MEGHNA BANK
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Information Technology Division, Head Office

Date: October 28, 2026

Tender Notice for supplying, installing & commissioning of 14-inch and 15.6-inch Display Laptop for 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 endpoint (desktop) replace with Laptop.

The Bank invites proposals from qualified bidders to participate in the bidding process who has multiple years of experience for supporting Enterprise Level endpoint Laptop/Desktop/Terminal 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.

Meghna Bank PLC. invites sealed tenders from reputed IT suppliers and authorized distributors for the supply of Laptops on an on-demand basis throughout the calendar year 2027.

If you are interested, please participate in the bidding and submit your proposal to the address below. Other terms and conditions are available at web site (www.meghnabank.com.bd):

Price quotation (Including VAT & AIT) shall be submitted in a sealed envelope labeled **"Tender Notice for supplying, installing & commissioning of 14-inch and 15.6-inch display Laptop for Meghna Bank PLC."** to the **Chairman Evaluation Committee,**
Meghna Bank PLC. Head Office, Level-06, Suvastu Imam Square
65 Gulshan Avenue, Gulshan-01, Dhaka-1212
within **17 November 2026** by **3.00 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
07. Number of resources for End user workstation support
08. Footprint for post implementation for End user workstation support
09. Customer Footprint list for End user workstation support

Project Overview

- **Procuring Entity:** General Services Division, Meghna Bank PLC.
- **Contract Type:** Annual Framework Agreement (On-demand delivery)
- **Estimated Quantity:** Approximately **100 units** Laptop (**80 units of 14-inch display Laptops and 20 units of 15.6-inch display Laptop products**). The quantity may increase or decrease based on the bank's requirements.
- **Tender Closing Date: November 17, 2026**

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. Mamun Akhtar Khan (e-mail-

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khan.mamun@meghnabank.com.bd, Phone: +8801730700957) Any Technical issue please contact- Zahid Bin Huda, Phone-01711467628 (emai-zahid.huda@meghnabank.com.bd), Quazi Shah Newaz Rahman, Phone-01404403026 email-quazi.rahman@meghnabank.com.bd

Information Technology Division, Head Office

1. **Technical Specification for the "Tender Notice for supplying, installing & commissioning of 14-inch and 15.6-inch display Laptop, for Meghna Bank PLC."**

i. Category 01: 14" and 15.6" display Laptop (Approx. 80 units for 14" and 20 Units for 15.6")

Model	Lenovo / Dell / HP
CPU Technology	**Minimum 13th Generation Intel® Core™ i5-13420H Processor (P-cores 2.1GHz up to 4.60 GHz) 12MB Cache, 8 Cores**
Operating System	Genuine Windows 11 Professional
Chipset	Intel SoC (System on Chip) platform
System Memory	16GB DDR5 5200 SoDIMM
Display	14.0"Inch FHD (1920 x 1080) 300 NITS,
Graphics	Integrated UHD Graphics
Storage	512GB-1TB SSD M.2 2242 G4 QLC
Connectivity	• Onboard Ethernet: Gigabit Ethernet, 1x RJ-45 • WLAN + Bluetooth: Wi-Fi 6, 802.11ax 2x2 Wi-Fi + Bluetooth 5.2, M.2 card
Built-in Camera	HD 720p, with privacy shutter, fixed focus
Audio	High Definition (HD) Audio, Senary SN6147 codec
	Speakers: Stereo speakers, 1.5W x2, Dual-microphone array
Ports	2x USB-A (USB 5Gbps / USB 3.2 Gen 1) 1x USB-C® (USB 5Gbps / USB 3.2 Gen 1), with USB PD 45-65W and DisplayPort™ 1.2 1x HDMI® 1.4b 1x Headphone / microphone combo jack (3.5mm) 1x Ethernet (RJ-45) 1x Round tip power connector
Battery Type	Integrated Li-Polymer 47Wh battery, supports Rapid Charge (charge up to 80% in 1hr)
AC Adapter	65W USB-C (3-pin) AC adapter
Security and Protection	TPM 2.0 Enabled, Kensington Security Slot
Keyboard	6-row, spill-resistant, multimedia Fn keys, key travel 1.3mm, Copilot key
TouchPad	Buttonless Mylar® surface multi-touch touchpad, supports Precision Touchpad (PTP), 62 x 104 mm (2.44 x 4.09 inches)
Physical Dimensions	324.2 x 215.2 x 17.9 mm (12.76 x 8.47 x 0.70 inches)
Weight	1.37 kg (3.02 lbs.)
Color Variation	Need to Specify
Warranty	3 years Standard Warranty (Battery & Adapter 1 Year)

Model	Lenovo / Dell / HP
CPU Technology	**Intel Core 5 120U (Series 1) or Intel Core i5/i7 Minimum 13th Gen. 10 cores (2 Performance + 8 Efficient cores) or similar 13th gen H-series.**

