

Overview of scope of work for Managed Service Provider (MSP)

The following outlines the broad areas of scope of work for MSP and the later sections highlight the detailed scope of work in each of the following areas:

- i. Detailed IT Strategy for the CPC (TDS) Project
- ii. Software Design, Development/Procurement/Customization, and Installation, Data Migration and Training & Documentation for Services/Functions. Any future requirements like change in IT Acts/Rules (including Direct Tax Code, which is likely to come into force in 2012) or any modification in TIN Application etc. will also need to be taken into account at the time of designing the Software.
- iii. Assessment, Installation of IT Hardware and Management of Data Centre , Disaster Recovery Center (DRC) and Call Center
- iv. Assessment, Procurement and Installation of IT Infrastructure
- v. Establishment and Maintenance of Central Processing Center (CPC)
- vi. Operations and Maintenance of Application Software
- vii. Operations & Maintenance of IT Infrastructure
- viii. Provision, deployment and supervision of personnel
- ix. Dispatch and Receipt of Correspondence to and from the Deductors and Others
- x. Storage and Retrieval of Records
- xi. Processing of TDS/TCS statements including 24G Statements by identification & rectification of Defaults (short payment, short deduction and late payment) and PAN errors through automation & persuasion with Deductor. Also reconciliation to be done between figures reported through OLTAS, 24 G Statements, TCS / TDS statements etc.
- xii. Design & Execution of Training & Communication Strategy
- xiii. Obtain relevant Certifications and adherence to respective Industry Standards
- xiv. Additional Overreaching Requirements of the Solution