed to the coommittee that it is recommemnded that Analyzer & Kits must be of same manufacturer for high quality results. The Committee also re-evaluate the offer of M/S A.M Sales & Services. After detail discussion the unanimously decided that the Grievance for M/S Ejaz-Ud-DIn accepted and Grievance related to M/S A.M Sales & Services not accepted.	Grievance Accepted for M/S S.Ejaz Ud Din Grievance Rejecetd for M/S A.M Sales
		M/S AM Sales & Services	In the interest of transparency and fair competition, we respectfully submit certain reservations for verification regarding the compliance of one of the participating bidders, M/S S. Ejaz-ud-Din & Co., with the requirements of the bidding documents. It has been learnt that the bidder may have quoted a combination involving the following brands: • Coagulation Analyzer and Consumables by Sysmex Corporation – Japan • Reagents / Kits for Coagulation Analyzer by Siemens Healthineers – Germany Since these products belong to two different international manufacturers, this configuration raises serious technical concerns because it combines equipment and reagents from *two different manufacturers*, which may not comply with the reagent rental model we respectfully request the Procuring Agency to kindly verify the following critical aspects before finalizing the evaluation process. Under reagent rental procurement, it is essential that the supplier or manufacturer assumes single point responsibility for analyzer performance, reagent compatibility, calibration, and service support. The Procuring Agency is requested to confirm how single point technical responsibility has been established in the evaluated bid if the analyzer and reagents originate from different manufacturers. Furthermore, In Light of Above-mentioned point; it is requested that the Procuring Agency kindly check and verify: • Whether M/S S. Ejaz-ud-Din & Co. has submitted tender-specific Manufacturer Authorization Forms, valid and current agency agreements, distribution letters from both (Sysmex Corporation – Japan and Siemens Healthineers – Germany) and relevant documents issued by both for this tender: o Siemens Healthineers (for reagents/kits), and o Sysmex Corporation (for analyzer), If found any documents is missed and not valid accordance with the requirements of the bidding documents, the bidder may not be eligible to qualify. Verification of Reagents Integrated System Responsibility: In such systems, the use of third-party reagents is only possible if *formal compatibility and validation certification from the manufacturer* is available. Since the quoted configuration reportedly involves a Sysmex analyzer with Siemens reagents, it is further requested that the Procuring Agency also verify whether the bidder has provided documentary evidence of compatibility, integration approval, or manufacturer support from both companies for the offered configuration.	The Committee called the representative of the firm to explain their grievances. The representative stated that M/s S. Ejaz-ud-Din & Co. had quoted a combination involving the following brands: • Coagulation Analyzer and consumables by Sysmex Corporation (Japan) • Reagents/Kits for Coagulation Analyzer by Siemens Healthcare (Germany) These products belong to two different international manufacturers. This configuration raises serious technical concerns, as it combines equipment and reagents from two different manufacturers, which may not comply with the reagent rental model. The firm requested the Procuring Agency to verify the following critical aspects before finalizing the evaluation process: Under reagent rental procurement, it is essential that the supplier or manufacturer assumes single-point responsibility for analyzer performance, reagent compatibility, calibration, and service support. In light of the above, it was requested that the Procuring Agency verify: • Whether M/s S. Ejaz-ud-Din & Co. submitted tender-specific Manufacturer Authorization Forms • Valid and current agency agreements • Distribution letters from both manufacturers (Sysmex Corporation – Japan and Siemens Healthineers – Germany) • Relevant documents issued by both manufacturers specifically for this tender The Committee reviewed the grievance and re-evaluated the technical bid of M/s S. Ejaz-ud-Din & Co. It was decided to issue a clarification letter to the firm regarding the concerns raised by the aggrieved party. Accordingly, a letter was issued to M/s S. Ejaz-ud-Din & Co. vide No. 28533/LGH dated 01-04-2026, seeking clarification. In response to the above-mentioned letter, the firm failed to submit the mandatory Manufacturer Authorization Form in the prescribed format at the time of bid submission from Siemens Healthcare Pakistan. The subsequent documents submitted during the clarification stage were not found satisfactory and constituted a material deviation regarding authorization requirements. Hence, the Committee unanimously decided to declare the bid of M/s S. Ejaz-ud-Din & Co as non-responsive.	Grievance Accepted
	Coagulation Kits with Machine on reagent rental basis	M/S PMA	We would like to submit the following clarification for your kind consideration. Firstly the Professional tax certificate previously attached was inadvertently for the prior year. The renewed and valid certificate is now being provided in hard copy for your ready reference. Secondly we confirm that satisfactory evaluation reagents used in routine testing, such as PT APTT was duly performed. However evaluation for specialized parameters, including factor assays, could not be conducted at that time due to the non-availability demo kits. We remain fully willing to carry out this evaluation at this stage, for evaluation & acceptance. Furthermore we would like to highlight that CR Mark and FDA certification were provided for the reagent manufacture, while CFD A and CE Mark certification were submitted for the Coagulation analyzer in this regard important to note that the technical competency of analyzer.	Committee members gone through the grievance of the said firm and the Grievance committee re-evaluate the bid of M/S Pakistan Microbiological Associates and found that points raised by "TEC" is valid and the committee informed as per Tender documents "After submission of bid No amendments /additional documents in the technical and financial bid shall be permitted". Hence Grievance Committee upheld the decision of the TEC Committee.	Grievance rejected.

