

MINUTES OF THE GRIEVANCE COMMITTEE MEETING HELD ON 11-02-2026 AT 10:30 A.M AT THE CONFERENCE ROOM OF THE ADMIN BLOCK, THE CHILDREN'S HOSPITAL & UNIVERSITY OF CHILD HEALTH SCIENCES, LAHORE REGARDING THE PROCUREMENT OF MANIKINS FOR SKILL LAB FOR THE YEAR 2025-2026

Incompliance to letter No. P.C /660-64/UHS&CH dated 10-02-2026, Grievance Committee Meeting held on 11-02-2026 at 10:30 am at the Conference room of the Admin Block, The Children's Hospital & University of Child Health Sciences, Lahore under the chairmanship of Dr. Muhammad Nasir Rana Prof. of Peads Medicine regarding the procurement of Manikins for Skill Lab for the year 2025-26.

PROCEEDING

Meeting started with the name of Almighty Allah the Most Gracious, the Most Merciful.

The representatives of the Firm were heard in person. The Firm's representative was given full chance and liberty to justify their Grievances.

The Committee discussed the Grievances submitted by the Firm's in detail and following decisions were made in the best interest of public.

Grievance Received from the Firms	Objection/ Queries on Technical Ground	Reason of Rejection	Decision/ Remarks by the Grievance Committee
M/s Mediland Pakistan (Pvt) Ltd	<p>We, M/s Mediland Pakistan (Pvt.) Ltd., participated in the above-referred tender, which was due on 25th November 2025. We regret to note that our bid has been declared Technically Non-Responsive by the Technical Evaluation Committee.</p> <p>At the outset, we respectfully submit that the technical evaluation of our bid appears to have been conducted in a biased manner, which is not in line with the principles of fairness, transparency, and equal treatment as envisaged under applicable PPRA Rules and standard public procurement practices.</p> <p>Grounds of Rejection Cited in the Evaluation Report:</p> <p>The following reasons have been cited for declaring our bid technically non-responsive:</p> <ol style="list-style-type: none"> 1. Manufacturer's Authorization / Sole Agency Certificate - Not Attached 2. Certificate from the Manufacturer regarding after-sales services through agent or itself (Form 8.3) - Not Attached 3. Past satisfactory performance of the firm and quoted product in Teaching Institutes-Not Attached. 	<p>Not fulfilled the bids evaluation criteria Clause No. 6 Manufacturer's Authorization / Sole Agent Certificate, Clause No. 7 Certificate from the manufacturer about the after sales services through agent or itself as per format given in form 8.3 (Detailed mentioned in 2.5.8 (h) in BDS, Clause No. 9 Past satisfactory performance of Firm and Quoted product in Teaching Institutes, against quoted items mentioned below.</p> <ol style="list-style-type: none"> i) CPR Manikins (infant) ii) CPR Manikins (Child) iii) Air way Head Manikins for (infant) iv) AED Trainer 	<p>The Grievance Redressal Committee (GRC) called the representative of the firm and provided an opportunity to present their grievance before the Committee members. After due deliberation, the following decision have been made,</p> <ol style="list-style-type: none"> 1. The Manufacturer's Authorization / Sole Agent Certificate was not verified from the manufacturers of Laerdal Medical products and PRESTAN products. 2. The attached certificate from the manufacturer regarding after-sales services was not verified. 3. Past satisfactory performance of the firm and the quoted products in a teaching institute was not found in the bid documents related to Laerdal Medical and PRESTAN products (quoted products). <p>In view of the above, the Grievance Redressal Committee (GRC) upheld the decision of the TAC Committee and rejected the grievance submitted by the firm.</p>

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<p>M/s Mediland Pakistan</p>	<p>Our Submissions:</p> <p>In this regard, we respectfully submit that all the above-mentioned documents were duly attached, complete, and compliant, and formed an integral part of our Technical Bid. The exact locations of these documents in our submitted bid are detailed below for ready reference:</p> <ul style="list-style-type: none"> • Manufacturer's Authorization /Sole Agency Certificate - Attached at Page Nos. 24-25 • Certificate from Manufacturer regarding After-Sales Services (Form 8.3) - Attached at Page Nos. 27-28 and 32 • Past Satisfactory Performance of Firm and Quoted Products in Teaching Institutes - Attached at Page Nos. 68-74 <p>Despite the above, and without assigning any valid technical deficiency, our bid been declared non-responsive on grounds that are factually incorrect and unsupported by the record.</p> <p>It is pertinent to highlight that during the technical evaluation process, the procuring agency sought multiple clarifications, all of which were responded to comprehensively and within stipulated timelines. Each clarification was supported with documentary evidence, technical justification, and manufacturer confirmation, thereby fully addressing the concerns raised by the evaluation committee.</p> <p>Furthermore, the procuring agency directly approached our Principal (Manufacturer) for independent verification of facts and credentials (copy of correspondence enclosed). The Principal Manufacturer duly verified and confirmed the authenticity, compliance, and technical adequacy of our offer.</p>		

