# GRIEVANCES SUBMITTED BY THE BIDDERS FOR THE BULK PURCHASE OF SURGICAL DISPOSABLE MEDICAL DEVICES FINANCIAL YEAR 2024-25.

Sr.	Name of Bidder	T. Sr. No. & Name of item	Reasons of Rejections	Grievances of Firm	Decisions by Grievances Re-Addressal Committee
01	M/s. SOS Technologies	Tender Sr. No. 02-Surgical Gauze Cloth (100cm x 30meter) (BPC Pack) (AB Gauze Roll)	Qualifying marks achieved.  Sample Rejected by Committee	We have served you esteemed institution in last financial year and it was our best experience with you. It is requested you to please reconsider and re-evaluate our samples and declare it responsive for the further process for healthy competition in the best interest of the patients and as well as the Institution.	The sample of the said product was re-evaluated by the end user / committee and found satisfactory moreover, the said firm was also approved for said item in last year but remained 2 <sup>nd</sup> lowest. So, grievance of firm accepted by the committee for healthy competition and bidder declared responsive for said product.
02	M/s. Arsons Pharma	Tender Sr. No. 02-Surgical Gauze Cloth (100cm x 30meter) (BPC Pack) (Care Gauze)	Qualifying marks not achieved.  Sample Rejected by Committee	We are the only manufacturer of Gauze cloth since 1996 and have been maintain our repute well in the Govt. institutions and Teaching institutions. We requesting our honor humbly to accept our Grievances and allow us to serve you esteemed organization.	Samples of said products were re- evaluated by the committee / end user and unanimously rejected due to poor quality of samples. So, grievance of bidder rejected by the committee hence decision of TSC was up-held.
03	M/s. Endoaid Biomedica	Tender Sr. 99-Disposable Auto Suture Skin Stapler (with remover FOC) (Cakakype-35A) Changzhou Ankang Medical China	Non- Responsive due to non-compliance of compulsory parameter  1-Affidavit (DR) 2-GMP Certificate 3- Credibility & Certification of Manufacturer 4- B&M Rel. 5-Free sale certificate 6-quoted product experience 7-market experience  Sample Rejected by committee / end user	We have already included government orders and private orders to demonstrate our capabilities and track record in supplying similar products and also attaching with this letter for your consideration.  We sincerely hope that the provided clarifications address any concerns regarding the responsiveness of our bid. Our firm is committed to upholding the highest standards of compliance and integrity in all our dealings.  We appreciate your attention to this matter and look forward to forward to a favorable reconsideration of our bid.	Samples of said products were re- evaluated by the committee / end user and unanimously rejected due to poor quality of samples. Moreover, the required documents were also not provided by the firm. So, grievance of bidder rejected by the committee hence decision of TSC was up-held.

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	M/s. Endoaid Biomedica	Tender Sr. 149-Strips for Blood Sugar with free of cost Glucometer + accessories (BG-202) Hagzhou Sejoy Elctronis	Non- Responsive due to non-compliance of compulsory parameter  1-Affidavit (DR) 2-GMP Certificate 3- Credibility & Certification of Manufacturer 4- B&M Rel. 5-Free sale certificate 6-quoted product experience 7-market experience  Sample Rejected by committee / end user	We have already included government orders and private orders to demonstrate our capabilities and track record in supplying similar products and also attaching with this letter for your consideration.  We sincerely hope that the provided clarifications address any concerns regarding the responsiveness of our bid. Our firm is committed to upholding the highest standards of compliance and integrity in all our dealings.  We appreciate your attention to this matter and look forward to forward to a favorable reconsideration of our bid.	Samples of said products were re- evaluated by the committee / end user and unanimously rejected due to poor quality of samples. Moreover, the required documents were also not provided by the firm. So, grievance of bidder rejected by the committee hence decision of TSC was up-held.
	M/s. Kohinoor Industries	Tender Sr. 01 Absorbent Cotton Wool (BPC Pack 500gm)		The firm has an experience of more than 43 years of medical cotton products. During this time our products	The samples of the said products were re-evaluated by the end user /
04		10-12 Cotton Crepe bandage B.P.C. (all sizes)	Qualifying marks achieved but Sample Rejected by End user / committee	have achieved the finest quality standards to meet the needs of health care providers.  The sample is of standard quality.  Kindly re-evaluate the sample for a healthy competition	committee and found satisfactory. So, grievance of firm accepted by the committee for healthy competition and bidder declared responsive for said products.
		03- Sterilized Gauze Pad Size 10 cm x 10cm (BPC Pack) 07-09 Cotton Bandage BPC Roll all sizes (Dozen Pack)	Qualifying marks achieved but Sample Rejected by End user / committee	The firm has an experience of more than 43 years of medical cotton products. During this time our products have achieved the finest quality standards to meet the needs of health care providers.  The sample is of standard quality.  Kindly re-evaluate the sample for a healthy competition	Samples of said products were re- evaluated by the committee / end user and unanimously rejected due to poor quality of samples. So, grievance of bidder rejected by the committee hence decision of TSC was up-held.

