MoM-GREIVANCES AGAINST TECHNICAL EVALUATION REPORT OF FRAMEWORK CONTRACT FOR THE PROCUREMENT OF DIFFERENT CARDIAC /CATH LAB CONSUMABLES FOR VARIOUS HEALTH FACILITIES / PROGRAMS UNDER H&PD FOR FY 2026-27

Inq No.	Generic Name	Bidder / Importer / Sole Agent	Quoted Brand/ Manufactured by/ Key Specifications	Document Evaluation Remarks (Where Non-Compliance)	Final Status (Responsive/ non-responsive)	Grievance of the Firm	Decision of GRC
11	Inflation Device with accessories including Y connector	Promax Technology Pakistan	XIAMEN **(YB-B-20)**	1. The firm did not provide the valid Free Sale Certificate, issued by relevant authority of the country of origin for the quoted brand. 2. The experience of quoted product was not One year till closing date of submission of tender from the date of registration / enlistment of the product. 3. Samples Non-Compliant (The experience of the experts on the performance of the product is not satisfactory. Sealing was inadequate, with a risk of back-bleeding and air ingress during device exchange. Difficult passage of guidewire and other interventional devices)	Non-Responsive	We are extremely surprised and concerned to learn that our firm has been declared the only nonresponsive bidder in the above-mentioned tender, particularly when our company was successfully awarded contracts by your esteemed department during the previous year for three products: Guide Wire (0.035 × 260 cm), Manifold, and Balloon Inflation Device. In view of our previous successful performance, satisfactory product quality, timely supplies, and submission of all relevant documentation, we are unable to understand the grounds on which our firm has now been declared non-responsive. We are once again submitting our detailed responses to the queries raised by your department, along with all relevant supporting documents, for each of the items mentioned below. We respectfully request your esteemed department to carefully review our explanations and supporting evidence, reconsider the decision to declare our firm non-responsive, and provide a fair and transparent evaluation of our bid in accordance with the tender requirements and applicable procurement rules. 1. A valid Free Sale Certificate (FSC), duly attested by the Embassy of Pakistan in	Mr. Sharoon from M/s Promax Technology Pakistan attended the meeting. The committee examined the grievance of the firm in the light of Advertised Evaluation Criteria and specifications along with Technical Evaluation Report. The committee after due deliberation decided as under: 1. The firm furnished the valid free sale certificate from country of origin i.e., China which was accepted; hence grievance of the firm was accepted. 2. The firm furnished the DRAP registration certificate which established the one-year experience from the date of registration; which was accepted; hence the grievance of the firm was accepted. 3. The committee sought the clarification and expert opinion from end-user according to which, the comments were erroneously mentioned against this item rather the performance

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Inq No.	Generic Name	Bidder / Importer / Sole Agent	Quoted Brand/ Manufactured by/ Key Specifications	Document Evaluation Remarks (Where Non-Compliance)	Final Status (Responsive/ non-responsive)	Grievance of the Firm	Decision of GRC
						Spain, is once again submitted along with the Grievance Letter, together with the Tender copy. The relevant Letter of Authorization (LOA) Apostille is also attached for your kind consideration and necessary action. 2. Our product registration was initially issued on 26 May 2021, and the renewal of the product registration was subsequently issued on 25 May 2026, remaining valid until 24 May 2031. Copies of both the original product registration certificate and the renewed registration certificate are attached with this Grievance Application for your kind consideration. Furthermore, during the previous year's PMU Tender for FY 2025–2026, we were declared successful for the same product and were awarded the supply order. A copy of the relevant tender document and the supply order is also attached with this Grievance Application as supporting evidence of our previous successful participation and qualification. 3. We are unable to understand how our product can now be considered non-compliant when, during the previous PMU Tender for FY 2025-2026, we successfully supplied the same product in a quantity of 4,400 units to PMU within the stipulated delivery period. Furthermore, our	of the quoted item was satisfactory. **Hence, grievance of the firm was accepted and the status of the quoted item changed to Responsive.**

