



Community Bank

• Trust • Security • Progress

Tender Document

[Open Tender]

One stage Two Envelope

**Delivery, Installation, & Implementation of SMS
Gateway Solution for Community Bank Bangladesh
PLC.**

**Invitation for Tender No: CBBL/HO/ICT/19-2026/711
Dated: 14-06-2026
Tender issued on: 14-06-2026**

Ⓟ k / s

Invitation for Tender Offer

BID SCHEDULE

For

Item Sl.	Item Description
01	Delivery, Installation, & Implementation of SMS Gateway Solution for Community Bank Bangladesh PLC.

INVITATION TO BID

Community Bank Bangladesh PLC. invites tender from bona fide bidders, proposals to offer Delivery, Installation, and Implementation of SMS Gateway Solution for Community Bank Bangladesh PLC. The bidder should be well experienced to complete the task/tasks.

The last date for submission of Tender is 30th June, 2026. Sealed Quotation Envelope (*Technical & Financial in separate envelopes*) shall be addressed to "Head of GSD, Community Bank Bangladesh PLC., Police Plaza Concord (Level 12, Tower 2), Gulshan 1, Dhaka-1212.", by 03:00 PM. The bidder may depute their representative at the time of opening of Tender. Also note that technical proposal and live demonstration of the software will be evaluated after completing initial scrutiny of the required documents submitted along with the proposal. Financial proposal of the technically eligible bidders only, will be opened.

EXECUTIVE SUMMARY

Community Bank Bangladesh PLC. (CBBL), a concern of Bangladesh Police Kallyan Trust, is established with a vision to serve communities to progress with the tailor-made secured solutions abiding by the highest level of Corporate Governance and Trust.

It aims to contribute in the economic growth of the country by providing financial products & services to the communities across geographies. State-of-the-art Core Banking System will enable the operation to manage centrally in optimum magnitude.

Community Bank runs on its three core building blocks i.e. Trust, Security and Progress.

Handwritten mark resembling a stylized 'M' or 'W'.

Handwritten mark resembling a lowercase 'a'.

Handwritten mark resembling a stylized 'B' or 'D'.

SCOPE OF WORK

Scope of Bid

Bidders are required to propose solutions as specified in the technical and financial proposal for the supply, installation and implementation of following items. Bidders are required to propose their solutions under **two envelop** system. Bidders are required to quote for the items and are fully responsible for offered products and implementation of the same as specified in the terms and conditions.

The scope of the bid includes supply, installation and commissioning of various Hardware/ Software are described below.

Item Sl.	Item Description
01	Delivery, Installation, & Implementation of SMS Gateway Solution for Community Bank Bangladesh PLC.

The successful Bidder shall be responsible for all the product(s) and service(s) offered by them for project management and co-ordination of the item(s) mentioned above for Community Bank Bangladesh PLC.

Bidder's qualification

1. The bidder must have at least 5 years' experience in the SMS based integration project in any scheduled commercial Bank/MFS in Bangladesh (*please enclose supporting documents*).
2. The Bidder must submit copy of at least 01 (One) ongoing SLA(s) of this item (with any scheduled Bank/MFS) (*please enclose supporting document*).
3. Bidders must submit up-to date PSR of TAX, BIN, VAT certificates.
4. The bidder must have a valid Trade License (*please enclose supporting document*).
5. The bidder must have a Certificate of Incorporation (*please enclose supporting document*).
6. The bidder must have required regulator's (e.g. BTRC) licenses and approvals to provide this service (*where applicable*).
7. The Bidder must submit top 03 (Three) detail client list for this item (*please enclose supporting documents*).
8. The Bidder must have adequate resources (minimum 10) to ensure timely project implementation and after go-live support & services.
9. BID Security of BDT 50,000/- (Taka Fifty Thousand only) must be submitted in the form of Payment Order or Bank Guarantee in favor of Community Bank Bangladesh PLC. The Bid Security should be valid for 6 (six) months from the date of bid opening and must be submitted inside the envelope of Technical Proposal.

TERMS & CONDITIONS:

1. This invitation for Tenders is open to eligible tenderers from Local Company Only.
2. The tenderer shall not be under a declaration of ineligibility for corrupt, fraudulent, collusive or coercive practices.
3. The Tenderer with a consistent history of litigation or a number of arbitration awards against it, shall not be eligible to tender.
4. The Tenderer shall have the legal capacity to enter into the contract.
5. The Tenderer shall not be insolvent, bankrupt or being wound up, its business activities shall not be suspended, and it shall not be the subject of proceedings for any of the foregoing.
6. The Tenderer shall have fulfilled its obligations to pay taxes and social security contributions under the relevant national laws and regulations.
7. The Tenderer shall process the necessary professional and technical qualifications and competence, financial resources, including after-sales service, specific product experience, and reputation.
8. All Price should be including all VAT and TAX
9. Financial offer should be valid for Minimum (06) Six months
10. The bank will carry out a detailed evaluation of the quotation according to the information supplied by the bidder through its proposal.
11. Considering the Experience, quality and other factors, CBBL is not liable to select the lowest bidder.
12. The bank reserves the right to accept or reject any or all quotation at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Bank's action.
13. Must fulfill CBBL Mentioned functional and implementation requirement.
14. Requirement study, Supply, Development, Installation, Configuration, Customization and commissioning of all the components must be done at the pre-determined locations as specified by the Bank at no additional cost within the mentioned timeframes after email or letter confirmation.
15. Ensure support during working hour.
16. Additionally, vendor will install and configure the DR site (disaster recovery) for Application and Database. In case of any disaster of primary site have to ensure the software will run from DR.
17. Onsite Training: Training for the users shall provide in bank site, at least for the 10 persons.
18. The bidder may offer any additional features in-built with this proposal to make the project better.
19. Any extra features and/or policies, design may be included during implementation or after implementation as per requirements of Management.
20. Before Go-Live, the bidder must perform parallel run/test of the solution for 1 (one) month.
21. After implementation, the bidder shall closely monitor the system during the warranty period, which shall be one (1) year from the date of Go-Live. Upon completion of the warranty period, a five (5) year Support Period shall commence.