Sr.	Name of Bidder	T. Sr. No. & Name of item	Reasons of Rejections	Grievances of Firm	Decisions by Grievances Re-Addressal Committee
05	M/s. Sind Medical Stores	243-Gastro instestinal Anastomosis Cutter 55mm / 60mm 244- Gastro instestinal Anastomosis Cutter 75mm / 80mm 245-Gastro instestinal Anastomosis Catridge 55mm / 60mm 246-Gastro instestinal Anastomosis Catridge 75mm / 80mm 255-Lap. Articulating Linear Cutter (45, 60cm) 256-Lap. Articulating Linear Reloads (45, 60cm) 257-Circular Stapler from end to end anostomosis 29cm, 33cm/34cm 258-Haemrrhoidal stapler Kit 262-Endo retrieval bag Changzhou Lookmed China (Lookmed)	Non-Responsive due to non-compliance of Ordinary Criteria of Product. 1-Quoted product experience. 2-Market experience. 3- Export of Quoted Products  Sample evaluation was pending at end user and till the time of technical meeting, however later on end user approved sample after reevaluation.	<ul> <li>A. We are awarded and supplied in Govt. institute in NMU, Allama Iqbal Teaching hospital, Syed Abdullah Shah institute etc. since 2021 so need to increase the marks which will be quite high.</li> <li>B. We have been applied our product in Drap at 12-07-2012 you can check the form 8 with the number of F.No. 12-07-2012. MD. The copy is attached for reference and record. So, need to increase the marks from 3 to 10.</li> <li>C. We are going to market our products over the last many years directly or through our local distributors in may renown institutes of Pakistan. The copies of invoices and DCs are attached for reference and record.</li> </ul>	Required documents submitted by the bidder with the grievance. Committee evaluated the documents and showed serious concern and reservations to firm for late submission of required documents and for non-compliance in technical bid. However, committee accepted the documents as samples were also declared approved by end user so grievances accepted for healthy competition.
	M/s. Sind Medical Stores	Tender Sr. 226- Synthetic absorbable suture, co polymers of Glycolide & Lactide containing Polyglactin / Polyglicolic Acid/ Lactomer Size 1, 1/2 Circle RB/TP needle 20-40mm USP / Eu.Ph. (Sterile Pack) 227- Synthetic absorbable suture, co polymers of Glycolide & Lactide containing Polyglactin / Polyglicolic Acid/ Lactomer Size 2/0 1/2 Circle RB/TP needle 20-35mm USP / Eu.Ph. (Sterile Pack) (Demetech USA) Demesorb	Qualifying marks achieved but Sample Rejected by End user	We are promoting our products over the last one decade and awarded in may Govt. and private institutes. Please need to rectify the solid reason so that we will be able to clear this matter without retrials need to allow.	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to different clinical departments for trial.  Re-Evaluation is in process. (report awaited)

Sr.	Name of Bidder	T. Sr. No. & Name of item	Reasons of Rejections	Grievances of Firm	Decisions by Grievances Re-Addressal Committee
06	M/s. Allmed Solutions	Tender Sr. 248- Ultrasonic Dissection Shear vessel sealing devices 249-Ultrasonic Blue Hand Piece compatible with generator 250-Ultrasonic Grey Hand Piece compatible with generator 251-Ultrasonic Shear for Thyroidectomy procedure 252-Advance Bipolar /vessel sealing shear for thyroid cases 253-Advance Bipolar vessel sealing shear for lap surgery (Hocer Med China)	Non-Responsive due to non-compliance of Ordinary Criteria of Product.  1-Quoted product experience.  2-Market experience.  3- Export of Quoted Products  Sample evaluation was pending at end user and till the time of technical meeting, however later on end user approved sample after reevaluation.	We respectfully request the technical committee to carefully review our grievance. We believe that our product has been unfairly evaluated and would appreciate a re-evaluation of our samples. We are confident that a thorough reassessment will demonstrate the quality and reliability of the iScalpel Ultrasonic Shear, and we urge you to consider us as a responsive and qualified supplier.	Required documents submitted by the bidder with the grievance. Committee evaluated the documents and showed serious concern and reservations to firm for late submission of required documents and for non-compliance in technical bid. However, committee accepted the documents as samples were also declared approved by end user so grievances accepted for healthy competition.
07	M/s. Usmanco International	Tender Sr. 103- IV Fluid Regulator B-Flow (Bicakcilar DisTicaret Turkey)	Qualifying marks achieved.  Sample rejected by end user / committee	We quoted same product in different hospitals and successfully responsive without any complain Please re-evaluate our sample	Samples of said product was re-evaluated by the end users and unanimously rejected due to poor quality of samples So, grievance of bidder rejected by the committee hence decision of TSC was up-held.
		Tender Sr. 104-115 Endotracheal Tube (all sizes) Endosoft Chilecom Medical Devices China	Qualifying marks achieved. Sample rejected by end user	We quoted same product in different hospitals and successfully responsive without any complain Please re-evaluate our sample	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to different clinical departments for trial.  Re-Evaluation is in process. (report awaited)
08	M/s. K.S. Agencies	Tender Sr. 203-205 (silk 2/0, 3/0) Tender Sr. 209-211 (catgut) Tender Sr. 212, 213, 214, 216, 217, 218, 219, Polypropelene Tender Sr. 226, 227, 229, 230, Polyglactin / Polyglycolic acid	Qualifying marks achieved Samples Rejected by end user	Our sutures already approved in SZH for last many years. Kindly give us special consideration in our favour for re-evaluation of our products.	Committee rejected the request of the bidder as end user refused to compromise on quality of product. Moreover, poor efficacy reports of said items also received from all clinical departments. So, bidder declared as non-responsive for the said items and decision of TSC was upheld.

Sr.	Name of Bidder	T. Sr. No. & Name of item	Reasons of Rejections	Grievances of Firm	Decisions by Grievances Re-Addressal Committee
09	M/s. Cotton Craft Pvt. Ltd.	Tender Sr. 5-6 Bandage Plaster of Paris	Qualifying marks achieved Samples Rejected by end user	We are requested to kindly re-evaluate the samples on quality basis and make us responsive for these two sizes.	Committee rejected the request of the bidder as end user refused to compromise on quality of product. Moreover, poor efficacy reports of said also received from end user. So, bidder declared as non-responsive for the said item and decision of TSC was upheld.
10	M/s. Intermedik Pvt. Ltd.	Tender Sr. 69-DJ Stunt 72-74Ureteric catheter Well Lead China	Qualifying marks achieved  Samples Rejected by end user	DRAP registered product used in various institutes PO, s attached for reference.	Committee rejected the request of the bidder as end user refused to compromise on quality of product. So, bidder declared as non-responsive for the said item and decision of TSC was upheld.
		Tender Sr. 104-116 Endotracheal Tubes (all sizes) Well Lead China	Qualifying marks achieved  Samples Rejected by end user	DRAP registered product used in various institutes PO, s attached for reference.	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to different clinical departments for trial.  Re-Evaluation is in process. (report awaited)
		Tender Sr. 144-145, Oxygen nasal Cannula Infant / Neonate 154Under water seal 158-Urine bag	Qualifying marks achieved Samples Rejected by end user	DRAP registered product used in various institutes PO,s attached for reference.	Committee rejected the request of the bidder as end user refused to compromise on quality of product. So, bidder declared as non-responsive for the said items and decision of TSC was upheld.
		Tender Sr. 247-Liga Clips	Subject to provision of applicator	Company will provide applicators along with the supply.	Grievance of firm was accepted with subject to provision of applicator

