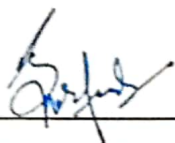
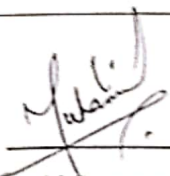


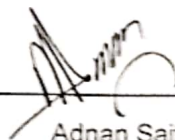
**MINUTES OF PRE BID MEETING**  
**TENDER 92-2023 – HP & DELL HARDWARE SLA**  
**HELD ON 27 NOVEMBER 2023, 3:00 PM**

The meeting started with the introductions of SIEHS staff. Interested bidders through representatives (marked in attendance sheet) attended the pre-bid meeting and following are the discussions / clarifications:

Sr No.	Discussion
1	<b>Introduction:</b> The procurement department represented by Mr. Muhammad Ali and Mr. Syed Sharjeel UI Hasan welcomed the participants from various IT related bidders for the pre-bid meeting session. A general orientation about SIEHS and the subject tender document was given to the participants.
2 (a)	The user department was represented by Mr. Adnan Saify. A detailed explanation of the requirements / Scope of work was provided as mentioned in the tender document.
(b)	Representatives / bidders below attended the pre bid meeting: - M/S Allied Business Machine - M/S Evernex Pakistan
3	<b>Post introduction &amp; presentation of tender SOW following questions were addressed</b> <b>SIEHS clarifications / explanation:</b> - <u>Firmware will be updated on need basis</u> - <u>Vendors are not bound on part number of goods, but it should be depending upon its compatibility with machine.</u> - <u>Severity stages regarding SLA discussed during meeting is mentioned below:</u>  <b>Severity 1:</b> Machine not working (Service lost) Response Time: 4hrs & Resolution time: Same day <b>Severity 2:</b> Critical component failure Response Time: 4hrs & Resolution time: NBD or Best Effort <b>Severity 3:</b> Non critical component failure / Response Time: 8 to 12hrs & Resolution time: 1 week or Best Effort Schedule maintenance services
4	<b>Some commercial related points were reiterated</b> - Tender Fee Pay order Rs.3000 Along with proposal - Bid security 2% of the total amount (tax inclusive). - Advance payments provided by SIEHS have requirement of bidder submitting the equal amount bank guarantee or demand draft. - Initially 6-month contract will be awarded, and on fix rate for next year it may renew with same supplier after satisfactory performance confirmation from IT dept. - Performance guarantee / retention money is 5% and will be returnable after completion of warranty period.

  
 Syed Sharjeel UI Hasan  
 Procurement department

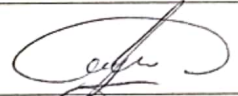
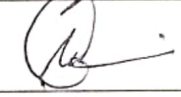
  
 Muhammad Ali  
 Procurement department

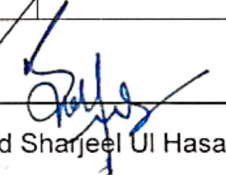
  
 Adnan Saify  
 User department

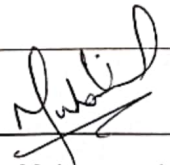


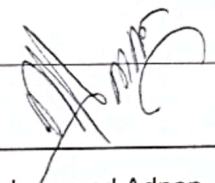
**ATTENDANCE FOR THE PRE BID MEETING**  
**TENDER 92-2023 - HP AND DELL HARDWARE SLA**  
**HELD ON 27 NOVEMBER 2023, 3:00 PM**

The following bidders attended the pre-bid meeting

Sr No.	Name of bidder/company	Name of attendee	Contact number	Signature
1	Evernex Pakistan	Mughees Shaiikh	0333-1518056	
2	ABM	Nabeel Ghani	0300 8296614	

  
 Syed Sharjeel Ul Hasan  
 Procurement department

  
 Muhammad Ali  
 Procurement department

  
 Muhammad Adnan  
 User department