

Islami Bank Bangladesh PLC
Digital Banking Wing, DBW
Head Office, Dhaka.

Ref.: IBBPLC/HO/DBW/DSD/2026/636

Date:08.03.2026

NOTICE

Inviting RFQ for “International SMS/Viber Messaging Service” for Expatriate Customers of the Bank

Request for Quotations (RFQ) are hereby invited by Islami Bank Bangladesh PLC from the enlisted vendors / reputed companies for providing **International SMS and Viber Messaging Services** to communicate with the Bank's expatriate customers residing in different countries.

Sl.	Name of the item	Technical Specification
1	International SMS/Viber Messaging Service	Attached herewith

Terms & Conditions:

1. Name of Work:

International SMS/Viber Messaging Service for expatriate customers of the Bank.

2. Required Documents/Eligible Criteria:

The enlisted vendors / reputed companies are requested to submit their Request for Quotation (RFQ) on their official letterhead pad in a sealed envelope. The submitted technical and financial offers shall remain **valid for 07 (seven) days** from the date of submission and must include all applicable Taxes, VAT, duties, and other charges.

The RFQ submission shall include the following documents:

- **Company Profile**, including organizational background, registered office address, contact details, clients list, certification(ISO/IEC) and operator connectivity worldwide.
- **Technical Proposal**, describing the capability to provide International SMS and Viber messaging services.
- **Financial Proposal**, indicating the price for International SMS and Viber messaging services (country-wise).
- **Relevant Experience**, bidder must demonstrate **prior three (03) years' experience** in providing international messaging services (SMS/Viber), preferably to banks or financial institutions.
- **Valid Trade License** and other applicable legal or regulatory documents.
- **Bank Solvency Certificate** issued by a scheduled bank.

3. Receiving & Opening of RFQ Date & Time:

The RFQs will be received at the office of the **Digital Banking Wing** from **09 March 2026 to 15 March 2026 up to 03:00 PM**. The RFQs will be opened on **15 March 2026 at 03:15 PM** in the presence of the representatives of the bidders who may wish to remain present at the time of opening.

4. Submission Address:

The offer shall be submitted to the following address:

Islami Bank Bangladesh PLC
Digital Banking Wing
(Assistant Vice President, Digital Services Division)
75, Dilkusha ,Mofiz Chamber (6th Floor) Dhaka - 1000

The technical proposal and price quotation must be submitted separately in two clearly marked sealed envelopes.



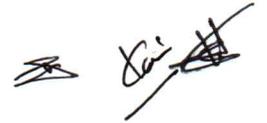
4. Payment Terms & Conditions:

- **Payment Condition:** Payment will be made on as per-SMS / Per-Viber message basis according to the rates specified in the work order, after successful implementation of the services and formal acceptance by the Digital Services Division, Digital Banking Wing (DBW), Islami Bank Bangladesh PLC, Head Office.
- **Payment Currency:**
All payments will be made in Bangladeshi Taka (BDT).
- **Payment Schedule:**
Bills will be Paid on a monthly basis upon submission and verification.
- **Deductions:**
VAT, tax, and other statutory deductions will be made from the bills in accordance with the rules and regulations of the Government of Bangladesh.

5. Reservation:

Islami Bank Bangladesh PLC reserves the right to accept or reject any or all offers without assigning any reason whatsoever. The Bank is not bound to accept the lowest bidder and may award the work order to the bidder deemed most suitable based on technical and financial evaluation.


Assistant Vice President
Head of Digital Services Division



Technical Specifications for International SMS/Viber Messaging Service:

Sl No	IBBPLC Requirements	Vendor Response	Remarks
1	Solution Provider Details:		
	Solution Name		
	Country of Origin		
2	Platforms:		
	Mobile Apps		
	Internet Banking		
	Corporate Banking Solution		
3	International SMS Service		
	Worldwide A2P SMS coverage		
	High priority OTP routing		
	Real-time delivery reports (DLR)		
	Support for transactional & OTP messages		
	Alphanumeric & numeric Sender ID support		
	Direct operator connectivity (preferred)		
	Secure API connectivity (SMPP/HTTP REST API)		
	High throughput capability		
	Failover routing facility		
4	Viber Business Messaging Service		
	Verified Viber Business Messaging		
	OTP delivery via Viber		
	Transaction notification support		
	Rich messaging features (buttons, links, media)		
	Real-time delivery tracking		
	Sender authentication support		
5	Others Requirements		
	System uptime minimum 99.9%		
	End-to-end encryption & secure connectivity		
	Real-time monitoring dashboard		
	Latency optimized routing		
	24/7 technical support facility		
	Data privacy & compliance standards		
6	Technical Architecture Details		
7	World-wise coverage list		
8	SLA & Support(As formatted of IBBPLC)		
9	Deliver Period (Days)		

Billing Format for International SMS/Viber Messaging:

Sl No	Name of the Country with code (Alphabetically)	Network/Operator Name	Rate(BDT)
1			

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