
Tender Notice for the Procurement of Payment System for Meghna Bank PLC.

The 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.

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

Offer Submission:

The Chairman, Procurement Committee, Meghan Bank Ltd, Address: Subastu Imam Square, 65 Gulshan Avenue, Gulshan-1, Dhaka 1212.

RFP Submission Dead Line:

by 5:00 PM February 20, 2025.

Please note, Tenders must be submitted in two-envelope system i.e., one Technical Proposal & one Financial Proposal mentioning Technical/Financial Proposal on the top of each envelope. These two proposals will be submitted together in a third envelope. All the envelopes should be sealed & signed.

If you would like to participate in the bidding, you are required to prepare your bid strictly in accordance with the terms contained in the RFP documents.

MEGHNA BANK PLC.
INFORMATION TECHNOLOGY DIVISION



February 5, 2025

TENDER SCHEDULE:
SUPPLY, INSTALLATION, TESTING & COMMISSIONING OF Payment Systems
FOR MEGHNA BANK PLC.

01. TERMS AND CONDITIONS

1.1 Tender Preparation:

- (I) Tenders must be submitted in two-envelope system i.e. one Technical Proposal & one Financial Proposal mentioning Technical/Financial Proposal on the top of each envelope. These two proposals will be submitted together in a third envelope. All the envelopes should be sealed & signed.
- (II) Technical proposal will be opened on the specified date in the Tender Notice. Date of opening of the financial proposal will be communicated later on.
- (III) The bid forms must be filled in through computer printer or in typing without overwriting and without any erasing and modifications and when completed shall contain all the required information.
- (IV) The Offer should be submitted in a sealed cover.
- (V) The Offer shall be marked as "Supply, Installation, Testing and Commissioning of Payment System servers of Meghna Bank PLC."
- (VI) Offers in the bid should be free from any condition and any conditional offer will disqualify the bidder. Unless otherwise provided herein bids shall be submitted on a firm and final price basis including all charges. Each page of the offer must be signed and sealed properly by the authorized representative of the bidder and filled in where applicable.



1.2 Award Finalization and subsequent actions: The Bank will award the contract to the Bidder whose offer is found to be substantially responsive and who has offered technically suitable proposal & whose quoted price is within the acceptable limit of the Bank. After selection of the vendor, the vendor will maintain close contact with the client to sort out details of works to be undertaken.

- 1.3** Meghna Bank reserves the right to accept or reject any or all the tenders without assigning any reason what so ever.
- 1.4** In case of any error detected in the Bill of Quantities or in other documents at any time, Meghna Bank reserves the right to rectify such error.
- 1.5** The detailed specifications, terms and conditions are incorporated in this tender schedule.
- 1.6** Meghna Bank is not bound to accept the lowest price it will be comparison matrix goes with combined technical & financial consideration.
- 1.7** For the purpose of warranty period, work completion time will be counted from the date of Installing, testing and commissioning.
- 1.8** After commencement, work may be delayed due to unforeseen reasons; in such cases, no

compensation will be entertained.

1.9 No tender document will be issued / received by mail.

1.10 Import documents should be issued in favour of bidder itself.

1.11 Tender offer may be rejected for any one of the reasons listed herein under. Decision of the Bank will be final in this regard:

- a) Failure to submit Tender before the specified closing time.
- b) All or any pages of the Tender document are not signed and sealed by the Tenderer.
- c) Failure to comply with Specifications annexed herewith.
- d) Any false statement or evidence of fraud.
- e) Failure to comply with all the instructions of the Tender.
- f) Any alteration in the tenderschedule.
- g) Failure to submit any document as specified in paragraph 3 of this schedule.
- h) Any discrepancy, overwriting, erasing, ambiguity or omission in quoting rate and in furnishing the tender document.

1.12 No price escalation will be entertained.

1.13 Other Terms & Conditions:

- (I) Bank has the right to execute full or part of the work.
- (II) The Vendor should consider that the Bank can be requested to do some extra work those are not specifically mentioned in the schedule, but might be necessary for the completion of the work.
- (III) No tender will be accepted for partial quantity.
- (IV) The bid owner must maintain "Business Account" with Meghna Bank PLC. All Payment will be disbursed through the Business Account.



