

March 10, 2026

Request for Quotation for Supply, Installation, Testing and Commissioning of IP-PABX Solution and 410 units IP Telephone Sets for Bengal Commercial Bank PLC.

Bengal Commercial Bank Limited (Hereinafter referred to as “the **Bank**”) wishes to receive bids from the bonafide firms for Supply, Installation, Testing and Commissioning of IP-PABX Solution and 410 units IP Telephone Sets for Bengal Commercial Bank PLC. as per below mentioned specification and terms & conditions:

1.1 Technical Offer

Vendor should submit technical offer as per specification mentioned in Annexure-A.

1.2 Financial Offer




Vendor should submit financial offer as per prescript format mentioned in Annexure-B.

1.3 Bidder’s qualification

- a) Bidder shall possess his own office and trained & experienced manpower to install, configure as well as 24/7 after sales service the supplied products.
- b) Bidder shall be assessed under Income Tax Department.
- c) Bidder should have the capacity for 24/7 support of the product within the AMC period based on the terms and condition of AMC agreement without any system interruption at the time of operation.
- d) Bidder should have the capacity to solve any support related issue occurred within the warranty and AMC period.
- e) The bidder must have at least three years’ experience supplying same products or services at least one Banks/NBFIs.
- f) This invitation of proposal is open to all companies registered in Bangladesh.
- g) The Bidder should have at least 02 (two) solution related Certified Engineer/other information. All the professional certificates should be valid till date. Submission of supporting documents is mandatory.
- h) The Bidder should not offer any solution that EOL (end of Life) or EOS (End of sales/service) already declared within next 05 years.
- i) The Bidder should submit detail solution Information with required architecture, designs and detail, project plan, parameters, standard operational guideline & datasheets, complying as per OEM standard.
- j) The bidder should have to submit Support & Service Plan with support matrix for the proposed solution.
- k) The bidder should submit the details of Knowledge transfer/Training plan for participated solutions.
- l) The bidder should have capable for 24/7 Support, Services and Communication facility.

1.4 Documents comprising the bid

- a. Technical Description of the deliverables to demonstrate the specified technical requirement
- b. Schedule for financial proposal.
- c. Photocopy of following documents may be submitted with the offer:
 - i. Valid Trade License and Company Profile.
 - ii. E-TIN, BIN and VAT Certificate
 - iii. Name, contact number and e-mail address of the Contact person
 - iv. Proof of Experience
 - v. List of corporate clients.
 - vi. Proof Certificates as Authorized Reseller/ Authorized Dealer/Supplier from the manufacturer to be submitted.

Pro   

Bengal Commercial Bank PLC.
General Services Division
Head Office

- d. All signed copy documents, brochure, data sheet, technical specification papers and RFQ of mentioned Products have to be provided by the bidder in the Technical Proposal.
- e. The bidder must provide BOQ, Technical Compliance and details project implantation plan of the proposed Customer Support Center Solution.
- f. The bidders must submit required certified engineer CV along with the proposal.
- g. All required documents needs to be provided as a proof of evidence to fulfill the need of supplier qualification.

1.4 Bid prices

Bidders shall quote the price excluding VAT and including Tax in Bangladeshi Taka (BDT) for the item. Relate VAT to be borne by the Bank. The quoted price include delivery, installation, configuration, testing, commissioning, training and any other charges thereof.

1.6 Bid validity

Bid shall remain valid for a period of **180 days** from the date of opening of technical proposals. In exceptional circumstances, prior to expiry of the original bid validity period, the Bank may request the bidder to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A bidder agreeing to the request will not be permitted to modify its bid.

1.7 Sealing and marking of bid

The envelope shall:

1. Be addressed to the Bank at the following address: **Head of GSD, Bengal Commercial Bank PLC., Khandker Tower, Level-5, 94, Gulshan Avenue, Gulshan, Dhaka-1212.**
2. Bidder(s) should submit the financial and technical offer in separate envelope mentioning the name of the offer products and both envelopes must be submitted together in a single envelope.
3. In addition to the above requirements, the envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened in case may be declared "late" pursuant to clause 1.8.
4. If the envelope is not sealed and marked as above, the Bank will assume no responsibility for the misplacement or premature opening of the bid.