Sr.	Name of Bidder	T. Sr. No. & Name of item	Reasons of Rejections	Grievances of Firm	Decisions by Grievances Re-Addressal Committee
11	M/s. Al-Ghani Traders	Tender Sr. 39-Foley Ballon Catheter Two Way Size16 (Sterile Pack) (Reg.) Nantong Angel Medical China (Pigeon)	Non- Responsive due to non-compliance of compulsory parameter  1-Affidavit (FSC) 2-Fress Sale Certificate 3-Product Experience 4-quoted product experience 7-market experience Sample Rejected by end user	1-Our quoted product has more market experience than all the competitors. 2-The product is registered and marketed in Pakistan before the establishment of DRAP, Registration certificate is attached in tender. 3-Free sale Certificate and AFD is attached in tender. 5-Kindly reevaluate the sample in the best interest of the institute.	Firm failed to provide the essentially required documents and qualifying marks also not achieved, Moreover, samples were also already rejected by end user on the basis of poor quality. So, grievance of firm rejected by committee and decision of TSC was upheld.
		Tender Sr. 49- Spinal Needle / Lumber Puncture needle Size 25 (Venous) Zhejiang runquang China	Non- Responsive due to non-compliance of compulsory parameter  1-Product Experience 2-market experience Sample Rejected by end user	The product is of excellent quality. Supply orders are being provided. Kindly reevaluate for a healthy competition.	Firm failed to provide the essentially required documents and qualifying marks also not achieved, Moreover, samples were also already rejected by end user on the basis of poor quality. So, grievance of firm rejected by committee and decision of TSC was upheld.
		Tender Sr. 84- Colostomy Bags Single Piece System with Tail Closure / Clamp Bao Health China	Non- Responsive due to non-compliance of compulsory parameter 1-GMP Certificate / EC 2-Product Experience 3-market experience Sample Rejected by end user	Related documents are hereby provided for kind consideration.  Kindly reevaluate the sample for a healthy competition.	Firm failed to provide the essentially required documents and qualifying marks also not achieved, Moreover, samples were also already rejected by end user on the basis of poor quality. So, grievance of firm rejected by committee and decision of TSC was upheld.
		Tender Sr. 94-Nebulizer Kit (Safety China)	Non- Responsive due to non-compliance of compulsory parameter 1-Free Sale Certificate (expired) 2-Product Experience 3-market experience Sample approved by committee	The drug registration of the quoted product has been attached in tender and again provided for kind reference and product experience evaluation.  This is an FDA approved product.  The same product has been supplied in the bulk purchase of the CFY.  Related documents are hereby provided for kind consideration.  Kindly reevaluate the technical documents for a healthy competition.	Required documents provided by the bidder as sample was already approved, so grievance accepted for healthy competition.

Sr.	Name of Bidder	T. Sr. No. & Name of item	Reasons of Rejections	Grievances of Firm	Decisions by Grievances Re-Addressal Committee
		Tender Sr. 95-Breathing Circuit	Rejected due to out of specification by end user	Kindly reevaluate the sample for a healthy competition	The Item was rejected by end user due to out of specification so the said item will be re-tender and required specification by end user will be revised.
		Tender Sr. 104-116 Endotracheal Tube (All sizes) Pigeon China	Non- Responsive due to non-compliance of compulsory parameter 1-Drug Registration 2-Quoted Product Experience 3-market experience 4-Local market business Sample Rejected by end user	The institute has purchased this product in the CFY and no complaints regarding the usage of product have been received.  The product belongs to that Class Medical Devices for which registration requirements have been relaxed by DRAP.  It is requested to kindly reevaluate the sample and documents and declare the product responsive for a healthy competition.	Firm failed to provide the essentially required documents and qualifying marks also not achieved, Moreover, samples were also already rejected by end user on the basis of poor quality. So, grievance of firm rejected by committee and decision of TSC was upheld.
		Tender Sr. 119-120-125 Nasogastric Tubes (all sizes)	Non- Responsive due to non-compliance of compulsory parameter 1-Drug Registration 2-Quoted Product Experience 3-market experience 4-Local market business Sample Rejected by end user	·	Firm failed to provide the essentially required documents and qualifying marks also not achieved, Moreover, samples were also already rejected by end user on the basis of poor quality. So, grievance of firm rejected by committee and decision of TSC was upheld.
		Tender Sr. 127-137 Nelton Drain Catheters (all sizes) Green China	Non- Responsive due to non-compliance of compulsory parameter  1-Drug Registration 2-Free sale certificate 3-Affidavit (FSC) 2-Quoted Product Experience 3-market experience 4-Local market business  Sample Rejected by end user	The institute has purchased this product for 2 consecutive years. Related documents are being provided for kind reference. Please review the decision as institute will purchase other competitors' product on higher rates.	Required documents provided by the bidder as sample was re-evaluated and approved. so grievance accepted for healthy competition.

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		Tender Sr. 150 Priker/Lancet Needle (Sterilized) Reco China	Sample Rejected by committee/end user	Kindly reevaluate the sample for a healthy competition.	Committee rejected the request of the bidder as end user / committee refused to compromise on quality of product. Moreover, poor efficacy reports of said also received from end user. So, bidder declared as non-responsive for the said item and decision of TSC was upheld.
		Tender Sr. 180-181 ECG Printing Paper 3 Chennel Hoggy China	Non- Responsive due to non-compliance of compulsory parameter  1-Free sale certificate 2-Affidavit (FSC) Sample Rejected by end user	Kindly reevaluate the sample for a healthy competition.	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to different clinical departments for trial.  Re-Evaluation is in process. (report awaited)
		Tender Sr. 197-198 Polysling Tender Sr. 199-200, Skin Traction	Sample rejected by committee	Kindly reevaluate the sample for a healthy competition.	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to different clinical departments for trial.  Re-Evaluation is in process. (report awaited)
		Tender Sr. 287-Disposable Caps	Sample rejected by committee	Kindly accept our grievance and consider us as responsive.	The samples of said product was re- evaluated by committee and found satisfactory, so grievance of the bidder was accepted and declared responsive for the said product.
		Tender Sr. 147- Spirit Methylated per liter	Non-Responsive Subject to provision of License	Required documents provide please consider us as responsive	Required document provided by the bidder so the grievance accepted for healthy competition.

