

MEGHNA BANK PLC.  
INFORMATION TECHNOLOGY DIVISION



June 1, 2026

Tender Notice for Upgrade of existing Trend Micro end point solution and server security

Trend Micro Deep Security for server system & Trend Micro Apex One for end point  
To  
Trend Micro Vision One Pro with XDR & Trend Micro Vision One Essentials with XDR



## 1. 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 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 sealed cover.
- (V) The Offer shall be marked as "**Tender Notice for Upgrade of existing Trend Micro end point solution and server security.**"
- (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 whatsoever.

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.

1.7. For the purpose of warranty period, work completion time will be counted from the date of installation, testing and commissioning of the offered solution.

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 favor 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.



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- d) Any false statement or evidence of fraud.
- e) Failure to comply with all the instructions of the Tender.
- f) Any alteration in the tender schedule.
- 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.

1.17. **No price escalation will be entertained.**

1.18. **Other Terms & Conditions:**

- (I) Bank has the right to execute full or part of the work.
- (II) The Vendor should consider that the firm 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.

1.19. **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.  
7<sup>th</sup> floor, Suvastu Imam Square, 65 Gulshan Avenue, Gulshan-1, Dhaka 1212.

2.2. The Tender documents shall be dropped in the tender box on **Date: June 10, 2026, 4:00 PM.** No tender shall be entertained after the specified time and date. Tender papers must be properly filled in, sealed and signed by authorized officials 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 the following Bank's Official:

Name: Maruf Al Mahmud

Contact: +8801717168864

Email: [maruf.mahmud@meghnabank.com.bd](mailto:maruf.mahmud@meghnabank.com.bd)



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**3. PAPERS & DOCUMENTS TO BE SUBMITTED**

- (I) Valid Registration/ownership document, VAT & TIN certificate, up-to-date Trade License, & Others Official documents.
- (II) List of Team Members with position and technical qualification (Certified or not) for the mentioned solution with the implementation scope and client list.
- (III) List of clients with whom have AMC running for the above-mentioned solution.

**4. SCOPE OF WORK**

**RFP Specification (Trend Micro Vision One Essentials with XDR & Vision One Pro with XDR)**

**4.1 Upgrade:**

SN	Trend Micro Product Name (Upgrade License)	Existing License	Qty.	Service, Support & Subscription
1	Vision One Essentials Full Feature for Windows and Mac (upgrade) with XDR	Apex One and Apex Central Full Feature for Windows and Mac (upgrade)	1000	1 Year
2	Vision One Pro- Enterprise (Upgrade) with XDR	Deep Security - Enterprise for server	200	1 Year


**4.2 Additional Purchase:**

SN	Trend Micro Product Name (Additional Purchase)	Qty.	Service, Support & Subscription
1	Vision One Essentials Full Feature for Windows and Mac with XDR (Additional Purchase)	50	1 Year
2	Vision One Pro- Enterprise with XDR (Additional Purchase)	50	1 Year

**5. Financial Offer format:**

Sl.	Item/Part Number	Qty.	Unit Price in BDT (Including Tax and all other cost)	Applicable VAT rate (...%) and VAT amount on unit price in BDT	Total Price in BDT (with 1 year's warranty) (inclusive of VAT & TAX)	Remarks
1						
2						



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**6. Support Service Scope:**

Category	Category Description	Acknowledged	Response Time
Critical	An incident where there is total outage of production services including redundant system	0-15 Minutes over Phone and/or email (24X7)	Telephone and Online support: Transfer to next available engineer of all support request- 24/7. On-site support: 2 hours
High	An incident where Major functionality of the system is severely reduced	Over phone and/or email by 1 Hour (24x7)	Telephone and Online support: Transfer to next available engineer of all support request- 24/7. On-site support: 4 hours
Medium	Partial/noncritical loss of functionality	Over phone and/or email by 4 Hours	Telephone and Online support: Monitored Sunday - Thursday On-site/remote support: 8 hours
Low	General usage issues	Over phone and/or email by 24 Hours	Telephone and Online support: Monitored Sunday - Thursday On-site/remote support: 48 hours

**7. Support Service:**

SL	Support Service Description
1	Provide business-critical support for Trend Micro Vision One (Essential with XDR & Pro with XDR) during cybersecurity incidents, critical alerts, or platform outages, ensuring rapid problem identification, timely resolution, and minimal service disruption.
2	Perform platform upgrades, module updates, and patch management activities subject to prior approval from Meghna Bank PLC. Provide support for planned maintenance activities, including vendor-led impact assessments, and ensure the timely application of security patches, hotfixes, and firmware updates as required.
3	Reinstall or reconfigure failed or improperly configured components to ensure the restoration of full threat detection and response functionality.
4	Provide advisory support for new security initiatives, including endpoint protection, threat hunting, and system integrations. Assist IT and security teams in assessing requirements, identifying potential risks and constraints, and defining expected outcomes.
5	Provide periodic health check and security posture reports for senior management, including system health metrics, threat statistics, resource utilization, license status, and overall security risk assessments.
6	Support requests may be raised via telephone or email. Responses will be provided through telephone and/or email communication. Support services may be delivered remotely or on-site, depending on the nature and severity of the issue.
7	The BoQ for Trend Micro Vision One (Essential with XDR & Pro with XDR), including licenses, modules, and support components, will be provided separately.
8	Ensure rapid threat identification and resolution through proactive security guidance, continuous monitoring, and effective maintenance planning.
9	The OEM shall conduct advanced knowledge-sharing sessions with certification covering the product licensing, installation, configuration, administration, and best operational practices.



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**8. Payment & Security**

- (I) The Client may issue a single Work Order or multiple Work Orders in phases. The Vendor may submit separate bills/invoices for each completed unit or phase, and payments shall be processed accordingly.
- (II) Meghna Bank PLC shall deduct all applicable withholding Tax and VAT from the invoice at the time of payment in accordance with prevailing Government rules and regulations.
- (III) 100% payment shall be made upon successful completion of the entire project and completion of UAT sign-off.
- (IV) All payments shall be made in Bangladeshi Taka (BDT).
- (V) All payments shall be subject to satisfactory performance and full compliance with the terms and conditions of the Agreement.

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THE END



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A handwritten signature in black ink, appearing to be a stylized name or initials.