



Head Office, Suvastu Imam Square [Level-3 & 6]  
65 Gulshan Avenue, Gulshan-1, Dhaka-1212

**Ref: MGBL/PROC/RFQ/Y22/7988**

**Date: April 18, 2022**

## **Tender Notice of Service Tracker & Complaint Management Solution for Meghna Bank Limited**

MEGHNA BANK LIMITED, one of the fourth generation commercial bank in Bangladesh, provides services in the field of Retail Banking, SME Banking and Corporate Banking. The Bank invites proposals from qualified bidders to participate in the bidding process for selecting a partner for implementing a robust and integrated **Service Tracker & Complaint Management Solution** for the Bank.

**Service Tracker & Complaint Management Solution** providers who have below qualification may get added benefit during selection process:

1. Vendor should have complete **Service Tracker & Complaint Management Solution**, must be able to demonstrate solution within next few days after submission the proposal.
2. Bank prefer any software development company Experienced of implementing Service Tracker & Complain Management Solution.

For RFP Collection, further Inquiry and any clarifications, please communicate with **Mr. Md. Kaium Hossain**, Phone +8801787686359 & Email: [kaium.hossain@meghnabank.com.bd](mailto:kaium.hossain@meghnabank.com.bd)

Please submit your technical project proposal and commercial offer separately in sealed enveloped on or before deadline. **Dead line for RFP Submission is May 12, 2022 (before 4:00 pm BST).**