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12	M/s. Meher Traders	Tender Sr. 39-Foley Ballon #16 Tender Sr. 82-Cautery Leads Tender Sr. 158-Urin Bag Wellmed China	Qualifying marks achieved  Samples Rejected by end user	We are supplying these products over the last many years in many leading govt institutes in all over Pakistan. Please retrial our product	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to different clinical departments for trial.  Re-Evaluation is in process. (report
13	M/s. Allmed Solution	Tender Sr. 78-PCN Set (Adult / Peads) Ameco Medical Ind. Egypt	Non-Responsive due to non- compliance of compulsory parameter 1-DRC 2-Product experience Sample approved	We are already supplying the PCN set and pigtail tube in different hospitals in your region. Please accept our grievance. (applied for attached)	awaited)  Required documents submitted by the bidder with the grievance. Committee evaluated the documents and showed serious concern and reservations to firm for late submission of required documents and for non-compliance in technical bid. However, committee accepted the documents as sample was also already approved by end user so grievances accepted for healthy competition.
		Tender Sr. 75-TUR P cutting loop (Karl storz) Karl Storz Germany Tender Sr. 79-Pigtail tube (all sizes)	Non-Responsive due to non- compliance of compulsory parameter 1-DRC 2-Product experience Subject to provision of sample Sample provided	We are exclusive sole distributor of Karl storz but as per your demand we are providing a sample 1 pc of cutting loop.	Firm provided the samples of said items which were sent to end user and end user approved it after detailed evaluation. So, grievance of firm accepted by the committee for healthy competition and bidder declared responsive for said products.
14	M/s. Medilinq Enterprises	Tender Sr. 83, Bipolar Cautery Lead	Qualifying marks achieved  Subject to provision of sample Sample re-evaluated by end user and rejected due to out of required specification.	Kindly accept this product.	Firm failed to provide the sample of said item with advertised specification required by end user, so grievance of the firm was rejected by committee.

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15	M/s. Hakimsons Pvt. Ltd.	Tender Sr. 18-Autoclaving Tape (Foyomed) 104-116 Endotracheal Tube All sizes (Foyomed) Tender Sr. 144-145, Oxygen Nasal Cannula Infant/Neonate (Foyomed) Tender Sr. 154-Under Water Seal Bottle (Foyomed)	Qualifying marks achieved Samples Rejected by end user	Please re-evaluate our samples	The Grievance of the firm was rejected by committee as provided samples were re-evaluated by the committee / end user and again rejected. Moreover, bidder did not attended the meeting, so the decision of TSC was upheld.
		Tender Sr. 92-Laryngeal Mask	Firm itself responsive grievance submit against M/s Waseem brother, No other distributor in Pakistan of Ningbo Mflab products		Documents were rechecked by committee and found responsive, so objection of bidder was rejected & decision of TSC was upheld.
16	M/s. Medinostic Health Care	Tender Sr. 30 Broad Spectrum Hand Disinfectant Solution (Ready to use) (non-alcoholic) (with Dispenser as required FOC) Hi Clean	Qualifying marks achieved Samples Rejected by end user	The Hiclean Hand Sanitizer conforms to the European standard test EN 1500, which aligns with the world health organization and centers for disease control and prevention hand hygiene guidelines.  We kindly request that our product to be re-evaluated and approved.	The said item did not fall in category of disinfectant so it would be readvertised in the category of hand sanitizer and this item would be fit in this category. So, grievance of firm was rejected by committee.
17	M/s. Waseem Brothers	Tender Sr. 95-Disposable Breathing Circuit (Adult)	Rejected, samples not according to required specification		The Item was rejected by end user due to out of specification so the said item will be re-tender and required specification by end user will be revised.
		140-141, Oxygen Mask (Adult/Peads) wasco	Qualifying marks achieved Samples Rejected by end user	Please re-evaluate our sample	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to different clinical departments for trial.  Re-Evaluation is in process. (report awaited)

Sr.	Name of Bidder	T. Sr. No. & Name of item	Reasons of Rejections	Grievances of Firm	Decisions by Grievances Re-Addressal Committee
		Tender Sr. 103-IV Fluid Regulator, Wasco 144-145, Oxygen Nasal Canula Infant / Neonate, wasco	Qualifying marks achieved Samples Rejected by end user	Please re-evaluate our sample	The Grievance of the firm was rejected by committee as provided sample was also re-evaluated by the committee / end user and again rejected. So the decision of TSC was upheld.
		Tender Sr. 82- Cautry Leads Disposable (Wasco)	Qualifying marks achieved Samples Rejected by end user	Please re-evaluate our sample	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to different clinical departments for trial.  Re-Evaluation is in process. (report awaited)
		Tender Sr. 282-283 Examination Gloves Non-Sterile, Rubber Latex (Pack of 100 Nos) Large Size / Medium Size	Non-Responsive due to non- provision of valid FSC Sample approved.	We find that your have not marked the FSC whereas we have submitted the same in the subject te3nder so please accept our grievances.	Firm failed to provide the essentially required documents i.e. Free sale certificate with brand name, So, grievance of firm rejected by committee and decision of TSC was upheld.
18	M/s. 4A International	Tender Sr. 33- Disinfectant / Sterilization Solution for instruments with Glutraldhyde concentration. Detro healthcare Turkey	Subject to provision of sample  (end user demanded samples in bulk quantity for evaluation)		The Grievance of the firm was rejected by committee as provided samples were re-evaluated by the committee / end user and again rejected. Moreover, bidder did not attended the meeting, so the decision of TSC was upheld.
		Tender Sr. 95- Disposable Breathing Circuit (Adult) Excellentcare Medical	Rejected due to out of specification by end user		The Item was rejected by end user due to out of specification so the said item will be re-tender and required specification by end user will be revised.
		Tender Sr. 140-141 Oxygen Mask (Adult/Peads) Excellentcare Medical	Qualifying marks achieved Samples Rejected by end user	Kindly re-evaluate our rejected samples	The Grievance of the firm was rejected by committee as provided samples were re-evaluated by the committee / end user and again rejected. Moreover, bidder did not attended the meeting, so the decision of TSC was upheld.

