



Information Technology Division

**MEGHNA BANK PLC.
INFORMATION TECHNOLOGY
DIVISION**



September 01, 2026

**TENDER NOTICE FOR RENEWAL OF ANNUAL (ONE YEAR)
TECHNICAL SUPPORT (ATS) FOR MYSQL LICENSES FOR A PERIOD
OF ONE (1) YEAR.**

**Tender Notice for Renewal of Annual (One Year) Technical Support (ATS) For MySQL Licenses for a
Period of One (1) Year.**

Page 1 | 6



Meghna Bank PLC. is one of the leading fourth-generation commercial banks in Bangladesh committed to providing secure, reliable, and uninterrupted banking services to customers. To support the Bank's Core Banking System, Digital Banking Platforms, Disaster Recovery Infrastructure, and future business growth, Meghna Bank PLC intends to procure Renewal of Annual (One Year) Technical Support (ATS) For MySQL Licenses for a Period of One (1) Year.

The Bank invites proposals from qualified Authorized Partners/Distributors having proven experience in supplying and supporting MySQL Database solutions in Banking, Financial Institutions, and Enterprise environments.

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 Renewal of Annual (One Year) Technical Support (ATS) For MySQL Licenses for a Period of One (1) Year."

To the
Chairman Procurement Committee,
Meghna Bank PLC. Head Office, Level-07 Suvastu Imam Square
65 Gulshan Avenue, Gulshan-01, Dhaka-1212

on or within **08 September 2026 by 4.00 PM.** Bidders are request to provide the following documents as well along with financial price offer.

01. Company Profile;
02. Copy of Trade License;
03. Attested copy of TIN Certificate;
04. Attested copy of VAT Certificate;
05. Authorization Letter / Partner Certificate;
06. Experience Certificate from Banks/NBFIs/Enterprise Customers (if any);
07. List of MySQL Database Engineers (if any);
08. Customer Reference List (if any).

Special Instruction:

01. Tender bids shall remain valid up to **08 September 2026 up to 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.

Tender Notice for Renewal of Annual (One Year) Technical Support (ATS) For MySQL Licenses for a Period of One (1) Year.



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

Md. Mahadi Hasan

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Office phone: +8809610016736, Ext:70057

Mobile: +8801841405110

1. Technical Specification and Financial Offer format for Renewal of Annual (One Year) Technical Support (ATS) For MySQL Licenses for a Period of One (1) Year

	SL	Product Description	Qty.	License Type	License Metric	Oracle CIS	Annual Renewal Price (BDT)
For One Year	1	MySQL Commercial Edition Subscription – Annual Technical Support & Service Renewal	4	Full	Socket	91075502	
	Sub-Total=						
	VAT & Tax, as applicable=						
	Total Price (Including VAT & TAX) =						

2. Bidder's Eligibility Criteria

Bidders must have the following qualifications to participate in the bidding process:

SL.	Eligibility Criteria
1	The bidder shall be a legally registered entity and must not be prohibited, blacklisted by any Government authority, regulatory body, court of law, or international organization from entering into contracts.
2	The bidder shall be an Authorized Partner, Reseller, or Distributor and must submit a valid Partner Certificate or Authorization Letter issued by Oracle Corporation.
3	The bidder shall have experience in supplying, implementing, and supporting MySQL Database products and services in Bangladesh.
4	Preference will be given to bidders having experience in providing MySQL Database support services to Banks, Financial Institutions, Mobile Financial Service (MFS) providers, Govt. organizations or other mission-critical organizations.
5	The bidder shall maintain a permanent office in Bangladesh and possess adequate technical resources and infrastructure to implement and support the proposed solution.
6	The bidder shall have successfully completion of MySQL Database implementation, migration, upgrade, or support projects any organizations in Bangladesh.
7	The bidder shall have valid ISO 9001:2015 certification for Quality Management Systems (QMS).
8	The bidder shall submit a detailed solution architecture, implementation methodology, project plan, and deployment or delivery approach as part of the technical proposal.
9	The bidder shall provide a draft 24/7 Service Level Agreement (SLA) covering response time, resolution time, escalation procedures, severity classification, and support structure up to OEM support.
10	The bidder shall demonstrate the capability to provide direct OEM Support coordination and escalation for critical production incidents.
11	The bidder shall have a dedicated MySQL support team comprising Level-1, Level-2, and Level-3 support engineers.
13	The bidder shall conduct knowledge transfer and technical training sessions covering MySQL Database administration, security, performance tuning, high availability, backup and recovery and operational best practices.
14	The bidder shall submit valid copies of Trade License, Certificate of Incorporation, TIN Certificate, VAT Registration Certificate, Income Tax Return Certificate, Bank Solvency Certificate, and audited financial statements for the last 03 (Three) financial years.
15	The bidder shall provide customer references, project completion certificates, work orders as evidence of successful delivery of MySQL Database Solution in Bangladesh.