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Inq No.	Generic Name	Bidder / Importer / Sole Agent	Quoted Brand/ Manufactured by/ Key Specifications	Document Evaluation Remarks (Where Non-Compliance)	Final Status (Responsive/ non-responsive)	Grievance of the Firm	Decision of GRC
						performance was satisfactory, and we were also issued a satisfactory performance letter by your esteemed organization. This clearly demonstrates that the same product was previously accepted and supplied successfully in accordance with the required specifications. In view of our previous successful supply, satisfactory performance, valid renewed product registration, and submission of all required supporting documents, we respectfully request that the matter be reconsidered and that our grievance be addressed on merit. We would also appreciate clarification regarding the grounds on which our product has now been considered non-compliant despite its previous acceptance and successful supply.	
12	Radial Sheath 4 to 7F with ARP needle	Promax Technology Pakistan	Ares	1. The firm's provided Free Sale Certificate, issued by relevant authority of the country of origin for the quoted brand was expired. 2. Samples Non-Compliant (The experience of the experts on the performance of the product is not satisfactory. High insertion resistance and poor dilator-to-sheath transition (tip deformation). 3. The firm did not provide the Valid quality certification of CE / UNFPA / JpMHLW / US-FDA approval	Non-Responsive	1. The Apostilled CE Certificate, ISO Certificate, and Free Sale Certificate (FSC) issued by Turkey are attached with this Grievance Application. Furthermore, the German Free Sale Certificate (FSC), duly attested by the Embassy of Pakistan in Germany, is also enclosed for your kind consideration. 2. The Free Sale Certificate (FSC) issued by Turkey, duly Apostilled, along with the Apostilled Letter of Authorization (LOA), was submitted with our original Tender Documents. Copies of both documents are	1. The firm furnished free sale certificate which was issued before the issuance of MDR extension; which was not accepted. 2. The committee heard the stance of firm at length concerning sample. The grievance of the firm was not accepted to the extent of this parameter keeping in view the recommendations of the experts/ end user.

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Inq No.	Generic Name	Bidder / Importer / Sole Agent	Quoted Brand/ Manufactured by/ Key Specifications	Document Evaluation Remarks (Where Non-Compliance)	Final Status (Responsive/ non-responsive)	Grievance of the Firm	Decision of GRC
				certification (As clearly specified in the Specifications) of the quoted item.		once again enclosed with this Grievance Application for your review and verification. Furthermore, the Free Sale Certificate (FSC) issued by Germany, duly attested by the Embassy of Pakistan in Germany, is also attached with this Grievance Application as additional supporting documentation. We confirm that all the above-mentioned documents were submitted as part of our tender documentation and are being resubmitted for your kind consideration. 3. Our Radial Sheath is manufactured by Ares Medical, a Turkish brand, and is regularly supplied by our company to several reputable hospitals in Lahore, including Umer Hospital, National Hospital, Sharif City Hospital, Gulab Devi Hospital, and Punjab Institute of Cardiology (PIC), Lahore. Our product is being used in these well-reputed healthcare institutions, which demonstrates its acceptance and established presence in the local healthcare market. However, we are unable to understand the grounds on which our company has been declared NON-RESPONSIVE, particularly when our product has an established supply record, valid registration, and the required supporting documentation has been submitted with the tender. We are also concerned that, despite our product's	3. The firm failed to furnish quality compliance certificate as per tender requirements. The confirmation letter for MDR transition period is of 01-09-2025 which is after prescribed deadline period for application submission. No evidence to support the gap period is furnished by the firm. Hence, the grievance of the firm was rejected to the extent this parameter. **Foregoing in view, the overall grievance of the firm was not accepted and the status of the quoted item remained Non-Responsive.**

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Inq No.	Generic Name	Bidder / Importer / Sole Agent	Quoted Brand/ Manufactured by/ Key Specifications	Document Evaluation Remarks (Where Non-Compliance)	Final Status (Responsive/ non-responsive)	Grievance of the Firm	Decision of GRC
						credentials and previous successful performance in PMU, other competing Chinese brands have been declared responsive, whereas our company has been declared non-responsive.	
13.	Femoral Sheaths 4 to 6F with ARP needle	Promax Technology Pakistan	Ares	1. The firm's provided Free Sale Certificate, issued by relevant authority of the country of origin for the quoted brand was expired. 2. Samples Non-Compliant (The experience of the experts on the performance of the product is not satisfactory. High insertion resistance and poor dilator-to-sheath transition (tip deformation). 3. The firm did not provide the Valid quality certification of CE / UNFPA / JpMHLW / US-FDA approval certification (As clearly specified in the Specifications) of the quoted item.	Non-Responsive	1. The Apostilled CE Certificate, ISO Certificate, and Free Sale Certificate (FSC) issued by Turkey are attached with this Grievance Application. Furthermore, the German Free Sale Certificate (FSC), duly attested by the Embassy of Pakistan in Germany, is also enclosed for your kind consideration. 2. The Free Sale Certificate (FSC) issued by Turkey, duly Apostilled, along with the Apostilled Letter of Authorization (LOA), was submitted with our original Tender Documents. Copies of both documents are once again enclosed with this Grievance Application for your review verification. and furthermore, the Free Sale Certificate (FSC) issued by Germany, duly attested by the Embassy of Pakistan in Germany, is also attached with this Grievance Application as additional supporting documentation. We confirm that all the above-mentioned documents were submitted as part of our tender documentation and are being resubmitted for your kind consideration. 3. Our Femoral Sheath is manufactured by Ares Medical, a Turkish brand, and is	1. The firm furnished free sale certificate which was issued before the issuance of MDR extension; which was not accepted. 2. The committee heard at length the stance of firm concerning sample. The grievance of the firm was not accepted to the extent of this parameter keeping in view the recommendations of the experts/ end user. 3. The firm failed to furnish quality compliance certificate as per tender requirements. The confirmation letter for MDR transition period is of 01-09-2025 which is after prescribed deadline period for application submission. No evidence to support the gap period is provided by the firm. Hence, the grievance of the firm was rejected to the extent this parameter.

