Pubali Bank offers banking benefits to United Healthcare staff, clients

STAR BUSINESS DESK

Pubali Bank PLC has signed a memorandum of understanding (MoU) with United Healthcare Services Ltd, a Dhaka-based private healthcare and medical services organisation, to strengthen collaboration between the two organisations.

Md Shahnewaz Khan, deputy managing director of the bank, and Mohammad Faizur Rahman, chief executive officer of the hospital, signed the MoU at a ceremony held in Dhaka recently, according to a press release.



PHOTO: PUBALI BANK

Mohammad Faizur Rahman, chief executive officer of United Healthcare Services Ltd, and Md Shahnewaz Khan, deputy managing director of Pubali Bank PLC, pose for a photograph after signing a memorandum of understanding in Dhaka recently.

Under the agreement, all doctors and staff members of the hospital will receive complimentary credit cards, along with other banking benefits from Pubali Bank. Meanwhile, the bank's cardholders will enjoy discounts of up to 20 percent on pathological and radiological tests at United Healthcare.

Abu Raihan Al Beruni, chief financial officer of the hospital; Subroto Kumer Shuvo, assistant general manager; and Tareq Sami Rahman, lead for corporate affairs, attended the event.

On the occasion, the bank also launched a credit card and banking product sales campaign.

Among others, Sukanta Chandra Banik, general manager and head of Gulshan corporate branch at the bank; NM Firoz Kamal, deputy general manager and head of the card business division; Md Abu Nasar, deputy general manager and advance-in-charge of Gulshan corporate branch; Mossabbir Hossain Talukder, assistant general manager and head of card sales; and Md Ashadulla Khan, assistant general manager and head of card marketing, were also present.

Shaheen made AMD of Mercantile Bank

STAR BUSINESS DESK

Mercantile Bank PLC has appointed Ahmed Shaheen as its additional managing director (AMD).

Before taking up his new role, he was serving as additional managing director at Eastern Bank PLC (EBL), according to a press release.

With a distinguished career spanning more than 33 years in the Bangladesh banking industry, Shaheen is widely recognised as a strategic leader and a pioneer in financial product innovation.

He began his banking career in late 1992 as a probationary officer at IFIC Bank PLC.

Over the years, he has successfully led key business areas, including international banking, corporate relationship units and structured finance. He also served as deputy managing director and chief business officer at Prime Bank Limited from 2015 to 2016.



Shaheen is a member of the Banking Commission of ICC Bangladesh.

He graduated from the University of Dhaka and completed his postgraduate studies at American International University-Bangladesh.

He holds the Certified Documentary Credit Specialist (CDCS) certification from the Institute of Financial Services in the UK. He is also a Certified Graduate in Finance of International Trade.

Government of the People's Republic of Bangladesh
Ministry of Religious Affairs (MoRA)
Bangladesh Secretariat, Dhaka-1000
www.mora.gov.bd, www.Hajj.gov.bd

Ref No: 16.00.0000.003.11.001.26.938 Date: 03.10.2026

Request for Expression of Interest (EoI)

