



**GOVERNMENT OF INDIA  
INCOME TAX DEPARTMENT,  
MINISTRY OF FINANCE**

**Directorate of Income Tax (Systems)** invites bids from reputed, established and reliable Service Provider for the **establishment and running of Aayakar Sampark Kendra for Income-tax Department.**

**Details**

Bids are invited from an established BPO/Call Center Service Providers who would set up and operate **A National Call Center (in NCR) and four Regional Call Centers in Jammu (J&K), Jangipur (West Bengal) Kochi (Kerala) and Shillong (Meghalaya).**

The Scope work\* for the Service Provider is to;

- Provide a toll free number facility for the callers.
- Identify the premises for the Call Centers and establish necessary infrastructure at the above mentioned locations so as to support **40 Seats at the National Call Center** and **10 Seats at the each of the Regional Call Centers.**
- Hire, train and manage a team of Taxpayer Relationship Agents (TRAs) who would be providing services to callers (taxpayers) such as answering PAN/TAN related queries, assisting taxpayers in the filing and submission of various return forms, handling of grievances etc.
- Establish a Call Center model which is scalable, centralized and interconnected.

The contract is for a period of 3 years extendable by 2 years.

***\*Detailed Scope of work has been included in the tender document***

**Note**

1. The bidder needs to meet the **Pre-Qualification criteria** in order to be considered for participating in bidding process.
2. The tender should be submitted in the appropriate form as given in the RFP along with all requisite documents in one sealed envelope.
3. The Income Tax Department has right to accept or reject the tender without assigning any reason.

**(Revised)**

**NOTICE INVITING BIDS FOR ESTABLISHMENT AND RUNNING OF AAYAKAR SAMPARK KENDRA (Tax Payer Information Service Centers) OF THE INCOME TAX DEPARTMENT  
Tender. No: eGov/4/Call Center/2011/28-01-2011**

**Tender document**

1. The Tender documents can be obtained by any interested eligible bidder upon payment of a non-refundable fee of **Rs. 5,000 (Rupees Five Thousand only)** in the form of a crossed Demand Draft (DD) drawn in favour of **“Accounts Officer, Zonal Accounts Office, CBDT, New Delhi”** payable at New Delhi. The Tender Documents may be purchased personally from the office of the undersigned **during office hours on all working days** during the below mentioned dates.

<b>Revised</b>		
<b>S.No</b>	<b>Particulars</b>	<b>Information</b>
<b>a)</b>	Commencement of Issue of Tender Documents	From <b>19/02/2011</b> at the address given below
<b>b)</b>	Last date & time of purchase of Tender documents	<b>23/02/2011</b> before 04:00 PM
<b>c)</b>	Last date of receipt of Pre-bid queries	<b>25/02/2011</b> before 04:00 PM
<b>d)</b>	Response to Pre-bidqueries (by DIT)	<b>28/02/2011 before 5:00 PM</b>
<b>e)</b>	Latest time and date for receipt of Bids	on <b>04/03/2011 before 3:00 PM</b>
<b>f)</b>	Date & time of opening of Pre-qualification Bids	On <b>04/03/2011</b> at 4:00 PM
<b>g)</b>	Date & time of opening of technical bids of pre-qualified bidders	On <b>07/03/2011</b> at 3:00 PM



**Contact Details**

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