



Head Office, 61 Dilkusha C/A, Dhaka-1000

## Invitation for Tender

Mercantile Bank PLC is hereby inviting tender for the following:

Name of Procuring Entity	Mercantile Bank PLC.			
Invitation For	<b>Lot 01 :</b> Supplying and deployment of 02(Two) units Hardware Security Module (HSM) for MBL Rainbow & Central e-KYC Solutions Operation of Mercantile Bank PLC.			
	<b>Lot 02 :</b> Implement and support Contact Center solution including servers, 20 concurrent agent license, a smart IVR system, AI-powered voice chat features and an integrated ticketing system.			
	<b>Lot 03:</b> Supply, Installation, Commissioning of Anti-Money Laundering (AML) Solution.			
Procurement Method	Open Tender Method (OTM)			
<b>Details of Tender Schedule:</b>				
Date of Invitation & Publication	Tender Selling Start time & date	Last Selling Time & Date	Submission Time & Date	Opening Time & Date
25.11.2025	10.00 a.m 25.11.2025	4.00 p.m 01.12.2025	04.00 p.m 02.12.2025	04.00 p.m 02.12.2025
<b>Name &amp; Address for Tender Document:</b> Tender Document will have to be collected vide a individual request letter on letter head of organization for each lot from General Services Division, Head Office, Monir Mansion (Level-3), 18 Dilkusha ,C/A, Dhaka-1000 from 10.00 a.m to 4.00 p.m				
<b>Eligibility of Tenderer :</b>				
<ul style="list-style-type: none"> <li>The tenderer must be the authorized partner/distributor of OEM.</li> <li>Tenderer must have the legal capacity to enter the contract under the applicable law of Bangladesh.</li> <li>Tenderer shall not be barred as per law of the land that may subject to legal proceedings of any kind.</li> <li>Minimum 03 years of continuous experience in the similar line of business</li> <li>Earnest Money (EM):05% of the quoted price in the form of payment order/Bank Guarantee in favor of Mercantile Bank PLC which is refundable after evaluation of the tender.</li> <li>Tenderer may participate one or more of above 03 Lot of tender.</li> </ul>				
<b>Price of Tender Document:</b> BDT. 5,750.00 only (Non-Refundable) for each Lot of tender to be made in the form of payment order of any scheduled Bank favoring Mercantile Bank PLC.				
Mercantile Bank PLC. reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever at any stage of the procurement process.				

Head of General Services Division  
Mercantile Bank PLC.