1.8 Deadline of bid

The bidder must submit the bids in original (sealed), duly marking the envelope as addressed at the following no later than **3:00 p.m. on April 02, 2026.**

1.9 Late Bids

Any bid received by the Bank after the deadline for submission of bid prescribed in clause 1.8 may be rejected and returned unopened to the bidder.

1.10 Evaluation of proposals

The Bank will choose the offer that will be more comprehensive and that conform the relevant required product. Information relating to the examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any persons not officially concerned with such process until the award to the successful bidder has been announced.

1.11 Award of Contract

Subject to Clause 1.10, the Bank will award the Contract to the successful bidder.

1.12 Bank's right to accept any bid and to reject any or all bids

Notwithstanding Clause 1.11, the Bank reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any

HA ~~BA~~ Pro

SH

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.

1.13 Notification of Award/Work Order

Prior to expiration of the period of bid validity prescribed by the Bank and after successful negotiations (if any), the Bank will notify/issue work order in favor of the successful bidder that his bid has been accepted. The notification of award/work order may constitute the updated terms and conditions and basic formation of the Contract.

1.14 Product Delivery

The successful bidder must complete IP-PABX Solution implementation project (installation, configuration, system integration and training) within 30 (Thirty) day's from the date of issuance of work order.

1.16 Security Money

An amount equivalent to 5 % of total work order/product value will be considered as security money for 410 units IP Telephone Sets. Security money amount will be deducted from the bill (vendor(s) may also submit unconditional Bank Guarantee) and retained up to the warranty period of the products. Security money will be returned after the warranty periods of the products. Security money may be forfeited in case of violation of support or any other agreed issues within the subscription period.

1.17 Penalty

In case of failure or any kind of delay regarding delivery of the product within due time mentioned in clause 1.14, vendor will be liable to pay 1% of the total work order value, as penalty, to the Bank for delaying each week after the due date. Upon reaching the penalty to 5% of total Work Order/Contract value, the performance security as well as the Work Order may be forfeited on sending a letter to the vendor.

However, Bank must be informed for any foreseeable delay due to uncontrolled situation prior to exceed the delivery deadline mentioned in clause 1.14 which may be considered by the Bank if situation justify such delay and the decision of purchase committee of the Bank will be final.

1.18 Payment

Payment will be made after successful supply, install and commissioning of the product. The performance security will be returned along with the final payment. The successful bidder will sign Service Level Agreement (SLA) (if needed) before disbursement of payment from Bengal Commercial Bank PLC.

1.19 Hardware Requirement

The bidder will have to submit details specification of required physical server, PC/Laptop and OS along with technical offer as per **Annexure-C**. Price of all other third party tools and training as well as required additional tools/software must include with the offer. Bank will provide/arrange the physical servers and OS only.

1.20 Support Response during Warranty/AMC Period

The bidder should have ensure 24/7 support services within the warranty (subscription) period as well as AMC period.

Pro   

1.21 Withholding Sales Tax

The bidder is hereby informed that the Bank shall deduct Tax at the rate prescribed under the Tax Laws of Bangladesh, from all payments for services rendered by any bidder who signs a contract with the Bank. The bidder will be responsible for all Taxes on transactions and/or income, which may be levied by the Bank. If bidder is exempted from any specific VAT & Taxes, then it is requested to provide the relevant documents with the proposal.

1.22 Modification of Proposal

A proposal that is in the possession of the Bank may be altered by letter bearing the signature or name of the authorized person, provided it is received PRIOR to the date and time of the opening. FAX, telephone, or verbal alterations will not be accepted. Mentionable here that, after opening of the proposal no modification/alter in Technical Specification will be acceptable without prior approval of the Bank authority.

1.23 Addendum to the RFP

The Bank reserves the right to amend the RFP prior to the date for proposal submission. Addendums will be sent to all bidders that are on the RFP mailing list.

1.24 Misrepresentation of Information

Misrepresentation of a bidder's status, experience, or capability in the proposal may result in disqualification of that bidder from the selection process. Discovery of litigation or investigations in a similar area of endeavor may, at the discretion of the Bank and after consultation with the Procurement Services Section, preclude the bidder from the selection process.

1.25 Contact Person(s)

For any query regarding proposal please communicate with following officials:



For technical proposal related queries



Mr. Pranab Chakrabarty
IT Division
Mob. 01712236703

For financial proposal related queries

Mr. Golam Mostafizur Rahman
General Services Division
Mob. 01717768454

Thanking You.