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Inq No.	Generic Name	Bidder / Importer / Sole Agent	Quoted Brand/ Manufactured by/ Key Specifications	Document Evaluation Remarks (Where Non-Compliance)	Final Status (Responsive/ non-responsive)	Grievance of the Firm	Decision of GRC
						regularly supplied by our company to several reputable hospitals in Lahore, including Umer Hospital, National Hospital, Sharif City Hospital, Gulab Devi Hospital, PIMS Hospital Peshawar Nawaz Sharif Institute of Cardiology Sargodha, PIMS hospital Islamabad and Punjab Institute of Cardiology (PIC), Lahore. Our product is being used in these well-reputed healthcare institutions, which demonstrates its acceptance and established presence in the local healthcare market. However, we are unable to understand the grounds on which our company has been declared NON-RESPONSIVE, particularly when our product has an established supply record, valid registration, and the required supporting documentation has been submitted with the tender. We are also concerned that, despite our product's credentials and previous successful performance in PMU, other competing Chinese brands have been declared responsive, whereas our company has been declared non-responsive.	**Foregoing in view, the overall grievance of the firm was not accepted and the status of the quoted item remained Non-Responsive.**
19.	Guide wire 0.035 x 260 cm curved & straight	Promax Technology Pakistan	PTFE Guidewire (DS-B-035)	1. Sample Non-Compliant (The experience of the experts on the performance of the product is not satisfactory. The J-curve tip did not retain its shape and the tip was inadequately flexible, with a risk of	Non-Responsive	1. Our product registration was initially issued on 26 May 2021, and the renewal of the product registration was subsequently issued on 25 May 2026, remaining valid until 24 May 2031. Copies of both the original product registration certificate and	1. The committee heard at length the stance of firm concerning sample. The grievance of the firm was not accepted to the extent of this parameter keeping in view

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Inq No.	Generic Name	Bidder / Importer / Sole Agent	Quoted Brand/ Manufactured by/ Key Specifications	Document Evaluation Remarks (Where Non-Compliance)	Final Status (Responsive/ non-responsive)	Grievance of the Firm	Decision of GRC
				vessel wall trauma and dissection, also not user friendly). 2. The experience of quoted product was not One year till closing date of submission of tender from the date of registration / enlistment of the product.		the renewed registration certificate are attached with this Grievance Application for your kind consideration. Furthermore, during the previous year's PMU Tender for FY 2025–2026, we were declared successful for the same product and were awarded the supply order. A copy of the relevant tender document and the supply order is also attached with this Grievance Application as supporting evidence of our previous successful participation and qualification. 2. We are unable to understand how our product can now be considered non-compliant when, during the previous PMU Tender for FY 2025–2026, we successfully supplied the same product in a quantity of 6336 units to PMU within the stipulated delivery period. Furthermore, our performance was satisfactory, and we were also issued a satisfactory performance letter by your esteemed organization. This clearly demonstrates that the same product was previously accepted and supplied successfully in accordance with the required specifications. In view of our previous successful supply, satisfactory performance, valid renewed product registration, and submission of all required supporting documents, we respectfully request that the matter be reconsidered	the recommendations of the experts/ end user. 2. The firm furnished the DRAP registration certificate which established the one-year experience from the date of registration; which was accepted; **Foregoing in view, the overall grievance of the firm was not accepted and the status of the quoted item remained Non-Responsive.**