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		Tender Sr. 144-145, Oxygen Nasal Canula with double prongs (Infant/Neonate) Excellent care Medical	Qualifying marks achieved Samples Rejected by end user	Kindly re-evaluate our rejected samples	The Grievance of the firm was rejected by committee as provided samples were re-evaluated by the committee / end user and again rejected. Moreover, bidder did not attended the meeting, so the decision of TSC was upheld.
19	M/s. Saru International	Tender Sr. 15- Adhesive Non-Woven Fabric surgical tape (all sizes) Jiangxi 3L Medical China	Qualifying marks achieved  Subject to provision of sample	Sample provided, please accept our grievance	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to different clinical departments for trial.  Re-Evaluation is in process. (report awaited)
		Tender Sr. 17- Transparent Tape (Hypoallergenic) all sizes, Jiangxi 3L Medical China	Qualifying marks achieved  Subject to provision of sample	Sample provided, please accept our grievance	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to different clinical departments for trial.  Re-Evaluation is in process. (report awaited)
20	M/s. Abdullah Traders	Tender Sr. 158- Urine Bag for Adult (Sterile Pack) Cure, Yangzhou Goldenwell Medical China	Qualifying marks achieved Samples Rejected by end user	Our Cure urine bag is CE & ISO certified and DRAP registered product, we serve many Govt. institutions in Punjab, please re-evaluate our sample	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to different clinical departments for trial.  Re-Evaluation is in process. (report awaited)

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		Tender Sr. 282-283- Examination Gloves Non-Sterile, Rubber Latex (Pack of 100 Nos) Large / Medium Size, Cure, TG Medical Malaysia	Non-Responsive due to non- compliance of compulsory parameter 1-Affidavit (FSC) Sample Rejected by committee	Our Cure urine bag is DRAP registered product and FDA approved. we serve many Govt. institutions in Punjab, please re-evaluate our sample	The sample of the said product was re-evaluated by the committee and found satisfactory and required documents also provided. So, grievance of firm accepted by the committee for healthy competition and bidder declared responsive for said products.
21	M/s. Eastern Medical Care	282-283 Examination Gloves (medium / large) 278-281 Sterile Surgical Gloves (all sizes)	1-Firm itself responsive and submit grievance against other firms.	1-Firm itself responsive and submit grievance against M/s. Meher Traders regarding the Black listing in PPRA 2-Fress Sale Certificate of Cure / Wasco / Wellmed brands not available on online website	1-The matter of black listing of M/s. M/s. Meher Traders was only for Sir Gangaram hospital and firm submitted the stay order of High court regarding the suspension of black listing.  2-The required documents of mentioned firms by M/s. Eastern Medical Care were checked and evaluated by the committee and found satisfactory so the grievance of the firm was rejected by the committee.
22	M/s. Medicare Enterprises	Tender Sr. 01-Absorbent Cotton Wool 500mg (Hospitex Cotton) General Pharma	Qualifying marks achieved  Samples Rejected by committee	Please re-evaluate our sample	The Grievance of the firm was rejected by committee as provided sample was also re-evaluated by the committee / end user and again rejected due to very poor quality. So the decision of TSC was upheld.
23	M/s. New Majeed Medicine Co.	Tender Sr. 201-07, Blac silk (all sizers) Tender Sr. 212-219, Polypropylene (all sizes) Vikor Healthcare	Qualifying marks achieved  Samples Rejected by committee	Kindly review our sample and accept our grievance.	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to different clinical departments for trial.  Re-Evaluation is in process. (report awaited)

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		Tender Sr. 235-240, Polypropylene monofilament non-absorbable (all sizes) Vikor Healthcare			The Grievance of the firm was rejected by committee as provided sample was also re-evaluated by the committee / end user and again rejected due to very poor quality. So the decision of TSC was upheld.
24	M/s. Cardiac Care	Tender Sr. 95-Breathing Circuit Adult	Rejected due to out of specification by end user	Already use in SZH and other various institute of Punjab. Kindly reevaluate the sample for a healthy competition	The Item was rejected by end user due to out of specification so the said item will be re-tender and required specification by end user will be revised.
		Tender Sr. 96-Breathing circuit (Paeds) Hsiner Taiwan	Report Pending		Report Pending
		Tender Sr. 103-IV Fluid Regulator Pro Active Italy	Qualifying marks achieved Samples Rejected by end user	The said product various institutes of Punjab. Kindly reevaluate the sample for a healthy competition	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to different clinical departments for trial.  Re-Evaluation is in process. (report awaited)
		Tender Sr. 215, 216, 217, 220, 222, 223, 224, Poly propylene (different sizes) Peter Surgical France	Non-Responsive due to non- compliance of compulsory parameter 1-Free Sale certificate 2-Quoted product experience 3-market experience. Sample Rejected by committee	Product registered with DRAP and use in various institutions of Punjab. Kindly reevaluate the sample for a healthy competition	Firm failed to provide the essentially required documents and qualifying marks also not achieved, Moreover, samples were also already rejected by end user on the basis of poor quality. So, grievance of firm rejected by committee and decision of TSC was upheld.
		Tender Sr. 233, 233, PDS 5/0 and 6/0 Tender Sr. 234-238 Poly propylene monofilament (different sizes) Peter Surgical France	Non-Responsive due to non- compliance of compulsory parameter 1-Free Sale certificate 2-Quoted product experience 3-market experience. Sample Rejected by committee	Product registered with DRAP and use in various institutions of Punjab. Kindly reevaluate the sample for a healthy competition	Firm failed to provide the essentially required documents and qualifying marks also not achieved, Moreover, samples were also already rejected by end user on the basis of poor quality. So, grievance of firm rejected by committee and decision of TSC was upheld.