Tanvir Ahammed
AVP & In Charge, GSD



Mesbahuddin Ahmed
VP & In Charge, IT Division


Annexure-A

Annexure-A (Part-01)

Technical Specifications for IP-PABX Solution

Item Description	Required Specifications	Complied (Y/N)	Vendor Response
Brand	To be mentioned by the bidder		
Model	To be mentioned by the bidder		
Country of Origin	To be mentioned by the bidder		
Quantity	1 (IP-PABX Software with Redundant)		
Qualification	Bidder must include ISO 9001 Certificate for Service, Manufacturer or Partnership Certificate or Manufacturer Authorization Letter		
	Manufacture must have local presence in Bangladesh and details address with Trade License should be submitted.		
Desired Features and Facilities	The offered solution should provide the following features as a part of its telephony functions.		
	Incoming and Outgoing Calls		
	Anonymous Call Rejection		
	Multiple trunk connectivity		
	Direct Inward Dialing (DID)		
	Direct Outward Dialing (DOD)		
	3-way conference		
	Caller ID		
	Call Recording		
	Call Transfer		
	Call Group & Pickup Group		
	Call forward		
	Call Divert		
	Extension NWD Call Permission		
	Extension NWD Call PIN		
	Extension ISD Call Permission		
	Extension ISD Call PIN		
	Extension Phone Lock		
	Extension IP Permission		
	Maximum Per Call Duration (MPCD)		
	Extension Bulk Operations (If applicable)		
	DND (Do Not Disturb)		
	Voicemail		
	Video calls		
	Whitelist		
	Blacklist		
Dynamic Interactive Voice Response (IVR)			
Static IVR			
Ring Group			
Dynamic IVR - Voice Recording - Complain			

Pro 

X

He

Bengal Commercial Bank PLC.
General Services Division
Head Office

	Dynamic IVR - Date wise		
	Dynamic IVR - Time wise		
	Dynamic IVR - Tree & Tree Graph		
	Dynamic IVR - Off-Office Node		
	Dynamic IVR - Voice Record Node		
	Dynamic IVR - Entire Holidays configuration options		
	Master Phone: Line status indication (BLF)		
	CDR (Call Details Record)		
	Analytical Reports		
	Reports - Real-Time		
	Reports - Incoming & Outgoing CDR		
	Reports - Incoming Off-Office CDR		
	Reports - Incoming Voice Record CDR		
	Reports - Forwarded CDR		
	Reports - Export to CSV		
	Reports - Summary		
	Live: Active Number Lists		
	Live: Active Call Lists		
	Live: Trunk Status		
	Tools: Tracepath, Whois, PING		
	Role based User Management		
	Permission-Based Playback		
	Computer telephony integration (CTI)		
	Operational flexibility		
	Threat Severity Levels		
	Accessible 7/24/365 HelpDesk		
	Audit Trail		
	Licensing (If applicable)		
	DID/DOD (Direct Inward/Outward Dialling) – The proposed system must support direct inward dialling for external parties to call in.		
	Flexible numbering plan – Support 4 Digit extension number and allow phone number assigned to a station to a station to be changed through software.		
	The system should support internal MOH (Music on Hold), which should be uploaded using the .Wav file and should have an audio input port for external MOH connectivity.		
	CLI (Caller Line Identification) facility (CLIP/CLIR) - Calling Numbers (internal & external) should be displayed on IP extensions (FSK support phone).		
Terminal/Endpoint Support	System should support the following type of terminals		
	Digital Phones		
	IP Hard Phones		
	IP/SIP Softphones for Desktop		
	Video Hard/Softphone		
	FXS and FXO		
	3rd party SIP phones		