CPD u / 8

22. The Bank may raise any other relevant issues for customization with the business need of time, which must be complied at no additional cost.
23. The bidder must ensure expected performance of the new system as required by Community Bank Bangladesh PLC.
24. The bank will check and verify the newly developed module supplied in conformity with the approved technical specifications and will notify the bidder if any defects found. The bidder MUST correct the defects immediately.
25. If the supplied solution is found to be defective or otherwise not in accordance with the specifications, the Bank may reject the module by giving notice.
26. The bidder will submit proper documents and diagram of all the systems as per standard.
27. Downtime of the proposed system: Bidder must ensure that system downtime remains 0% (Zero) at any stage from commissioning of the system.
28. The bidder has to maintain the standard of delivered products as specified in the Guideline on ICT Security for Banks and Non-Bank Financial Institutions dated June 2023 issued by the Bangladesh Bank.
29. The bidder will submit step by step procedure for installation, testing and commissioning of products and training along with projected time frame within 1 (One) week of issuance of this work order. The bidder will also submit detailed procedure of testing and User Acceptance Test (UAT) documentation and UVT (User Verification Test), which will be signed by the concerned authority of CBBL.
30. Any extra features and/or policies, design may be included during implementation or after implementation as per requirements of Management.
31. For any type of sub-standard quality product from selected bidder end, the Bank reserve the right for outright rejection of the goods, which you will take back at bidder own cost and will replace with acceptable quality within (10) ten days of the rejection.
32. After the receipt of work order from the Bank, 10% (ten percentage) of project value in the form of Pay Order or Bank Guarantee (BG) for 01 (one) year, or till project competition, whichever comes later.

GA 6/8

TECHNICAL SPECIFICATIONS

Delivery, Installation, & Implementation of SMS Gateway Solution

Scope of Work / Functional Requirements

SL	Functional Requirements	Availability (A/PA/RM/NA)	Comments
1. Sending SMS Messages			
1	The system should support the sending of SMS messages to all local Telco Operators' numbers.		
2	Messages should be delivered accurately and reliably, with support for Unicode characters and long messages (concatenated SMS).		
3	Should be able to send SMS based on priority setup.		
4	Segregation of Customer SMS according to Telco to reduce cost (customers will get SMS from their respective mobile operator).		
2. Bulk Messaging			
5	The system should support bulk messaging capabilities, allowing users to send messages to multiple recipients simultaneously.		
6	It should provide tools for managing contact lists and segmenting recipients based on criteria such as demographics, Telco Operators or user preferences.		
3. Message Templates			
7	The system should support the creation and management of message templates for commonly used messages, such as marketing campaigns or transactional notifications.		
4. Message Scheduling and Automation			
8	Users should be able to schedule messages for future delivery at specified dates and times.		
9	The system should support automated message delivery triggered by events or predefined conditions, such as transaction confirmations or appointment reminders.		

4 / 8

SL	Functional Requirements	Availability (A/PA/RM/NA)	Comments
5. Two-Way Messaging			
10	The system should support two-way messaging capabilities, allowing recipients to respond to messages.		
11	It should provide tools for managing inbound messages, including routing, keyword-based processing, and response handling.		
6. Integration with Existing Systems			
12	The system should integrate seamlessly with the bank's conventional banking CBS, Islamic Banking CBS, Card Management System, Customer Onboarding System, Digital Banking and transactional platforms. HR Payroll System or Call Center software.		
13	It should provide APIs (Application Programming Interfaces) or integration tools for connecting with third-party applications and databases.		
14	It should provide customizable dashboards and reports for monitoring campaign performance and ROI (Return on Investment).		
7. User Management			
15	The system should support user management functionalities, including user authentication, authorization, and role-based access control.		
16	It should provide tools for creating and managing user accounts, assigning permissions, and monitoring user activity.		
8. Checker & Maker			
17	User-wise checker-maker feature enable/disable option.		
18	Approved or declined option for transactions and operations.		
19	Notify both users after approval or decline via SMS, Email & web.		
9. Compliance and Regulation			