Tender Notice for Renewal of Annual (One Year) Technical Support (ATS) For MySQL Licenses for a Period of One (1) Year.

16	The bidder shall have the capability to provide proactive monitoring, quarterly health check reports, performance assessments, security reviews, capacity planning recommendations, and licensing compliance guidance throughout the support period.
17	The bidder shall ensure compliance with MySQL licensing policies and provide all necessary documentation related to software entitlement, support eligibility, and warranty coverage.
18	The bidder shall submit a list of customers for whom similar MySQL Database solutions have been supplied, implemented, or supported, including the client name, contract number, project duration, and contact information for reference verification.

3. Scope of Supply

Renewal of MySQL Commercial Edition Subscription with Annual Technical Support & Service for a period of **one (1) year**, from 20 October 2026 to 19 October 2027.

SL	Product Description	Qty.	License Type	License Metric	Oracle CIS
1	MySQL Commercial Edition Subscription – Annual Technical Support & Service Renewal	4	Full	Socket	91075502

4. Scope of work during Support Service

SL.	Support Service Description
1	The bidder shall ensure 24x7 business-critical support for Meghna Bank PLC.'s MySQL Database environment and provide immediate assistance in the event of any disaster, major outage, system failure, data corruption, or critical production incident to ensure timely recovery, service continuity, and minimal business disruption.
2	The bidder shall provide comprehensive support to Meghna Bank PLC. for all planned and unplanned MySQL Database activities, including patch management, troubleshooting, performance tuning, security hardening, encryption implementation, database upgrades, disaster recovery operations, and overall database health management.
3	The bidder shall provide periodic health check reports on Meghna Bank PLC.'s MySQL Database environment, covering database performance, availability, security, resource utilization, capacity planning, future risks, optimization opportunities, and expansion requirements, along with recommendations to support timely management decision-making and ensure business continuity.
4	The bidder shall ensure rapid identification of issues, assessment of affected systems and services, root cause analysis, and timely resolution to minimize downtime and maintain business continuity within Meghna Bank PLC.'s MySQL Database infrastructure.
5	The bidder shall provide support for re-installation, reconfiguration, recovery, and restoration of failed MySQL Database components, including MySQL Database software and associated services as required.
6	The bidder shall provide end-to-end support to Meghna Bank PLC for MySQL Database patch management activities, including impact assessment, patch testing, deployment, rollback planning, post-patch validation, and troubleshooting of MySQL Database and related components whenever required.
8	Method of raising support request will be Telephone/Email/Ticket.
9	Support delivery method will be Remote/On-site based on situation.
10	The bidder shall provide dedicated Level-1, Level-2, and Level-3 MySQL Database support resources with clearly defined escalation procedures to ensure timely incident response, problem resolution, performance optimization, and continuous operational support for Meghna Bank PLC.'s database infrastructure.
11	Meghna Bank PLC can contact directly to OEM Support and Local support engineers in case of emergency.
12	Meghna Bank PLC may directly escalate issues to OEM Support when required.

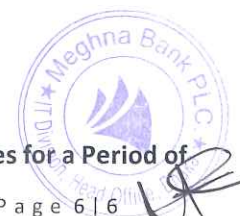
5. High level Service Level Agreement (SLA)

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: 30 Minutes
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: 1 hour
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

6. Payment & Security

- 6.1 The bank may issue single work order or in phases. The vendor may submit separate bill/invoice for every unit and bank will make payment accordingly.
- 6.2 While making payment, VAT & income TAX will be deducted at source as per Govt. rule.
- 6.3 All Payments shall be made in Bangladeshi Taka (BDT).

THE END



[Handwritten signatures and initials in blue and black ink]