

Date : January 22, 2026

Tender Notice for the Renewal of HPE Server Hardware, Network Switch, VMWare (VCF, NSX-T/vDefend and SRM) and Backup Solution for 1/3 year 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 the convenient 24/7 customer service, the Bank is planning to upgrade its 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 included in the tender document.

If you are interested, please participate in the bidding and submit your proposal to the address below:

Offer Submission:

Bidders are request to submit Financial Offer (Including VAT & AIT) for the below e-mail address:
it.procurement@meghnabank.com.bd.

Tender Submission Dead Line:

31 January 2026 by 5.00 PM along with following documents:

01. Copy of Trade License, Attested copy of TIN Certificate, Attested copy of VAT Certificate;
02. Attested copy of OEM Certificate for Partner/Distributor;
03. Satisfactory performance Certificate from renowned Bank/Corporate Houses;
04. Bank Solvency Certificate;
05. Number of resource for HPE Hardware VMWare and Backup Infrastructure support
06. No. of OEM certified resource for HPE Hardware, Network Switch, VMWare and Backup Infrastructure support
07. Footprint for post implementation for HPE Hardware, Network Switch, VMWare and Backup Infrastructure support
08. Customer Footprint list for HPE Hardware, Network Switch, VMWare and Backup Infrastructure support



Special Instruction:

01. Tender bids shall remain valid up to **31 January 2026** 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 the HPE Server Hardware, Network Switch, VMWare (VCF, NSX-T/vDefend and SRM) and Backup Solution for 1/3 year at Meghna Bank PLC.

SL	Product Description	Product Description	Qty.	Renewal Start Date	Renewal Start Date
01.	HPE Server Hardware	HPE ProLiant DL380 Gen10 Plus (For 14 qty.)	16	1-Apr-26	30-Mar-27
		HPE ProLiant DL360 (For 2 qty.)			
0.2	Networking Switch	Aruba 8360-48Y6C (For TOR SW 4 qty. and Distribution SW 4 qty.)	8	1-Apr-26	30-Mar-27
03.	VMWare	VMware Cloud Foundation	896 Core	1-Apr-26	30-Mar-27
		VMware vDefend	896 Core		
		VMware Site Recovery Manager	75 VM		
04.	Backup Solution	Disk based Appliance with HPE StoreOnce 3660 (Controller) Plus Disk Enclosure for DC & DR	600 Instance (DC-300 and DR-300)	1-Apr-26	30-Mar-27
		Veeam Data Platform Foundation Universal Perpetual License. 10 instance pack. (For 60 qty.)			
		HPE MSL 3040 (Tape Drive)	1 Set		



2. Support Service Scope

SL	Support Service Description
1	Ensure Business Critical support to Meghna Bank PLC for recovering HPE Server Hardware, Network Switch, VMWare and Backup Solution infrastructure services in the event of any disaster or major outage.
2	Upgrade HPE Server Hardware, Network Switch, VMWare and Backup Solution Infrastructure components upon approval from Meghna Bank PLC.
3	Provide support to Meghna Bank PLC during any planned maintenance activities involving HPE Server Hardware, Network Switch, VMWare and Backup Solution infrastructure services. Prior to initiating any such maintenance, the OEM or vendor will conduct a comprehensive plan and impact analysis.
4	Provide consultancy services during new application virtualization initiative by Meghna Bank Limited. OEM and Vendor's consultant will guide Meghna Bank PLC.'s business, application owner and infrastructure team to identify relevant requirements, risks, constraints and outcomes from that virtualization initiative.
5	Provide periodic health check report to Meghna Bank PLC.'s Level executives so that they are always updated about Meghna Bank PLC.'s Microsoft Windows infrastructure present health, future risks, resource utilization, resource reclamation, future expansion etc. which in turn help them to take immediate decisions on any issues.
6	Faster problem identification, identify affected areas and resolution.
7	Re-installing or reconfiguring of the failed components of the HPE Server Hardware, Network Switch, VMWare and Backup Solution infrastructure services where required.
8	Support Meghna Bank PLC during applying patches related to the HPE Server Hardware, Network Switch, VMWare and Backup Solution infrastructure components whenever required.
9	Support Meghna Bank PLC during OS bugs/firmware/update sessions by the vendors of the relevant to HPE Server Hardware, Network Switch, VMWare and Backup Solution infrastructure.
10	BoQ shall mentioned for HPE Server Hardware, Network Switch, VMWare and Backup Solution infrastructure support and licenses.
11	Method of raising support request will be Telephone/Email.
12	Response method against a support request will be Telephone/Email.
13	Support delivery method will be Remote/On-site based on situation.

14	The list for Level-1, Level-2 and Level-3 support engineers is mentioned in Section 3
15	Meghna Bank PLC can contact directly to OEM and Local support engineers in case of emergency.
16	Meghna Bank PLC can directly raise the ticket to OEM portal in case of emergency.

3. High level Service Level Agreement (SLA)

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/non critical 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



4. Payment & Security

- 4.1 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.
- 4.2 Meghna Bank PLC will deduct all applicable with holding income Tax and VAT from the invoice at the time of payment as per Government Rules.
- 4.3 Payment will be release yearly in advance after successful installed the services and licenses. 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.

5. Financial Offer format

SL	Product Description	Product Description	Qty.	Unit Price in BDT (Inc. VAT & TAX)	Total Price in BDT (Inc. VAT & TAX)
01.	HPE Server Hardware	HPE ProLiant DL380 Gen10 Plus (For 14 qty.)	16		
		HPE ProLiant DL360 (For 2 qty.)			
02.	Networking Switch	Aruba 8360-48Y6C (For TOR SW 4 qty. and Distribution SW 4 qty.)	8		
03.	VMWare	VMware Cloud Foundation	896 Core		
		VMware vDefend	896 Core		
		VMware Site Recovery Manager	75 VM		
04.	Backup Solution	Disk based Appliance with HPE StoreOnce 3660 (Controller) Plus Disk Enclosure for DC & DR	600 Instance (DC-300 and DR-300)		
		Veeam Data Platform Foundation Universal Perpetual License. 10 instance pack. (For 60 qty.)			
		HPE MSL 3040 (Tape Drive)	1 Set		
Total Price (Including VAT & TAX) =					

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