CP

k

/s

SL	Functional Requirements	Availability (A/PA/RM/NA)	Comments
20	The system should comply with relevant regulations and industry standards in Bangladesh.		
21	It should provide features for managing opt-in/opt-out preferences, unsubscribe requests, and consent management.		
10. Customization and Extensibility			
22	The system should be customizable and extensible to accommodate specific business requirements and workflows.		
23	It should provide tools for customizing message templates, workflows, and business rules without requiring extensive programming knowledge.		
11. Reporting and Analytics			
24	The system should offer comprehensive reporting and analytics capabilities, allowing users to track message delivery, open rates, click-through rates, and other key metrics.		
25	Overview and detailed reports of: SMS Campaigns, Scheduled List, Campaigns, Transactions.		
26	Filtering/Sorting options for all reports.		
27	Detailed & Filtered Campaign Reports downloading capability.		
12. Performance Metrics			
28	Broadcasting capacity: 2-4 million SMS/month.		
29	Broadcasting capacity: 0.3-1 million SMS/day.		
30	Broadcasting capacity: 400-800 SMS/second.		
31	Message sent to TELCO within 0.1~0.2 seconds.		
32	Should ensure minimum 99.9% uptime/month.		
33	The system should be able to handle a 50% increase in message volume during promotional campaigns without degradation in performance.		
34	The system should be able to queue up to 10,000 messages for delivery during peak usage hours without		





SL	Functional Requirements	Availability (A/PA/RM/NA)	Comments
	message loss.		
35	The system should automatically retry failed message deliveries up to three times with increasing intervals between retries.		
36	The system should have an average delivery latency of less than 3 seconds for same-network and less than 8 seconds for other networks.		
37	The vendor should provide tools for monitoring system performance in real-time and conduct regular capacity planning exercises.		
38	The system should have redundant backup servers and data centers with automatic failover capabilities.		
13. Security and Compliance			
39	Encryption: Messages should be encrypted during transmission using SSL/TLS to protect from interception.		
40	Access Control: Implement strong authentication (MFA) and role-based access control (RBAC) to control access.		
41	Data Privacy: Comply with data privacy regulations such as GDPR, CCPA, and HIPAA.		
42	Message Integrity: Implement message signing or hashing mechanisms to detect tampering or unauthorized modification.		
43	Message Logging and Auditing: Maintain logs of all messages (content, sender/recipient, timestamps, delivery statuses) for audit purposes.		
44	Security Patching: Keep the SMS gateway software and infrastructure up to date with the latest security patches.		
45	Monitoring and Intrusion Detection: Implement IDS to detect and respond to suspicious activities in real-time.		
46	Disaster Recovery and Business Continuity: Maintain disaster recovery plans with regular data backups and failover capabilities.		

PA a /

SL	Functional Requirements	Availability (A/PA/RM/NA)	Comments
47	Regulatory Compliance: Adhere to applicable regulatory requirements for telecommunications and data protection in Bangladesh.		
14. System Requirements			
48	Need to provide hardware (HW) specifications.		
49	Should be platform and OS independent.		
50	Must use latest enterprise OS, Application Server, and Database versions.		
51	Specify hardware requirements separately for DC, DR & UAT environments.		
52	Specify software requirements separately for DC, DR & UAT environments.		
15. Deployment, Installation and Documentation			
53	Should provide a tentative project plan covering: system development/configuration, hardware setup, software installation, testing and validation, training, documentation, and deployment.		
54	Should provide user manuals and related training before deployment in live environment.		
16. Support and Maintenance			
55	Vendor should provide post-deployment support and maintenance, including ongoing technical support, software updates, and troubleshooting services.		
56	A Service Level Agreement (SLA) for support response times and resolution should be implemented within 01 (one) year of deployment.		

Availability Classification:

- A – Available.
- PA – Partially Available.
- RM – Roadmap.
- NA – Not Available.

Other Requirements:

- Specify the hardware requirements separately for DC, DR & UAT.
- Specify the software requirements separately for DC, DR & UAT.

Handwritten initials/signature

STANDARD FORMAT OF FINANCIAL PROPOSAL

Summary of Costs

Development Cost Details			
Item Description	Qty	Price (In BDT)	
		Unit	Total
Delivery, Installation, & Implementation of SMS Gateway Solution for Community Bank Bangladesh PLC. at DC and DR site	1		
Total (Excluding VAT and AIT)			
VAT and AIT			
Grand Total (Including VAT and AIT)			

Recurring Costs (AMC)

Module No	Item description		Yearly AMC (Including VAT & AIT) after 1 Year Warranty			
			2	3	4	5
	Particulars		BDT	BDT	BDT	BDT
01	SMS Gateway Solution.	In amount				
	In percentage (%)					

Additional Customization and Training Cost Per Man-day

Additional customization cost per man-day (Including VAT & TAX) in BDT	Training cost per man-day (Including VAT & TAX) in BDT

Cost and Payment Terms:

- 50% of the project value will be payable after the UAT sign-off;
- 40% of the project value will be payable after LIVE deployment of the system at DC;
- Rest 10% of the project value will be payable after 01 (one) year of the deployment in live at DC;

Handwritten signature/initials