GOVERNMENT OF THE PEOPLE'S REPUBLIC OF BANGLADESH			
1.	Ministry/Division	Ministry of Religious Affairs (MoRA)	
2.	Agency	Ministry of Religious Affairs (MoRA)	
3.	Procuring Entity Name	Secretary, Ministry of Religious Affairs	
4.	Expression of Interest for Selection of	Consulting Firm (National)	
5.	EoI Ref. No.	16.00.0000.003.11.001.26.938	
6.	Date	03.10.2026	
KEY INFORMATION			
7.	Procurement Method	Quality and Cost Based Selection (QCBS) Method	
FUNDING INFORMATION			
8.	Budget and Source of Funds	Hajj Services Fund	
9.	Development Partners (if applicable)	Not applicable	
PARTICULAR INFORMATION			
10.	Project/Programme Name (if applicable)	e-Hajj Management System of Bangladesh	
11.	EoI Closing Date and Time	**Date**: 02 November, 2026	**Time**: 3.00 PM
12.	EoI submission place	Hajj-1 Section, Room # 1416, Building # 06, Ministry of Religious Affairs, Bangladesh Secretariat, Dhaka-1000. Phone: +88-02-55101119	
INFORMATION FOR APPLICANTS			
13.	Brief Description of Assignment	Hajj is a precise time bound event where all the activities have to be carried out within specific timeline. In a year approximately 1,30,000 pilgrims (could be increased over time) are expected to perform Hajj from Bangladesh. The entire process, starting from pre-registration to obtaining VISA to getting on the flight, is an intricate one. Any lapse or delay will cause obstructions in journey of pilgrims. In this context, all the stakeholders have to perform without any failure. The stakeholders must be equipped to undertake any necessary activities to resolve any unpredicted situation and make sure that pilgrim can complete the VISA and travel. Ministry of Religious Affairs (MoRA) has been providing all sorts of services regarding Hajj to the Pilgrims since 2009. An interactive Web-based Hajj Management System (www.hajj.gov.bd) was developed for smooth operation of entire Hajj process. The Hajj pre-registration system was introduced in 2016. Since then, services have been provided to pilgrims through an integrated Hajj management system. Now, MoRA is looking for engaging a nationally/Internationally reputed IT firm for further development or upgradation, operation, maintenance and data migration of the existing system with the following functionalities & services: ▸ Functionalities: Pre-registration and registration management system of pilgrims; post registration functionalities of pilgrims such as EFT, refund, transfer, replacement, flight and house/hotel allocation management; transportation and catering management; VISA application; pre-arrival data management; online fund transfer; Hajj and Umrah agency information, monitoring, evaluation & performance management; Hajj guide information, monitoring, evaluation & performance management; Umrah management; training management; medical and healthcare management system; lost and found pilgrims and baggage management; dashboard and display board; automated document management system; integrated mobile apps having compatibility to run both in Bangladesh and Saudi Arabia considering the realistic circumstances of the pilgrims (e.g., OTP integration over email and WhatsApp); customize MIS report; public portal management for Hajj; etc. ▸ Services: Printing of ID cards, luggage management, Map Printing, preparing electronic wrist belt; VISA processing; electronic health profile management; Queue management system; SMS & e-mail-based system to provide information and notifying events to the pilgrims, 24/7 call centre, supporting IT based Help desk at Makkah, Mina, Arafah, Madina, Jeddah and Hajj office, Dhaka; etc. 2. The 'e-Hajj management system of Bangladesh' will be linked with the information system of all other relevant organizations, government/private, in home and abroad (as or when necessary). 2.1 The 'e-Hajj management system of Bangladesh' will be linked with the Hajj management system and other service providers in Saudi Arabia end through web services or any other means. 2.2 The system will be interactive with other government / semi government / autonomous bodies/ statutory bodies/ state owned organizations / private organizations' (as or when necessary) system such as Bangladesh Election Commission, Department of Immigration and Passports, National Telecommunication Monitoring Centre, Civil Aviation Authority of Bangladesh, Biman Bangladesh Airlines and other Airlines, Law enforcing agencies, Sonali Bank and other Banks, Hajj Agencies Association of Bangladesh, etc., through APIs for better management. 3. Supplying necessary hardware as and when required to maintain the smooth and uninterrupted operation of Hajj Management System maintaining data security, privacy, and sovereignty. 4. Providing technical documents and entire source code including any external package/library. These will be handed over with adequate training to make sure the trained personnel can operate, upgrade, and modify the handed-over contents. 5. Transfer of knowledge to MoRA for understanding the work flow and back-end mechanism of the system with adequate number of workshops. 6. The existing system is developed in an open-source platform supporting both Bangla & English language. Any further development or upgradation must be compatible with the existing system and all its functionalities. 