Sr.	Name of Bidder	T. Sr. No. & Name of item	Reasons of Rejections	Grievances of Firm	Decisions by Grievances Re-Addressal Committee
25	M/s. SA Knitwear	273-Surgical Disposable Standard sterilized Gown 274-Disposable surgical Gowns (all sizes) 275-Polythene Appron (Disposable) 276-Dignity Sheet 286-Disposable Shoe Cover 287-Disposable Caps Anji Hondge Medical China (Secure)	Firm did not provided samples with tender for evaluation and declared non-responsive.	Please allow to submission of samples of quoted products for evaluation.	Firm provided the samples with the grievance which were re-evaluated by the committee and approved for healthy competition, so grievance of the bidder was accepted.
		Tender Sr. 15-Adhesive Non-Woven Fabric surgical tape (all sizes) 16- Adhesive Non-Woven Dressing (All sizes) 17-Transperant Tape (Hypoallergenic) all sizes 18-Autoclaving Tape 148-Steam Chemical Integrator (Per No.) Anji Hondge Medical China (Secure)	Firm did not provided samples with tender for evaluation and declared non-responsive and required documents also not provided.	Please allow to submission of samples of quoted products for evaluation.	Firm failed to provide the essentially required documents and samples were also not provided for re-evaluation. So, the grievance of the firm was rejected by committee.
26	M/s. Care Pharma	Tender Sr. Blood Transfusion Set (Sterile Pack) Star, Jiangsu Kanghua Medical China Tender Sr. 64-68 Surgical Blade No. 10 (Sterile Pack) All sizes Safety China	Qualifying marks not achieved. Sample rejected by end user	Please accept our grievance	Committee rejected the request of the bidder as end user / committee refused to compromise on quality of product. So, bidder declared as non-responsive for the said items and decision of TSC was upheld.

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**Dr. Rao Amjad Ali Khan** Medical Superintendent

### GRIEVANCES SUBMITTED BY THE BIDDERS FOR THE BULK PURCHASE OF DIALYSIS ITEMS, FINANCIAL YEAR 2024-25

Sr.	Name of Bidder	T. Sr. No. & Name of item	Reasons of Rejections	Grievances of Firm	Decisions by Grievances Re-Addressal Committee
1	M/s. IBL Healthcare	Tender Sr. 03- Blood Tubing Set (all sizes) with one TP and art pressure line Bioteque Corp. Taiwan	Non-Responsive due to non-compliance of compulsory parameter 1-Affidavit DTL / DR 2-Fress sale certificate 3-Quoted product experience  Qualifying marks not achieved. Sample approved	Kindly accept our grievance on the basis of provided missing documents and approve our technical bid as qualify for further proceeding. We already qualify at BVH in current financial year.	Required documents submitted by the bidder with the grievance. Committee evaluated the documents and showed serious concern and reservations to firm for late submission of required documents and for non-compliance in technical bid. However, committee accepted the documents as sample was already approved by the end user so grievance of the firm was accepted for healthy competition.
		Tender Sr. 05-Hollow Fiber Dialyser Adult Size 1.8cm/1.7cm /1.9 cm sq. Searle Hollow Fibler Dialyzer 1.8 (Suzhou Zoey Medical China)	Non-Responsive due to non-compliance of compulsory parameter 1-Affidavit DTL / DR 2-Fress sale certificate 3-Quoted product experience Qualifying marks not achieved. Sample Rejected	Kindly accept our grievance on the basis of provided missing documents and approve our technical bid as qualify for further proceeding. We already qualify at BVH in current financial year.	Committee rejected the request of the bidder as end user refused to compromise on quality of product. Moreover, bidder did not submit the required documents. So, bidder declared as non-responsive for these items and decision of TSC was upheld.

Sr.	Name of Bidder	T. Sr. No. & Name of item	Reasons of Rejections	Grievances of Firm	Decisions by Grievances Re-Addressal Committee
2	M/s. Popular International	Tender Sr. 05-Hollow Fiber Dialyser Adult Size 1.8cm/1.7cm/1.9 cm sq. Vital Health Care sdn. Bhd Malaysia	Qualifying marks achieved. Sample Rejected by end user	Please review the tender samples as we are dealing the whole Pakistan and supplying the leading brand in private and Govt. sector. Kindly accept our sample for review and need to responsive our company.	Committee rejected the request of the bidder as end user refused to compromise on quality of product. Moreover, poor efficacy reports of said also received from end user. So, bidder declared as non-responsive for the said item and decision of TSC was upheld.

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**Dr. Rao Amjad Ali Khan** Medical Superintendent

#### GRIEVANCES SUBMITTED BY THE BIDDERS FOR THE BULK PURCHASE OF CARDIAC SURGERY ITEMS, FINANCIAL YEAR 2024-25

Sr	. Name of Bidder	T. Sr. No. & Name of item	Reasons of Rejections	Grievances of Firm	Decisions by Grievances Re-Addressal Committee
1	M/s. Cardiac Care	Tender Sr. 21-Steel wire Peter, France	Qualifying marks achieved.	Quoted product registered with DRAP and used in various cardiac intuitions in Punjab.	Committee rejected the request of the bidder as end user refused to compromise
			Sample rejected by end user	Please accept our grievance.	on quality of product. So, bidder declared as non-responsive for this item and decision of TSC was upheld.