1.14 Delivery:

- (I) Delivery period: To be mentioned by the bidder.
- (II) Delivery of the items to be made at IT Division/Head Office or designated place as desired by the Bank.
- (III) Penalty for Delay in delivery: For any delay in delivery and implementation of the system solely due to failure on the part of the BIDDER, the BIDDER will be subject to penalty charges of 0.5% per week of total price.

2. TENDER SUBMISSION

2.1. The Tender shall be submitted to the following address:

The Chairman, Procurement Committee, Meghna Bank PLC. , Address: Subastu Imam Square, 65 Gulshan Avenue, Gulshan-1, Dhaka 1212.

2.2 The Tender documents shall be dropped in the tender box on Date: February 20, 2025 5:00 PM. No tender shall be entertained after the specified time and date. Tender papers must be properly filled in, sealed and signed by authorized official with bidder's name, address, etc.

2.3. No Tender document will be received by mail.

2.4. Technical Clarification:

For any technical Clarification, please contact with the following Bank's Official:

Name: Mohammad Rizuwan Ul Kabir

Cell: +880-1713481196

E-mail: rizuwan.kabir@meghnabank.com.bd



3. BIDDER'S QUALIFICATION AND DOCUMENTS TO BE SUBMITTED

3.1 Valid Registration/ownership document, VAT & TIN certificate, up-to-date Trade License, & Others Official documents

3.2 Manufacture Authorization Letter. (MAL)

3.3 Copies of work-order(s) and performance certificate(s) of deploying servers in Banking, NBF1 & Enterprise industry.

3.4 List of Team Members with position and technical qualification (Certified or not) for the mentioned solution with the implementation scope and client list.

3.5 List of clients with whom have AMC running for the mentioned solution.

3.6 The Bidder should be a legal entity and a registered company that have not been prohibited by Bangladeshi or International court(s) to enter into contracts.

3.7 Should have at least 5 years of experience in business.

3.8 Bidder having RISC/Intel Server support and service related experience will be given preference. Related evidence has to be submitted by the bidder.

3.9 Completion of all required responses in the correct format.

3.10 Bidders shall provide such evidence of their continued eligibility, satisfactory to the Bank, as the Bank shall reasonably request.

- 3.11 The bidder shall submit valid Trade License, TIN, VAT, TAX, and Certificate of Incorporations.
- 3.12 The Vendor’s stability, experiences, and record of past performance in delivering such services.
- 3.13 Number of resources with minimum 5 (five) years’ experience (mentioned product name or certificate) will be given high priority. In case of direct OEM involvement, list of OEM personnel with certificate list along with OEM declaration letter must be provided.
- 3.14 Availability/Appointment of a Project Manager having at least 3 (three) years of experience in ICT across banking sector.
- 3.15 The bidder should have experience in deploying the proposed or similar product. Experience details need to be provided to prove the experience of deploying each mentioned solution, migration and support.
- 3.16 Bidder must have certified engineers. Individual profile or CV has to be attached.
- 3.17 The Bidder also must submit the following details (product relevant):
- i. Complete BOQ.
 - ii. Detailed Solution Document with Architectural Diagram and Descriptions.
 - iii. Compliance Sheet of General Scope of Work.
 - iv. Compliance sheet of Solution Based Scope of work.
 - v. Compliance Sheet of Technical Specification.
 - vi. Project implementation plan with milestone and tentative project timeline.
 - vii. Project Implementation Methodology Document.
 - viii. DRAFT Service Level Agreement Document with detail Service Description
 - ix. All documents mentioned in this RFP document must be submitted with relevant reference.



