

Islami Bank Bangladesh PLC

Digital Banking Wing
Digital Services Division
Head Office, Dhaka

Date: 15.03.2026

Revised Schedule for submission of International SMS/Viber Messaging Service:

The details of the proposed time extension are furnished below:

SL No.	Schedule as per Previous Notice	Schedule after Time Extension (Proposed)
1	Tender/Notice will be sold: From 09.03.2026 to 15.03.2026	Tender/Notice will be sold: From 09.03.2026 to 31.03.2026
2	Tender Submission: 15.03.2026 at 03:00 PM	Tender Submission: 31.03.2026 at 03:00 PM
3	Technical Offers Opening: 15.03.2026 at 03:15 PM	Technical Offers Opening: 31.03.2026 at 03:15 PM

Revised Technical Specifications for International SMS/Viber Messaging Service:

SI No	Requirement Category	IBBPLC Requirements	Vendor Response
1	Solution Provider Details	Solution Name	
		Country of Origin	
		SS7/SMPP connectivity	
		Global operator connections with local POI in Bangladesh	
2	Platforms	Mobile Apps integration	
		Internet Banking integration	
		Corporate Banking Solution integration	
3	Compliance & Regulatory	Compliance with BTRC regulations	
		FATF / AML compliance support	
		GSMA membership	
		ISO 27001 certification	
		ISO 9001 certification	
		Anti-grey route protection	
		SIM farm detection capability	
4	International SMS Service	Worldwide A2P SMS coverage	
		High priority routing for OTP messages	
		Real-time Delivery Reports (DLR)	
		Support for transactional & OTP messages	
		Alphanumeric Sender ID support	
		Numeric Sender ID support	
		Direct operator connectivity (preferred)	
		Secure API (SMPP / HTTP REST)	
		High throughput capability	
		Intelligent failover routing	
5	Viber Business Messaging	Verified Viber Business Messaging support	
		OTP delivery via Viber	
		Transaction notification support	
		Rich messaging features (buttons, links, media)	
		Real-time delivery tracking	
6	Technical Platform & Security	Sender authentication support	
		Middleware integration with Bank systems	

		REST API support	
		SMPP v3.4 support	
		Low latency & defined throughput (MPS)	
		End-to-end encryption	
		SMPP firewall protection	
		OTP / SIM-swap fraud prevention	
		Sender ID protection mechanism	
		2FA portal security controls	
		Third-party security audit documentation	
7	Operational & Financial Expertise	Experience with OTP / transactional SMS for banks or financial institutions	
		24/7 NOC support with <1 hour response SLA	
		HLR lookup capability	
		Local sender ID registration support	
8	Reporting & Analytics	Real-time monitoring dashboards	
		Monthly SLA reports	
		Operator-wise traffic analytics	
		Country-wise traffic analytics	
		Audit logs for regulatory compliance	
9	Performance Requirements	System uptime $\geq 99.9\%$	
		Real-time monitoring dashboard	
		Latency optimized routing	
		24/7 technical support	
		Data privacy & regulatory compliance	
10	Technical Architecture / Coverage / SLA / Delivery	Technical architecture diagram	
		Worldwide coverage list	
		SLA & support commitment (as per IBBPLC format)	
		Delivery / implementation timeline (days)	


 15/03/26
**Assistant Vice President & Head of
 Digital Services Division**