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Inq No.	Generic Name	Bidder / Importer / Sole Agent	Quoted Brand/ Manufactured by/ Key Specifications	Document Evaluation Remarks (Where Non-Compliance)	Final Status (Responsive/ non-responsive)	Grievance of the Firm	Decision of GRC
						and that our grievance be addressed on merit. We would also appreciate clarification regarding the grounds on which our product has now been considered non-compliant despite its previous acceptance and successful supply.	
20.	Guide wire angled hydrophilic coating 0.035 x 260cm	Promax Technology Pakistan	Ares guide wire	1. The firm's provided Free Sale Certificate, issued by relevant authority of the country of origin for the quoted brand was expired. 2. Sample Non-Compliant (The experience of the experts on the performance of the product is not satisfactory. The angled tip did not retain its shape and the tip was inadequately flexible, with a risk of vessel wall trauma and dissection. The wire also showed poor handling characteristics (difficult tip control and steering). 3. The firm did not provide the Valid quality certification of CE / UNFPA / JpMHLW / US-FDA approval certification (As clearly specified in the Specifications) of the quoted item.	Non-Responsive	1. The Apostilled CE Certificate, ISO Certificate, and Free Sale Certificate (FSC) issued by Turkey are attached with this Grievance Application. Furthermore, the German Free Sale Certificate (FSC), duly attested by the Embassy of Pakistan in Germany, is also enclosed for your kind consideration. 2. The Free Sale Certificate (FSC) issued by Turkey, duly Apostilled, along with the Apostilled Letter of Authorization (LOA), was submitted with our original Tender Documents. Copies of both documents are once again enclosed with this Grievance Application for your review and verification. Furthermore, the Free Sale Certificate (FSC) issued by Germany, duly attested by the Embassy of Pakistan in Germany, is also attached with this Grievance Application as additional supporting documentation. We confirm that all the above-mentioned documents were submitted as part of our tender documentation and are being resubmitted for your kind consideration.	1. The firm furnished free sale certificate which was issued before the issuance of MDR extension; which was not accepted. 2. The committee heard at length the stance of firm concerning sample. The grievance of the firm was not accepted to the extent of this parameter keeping in view the recommendations of the experts/ end user. 3. The firm failed to furnish quality compliance certificate as per tender requirements. The confirmation letter for MDR transition period is of 01-09-2025 which is after prescribed deadline period for application submission. No evidence to support the gap period is provided by the firm. Hence, the grievance of the firm was rejected to the extent this parameter.

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						3. Our Guide wire angled hydrophilic coating 0.035 x 260cm is manufactured by Ares Medical, a Turkish brand, and is regularly supplied by our company to several reputable hospitals, Saidu Hospital Swat, PIMS hospital Islamabad and PEAC hospital Islamabad. Our product is being used in these well-reputed healthcare institutions, which demonstrates its acceptance and established presence in the local healthcare market. However, we are unable to understand the grounds on which our company has been declared NON-RESPONSIVE, particularly when our product has an established supply record, valid registration, and the required supporting documentation has been submitted with the tender. We are also concerned that, despite our product's credentials and previous successful performance in PMU, other competing Chinese brands have been declared responsive, whereas our company has been declared non-responsive.	**Foregoing in view, the grievance of the firm was not accepted and the status of the quoted item remained Non-Responsive.**
21.	Guide wire angled hydrophilic coating 0.035 x 150cm	Promax Technology Pakistan	Ares guide wire	1. The firm's provided Free Sale Certificate, issued by relevant authority of the country of origin for the quoted brand was expired. 2. Sample Non-Compliant (The experience of the experts on the performance of the product is not	Non-Responsive	1. The Apostilled CE Certificate, ISO Certificate, and Free Sale Certificate (FSC) issued by Turkey are attached with this Grievance Application. Furthermore, the German Free Sale Certificate (FSC), duly attested by the Embassy of Pakistan in	1. The firm furnished free sale certificate which was issued before the issuance of MDR extension; which was not accepted. 2. The committee heard at length the stance of firm concerning