Pre 





Bengal Commercial Bank P.L.C.
General Services Division
Head Office

Voicemail Features	System should have inbuilt voico mail system		
	VM should support Auto Attendant		
	IVR functionality should be available		
Conferencing Features	The system should have built-in 20 party Ad-Hoc or Meet-Me audio conferencing bank from day 1 (virtual IP phone number base along with pin code number)		
	System should be able to send emails to all the participants giving them the conferencing details (if Applicable)		
	System should support PIN based security for conference calls.		
	Must have 20 Party conference bridge facility		
	System should support scheduling of conference call.		
Call Recording Features	System should able to record and store calls (1min= 1Mbps) into any voicemail box or a central database or storage, for later retrieval, sorting, searching through a web-based browser interface.		
	Recordings should be able to be made on the basis of Caller ID / Extension and subscriber number.		
	Recording should Export with related details individually; Bulk Export should also be available to export multiple recordings.		
	Audit Trail should be available so that audit can be performed to track the use of call recordings.		
	System should support automatic deletion of oldest recordings, if needed.		
Management Interface	System should be able to be configured and administered using a GUI based application		
DID	Vendor Should Provide 2000 DID Number		
Hunting Number	Vendor Should Provide 1 dedicated Hunting number with 50 Channels for HQ and 200 Channels for Branches Use.		
SIP Trunk	Vendor must provide primary and secondary Data bandwidth for SIP Trunk connectivity with auto failover device at Bengal Commercial Bank Data Center site.		
Experience	Local Bidder must have at least three (3) implementations of any reputed IP/PABX solution experience in Bangladesh which have been running successfully in Banking sector for previous Five (5) years in production environment.		
Installation, Testing and Commissioning	Bidder must carry out on site installation, testing and commissioning. In consultation with Banks IT Division, bidder must configure appropriate security and administration related policies, must do integration with other related hardware/software required to make the LAN functional.		
Service & Support	Bidder must ensure solution related support & service for 3 years.		
AMC (If Applicable)			

Pro

SK

Annexure-A (Part-02)

Technical Specifications for IP Phone

Basic IP Phone				
SL	Type of Device	IP Phone	Complied (Y/N)	Vendor Responses
1	Brand	Grand Stream/Snom/l'anvil		
2	Model	To be mentioned by the bidder		
3	Quantity	400 Units		
4	Origin	To be mentioned by the bidder		
5	Assembled	To be mentioned by the bidder		
6	SIP/Linc	Minimum 4 SIP/Lines		
7	Protocols/Standards	SIP, TCP/IP/UDP, RTP/RTCP, RTCP-XR, IHTTP/HTTPS, ARP, ICMP, DNS(A record, SRV, NAPTR), DHCP, PPPoE, SSH, TFTP, NTP, STUN, SIMPLE, LLDP, LDAP, TR069, SNMP, 802.1x, TLS, SRTP, IPv6		
8	Network Interfaces	Dual switched auto-negotiation 10/100 Mbps Ethernet ports		
9	Graphic Display	To be mentioned by the bidder		
10	Feature Keys	2 line keys with dual-color LED and support for 4 SIP account, 4 XML programmable context sensitive soft keys, 5 (navigation, menu) keys. 8 dedicated function keys for: MESSAGE(with LED indicator), TRANSFER, HEADSET, MUTE, SEND/REDIAL, SPEAKER-PHONE, VOL+, VOL-		
11	Auxiliary Port	RJ9 headset jack (allowing EHS with Plantronics & Jabra & Sennheiser headsets)		
12	Voice Codecs and Capabilities	Support for G.729A/B, G.711 μ /a-law, G.726, G.722(wide-band), G.723, iLBC, OPUS, in-band and out-of-band DTMF(in audio, RFC2833, SIP INFO), VAD, AEC, CNG, PLC, AGC, AJB		
13	Telephony Features	Hold, transfer, forward, 5-way conference, call park, call pickup, shared-call-appearance(SCA)/bridged-line-appearance(BLA), downloadable phonebook(XML, LDAP, up to 2000 items), call waiting, call log(up to 800 records), off-hook auto dial, auto answer, click-to-dial, flexible dial plan, hot-desking, personalized music ringtones and music on hold, server redundancy and fail-over		
14	HD Audio	Yes, HD handset and speakerphone with support for wideband audio		
15	Base Stand	Yes, 1 angle position available (45°), Wall Mountable (*wall mount sold separately		
16	QoS	Layer 2 QoS (802.1Q, 802.1P) and Layer 3 (ToS, DiffServ, MPLS) QoS		

