

**MOM OF GRC OF GRIEVANCES RECEIVED AGAINST TER FOR THE PROCUREMENT OF SERVICES FOR THE MANAGEMENT OPERATION SERVICES FOR RURAL AMBULANCE SERVICES UNDER HEALTH POPULATION DEPARTMENT FOR FY 2025-26 2026-27**

Sr No.	Name of Bidder	Lot No.	Status	Remarks	Grievance of the Firm	Decision of the Committee
1	M/s United Transport Service	1	Non- Responsive	1. Technical offer not attached with technical bid. 2. Appointment letter and salary disbursement proof through e-channel/ banking channel of the claimed staff for atleast three months since 1st July 2024, not attached. 3. PESSI registration certificate not attached.	We refer to the above-mentioned tender and the published technical evaluation report, wherein our bid has been declared non-responsive. We respectfully submit that the disqualification is based on minor documentation requirements which can be promptly clarified or completed. The matter appears to be administrative in nature rather than a material non-compliance. We kindly request an opportunity to clarify our position and submit the required documents for your consideration. We look forward to your favorable response.	Mr. Arif from M/s United Transport Service marked the attendance but did not attend the meeting. The committee examined the documents submitted by the firm along with its grievance application in light of the advertised Evaluation Criteria and the announced Technical Evaluation Report; 1. The firm did not provide any document regarding technical offer; hence, the grievance of the firm was not accepted to the extent of this parameter. 2. The firm did not provide the appointment letter and salary disbursement proof through e-channel/ banking channel of the claimed staff for atleast three months since 1st July 2024; hence, the grievance of the firm was not accepted to the extent of this parameter. 3. The firm did not provide neither PESSI registration certificate nor undertake that they shall get themselves registered with PESSI before the signing of the contract; hence, the grievance of the firm was not accepted to the extent of this parameter. Hence, the status of the firm remained <b>Non-Responsive</b> .
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