



Information Technology Division, Head Office

Ref: MGBPLC. /HO/ITD/AMC/2025/9131

Date: May 26, 2025

Tender Notice for AMC Renewal of 6 Units of Dell PowerEdge R740 Server Hardware at Meghna Bank PLC.

Meghna Bank PLC. is one of the leading fourth generation commercial bank in Bangladesh committed to provide best customer services to our valuable customers. To ensure better customer services 24/7 in more convenient way, the Bank is planning to upgrade the Server Infrastructure Systems.

The Bank invites proposals from qualified bidders to participate in the bidding process who has multiple years of experience for supporting Enterprise Level Server Infrastructure and have implementation experience in any bank/NBFI/Enterprise to participate in the bidding process. The details of the required products are appended with tender document.

If you are interested, you are requested to participate in the bidding and submit your proposal to the below mentioned Address:

Price quotation (Including VAT & AIT) shall be submitted either in a sealed envelope labeled **“Tender notice for AMC Renewal of 6 Units of Dell PowerEdge R740 Server Hardware at Meghna Bank PLC.”** to the **Chairman Procurement Committee**, Meghna Bank PLC. Head Office, Level-06, Suvastu Imam Square , 65 Gulshan Avenue, Gulshan-01, Dhaka-1212 on or before **16th June 2025 by 5.00 pm** along with following documents:

01. Copy of Trade License;
02. Attested copy of TIN Certificate;
03. Attested copy of VAT Certificate;
04. Attested copy of OEM Certificate for Partner/Distributor;
05. Satisfactory performance Certificate from renowned Bank/Corporate Houses;
06. Bank Solvency Certificate;

Special Instruction:

01. Tender bids shall remain valid upto **16th June 2025** from the date opening of tender document;
02. If any holidays fall on the date of opening tender bids, then all bids shall be open on the following working day;
03. Tender bids shall be declared ineligible if all papers/documents called for above mentioned documents are not unclosed.

The Bank Authority reserves the right to accept or reject any or all the quotations in full or part without assigning any reason whatsoever. For any further query, please contact with Mr. Mohammad Rizuwan Ul Kabir (e-mail: rizuwan.kabir@meghnabank.com.bd, Office phone: +8809610016736, Ext: 70020, Cell phone: +8801713481196)

1. Technical Specification for AMC Server Hardware:

SL	Server Name	Location	Server Model	Serial Number	Remarks (if any)
1	DB-NODE-1-DC	DC	Dell PowerEdge R740	GGGX8X2	AMC renewal 26-June-2025 to 25-June-2026
2	DB-NODE-2-DC	DC	Dell PowerEdge R740	GGCY8X2	
3	DB-NODE-1-DR	DR	Dell PowerEdge R740	GGFY8X2	
4	HYPER-V-01	DR	Dell PowerEdge R740	JPBQB03	
5	HYPER-V-02	DC	Dell PowerEdge R740	JPCNB03	
6	HYPER_V-04	DC	Dell PowerEdge R740	JPCLRZ2	

2. WARRANTY, AMC & AFTER SALES SERVICE

2.1 High level Service Level Agreement (SLA):

Severity Level	General Evaluation Criteria	Response Time (24/7/365)	Resolution Time (24/7/365)
High	A problem that critically effects on ability of doing Regular business. System functionality is unavailable or down due to software failure.	Phone Mail Immediate for High	04 Hours
Medium	Any software component failure that leads to Degradation of system performance.	01 Hour for Medium	08 Hours
Low	Software is having minor issue. Insignificant error Without impacting usual business or system performance.	04 hours for Low	24 ours

2.2 Penalty Clause on Service Failure

1% of the work order value will be penalized on each failure to meet service level.

If resolution time is greater than agreed service level, then 0.5% will be penalized for each hour delay for severity level 'High' and 0.25% will be penalized for each hour delay for severity level 'Medium' and 'Low'.

2.3 Scope of Warranty Service:

The scope of service is as below but not limited to:

- Vendor will ensure the AMC & Support service.
- Install, configure the solutions as per requirement of the Bank.
- Maintain all the hardware and software of the Server systems by 24/7/365 days without any interruption.
- Provide patch, up gradation, security enhancement, bug fix, new project integration as required to maintain compliance and standard practice preferably without any service interruption.
- Bridge between Vendor and Meghna Bank for knowledge transfer, problem troubleshoot and best use of the product.
- Meghna Bank should have direct access to Vendor to log a case and communicate with global support on any issue.
- Ensure that Meghna Bank can use all the product facilities as and when required
- Ensure the new integration hosts/servers/backup system/storage/software/security items as per



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requirement of the Bank

- To ensure single point of contact and support contact escalation matrix
- Vendor must repair any defect/replace any parts of the solution and render services in connection there to at its own cost.
- To provide a quarterly report of the health status of the systems/solution/software along with performance forecast and performance improvement plan
- During the migration or implementation 100% data consistency will be ensured by the Vendor
- All services and supplied parts, labor, transport and logistic cost is inclusive in the Warranty and AMC period.
- To ensure engineer support for any kind of server movement.
- Pro-active support and notification from Local Partners for emergency Security fixes and bugs.

3. PAYMENT & SECURITY

- 3.1 The client may issue single work order or in phases. The vendor may submit separate bill/invoice for every unit and client will make payment accordingly.
- 3.2 Meghna Bank will deduct all applicable with holding income Tax and VAT from the invoice at the time of payment as per Government Rules.
- 3.3 Payment will be released quarterly after successful health check report on every quarter. The bill should be submit with work order, Mushak 6.3, original challan which is duly signed by authorized personnel of Meghna Bank PLC. Payment will be made through Bank Account only.



4. Financial Offer format

SERVERS OF DEFERENTS SERVICE

SL	Server Model	Server Serial	Qty	Unit Price in BDT (Including Tax and all other cost)	Total Price for AMC/Renewal/ warranty) (Inclusive of VAT)	Remarks
1	Dell PowerEdge R740	GGGX8X2	1			
2	Dell PowerEdge R740	GGCY8X2	1			
3	Dell PowerEdge R740	GGFY8X2	1			
4	Dell PowerEdge R740	JPBQB03	1			
5	Dell PowerEdge R740	JPCNB03	1			
6	Dell PowerEdge R740	JPCLRZ2	1			

END