PIP 





Bengal Commercial Bank PLC.
General Services Division
Head Office

17	Security	Ordinary user and administrator level passwords based on SHA-256 and SHA-256 sess authentication. SIP authentication algorithms based on SHA-256, SHA-256 sess, SHA-512/256, SHA-512/256 sess, MD5 sess. AES security profile, SRTP, TLS call encryption, 802.1X media access control		
18	Multi-language	Simplified Chinese, Traditional Chinese, English, Arabic, Catalan, Czech, German, Greek, Spanish, French, Hebrew, Croatian, Magyar, Italian, Japanese, Korean, Latvian, Dutch, Polish, Portuguese, Russian, Swedish, Slovenian, Slovak, Turkish, Ukrainian		
19	Upgrade/Provisioning	Firmware upgrade via FTP/FTTP / HTTP / HTTPS, mass provisioning using GDMS/TR-069 or AES encrypted XML configuration file		
20	Power & Green Energy Efficiency	Universal Power Supply Input 100-240VAC 50-60Hz; Output +5VDC, 600mA;		
21	Temperature and Humidity	Operation: 0°C to 40°C Storage: -10°C to 60°C Humidity: 10% to 90% Non-condensing		
22	Physical	To be mentioned by the Bidder		
23	Compliance	To be mentioned by the bidder		
24	Adapter	Including original Power adapter		
25	Warranty	Minimum 3 Years Replacement.		
26	MAF	Bidder must provide Original Manufacturer Authorization Letter.		

Operator IP Phone				
SL	Type of Device	IP Phone	Complied (Y/N)	Vendor Responses
1	Brand	Grand stream/Snom/Fanvil		
2	Model	To be mentioned by the bidder		
3	Quantity	02 Units		
4	Origin	To be mentioned by the bidder		
5	Assembled	To be mentioned by the bidder		
6	SIP/Line	Minimum 10 line keys with up to 12 SIP accounts		
7	Protocols/Standards	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, ARP, ICMP, DNS(A record, SRV, NAPTR), DHCP, PPPoE, TELNET, TFTP, NTP, STUN, SIMPLE, LLDP, LDAP, TR-069, 802.1x, TLS, SRTP, IPV6		
8	Network Interfaces	Dual switched auto-sensing 10/100/1000 Mbps Gigabit Ethernet ports with integrated PoE		
9	Bluetooth	Yes, integrated		
10	Wi-Fi	Integrated dual-band (2.4GHz and 5GHz) Wi-Fi (802.11a/b/g/n/ac/ax) – hardware version 5.0 and above		
11	Graphic Display	To be mentioned by the bidder		

Pre

Bengal Commercial Bank PLC.
General Services Division
Head Office

12	Voice Codecs and Capabilities	Support for G.729A/B, G.711 μ /a-law, G.726, G.722(wide-band), G.723, iLBC, OPUS, in-band and out-of-band DTMF(in audio, RFC2833, SIP INFO), VAD, CNG, AEC, PLC, AJB, AGC		
13	Telephony Features	Hold, transfer, forward, 3-way conference, call park, call pickup, shared-call- appearance(SCA)/bridged-line-appearance(BLA), downloadable phonebook(XML, LDAP, up to 2000 items), call waiting, call log(up to 2000 records), XML customization of screen, off-hook auto dial, auto answer, click-to-dial, flexible dial plan, hot-desking, personalized music ringtones and music on hold, server redundancy and fail-over		
14	HD Audio	Yes, HD handset and speakerphone with support for wideband audio		
15	Extension Module	Must Support Extension Module		
16	Feature Keys	10 line keys with up to 12 SIP accounts, 5 XML programmable context sensitive softkeys, 5 navigation/menu keys, 9 dedicated function keys for: MESSAGE(with LED indicator), TRANSFER, HOLD, HEADSET, MUTE, SEND/REDIAL, SPEAKERPHONE, VOL+, VOL-		
17	Base Stand	Yes, 2 angle positions available, Wall Mountable (*wall mount sold separately)		
18	QoS	Layer 2 QoS (802.1Q, 802.1P) and Layer 3 QoS (ToS, DiffServ, MPLS)		
19	Auxiliary Ports	RJ9 headset jack (allowing EHS with Plantronics headsets), USB		
20	Security	User and administrator level passwords, MD5 and MD5-sess based authentication, 256-bit AES encrypted configuration file, SRTP, TLS, 802.1x media access control, secure boot		
21	Multi-language	English, German, Italian, French, Spanish, Portuguese, Russian, Croatian, Chinese, Korean, Japanese and more		
22	Upgrade/Provisioning	Firmware upgrade via FTP/TFTP/TFTPS/HTTP/HTTPS, mass provisioning with GDMS, TR-069 or AES encrypted XML configuration file		
23	Power & Green Energy Efficiency	Universal power adapter included: Input: 100 – 240V; Output: +12VDC, 1A Integrated Power-over-Ethernet (802.3af) IEEE 802.3az Energy-Efficient Ethernet Max power consumption 6.3W (power adapter) or 7.4W (PoE)		
24	Temperature and Humidity	Operation: 0°C to 40°C, Storage: -10°C to 60°C Humidity: 10% to 90% Non-condensing		