7. User level security and different level system security have to be ensured. All inquiries on pilgrims information can be accessed by authorized user depend on the User Level Access granted. 8. A centralized and integrated database system to ensure single version of the truth. The approach is based on a single point update, which will reduce duplication and improve database management ensuring higher data integrity. 9. In addition, the system will have the provision for online payment system; to track and monitor pilgrims and baggage (For example RFID chips with a sensor or a Wi-Fi network or others), Hajj grievance management (complaint submission, necessary forwarding, follow-up, etc.) system with periodic (at least quarterly) reports on shared grievance to be supplied from the Firm to the Ministry; AI Chatbot with all relevant supports; Voice support in the system including the Chatbot; Accessibility including all types of disable people; AI-based analytics; Hajj e-Learning platform; Hajj calendar project monitoring, etc. 10. Apart from the above, selected firm will have to perform necessary jobs as and when required for smooth and faster operation. 11. All data in the system will be shared with the Ministry of Religious Affairs and the Ministry can control the data at any time at its own jurisdiction. A comprehensive functionalities/services of 'e-Hajj Management System of Bangladesh' will be mentioned in Terms of Reference (ToR) and the specifications.
14.	Experience, Resources and Delivery Capacity Required	Intending IT firms registered in Bangladesh shall have to submit 3 (three) copies EoI with valid supporting documents in favor of the followings: 1. Background of the firm with brochure summarizing facilities, areas of expertise, administrative and technological strength, logistics and financial capacity, general information including legal documents, etc. 2. Attested copies of registration of the firm/certificate of incorporation (if applicable), up-to-date Trade license, Income Tax Clearance Certificate, TIN and VAT Registration Certificates, current Bank Solvency Certificate. 3. The minimum amount of liquid assets of the firm shall be at least Tk 2 (two) crores, which must be supported by last 2 (two) years audited financial report. 4. Availability of adequate number of qualified technical personnel and resources for operation, maintenance and support of the offered services. 5. Experience of completed assignments having comparable volume of users in local and/or foreign works (within last 5 (five) years) with different organizations in field of establishing and maintaining online IT services mentioning start date, completion date, contract value, etc. Certificate must be submitted with task, the description of technology used, e-mail & web address and detail information of the contract person for the assignment. Work order or Notification of Award (NOA) will not be acceptable. 6. BASIS membership will be preferred. 7. The firm must have experience of designing, developing and implementing at least 1 (one) relevant government project in application/software/e-governance/e-service solution. 8. The participating company having experience of international online software development and/or maintenance, ISO 9001:2008 for software development/ software maintenance, ISO 27001 for information security and the Capability Maturity Model Integration (CMMI) Level 3 or above will get preference.
15.	Other Details (if applicable)	1. Required services will be procured for 3 (three) years based on the satisfaction of yearly performance of the selected firm. 2. Joint-Venture proposal will be acceptable (No sub-contract will be allowed in proposal submission or implementation phase). 3. Any persuasion will disqualify an applicant. The employer will not be responsible for any cost or expenses incurred by the firms in connection with the preparation or delivery of the EOI. 4. Consulting firm/service provider will be selected in accordance with the procedures as described in 'The Public Procurement Act 2006' and 'The Public Procurement Rules 2025'. 5. The EoI shall be submitted in sealed envelope, book binding with proper page numbering & Table of index and clearly marked "Expressions of interest for selection of IT firm" on top of the envelop. 6. Applicants must submit a self-declaration stating they are not blacklisted/ debarred by any public entity under PPA and PPR and have no ongoing major litigation.
PROCURING ENTITY DETAILS			
16.	Name of Official Inviting Expression of Interest	Mohammad Shafiuzzaman Bhuiyan	
17.	Designation of Official Inviting Expression of Interest	Deputy Secretary (Hajj)	
18.	Address of Official Inviting Expression of Interest	Hajj-1 Section, Room # 1416, Building # 06, Ministry of Religious Affairs, Bangladesh Secretariat, Dhaka-1000. Phone: +88-02-55101119	
19.	Contact details of Official Inviting Expression of Interest	Tel: +88-02-55101119	**e-mail:** morahajsection@gmail.com sas_hajj1@mora.gov.bd
20.	The Procuring entity reserves the right to reject all EoIs without providing any explanation.		

03. 10. 2026
Mohammad Shafiuzzaman Bhuiyan
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