

Bengal Commercial Bank PLC.
General Services Division
Head Office

Date: August 24, 2026

Request for Quotation for the Supply of 50 Units of IP Telephone Sets for Bengal Commercial Bank PLC.
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Bengal Commercial Bank PLC. (hereinafter referred to as "the Bank") invites bids from bona fide firms for the supply of 50 units of IP Telephone Sets for Bengal Commercial Bank PLC., in accordance with the specifications and terms & conditions mentioned below:

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 the format mentioned in Annexure-B.

1.3 Bidder's qualification

- a) The bidder must be assessed under the Income Tax Department.
- b) The bidder must have the capacity to resolve any support-related issues arising during the warranty period.
- c) The bidder must have at least three years of experience supplying the same products or services to at least one Bank or NBFI.
- d) This invitation for proposals is open to all companies registered in Bangladesh.
- e) The bidder must submit a Support & Service Plan with a support matrix for the proposed solution.
- f) The bidder must be an authorized dealer of the offered products.

1.4 Documents comprising the bid

- a) Technical description of the deliverables to demonstrate compliance with the specified technical requirements.
- b) Schedule for the financial proposal.
- c) Photocopies of the 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 email address of the contact person.
 - iv. Proof of Experience.
 - v. List of corporate clients.
 - vi. Proof of authorization as an Authorized Reseller/Authorized Dealer/Supplier from the manufacturer.
- d) All signed copies of documents, brochures, data sheets, technical specification papers, and the RFQ for the mentioned products must be provided by the bidder in the Technical Proposal.
- e) All required documents must be provided as proof of evidence to fulfill the supplier qualification requirements.

1.5 Bid prices

Bidders shall quote the price excluding VAT and including Tax, in Bangladeshi Taka (BDT), for the items. The related VAT will be borne by the Bank. The quoted price must include supply and all other associated charges.

1.6 Bid validity

The bid shall remain valid for a period of 90 days from the date of opening of the technical proposals. In exceptional circumstances, prior to the expiry of the original bid validity period, the Bank may request the bidder to extend the validity period for a specified additional period. Such a request and the responses thereto shall be made in writing. A bidder agreeing to the request will not be permitted to modify its bid.

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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 above, no later than **3:00 p.m. on September 07, 2026.**

1.9 Product Delivery

The successful bidder must complete the delivery of the products within 14 (Fourteen) days from the date of issuance of the work order.

1.10 Security Money

An amount equivalent to 5% of the total work order/product value will be retained as security money for 50 (Fifty) units of IP Telephone Sets. The security money will be deducted from the bill and retained up to the warranty period of the products. It will be returned after the expiry of the warranty period. The security money may be forfeited in case of violation of support or any other agreed-upon issues during the subscription period.

1.11 Warranty

03 (Three) years comprehensive warranty including service & spare parts.

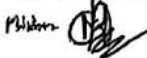
1.12 Payment

Payment will be made after successful supply of the product and after deducting Govt. Tax & Security Money.

1.13 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 the bidder. The bidder will be responsible for all taxes on transactions and/or income that may be levied by the Bank.

Thanking You.


Md. Shofiqul Islam
SAVP & Head of GSD



Mesbahuddin Ahmed
VP & In Charge, IT Division


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Annexure-A

Technical Specifications for 50 units IP Phone Device:

SL	Type of Device	Basic IP Phone IP Phone	Complied (Y/N)	Vendor Responses
1	Brand	Grandstream		
2	Model	GRP2602		
3	Quantity	50 Units		
4	Origin	USA		
5	Assembled	To be mentioned by the bidder		
6	SIP/Line	Minimum 4 SIP Lines/		
7	Protocols/Standards	SIP, TCP/IP/UDP, RTP/RTCP, RTCP-XR, HTTP/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 -law, G.726, G.722 (wideband), 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		

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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		
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/TFTP/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	FCC: Part 15 Subpart B, Class B; Part 68 HAC; CE: EN 55032; EN 55035; EN 61000-3-2; EN 61000-3-3; EN 62368-1; RCM: AS/NZS CISPR32; AS/NZS 62368.1; AS/CA S004; IC: ICES-003; CS-03 Part V		
24	Adapter	Including original Power adapter		
25	Warranty	Minimum 3 Years Replacement.		
26	MAF	Bidder must provide Original Manufacturer Authorization Letter.		

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Annexure-B

Financial for 50 units IP Phone Device:

SL	Particulars	Unit price in BDT excluding VAT & including Tax	Qty	Total price in BDT excluding VAT & including Tax
1	Basic IP Telephone Set Brand: Grandstream Model: GRP2602 Warranty: 3 years		50 (Fifty) units	

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