P00

Bengal Commercial Bank PLC.
General Services Division
Head Office

25	Physical	To be mentioned by the bidder		
26	Compliance	To be mentioned by the bidder		
27	Adapter	Including original Power adapter		
28	Warranty	Minimum 3 Years Replacement.		
29	MAF	Bidder must provide Original Manufacturer Authorization Letter.		

Operator Phone with Extension Module				
SL	Type of Device	IP Phone		
1	Brand	Grandstream/Snom/Fanvil		
2	Model	To be mentioned by the bidder		
3	Quantity	02 Units		
4	Origin	To be mentioned by the bidder		
5	Assembled	To be mentioned by the bidder		
6	Lines	Minimum 20 per page (each module contains 2 pages, for up to 40 lines per module Up to 160 with 4 daisy-chained modules		
7	Graphic Display	To be mentioned by the bidder		
8	Feature Support	Local GUI with animation; Multiple line/call appearances		
9	Power	A single extension module can be powered by host phone IP phone; when 2 or more extension module is connected an included 12V PSU is needed.		
10	Firmware Upgrades	Firmware is upgraded by direct network download through host phone network connection and firmware upgrade setup.		
11	Physical	To be mentioned by the bidder		
12	Temperature and Humidity	Operation: 0°C to 40°C Storage: -10°C to 60°C Humidity: 10% to 90% Non-condensing		
13	Package Content	Base stand, Extension Board Connector Plate, Screws, USB cable, Quick Installation Guide		
14	Compliance	To be mentioned by the bidder		
15	Adapter	Including original Power adapter		
16	Warranty	Minimum 3 Years Replacement.		
17	MAF	Bidder must provide Original Manufacturer Authorization Letter.		

Management IP Phone				
SI	Type of Device	IP Phone	Complied (Y/N)	Bidder Response
1	Brand	Grand stream/Snom/Fanvil		
2	Model	To be mentioned by the bidder		
3	Origin	To be mentioned by the bidder		
4	Qty	08 Units		
4	Assembled	To be mentioned by the bidder		
5	SIP/Line	Minimum 4 lines, with up to 4 SIP accounts, 4 dual colored line keys		
6	Protocols/Standards	SIP, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, ARP/RARP, ICMP, DNS (A record, SRV, NAPTR), DHCP, PPPoE, SSH, TFTP, NTP, STUN, SIMPLE, LLDPMED,		






Bengal Commercial Bank PLC.
General Services Division
Head Office

		LDAP, TR-069, 802.1x, TLS, SRTP, CDP/SNMP/RTCP-XR		
7	Network Interfaces	Dual switched auto-sensing 10/100/1000 Mbps Gigabit Ethernet ports with integrated PoE		
8	Graphic Display	To be mentioned by the bidder		
9	Bluetooth	Yes, Bluetooth		
10	Feature Keys	4 line keys with up to 4 SIP accounts, 5 programmable context sensitive softkeys, 5 navigation/menu keys, 11 dedicated function keys for: MESSAGE (with LED indicator), PHONEBOOK, TRANSFER, CONFERENCE, HOLD, HEADSET, MUTE, SEND/REDIAL, SPEAKERPHONE, VOL+, VOL-		
11	Voice Coders and Capabilities	Support for G.711 μ /a, G.722 (wide-band), G.723, G.726-32, G.729 A/B, iLBC, in-band and out-of-band DTMF (In audio, RFC2833, SIP INFO), VAD, CNG, AEC, PLC, A/B, AGC		
12	Telephony Features	Hold, transfer, forward (unconditional/no-answer/busy), 3-way conferencing, call park/pickup, downloadable phone book (XML, LDAP, up to 1000 items), call waiting, call history (up to 200 records), off-hook auto dial, auto answer, click-to-dial, flexible dial plan, hot desking, personalized music ringtones, server redundancy & fail-over		
13	Auxiliary Ports	RJ9 headset jack (allowing EHS with Plantronics headsets), USB, extension module port		
14	HD Audio	Yes, both on handset and speakerphone		
15	Extension Module	Yes, can power up to 4 supported modules		
16	QoS	Layer 2 QoS (802.1Q, 802.1P) and Layer 3 (ToS, DiffServ, MPLS) QoS		
17	Security	User and administrator level access control, MD5 and MD5-session based authentication, 256-bit AES encrypted configuration file, TLS, SRTP, HTTPS, 802.1x media access control		
18	Multi-language	English, Chinese, Korean, Japanese, German, Italian, French, Spanish, Portuguese, Russian, Croatian, and more		
19	Upgrade/Provisioning	Firmware upgrade via TFTP / HTTP / HTTPS, mass provisioning using TR-069 or AES encrypted XML configuration file, FTP/FTPS		
20	Power & Green Energy Efficiency	Universal power adapter included: Input: 100-240V; Output: +12V, 1.0A; Integrated Power-over-Ethernet (802.3af) Max power consumption: 6W (without GXP2200EXT), 10W (with 4 cascaded GXP2200EXTs)		