Operating System	Genuine Windows 11 Professional
Chipset	Intel SoC (System on Chip) platform
System Memory	16GB DDR5-5200MHz (Dual SODIMM slots, upgradable).
Display	15.6" FHD (1920x1080) TN or IPS, 300nits (varies by model), Anti-glare.
Graphics	Integrated Intel Graphics (Shared).
Storage	512GB-1TB SSD M.2 2242 PCIe® 4.0x4 NVMe®.
Connectivity	• Onboard Ethernet: Gigabit Ethernet, 1x RJ-45 • WLAN + Bluetooth: Wi-Fi 6, 802.11ax 2x2 Wi-Fi + Bluetooth 5.2, M.2 card
Built-in Camera	HD 720p, with privacy shutter, fixed focus
Audio	High Definition (HD) Audio, Senary SN6147 codec
	Speakers: Stereo speakers, 1.5W x2, Dual-microphone array
Ports	2x USB-A (USB 5Gbps / USB 3.2 Gen 1) 1x USB-C® (USB 5Gbps / USB 3.2 Gen 1), with USB PD 45-65W and DisplayPort™ 1.2 1x HDMI® 1.4b 1x Headphone / microphone combo jack (3.5mm) 1x Ethernet (RJ-45) 1x Round tip power connector
Battery Type	Integrated Li-Polymer 47Wh battery, supports Rapid Charge (charge up to 80% in 1hr)
AC Adapter	65W USB-C (3-pin) AC adapter
Security and Protection	TPM 2.0 Enabled, Kensington Security Slot
Keyboard	Non-backlit, English, Full-sized with Numeric Keypad.
Touchpad	Buttonless Mylar® surface multi-touch touchpad, supports Precision Touchpad (PTP), 62 x 104 mm (2.44 x 4.09 inches)
Physical Dimensions	359.2 x 235.8 x 18.3 mm (12.76 x 8.47 x 0.70 inches)
Weight	1.61 kg (3.55 lbs.)
Color Variation	Need to Specify
Warranty	3 years Standard Warranty (Battery & Adapter 1 Year)

2. Bidder's qualification

Bidders must have the following qualifications to bid:

i) The Bidder should be a legal entity and a registered company that have not been prohibited by Bangladeshi or International court(s) to enter contracts.
ii) The Bidder Should have at least 5 years of experience in business.
iii) Bidder having End User support and service-related experience will be given preference. Related evidence must be submitted by the bidder.
iv) The bidder must have experience installing, configuring and deploying that they offered or similar Laptop/AIO in at least 3 (Three) organizations preferable in banking institutions.
v) The bidder shall possess his own office and adequately trained and experienced manpower to implement such relevant project and have minimum 5 (five) years' experience on proposed or similar product.
vi) The bidder shall submit valid Trade License, TIN, VAT, TAX, and Certificate of Incorporations.
vii) 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.
viii) The bidders must submit Manufacture Authorization Letter from respective OEM (original equipment manufacturer).

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ix) 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.
x) Bidder must demonstrate their strength in providing support services in similar industry in the relevant technology solutions. Reference of active SLAs in Banks/Financial Institutions in Bangladesh must be mentioned along with Contact Reference.
xi) Bidder should be capable of delivering the Laptop/AIO product from the ready stock.
xii) Only authorized bidders from the Original Equipment Manufacturer (OEM) may participate in the tender
xiii) Client List with Contact Number only for these bid relevant solutions.
xiv) DRAFT Service Level Agreement Document with detail Service Description

3. Support Service Scope

SL	Support Service Description
1	The Bidder shall supply and deliver new, business-grade workstation laptops and desktops as specified in the Schedule of Requirements. All equipment must be original manufacturer products, with valid warranties, and must comply with the technical specifications (including processor, RAM, storage, OS, and security features) defined in the tender document.
2	The Bidder shall arrange for timely delivery of the laptops and desktops to the Bank's specified locations
3	The Bidder shall configure each workstation laptop and desktop as per the Bank's standard image and configuration requirements, including installation of the approved operating system, security software (antivirus, endpoint protection), and basic productivity tools. Devices must be delivered ready-to-use, with asset tags and serial numbers clearly labeled and matched to the delivery note.
4	The Bidder shall provide an on-site warranty for all supplied laptops and desktops for the prescribed period including hardware repair, replacement of defective units, and on-site technical support within the agreed service-level times.
5	Bidder should provide the original OS license for the Laptop and Desktop solution
6	Bidder shall ensure availability of spare parts and quick replacement of failed components or systems within the committed timeframes.
7	Support delivery method will be Remote/On-site based on situation.
8	The list for Level-1, Level-2 and Level-3 support engineers is mentioned in Section 3
9	Meghna Bank PLC. can contact directly to Vendor's 3rd level support engineers in case of emergency.

4. High level Service Level Agreement (SLA)

Problem Category	Category Description	Acknowledged	Response Time
Critical	An incident where there is total outage of production services including redundant system	0-30 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

5. Payment & Security

5.1 The awarded bidder may issue a single work order to deliver Laptop/AI0 product in multiple phases.

5.2 The awarded bidder may submit separate bill/invoice for every phase unit and bidder will make payment accordingly.

5.3 Meghna Bank PLC will deduct all applicable income Tax and VAT from the invoice at the time of payment as per Government Rules.

5.4 Payment will be released phase by phase after successful delivery of the Laptop/AIO products. The bill should be submitted with work order, Mushak 6.3, original challan which is duly signed by authorized personnel of Meghna Bank PLC. Payment will be made through Payment Order only.

6. Financial Offer format

Price Submission Format

SL	Laptop Model	Modality	Qty	Unit Price including VAT & TAX (In BDT)	Total Price including VAT & TAX (In BDT)
1	14" display	On-Demand	80		
2	15.6" display	On-Demand	20		
Total Price					

7. How to Apply

Sealed envelopes must be marked "**Tender Notice for supplying, installing & commissioning of 14-inch, 15.6-inch display Laptop for Meghna Bank PLC.**" and drop into the Tender Box kept in Meghna Bank PLC, Head Office Suvastu Imam Square (Level-07), 65 Gulshan Avenue, Gulshan-01, Dhaka-1212 on or before November 17, 2026 by 3:00 PM

Note: Meghna Bank PLC. reserves the right to accept or reject any or all bids without assigning any reason whatsoever.

Executive Vice President
General Services Department