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# GRIEVANCES SUBMITTED BY THE BIDDERS FOR THE BULK PURCHASE OF SURGICAL DISPOSABLE MEDICAL DEVICES (SYRINGES, IV CATHETERS, IV TRANSFUSIONS SETS ETC.) FINANCIAL YEAR 2024-25

Sr.	Name of Bidder	T. Sr. No. & Name of item	Reasons of Rejections	Grievances of Firm	Decisions by Grievances Re-Addressal Committee
01	M/s. Hospital Services & Sales	Tender Sr. 05- Auto Disable Syringe 5cc with Needle (Sterile Blister Pack) (Reg.) (Guangdong Haiou Medical China) Hiou	Sample rejected by end user / committee	Our auto-disable syringes meet and fulfill all the requirement and are as per recommendation of WHO which are not harmful for human use having auto destructive mechanism which make sure and prevent form re user of that and the most helpful to control the spread of HIV and other infectious diseases. The said syringes are being supplied in all around the world from manufacturer without any complain.  We hope that you will re-evaluate this product and consider our request for the sake of better and open competition.	The Grievance of the firm was rejected by committee as provided sample was also reevaluated by the committee / end user and again rejected. So, the grievance of the TSC was upheld. Furthermore, bidder failed to provide technical approval status from any other renowned public sector institute and in this financial year, firm first time quoted this brand.
02	M/s. ECON & Co.	11cc Insulin Syringe (Classic Fine) 3: 10cc Disposable Syringe (Classic Fine) 4: 20cc Disposable Syringe (Classic Fine) 10: Disposable IV Set (ST Classic) Changzhou Yuandong Medical China (Classic Fine)	Qualifying marks achieved.  Samples Rejected by end user / Committee	We are extremely disappointed to know that our firm M/S ECON & CO have been rejected in Part C i.e. Samples Evaluation, where our samples have been rejected due to undisclosed reasons.  S/N No. 10 Disposable IV set samples of these products were rejected despite having been supplied to Sheikh Zayed Hospital in previous years by Clifton Enterprises and Medicare Enterprises with same brand and manufacturer without any issues or concerns.  Considering our quality standards, we would like to request you to kindly re-evaluate the decision made by the Technical Evaluation Committee and consider our samples in the best interest of Hospital and Public.	The Grievance of the firm was rejected by committee as provided samples were reevaluated by the committee / end user and again rejected. Moreover, bidder did not attended the meeting, so the decision of TSC was upheld.

Sr.	Name of Bidder	T. Sr. No. & Name of item		Reasons of Rejections	Decisions by Grievances Re-Addressal Committee
03	M/s. Sind Medical Stores	Bidder wise rejected due to less CDR (Required 699799/- Attached 484250/- Less Amount Rs. 215549/-		As you know that we are serving your institute since a long time and every time we provided you required documents as per tender format and requirement and in keeping in view this error, we request you to only consider out to items 1ml syringe and 10 ml syringe.  Your cooperation in this regard will be highly appreciated.	The grievance of the firm rejected by the committee as less CDR could not be accepted at this stage. So, bidder was declared non-responsive.
04	M/s. Usmanco International	Tender Sr. 03- Disposable Syringe 10cc 6- Disposable Syringe 50cc 8- Auto Disable Syringe 3cc 9- Auto Disable Syringe 5cc	Qualifying marks achieved  Samples Rejected by end user / committee	Our product is CE marked and FDA approved. We quoted same product in different hospitals and successfully responsive without any complain Please re-evaluate our sample	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to different clinical departments for trial.  Re-Evaluation is in process. (report awaited)
		Tender Sr. 15- IV Cannula with inj. Port / without inj. port & Wings No. 24 (Reg) B-Cat2, Bicakcilar Dis Ticaret A.S. Turkey	Qualifying marks achieved  Samples Rejected by end user / committee	We quoted same product in different hospitals and successfully responsive without any complain Please re-evaluate our sample	Committee rejected the request of the bidder as end user refused to compromise on quality of product. So, bidder declared as non-responsive for said item and decision of TSC was upheld.
05	M/s. Suafa Traders	Tender Sr. 11-Volumetric Chamber (IV Burrett) 100ml (Sterile Pack) Best Disposable, Anhui Kangda Medical China	Qualifying marks achieved  Samples Rejected by end user	Our mentioned product o same batch is already in use of many other institutes including BVH, SZH, For the history of item documents supply orders are attached for your ready reference.  Kindly re-evaluate and consider it as responsive.	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to different clinical departments for trial.  Re-Evaluation is in process. (report awaited)
06	M/s. Meher Traders	Tender Sr. 11-Volumetric Chamber (IV Burrett) 100ml (Sterile Pack) Wellmed China	Non-Responsive due to noncompliance of compulsory parameter 1-Affidavit (FSC) 2-GMP/EC Certificate Sample Rejected by end user	We are supplying these products over the last many years in many leading govt institutes in all over Pakistan. Please retrial our product	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to different clinical departments for trial.  Re-Evaluation is in process. (report awaited)

Sr.	Name of Bidder	T. Sr. No. & Name of item	Reasons of Rejections	Grievances of Firm	Decisions by Grievances Re-Addressal Committee
07	M/s Unisa Pvt. Ltd.	Tender Sr. 03- Disposable Syring 10cc Tender Sr. 04- Disposable Syring 20cc Uniject Tender Sr. 08- Auto Disable Syringe 3cc Tender Sr. 09-Auto Disable Syringe 5cc Unilock	Qualifying marks achieved Samples Rejected by end user	Our product is already approved in other Districts / institutions which shows the quality and acceptability of our product and PO,s issued by the procuring agencies (copies attached) You are requested to check our samples and accept our grievance and oblige.	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to different clinical departments for trial.  Re-Evaluation is in process. (report awaited)
08	M/s. Abdullah Traders	Bidder wise rejected due to less CDR (Required 1886000/- Attached 2237694/- Less Amount Rs. 351694/-	(Rs. 351700/- amount CDR attached with Surgical Disposable Tender mistakenly. Kindly consider it in this tender (copy attached)	Kindly accept our CDR and responsive	Bidder submitted the grievance regarding the wrongly attached 2% bid security, firm explained that the photocopy of 2% bid security attached mistakenly with the surgical disposable tender, committee verified the said bid security and found this reason genuine so committee accept the grievance of firm and declared it bidderwise responsive.
		Tender Sr. 11- Volumetric Chamber (IV Burrett) 100ml (Sterile Pack) Cure, Shangdong Chengwu Medical China	Non-Responsive due to noncompliance of compulsory parameter 1-Affidavit (DTL / DR) 2- Export of Quoted Products 3-ISO Certificate 13485 Sample Rejected by end user	Kindly re-evaluate our samples and consider it responsive.	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to
		Tender Sr. 10- I/V Disposable Infusion Set (Sterile Pack) (Reg.) Cure, Shangdong Chengwu Medical China	Non-Responsive due to noncompliance of compulsory parameter 1-Affidavit (DTL / DR) 2- Export of Quoted Products 3-ISO Certificate 13485 Sample Rejected by end user	Kindly re-evaluate our samples and consider it responsive.	different clinical departments for trial.  Re-Evaluation is in process. (report awaited)