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				satisfactory. The angled tip did not retain its shape and the tip was inadequately flexible, with a risk of vessel wall trauma and dissection. The wire also showed poor handling characteristics (difficult tip control and steering). 3. The firm did not provide the Valid quality certification of CE / UNFPA / JpMHLW / US-FDA approval certification (As clearly specified in the Specifications) of the quoted item.		Germany, is also enclosed for your kind consideration. 2. The Free Sale Certificate (FSC) issued by Turkey, duly Apostilled, along with the Apostilled Letter of Authorization (LOA), was submitted with our original Tender Documents. Copies of both documents verification. are once again enclosed with this Grievance Application for your review and furthermore, the Free Sale Certificate (FSC) issued by Germany, duly attested by the Embassy of Pakistan in Germany, is also attached with this Grievance Application as additional supporting documentation. We confirm that all the above-mentioned documents were submitted as part of our tender documentation and are being resubmitted for your kind consideration. 3. Our Guide wire angled hydrophilic coating 0.035 x 150 cm is manufactured by Ares Medical, a Turkish brand, and is regularly supplied by our company to several reputable hospitals, Saidu Hospital Swat, PIMS hospital Islamabad, Shifa International, PEAC hospital Islamabad, Bahria Hospital and AFIRI Hospital. Our product is being used in these well-reputed healthcare institutions, which demonstrates its acceptance and established presence in the local healthcare market. However, we are unable	sample. The grievance of the firm was not accepted to the extent of this parameter keeping in view the recommendations of the experts/ end user. 3. The firm failed to furnish quality compliance certificate as per tender requirements. The confirmation letter for MDR transition period is of 01-09-2025 which is after prescribed deadline period for application submission. No evidence to support the gap period is provided by the firm. Hence, the grievance of the firm was rejected to the extent this parameter. **Foregoing in view, the grievance of the firm was not accepted and the status of the quoted item remained Non-Responsive.**

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						to understand the grounds on which our company has been declared NON-RESPONSIVE, particularly when our product has an established supply record, valid registration, and the required supporting documentation has been submitted with the tender. We are also concerned that, despite our product's credentials and previous successful performance in PMU, other competing Chinese brands have been declared responsive, whereas our company has been declared non-responsive.	
22.	Angiographic Manifold	Promax Technology Pakistan	Ares	1. The firm's provided Free Sale Certificate, issued by relevant authority of the country of origin for the quoted brand was expired. 2. Sample Non-Compliant (The experience of the experts on the performance of the product is not satisfactory. The ports are difficult to switch and are not user friendly. stopcock handles were stiff or loose, with a risk of incorrect port selection). 3. The firm did not provide the Valid quality certification of CE / UNFPA / JpMHLW / US-FDA approval certification (As clearly specified in the Specifications) of the quoted item.	Non-Responsive	1. The Apostilled CE Certificate, ISO Certificate, and Free Sale Certificate (FSC) issued by Turkey are attached with this Grievance Application. Furthermore, the German Free Sale Certificate (FSC), duly attested by the Embassy of Pakistan in Germany, is also enclosed for your kind consideration. It is pertinent to mention that, during the previous PMU Tender for FY 2025–2026, our company was successfully awarded the contract of manifold manufacture by Ares Medical. At that time, all relevant documents, including the CE Certificate, ISO Certificate, and Free Sale Certificate, were submitted and duly verified by your department. 2. The Free Sale Certificate (FSC) issued by Turkey, duly Apostilled, along with the	1. The firm furnished free sale certificate which was issued before the issuance of MDR extension; which was not accepted. 2. The committee sought the clarification and expert opinion from end-user according to which, the comments were erroneously mentioned against this item rather the performance of the quoted item was satisfactory. 3. The firm failed to furnish quality compliance certificate as per tender requirements. The confirmation letter for MDR transition period is of 01-09-2025

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						Apostilled Letter of Authorization (LOA), was submitted with our original Tender Documents. Copies of both documents are once again enclosed with this Grievance Application for your review and verification. Furthermore, the Free Sale Certificate (FSC) issued by Germany, duly attested by the Embassy of Pakistan in Germany, is also attached with this Grievance Application as additional supporting documentation. We confirm that all the above-mentioned documents were submitted as part of our documentation and are being resubmitted for your kind consideration. 3. We are unable to understand how our product can now be considered non-compliant when, during the previous PMU Tender for FY 2025–2026, we successfully supplied the same product in a quantity of 31840 units to PMU within the stipulated delivery period. Furthermore, our performance was satisfactory, and we were also issued a satisfactory performance letter by your esteemed organization. This clearly demonstrates that the same product was previously accepted and supplied successfully in accordance with the required specifications. In view of our previous successful supply, satisfactory performance, valid renewed product	which is after prescribed deadline period for application submission. No evidence to support the gap period is provided by the firm. Hence, the grievance of the firm rejected to the extent this parameter. **Foregoing in view, the grievance of the firm was not accepted and the status of the quoted item remained Non-Responsive.**

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						registration, and submission of all required supporting documents, we respectfully request that the matter be reconsidered and that our grievance be addressed on merit. We would also appreciate clarification regarding the grounds on which our product has now been considered non-compliant despite its previous acceptance and successful supply. It is, therefore, humbly requested that our grievance may kindly be addressed and that we may be given an opportunity to participate in the **Final Opening Ceremony**. We would be grateful for your kind consideration and favorable response.	