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	Coagulation Kits with Machine on reagent rental basis	M/S Z.A Biomedics	We respectfully submit this grievance in reference to the above-mentioned Ref of tender process. At the time when demonstrations were conducted, our firm was unable to present the required analyzer due to its non-availability. However, we would like to inform you that the analyzer is now available with us. In view of the above, we kindly request that we may be granted an opportunity to conduct the demo, so that our product can be fairly evaluated in line with the tender requirements. Furthermore, in the interest of transparency and fair competition, we also request verification of the authorization letters submitted by M/S Ejaz-ud-Din. It is requested that their authorization status from the respective manufacturers, namely Siemens and Sysmex, may please be thoroughly checked and verified to ensure compliance with tender conditions. We trust that our request will be considered on merit, ensuring a transparent and competitive procurement process.	The Grievance Committee disscused the grievnace of the firm and found that the letter was issued to the firm vide No.93375-81/LGH dated 31-12-2025 regarding demonstration, but the failed to provide the demonstration within stipulated period mentioned in said letter. Hence Grievance of the firm not accepted.	Grievance rejected.
	Framework Contract for Purchase of PCR & Extraction Kits	M/S ORCA Treks	The 03 years experiences are attached with EPADS Technical Bid Page # 166-190. The Income Tax Returns of last three years are attached with EPADS Technical Bid Page # 197-248. The Annual Turn Over of last 03 years above Rs.10 million with Audit Statement are attached EPADS Technical Bid Page # 249-286.All pre-requisite are fulfilled as per pre-defined bidding forms EPADS Technical Bid Page # 309-312. The above documentary evidence clearly establishes that the rejection grounds mentioned in the TEC report are factually incorrect and contrary to the documents already submitted in the technical proposal. Demonstration not satisfactory, results not satisfactory, variation in results. Whereas samples evaluation of "Offered Specifications with Advertised Specifications by the Technical Committee" (Enclosed Annex-I) whereas rejection reasons are arbitrary discretion of end users being exercised are already discouraged by PPRA in several procumbent (Enclosed Annex-II) and against the Administrative and Regulatory Rules which illustrating the	The Grievance Committee carefully reviewed the grievance submitted by the firm. The Committee thoroughly re-evaluated the demonstration evaluation report as well as the technical bid submitted by the firm. The Committee directed the firm's representative to submit the original JV agreement; however, the firm failed to produce the same before the Committee. After detailed deliberation and examination of all relevant documents and records, the Grievance Committee decided to upheld the decision of the Technical Evaluation Committee (TEC). Accordingly, the grievance submitted by the firm is not accepted.	Grievance rejected.
	Framework Contract for Purchase of PCR & Extraction Kits	M/S ORCA Treks	Grievances against M/s Hoora Pharma for PCR Kits HCV, HBV and Auto Extraction (i) As per bidding technical evaluation criteria # 18, Items must bear FDA510K, CE (MDD) or MHLW (Ministry of Health, Labor and welfare), kindly verify the validity of CE-IVD certifications are expired on dated 26-05-2025 of quoted products as verifiable data is available on official website under the relevant European directive for medical devices of European Union (Annex-II). https://ec.europa.eu/tools/eudamed/#/screen/search-device (ii) As per bidding technical evaluation criteria # 17, Sole Authorization from manufacturer/ importer/ Authorized Distributor is required whereas M/s Moody Global Services has the Sole Authorization of Manufacturer/ Importer/ Authorized Distributor of Foreign Manufacturer Sansure Biotech Inc in Pakistan so kindly verify the sole authorization of M/s Hoora Pharma from the Manufacturer "Sansure Biotech" or from the Importer/ Authorized Distributor i.e M/s Moody Global Services from their technical proposal submitted at EPDAS. (iii) Furthermost of dossiers submitted for enlistment of quoted items M/s Moody Global Services are already deferred by DRAP for non-provision of valid and legalized Free Sales Certificate. Hence, the approval by the LGH TEC Committee is dubious and may be re-verified as per applicable governing SROs in Pakistan (Annex-III). (iv) The Demonstration Letter No.93361-63, dated 31-12-2025 issued by Medical Superintendent, Lahore General Hospital to M/s Orca Treks, M/s Popular International and M/s Orca Treks for demonstration of quoted products within 07 days. The two firms M/s Popular International and M/s ORCA Treks complied with demonstration process but M/s Hoora Pharma failed to demonstrate the quoted equipment in Lahore General Hospital till dated 07-01-2026. Hence, the further tender processing shall not be considered of firm M/s Hoora Pharma (Annex-IV).	The Grievance Committee thoroughly examined all the points raised in the grievance, including the technical evaluation criteria, submitted documents, regulatory compliance status, and the demonstration evaluation record. The Committee also re-evaluated the technical bid and demonstration-related correspondence available on record. After detailed deliberation and comprehensive review of all relevant documents, the Grievance Committee decided to upheld the decision of the Technical Evaluation Committee (TEC). Accordingly, the grievances submitted against M/s Hoora Pharma are not accepted.	Grievance rejected.

