



Information Technology Division, Head Office

Date: July 07, 2026

Tender Notice for Local AMC Renewal of 6 Units of Dell PowerEdge R740 Server Hardware 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 Local AMC Renewal of 6 Units of Dell PowerEdge R740 Server Hardware 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 **15 July 2026 by 4.00 PM**. Bidders are requested to provide the following documents as well along with Technical and 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 Dell PowerEdge R730, R740 or above.
05. No. of OEM certified resource for the Dell PowerEdge Server support
06. OEM Certified resources list for the required Dell PowerEdge Server support
07. Footprint for post implementation Dell PowerEdge Server support
08. Customer Footprint and list for support Dell PowerEdge Server support



Special Instruction:

01. Tender bids shall remain valid up to **15 July 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 Local AMC Renewal of 6 Units of Dell PowerEdge R740 Server Hardware for 1 year at Meghna Bank PLC

SL	Product Name	Location	Serial Number	Remarks (if any)
1	Dell PowerEdge R740 Server1	DC	GGGX8X2	AMC renewal 12- August-2026 to 11- August-2027
2	Dell PowerEdge R740 Server2	DC	GGCY8X2	
3	Dell PowerEdge R740 Server3	DR	GGFY8X2	
4	Dell PowerEdge R740 Server4	DR	JPQB03	
5	Dell PowerEdge R740 Server5	DC	JPCNB03	
6	Dell PowerEdge R740 Server6	DC	JPCNB03	



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 Minimum 5 years' experience as a Dell-EMC Partner.
- 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 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.
- v) The bidder must be Certified under ISO/IEC 27001:2022 certification for Information Security Management Systems (ISMS).
- vi) The bidder must have Similar Support, Installation, Configuration, Migration and deployment experiences in at least Three at Banks/MFS/Financial Organization in Bangladesh.
- vii) 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.
- viii) The bidder shall submit valid Trade License, TIN, VAT, TAX, and Certificate of Incorporations.
- ix) 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.
- x) 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.
- xi) Client List with Contact Number only for these bid relevant solutions.

3. Scope of work during AMC Support Service

SL	Support Service Description
1	Vendor will ensure the AMC & Support service.
2	Vendor shall ensure support, Install, configure the solutions as per requirement of the Bank.



3	Maintain all the hardware and software of the Server systems by 24/7/365 days without any interruption.
4	Provide patch, upgradation, security enhancement, bug fix, new project integration as required to maintain compliance and standard practice preferably without any service interruption.
5	Bridge between Vendor and Meghna Bank for knowledge transfer, problem troubleshoot and best use of the product.
6	Meghna Bank should have direct access to Vendor to log a case and communicate with global support on any issue.
7	Ensure that Meghna Bank can use all the product facilities as and when required
8	Ensure the new integration hosts/servers/backup system/storage/software/security items as per requirement of the Bank.
9	To ensure single point of contact and support contact escalation matrix
10	Vendor must repair any defect/replace any parts of the solution and render services in connection there to at its own cost.
11	To provide a quarterly report on the health status of the systems/solution/software along with performance forecast and performance improvement plan
12	During the migration or implementation 100% data consistency will be ensured by the Vendor
13	All services and supplied parts, labor, transport and logistic cost is inclusive in the Warranty and AMC period
14	Vendor shall ensure engineer support for any kind of server movement
15	Pro-active support and notification from Local Partners for emergency Security fixes and bugs.
16	Provide support for planned maintenance activities including vendor impact assessments, ensure timely security patches, hotfix, firmware upgrade as required.

4. High level Service Level Agreement (SLA)

Category	Category Description	Response Time (24/7/365)	Resolution Time (24/7/365)
High	A problem that critically effects on ability of doing Regular business. System functionality is unavailable or down due to software failure.	Phone Mail Immediate for High or email (24X7)	Telephone and Online support: Transfer to next available engineer of all support request– 24/7. On-site support: 2 hours
Medium	Any software component failure that leads to Degradation of system performance.	01 Hour for Medium	Telephone and Online support: Transfer to next available engineer of all support request– 24/7. On-site support: 4 hours
Low	Software or hardware is having minor issues. Insignificant error Without impacting usual business or system performance.	04 hours for Low	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 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 quarterly after successful health check report on every quarter. 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	Qty.	Serial Number	Unit Price in BDT (Inc. VAT & TAX)	Total Price in BDT (Inc. VAT & TAX)
1	Dell PowerEdge R740 Server1	1	GGGX8X2		
2	Dell PowerEdge R740 Server2	1	GGCY8X2		
3	Dell PowerEdge R740 Server3	1	GGFY8X2		
4	Dell PowerEdge R740 Server4	1	JPBQB03		
5	Dell PowerEdge R740 Server5	1	JPCNB03		
6	Dell PowerEdge R740 Server6	1	JPCNB03		
Total Price (Including VAT & TAX) =					
Please Mention VAT & TAX percentage					

<<<< END >>>>

