

Date : February 18, 2026

Tender Notice for the renewal of Exchange Online protection (EOP) and Microsoft Defender for Office 365 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 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:

Price quotation (Including VAT & AIT) shall be submit either in a sealed envelope labeled “**Tender Notice for the renewal of Exchange Online protection (EOP) and Microsoft Defender for Office 365 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 **26 February 2026** by **3.00 PM**. Bidders are request to provide the following documents as well along with financial price offer.

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 resource for support Microsoft Exchange and its security product
08. No. of OEM certified resource for the Microsoft Exchange support
09. Footprint for post implementation Microsoft based Infrastructure support
10. Customer Footprint and list for support Microsoft product and services



Special Instruction:

01. Tender bids shall remain valid up to **26 February 2026 upto 3:00 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 declare 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 renewal of Exchange Online protection and Microsoft Defender for Office 365

SL	Product Name	Quantity
1	Exchange Online protection (EOP)	200
2	Microsoft Defender for Office 365 (Plan 1)	195
3	Microsoft Defender for Office 365 (Plan 1) -- new	30
4	Microsoft Defender for Office 365 (Plan 2)	5

2. Support Service Scope

SL	Support Service Description
1	Ensure Business Critical support to Meghna Bank PLC for recovering Exchange Online protection (EOP) and Microsoft Defender for Office 365 services in the event of any disaster or major outage.
2	Upgrade the Exchange Online protection (EOP) and Microsoft Defender for Office 365 components upon approval from Meghna Bank PLC.
3	Provide support to Meghna Bank PLC during any planned maintenance activities Exchange Online protection (EOP) and Microsoft Defender for Office 365 services.
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 Exchange Online protection (EOP) and Microsoft Defender for Office 365 services where required.
8	Support Meghna Bank PLC during applying patches related to the Exchange Online protection (EOP) and Microsoft Defender for Office 365 components whenever required.
9	Vendors shall provide support during fix, bug resolution, firmware, and update sessions relevant to Exchange Online Protection (EOP) and Microsoft Defender for Office 365.
10	BoQ shall mentioned for Exchange Online protection (EOP) and Microsoft Defender for Office 365.
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	Qty.	Unit Price in BDT (Inc. VAT & TAX)	Total Price in BDT (Inc. VAT & TAX)
01.	Exchange Online protection (EOP)	200		
02.	Microsoft Defender for Office 365 (Plan 1)	195		
03.	Microsoft Defender for Office 365 (Plan 1) -- new	30		
04.	Microsoft Defender for Office 365 (Plan 2)	5		
Total Price (Including VAT & TAX) =				

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