Sr.	Name of Tender	Name of firm	Grievance of Firm	Remarks of Grievance Committee	Decision of Grievance Committee
	Framework Contract for Purchase of PCR & Extraction Kits	M/S ORCA Treks	Grievances against M/s Popular International for PCR Kits HCV, HBV and Auto Extraction (i) As per bidding technical evaluation criteria # 18, Items must bear FDA510K, CE (MDD) or MHLW (Ministry of Health, Labor and welfare), kindly verify the validity of CE-IVD certifications are expired/ invalid of quoted products as no data is available on official website under the relevant European directive for medical devices of European Union. https://ec.europa.eu/tools/eudamed/#/screen/search-device (ii) As per bidding technical evaluation criteria # 17, Sole Authorization from manufacturer/ importer/ Authorized Distributor is required whereas M/s Euro Nano Diagnostics Private Ltd has the Sole Authorization of Manufacturer/ Importer/ Authorized Distributor of Foreign Manufacturer M/s. AnatoliaTani ve Biyoteknoloji Urunleri Arastirma ve Gelisirme Sanayi ve Ticaret Anonim Sirketi, Hasanpasa Mh. BeydagiSk. No.: 1/9h (Sultanbeyli Istanbul) in Pakistan so kindly verify the sole authorization of M/s Popular International from the Manufacturer "M/s. AnatoliaTani ve Biyoteknoloji Urunleri Arastirma ve Gelisirme Sanayi ve Ticaret Anonim Sirketi, Hasanpasa Mh. BeydagiSk. No.: 1/9h (Sultanbeyli Istanbul)" or from the Importer/ Authorized Distributor i.e M/s Euro Nano Diagnostics Private Ltd from their technical proposal submitted at EPDAS. (iii) Furthermost of dossiers submitted for enlistment of quoted items M/s Euro Nano Diagnostics Private Ltd are already deferred by DRAP for non-provision of valid and legalized Free Sales Certificate. Hence, the approval by the LGH TEC Committee is dubious and may be re-verified as per applicable governing SROs in Pakistan.	The Grievance Committee thoroughly examined all the points raised in the grievance, including the technical evaluation criteria, submitted documents, regulatory compliance status, and the demonstration evaluation record. The Committee also re-evaluated the technical bid and demonstration-related correspondence available on record. After detailed deliberation and comprehensive review of all relevant documents, the Grievance Committee decided to upheld the decision of the Technical Evaluation Committee (TEC). Accordingly, the grievances submitted against M/s Popular International are not accepted.	Grievance rejected.
	Framework Contract for Purchase of PCR & Extraction Kits	M/S Popular International	First and foremost, it is pertinent to highlight that we were awarded the tender for HCV PCR kits in the previous year, and testing was successfully conducted throughout the entire contract period at the same institute and laboratory. Our kits had duly passed the technical evaluation at that time, and the results were consistently satisfactory and accepted by the end user. Therefore, it is quite concerning that the same kits, under similar conditions, are now being declared unsatisfactory without any substantial technical justification. Secondly, during the recent evaluation process, we had installed our machine in the Molecular Laboratory of LGH. It is important to bring to your notice that the initial batch results were affected due to environmental contamination in the lab, which is an external factor beyond the performance capability of our kits. Upon identification of this issue, we immediately responded by providing a replacement machine and shifted the testing to another controlled area within the laboratory. The subsequent batch was processed successfully, and the results were found to be satisfactory. In light of the above facts, it is evident that the observed discrepancies were not due to the performance or quality of our HCV PCR kits, but rather due to situational and environmental factors during the initial batch processing.	The Grievance Committee gone through the grievance of the firm and re-evaluate the demonstration/Sample evaluation report submitted by the end-use. The Grievance committee discussed in detail and decied to upheld the decision of the TEC Committee and Grievance of the firm not accepted.	Grievance Rejected.
		M/S hoora Pharma	We respectfully submit this grievance on behalf of M/S Hoora Pharma, which has been declared technically responsive in the tender. After carefully reviewing the evaluation report and the eligibility criteria of the bidding documents we would like to draw the attention of the Procuring Agency towards the incompliance of M/S Popular International. As per Past working experience M/S Popular International don't have free Sales certificate for Both Hepatitis B?C extraction and amplification kits. It is over looked during evaluation. It is humbly request to please re-evaluate it.	The Grievance Committee gone through the grievance of the firm and re-evaluate the technical bid of M/S Popular International. The Grievance committee discussed in detail and decided to upheld the decision of the TEC Committee.	Grievance rejected.

Prof. Dr. Hanif Mian ,Prof of Orthopedics, Chairman Committee

Prof. Dr. Atif Shahad Prof of Dermatology

Prof, Dr. Khurrum Saleem, Prof of Medicine

Dr. M. Kareem Ullah, Associate Prof of Surgery

Ms Mahpara Uzair, Chief Pharmacist PINS

Engr. Muhammad Ali Bio-Medical Engineer