Sr.	Name of Bidder	T. Sr. No. & Name of item	Reasons of Rejections	Grievances of Firm	Decisions by Grievances Re-Addressal Committee
09	M/s. Muller & Phipps	Tender Sr. 8-Disposable Syringes 3cc Tender Sr. 09- Disposable Syringes 5cc Orange (Silver Surgical)	Qualifying marks achieved  Sample Rejected by end user / committee	Kindly re-evaluate our samples	Committee rejected the request of the bidder as samples were re-evaluated by the end user / committee and again rejected so end users refused to compromise on quality of product hence bidder declared as non-responsive for these items and decision of TSC was upheld.
		Tender Sr. 12-14 IV Cannula 18, 20, 22 (Green) Silver Surgical	Qualifying marks achieved  Sample Rejected by end user / committee	Kindly re-evaluate our samples	Bidder submitted the grievance for the re-evaluation of samples. Committee accept the grievance for re-evaluation of said products. So, the samples were sent to different clinical departments for trial.  Re-Evaluation is in process. (report awaited)

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### GRIEVANCES SUBMITTED BY THE BIDDERS FOR THE BULK PURCHASE OF ANGIOGRAPHY / ANGIOPLASTY ITEMS, FINANCIAL YEAR 2024-25

Sr.	Name of Bidder	T. Sr. No. & Name of item	Reasons of Rejections	Grievances of Firm	Decisions by Grievances Re-Addressal Committee
01	M/s. Healthtec	Tender Sr. No. 5-PTCA guide Wire (moderate support) 6-PTCA guide Wire (very flexible) 7-PTCA guide Wire (light support) SP Medical Denmark (Champion)	Qualifying marks achieved but samples rejected by end user.	Our quoted products renowned manufacturer SP Medical Denmark. All required documents are attached and qualifying in marking criteria. Our sample is rejected by committee & for re-assessment we are providing additional samples of our rejected items.  Kindly use and consider these items as we have tried our level best to quote item in tender at least price which will definitely help in purchase maximum wire-less cost & also cost effective for poor patients.	Bidder provided the samples for re- evaluation which were sent to the end user and end user again rejected the samples, so bidder was declared non-responsive and decision of TSC was upheld.
		Tender Sr. 17-18 PTCA SC & NC Ballon (All sizes) Cnovate Medical BV Netherlands (Helix SC Balloon	Non responsive due to non compliance of compulsory parameter 1-Drug Reg. certificate. 2-Quoted product experience.  Qualifying marks not achieved Subject to provision of sample	The quoted product is Helix SC ballon and Vicchio NC ballon by European origin cNovate Medical B.V. Netherland. This ballon has been used and approved in current year model pharmacy tender in your institute with very good least price & feedback. Rejection for subject to provision is not understandable because we have provided samples with tender and if you consider this item we can provided you additional samples as well.  We have also attached the copies of recent purchase orders from Punjab Govt. and other private institute with our technical bid, which can be verified from our submitted documents.  We shall be truly oblige if you re-consider our product listed above on merit which we are sure well result into saving of your precious funds to serve the ailing community maximum.	Bidder provided the samples which were evaluated by the end user and documents were also provided by the bidder with the grievance. Further bidder explain the quality of product, provided samples were found satisfactory and approved by end user. Grievance was accepted by the committee. So, bidder declared as responsive for these items.
02	M/s. 4S International	Tender Sr. 17-18 PTCA SC/NC Ballon (All sizes) Conqueror, APT Medical China	Qualifying marks achieved Samples rejected by end user	In Presence of the documents submitted, the TSC evaluation criteria and marks seems un-fair, biased and against the spirit of PPRA regulations to provide opportunities to all bidder and ensure fair competition.  Please accept our product as responsive.	Bidder provided the samples for re- evaluation which were sent to the end user and end user approved the samples, so bidder was declared responsive for healthy competition.

Sr.	Name of Bidder	T. Sr. No. & Name of item	Reasons of Rejections	Grievances of Firm	Decisions by Grievances Re-Addressal Committee
03	M/s. Medilinq Enterprises	Tender Sr. 09-10 Arterial Sheath Femoral & Radial Accu Sheath, sunwong Korea	Sr. 09-Qualifying marks achieved but subject to provision of sample  Sr. 10- Qualifying marks achieved but sample rejected by end user	Samples are provided please evaluate and declare us responsive.	Bidder provided the samples for re- evaluation which were sent to the end user and end user again rejected the samples, so bidder was declared non-responsive and decision of TSC was upheld.
04	M/s. Al-Ghani Traders	Tender Sr. 1-2port manifold G-Fold. Shanghai Kindly Medical	Qualifying marks not achieved Sample rejected by end user	Kindly re-evaluate the sample in the best interest of the institute	Committee rejected the request of the
		Tender Sr. 02 ARP Needle Shanghai Kindly Medical	Qualifying marks not achieved Sample rejected by end user	Kindly re-evaluate the sample in the best interest of the institute	compromise on quality of product.  Moreover, bidder did not submit the required documents. So, bidder declared as non-responsive for these
			Qualifying marks not achieved Sample rejected by end user	Kindly re-evaluate the sample in the best interest of the institute	
		Tender Sr. 09- Arterial Sheath Femoral 6F Shanghai Kindly Medical	Qualifying marks not achieved Sample rejected by end user	Kindly re-evaluate the sample in the best interest of the institute	

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