4. SCOPE OF WORK

4.1 Meghna Bank PLC intends to purchase five servers for Payment System.

Server Requirement:

SL	CPU (Physical Core)	Server Socket	Usable Memory	Usable Memory	Effective /Usable Storage (All Flash)	Availability Guarantee	Server Qty
01	32	2-Socket	128 GB	128 GB	1.92 X5 TB NVMe SSD (Raid Compatible)	99.9999%	8

4.2 WORK COMPLETION TIME:

The client will issue a work-order to the successful bidder upon acceptance of the offer.

4.2.1 Work must be completed within the time specified in the work order/Notification of Award.

4.3 QUALITY ASSURANCE:

The Vendor shall comply with the technical specification as mentioned in the Tender Schedule.

5. WARRANTY, AMC & AFTER SALES SERVICE

5.1. 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, 01 Hour for Medium, 4 hours for Low	04 Hours
Medium	Any software component failure that leads to Degradation of system performance.		08 Hours
Low	Software is having minor issue. Insignificant error Without impacting usual business or system performance.		24 Hours

5.2 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'.

5.3 Scope of Warranty Service:

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

- OEM & vendor will ensure the Warranty, AMC & Support service.
- Vendor to quote Warranty & Support for 3 & 5 years separately.
- Vendor to quote 4th & 5th year AMC separately (when quote for 3 years) for the offered solution for each type of product.
- 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 OEM and Meghna Bank for knowledge transfer, problem troubleshoot and best use of the product.
- Meghna Bank should have direct access to OEM portal to log a case and communicate with OEM 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 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/OEM
- 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 OEM or Local Partners for emergency Security fixes and bugs.

NB: A detailed level SLA with all clauses will be signed after select the awardee.



6. PRICE

- 6.1. Prices must be quoted both in figures & in words. If there is any discrepancy between the price in figure & the price in words, the later one will prevail.
- 6.2. The client reserves the authority to rectify any computation error in the price quotation of the bidders.
- 6.3. The Bidder has to complete the entire work within the stipulated period as agreed with both parties, in failure 5% of total contract value will be deducted for each Week delay but Penalty will be considered pro-rata basis. Bank will not consider any delay in delivery unless due to force majeure or mutually agreed extension.
- 6.4 Financial offer should contain the bill of material with details pricing information.
- 6.5 Financial offer should use separate sheet for each lot in case bidder participate for more than one Lot.
- 6.6 Validity of bids: bids shall remain valid, at a minimum, for the period of 90 Days after the deadline date for bid submission

7. PAYMENT & SECURITY

- 7.1. 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.
- 7.2. Meghna Bank will deduct all applicable with holding income Tax and VAT from the invoice at the time of payment as per Government Rules.
- 6.7 Successful bidder(s) to be agreed for submission of a performance security amounting 10% of the total price in the form of bank guarantee at the time of receiving work order or 10% security deposit of gross invoice will be deducted & retained for 3 (Three) months. This amount will be refunded after 3 (three) months from the date of successful delivery, handover and satisfactory


performance of the item.

6.8 90% payment will be released after successful product delivery, installation, configuration and UAT. 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.

8. TECHNICAL COMPLIANCE SHEET For SERVERS OF Payment Systems



SL	Item Name	Detail Required Specification	Bidder's response	Quantity
1	Brand	HPE/DELL/LENOVO		
2	Quality	ISO 9001:2015 for the manufacturer, FCC Class A for quality assurance. Bidder must submit appropriate documents for the certifications.		
3	Model	To be mentioned by the bidder		
4	Product announcement	Year of product announcement should be mention by the bidder.		
5	Country of origin	To be mentioned by the bidder		
6	Manufacturing Country	To be mentioned by the bidder		
7	Form Factor	2U Rack Mountable Server with Rail Kit, Cable Management, and Bezel Kit.		
8	Processors	Must be provided with Intel 5 th Generation min. 2 x Intel Xeon-Silver 2.0GHz 16-core (Total 32 Core).		
9	Cache L3	Minimum 30 MB of L3 Cache		
10	Chipset	To be mentioned by the bidder		
11	Memory	Shall have minimum of 32 x DIMM slots and shall be scalable up to 8TB memory using 256GB DDR5 Load Reduced DIMM (RDIMM) operating at 5600 MT/sec.		
		Offered system shall be supplied with minimum of 128GB DDR5 memory for each RACK servers.		
12	Storage	Shall be provided with minimum 5 x 1.92TB NVMe SSD (Raid Compatible).		