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<p>M/s Mediland Pakistan</p>	<p>In view of this independent verification, it is surprising and unjustifiable that our bid was still declared technically non-responsive on the same points for which clarifications and confirmations had already been obtained.</p> <p>This course of action creates a reasonable apprehension that the evaluation outcome was pre-determined, and that due consideration was not afforded to the clarifications, supporting documents, and manufacturer confirmations submitted by us. Such an approach defeats the purpose of seeking clarifications during technical evaluation and is inconsistent with established public procurement norms.</p> <p>Re-Submission of Documents</p> <p>For the sake of completeness and ready reference, we are once again enclosing the following documents with this grievance:</p> <ul style="list-style-type: none"> • Manufacturer Authorization / Sole Agency Certificate • After-Sales & Services Certificate from Manufacturer • Manufacturer Declaration (Form 8.3) • Past Performance Certificates from Teaching Institutions <p>In light of the foregoing, we respectfully submit that the technical rejection of our bid is procedurally unsound, discriminatory, and contrary to record, and therefore warrants immediate review.</p> <p>We humbly request the competent authority to re-evaluate our Technical Bid objectively, in accordance with tender conditions and PPRA Rules, and to consider declaring M/s Mediland Pakistan (Pvt.) Ltd. as Technically Responsive in the interest of transparency, fair competition, and value for public funds.</p> <p>We trust that our grievance will be addressed judiciously and in accordance with law.</p>		

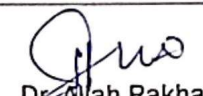
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M/s Idea Medicals Pvt.Ltd	<p>We, M/s Idea Medicals Private Limited, are writing to express our appreciation for the opportunity to participate in the tender process for the Procurement of Manikins for Skill Lab in University of Child Health Sciences & The Children's Hospital Lahore (Fiscal Year 2025-26). We are pleased to have submitted our bid in accordance with the requirements and specifications outlined in the tender document.</p> <p>Upon reviewing the technical evaluation report, we were surprised to note that our bid has been deemed technically non-qualified due to certain points. We take this opportunity to provide detailed clarifications and explanations addressing the specific concerns raised.</p> <p>Below, we have prepared a point-by-point response to each of the points mentioned in the technical evaluation report. We hope that these clarifications will facilitate a thorough understanding of our bid and demonstrate our compliance with the tender requirements.</p> <p>We would like to clarify that the summary generation feature is fully available in the quoted Infant CPR. Manikin with feedback system. During the live demonstration, our product specialist demonstrated all required features, including performance feedback and summary generation, as per institutional requirements.</p> <p>We would like to emphasize that this particular point was not raised by the committee during the demonstration, and the end-user expressed satisfaction with the demonstrated model.</p> <p>We respectfully submit that the summary generation functionality is available in the quoted Child CPR Manikin Model. The feedback system supports performance analysis and summary reporting, which was demonstrated at the time of product presentation.</p>	<p>Not fulfilled the bids evaluation criteria Clause No. 16 Specification Compliance features wise (the bidder will provide viz-a-viz specs compliance sheet) against quoted items mentioned below.</p> <p>i) CPR Manikins (infant) ii) CPR Manikins (Child)</p>	<p>The Grievance Redressal Committee (GRC) called the representative of the firm and provided an opportunity to present their grievance before the Committee members.</p> <p>The GRC advised the end user to conduct again demonstration of the two items, namely CPR Manikin (Infant) and CPR Manikin (Child), in order to verify the specifications. The end user conducted the physical demonstration, verified the product specifications, and submitted the verification report to the GRC.</p> <p>Based on the report and after due consideration, the Grievance Redressal Committee declared the CPR Manikin infant and Child as responsive and modified the decision of the TAC Committee.</p> <p>Accordingly, the grievance submitted by the firm for the CPR Manikin (Infant) and CPR Manikin (Child) has been accepted.</p>


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	<p>We would like to assure the committee that ETT intubation incorporated in the quoted Airway Head Manikin model. The demonstration video included multiple models, and the ETT function for this specific model may not have been fully demonstrated. However, this feature is clearly mentioned in the product brochure and we hereby confirm that the quoted model fully supports EET tube passage.</p> <p>We would like to highlight that only one brand has declared responsive, which raises concerns about potential favoritism towards a single brand in light of the above mentioned, we respectfully submit that the features declared as non-responsive are fully compliance in our quoted model. We therefore humbly request the competent authority to re-evaluate our technical bid, and provide us an opportunity to participate further in this procurement process. We remain committed to delivering high quality products forward to the opportunity of serving your esteemed institution.</p>	<p>Not fulfilled the bids evaluation criteria Clause Clause No.16 Specification Compliance features wise (the bidder will provide viz-a-viz specs compliance sheet). And Clause No. 9 Past satisfactory performance of Firm and Quoted product in Teaching Institutes against quoted items mentioned below.</p> <p>i) Air way Head Manikins for (infant)</p>	<p>After reviewing the grievance submitted by the firm regarding the Airway Head Manikin (Infant), the Grievance Redressal Committee (GRC) examined the matter. Upon due consideration, the Committee unanimously decided to uphold the decision of the TAC Committee. Accordingly, the grievance submitted by the firm is hereby rejected.</p>


Muhammad Ramzan
 Assistant Registrar UCHS&CH, Lahore
 (Member)


Dr. Alah Rakha
 AMS (Indoor Block)
 (Member)


Dr. Mumtaz Hussain
 Assistant Prof. Paediatric Orthopedic
 Surgery (Member)


Dr. Ambar Goraya
 Associate Prof. of Paediatric Radiology
 (Member)


Dr. Muhammad Nasir Rana
 Prof. of Peads Medicine
 (Chairman)