1 POC

Bengal Commercial Bank PLC.
General Services Division
Head Office

21	Temperature and Humidity	Operation: 0°C to 40°C Storage: -10°C to 60°C Humidity: 10% to 90% Non-condensing		
22	Physical	To be mentioned by the bidder		
23	Package Content	Phone, handset with cord, base stand, universal power supply, network cable, Quick Installation Guide, brochure, GPL Licenses		
24	Compliance	To be mentioned by the bidder		
25	Adapter	Including original Power adapter		
26	Warranty	Minimum 3 Years Replacement.		
27	MAF	Bidder must provide Original Manufacturer Authorization Letter.		

 Poo

Financial Offer

PART-A

Table-01: IP-PABX Solution:

SL	Particulars	Total price in BDT excluding VAT & including Tax	Remarks
1	IP-PABX Solution as per Technical Specification along with 3 (Three) years 24/7 support and Maintenance.		
2	2 units 8 port FXO for integration of BTCL Line		
3	Per year AMC after three years warranty period		
Total price in BDT excluding VAT & including Tax			

Table-02: Monthly Recurring Charge for SIP Trunk, DID & Data Bandwidth:

SL	Particulars	Monthly Recurring Charge(MRC) in BDT including VAT & Tax	Remarks
1	<ul style="list-style-type: none"> • SIP Trunk for 250 Channel • 20 mbps data Bandwidth • 2000 DID Number • Primary & Secondary DATA link along with Auto failover devise. 		

Table-03: Call Tariff:

Particulars	Description	Price/Min excluding VAT, SD & including Tax	Remark
Outgoing call	Own IPTSP		1 sec pulse
	Other IPTSP		1 sec pulse
	Other Mobile / PSTN Operator		1 sec pulse
	International Destination		1 sec pulse
Incoming Call	All incoming Call	free	

[Handwritten Signature]

[Handwritten Signature] *[Handwritten Signature]*

[Handwritten Signature] *[Handwritten Signature]*

Bengal Commercial Bank PLC.
General Services Division
Head Office

PART-B

SL	Particulars	Qty	Unit price in BDT excluding VAT & including Tax	Total price in BDT excluding VAT & including Tax
1	Basic IP Telephone Set Brand, Model, Country of Origin, Country of Manufacture, Warranty: 3 years	400 units		
2	Management IP Telephone Set Brand, Model, Country of Origin, Country of Manufacture, Warranty: 3 years	08 units		
3	Operator IP Telephone Set Brand, Model, Country of Origin, Country of Manufacture, Warranty: 3 years	02 units		
4	Operator Phone Extension Module Brand, Model, Country of Origin, Country of Manufacture, Warranty: 3 years	02 units		
Total price in BDT excluding VAT & including Tax				

Vendors are allowed to participate in any or both "Part A" or "Part B".

JK

PK *Pro*

JK

Annexure-C

Specification of required hardware & Operating System:

SL	Particulars	Technical Specification	Qty	Budgeted Price excluding VAT & including Tax
1	Server			
2	Operating System			
3	Other required Hardware or software			

JH

SAJ

PO

SA