

Date: June 10, 2026

Tender Notice for the support service renewal of Active Directory (AD), Exchange Mail Server and System Center Configuration Manager (SCCM) for 1 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 have 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:

Price quotation (Including VAT & AIT) shall be submit either in a sealed envelope labeled **“Tender Notice for the support service renewal of Active Directory (AD), Exchange Mail Server and System Center Configuration Manager (SCCM) for 1 year at Meghna Bank PLC”** to the **Chairman Procurement Committee**, Meghna Bank PLC. Head Office, Level-06, Suvastu Imam Square, 65 Gulshan Avenue, Gulshan-01, Dhaka-1212 on or within **17 June 2026** by **4.00 PM**. Bidders are requested to provide the following documents as well along with financial price offer.

01. Copy of Trade License, Attested copy of TIN Certificate, VAT Certificate, Bank Solvency Certificate.
02. Attested copy of OEM Certificate for Partner/Distributor.
03. Satisfactory performance Certificate from renowned Bank/Corporate Houses.
04. Number of resources for support Active Directory (AD), Microsoft Exchange and System Center Configuration Manager (SCCM) with its security product
05. No. of OEM certified resource for the Active Directory (AD), Microsoft Exchange and System Center Configuration Manager (SCCM) support
06. OEM Certified resources list for the required Microsoft Solutions
07. Footprint for post implementation Microsoft based Infrastructure support
08. Customer Footprint and list for support Microsoft product and services



Special Instruction:

01. Tender bids shall remain valid up to **17 June 2026 upto 4:00 PM** from the date of tender opening.
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 any of the required documents listed above are not submitted or remain unopened.

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 support service renewal of Active Directory (AD), Exchange Mail Server and System Center Configuration Manager (SCCM) for 1 year at Meghna Bank PLC

SL	Product Name	Quantity	Present Platform	Requirements during the support service
1	Active Directory (AD)	AD=3	Windows Server 2019	Provide end-to-end services for the Bank's Microsoft infrastructure, including installation, implementation, configuration, upgrades, migrations, troubleshooting, maintenance, patching and 24x7 technical support (including global support) for Active Directory, Exchange Mail Server, and System Center Configuration Manager (SCCM), ensuring compliance with the Bank's operational and security requirements.
2	Exchange Mail Server	EXCH=4	Windows Server 2019	
3	System Center Configuration Manager (SCCM)	SCCM=1	Windows Server 2019	

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 be an active Microsoft Partner with at least 1 Solutions Partner designation.
- iii) The bidder should have Minimum 5 years' experience as a Microsoft Partner.
- iv) Bidder having End User support and service-related experience will be given preference. Related evidence must be submitted by the bidder.
- 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 or similar solution or similar services.
- vi) The bidder must be certified under ISO 9001:2015 for Quality Management Systems (QMS)
- vii) The bidder must be Certified under ISO/IEC 27001:2022 certification for Information Security Management Systems (ISMS).
- viii) The bidder must have Similar Installation, Configuration, Migration and deployment experiences in at least Three at Banks/MFS/Financial Organization in Bangladesh.
- ix) The bidder must provide a detailed proposed solution architectural design and clearly defined technical requirements document with project implementation plan.
- x) The bidder must provide draft 24/7 Services Agreement, where SLA response time, resolution times, support structure & escalation procedure up to OEM shall be mentioned. Reference of active SLAs in Banks/Financial Institutions in Bangladesh must be mentioned along with Contact Reference.
- xi) The bidder should have capability to provide Microsoft Premier Support for Critical issue escalation.
- xii) The bidder must have Technical Resources specialized in Microsoft Solutions and share certification and number of resources.
- xiii) The bidder should have certified resources for the required Microsoft Solutions as per BOQ.
- xiv) Bidder must ensure necessary compliance for provided subscriptions/services.
- xv) The bidder shall submit valid Trade License, TIN, VAT, TAX, and Certificate of Incorporations.
- xvi) Number of resources with minimum 5 (five) years' experience (mentioned product name or certificate)





4. 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/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

5. Payment & Security

- 5.1 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.
- 5.2 Meghna Bank PLC will deduct all applicable by holding income Tax and VAT from the invoice at the time of payment as per Government Rules.
- 5.3 All Payments shall be made in Bangladeshi Taka (BDT).
- 5.4 Payment will be released yearly in advance after successful installation/renewal of the support services and licenses. 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 Bank Account only.

6. Financial Offer format

SL	Product Description	Quantity.	Unit Price in BDT (Inc. VAT & TAX)	Total Price in BDT (Inc. VAT & TAX)
01.	Active Directory (AD)	AD=3		
02.	Exchange Mail Server	EXCH=4		
03.	System Center Configuration Manager (SCCM)	SCCM=1		
Total Price (Including VAT & TAX) =				

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