		RAID Controller with minimum RAID 0, 1, 5, 10 support with 4GB Cache or higher.		
13	Power supply and Fan kit	Redundant & fully provisioned; min. 2x 800W power supply (96% efficiency) with min. 6 (Six) nos. hot-pluggable fan must be provided.		
14	Network & FC Card	Must be provided with at least 1x 2-port 10G SFP+ adapter with fully provisioned 10G SFP+ transceivers		
		Must be provided with at least 2x 2-port 10G Base-T adapter.		
		Must provide factory made all required cables (min. 10 meter each), UTP patch cords & others accessories.		
		Must be provided with minimum 8 (Eight) PCIe 5.0 slots or better.		
15	Embedded Remote Management and firmware security	Server must have a dedicated 1Gbps remote management port with enterprise perpetual license.		
		Licensed remote management port		
		Server must have security dashboard: displaying the status of important security features, the Overall Security Status for the system, and the current configuration for the Security State and Server Configuration Lock features.		
16	Firmware security	Server Configuration Lock - Protecting Systems in Transit and when deployed in remote Locations		
		Security Dashboard for Server to detect possible security vulnerabilities.		
17	Provisioning	Must support tool to provision server using RESTful API to discover and deploy servers at scale		
		Provision one to many servers using own scripts to discover and deploy with Scripting Tool for Windows and Linux or Scripting Tools for Windows PowerShell		
18	Server Management	Software must come with a dashboard view to quickly scan the managed resources to assess the overall health. It must provide an at-a-		

		glance visual health summary of the resource's user is authorized to view.		
		Should help to proactively identify out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components.		
		The Server Management Software must be of the same brand as of the server supplier.		
		The Systems Management software should provide Role-based access control.		
		Server must support integration with popular virtualization platform like VMware and Microsoft System Center & Admin Center		
19	System Security	Trusted Platform Module 2.0 must be provided.		
		Commercial National Security Algorithms (CNSA)		
		On System Management Chipset with SSL encryption		
		External USB port enable / disable		
20	Hypervisor & Operating System Support	<p>Must support the following recent version operating systems and hypervisors</p> <ul style="list-style-type: none"> • Microsoft Windows Server 2019, 2022, 2025 • Red Hat Enterprise Linux • SUSE Linux Enterprise Server • Debian Linux • CentOS Linux • Canonical Ubuntu • Oracle Linux and Oracle VM • Citrix • Virtualization platform: VMWare, OVM/OLKVM, Red hat OCP, Microsoft and others Intel supported OS. 		
21	USB Port	4x USB 3.0		
		One external 4x USB 3.0 port		
		One USB management port for the remote management controller		



22	Warranty & services	OEM should mention 3 years and 5 years warranty price separately with spare parts replacement and 24x7 support service. Manufacture warranty shall be start from the date of Hardware Commissioning.		
		OEM should mention 4 th & 5 th Year AMC price separately for the 3 years warranty support.		
		OEM and local partner will ensure all kind of firmware/patch update, bugs fixing, pro-active support & Vulnerability mitigation.		
23	Delivery Lead Time	Bidder should mention the date. Bidder will get the benefit for early delivery of Payment system hardware.		



9. Financial Offer format

SERVERS OF DEFERENTS SERVICE

Sl.	Item/Part Number	Qty.	UnitPricein BDT (IncludingTax and all other cost)	Applicable VAT rate (...%) and VATamount on unit price in BDT	Total Price in BDT (with 3 years warranty) (inclusive of VAT)	AMC/Renewal/ warranty Price for 4th year) (Inclusive of VAT)	AMC/Renewal/ warranty Price for 5th year) (Inclusive of VAT)	Remarks
1								
2								
3								

END