



GOVT. OF INDIA

INCOME TAX DEPARTMENT

DIRECTORATE OF INCOME TAX (SYSTEMS)

Ground Floor, ARA Centre, E-2, Jhandewalan Extension, New Delhi – 110 055

**RE-TENDERING FOR ESTABLISHMENT AND RUNNING OF  
AAYAKAR SAMPARK KENDRA**

Income-tax Department is planning to set up **Aayakar Sampark Kendra**, a dedicated set of Call Centers providing various tax related services. Sealed tenders are invited from reputed, established and reliable 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)**.

Tender document along with terms & conditions can be obtained by paying a fee of Rs. 5000/- (Non-refundable) as a crossed demand draft in favor of **Accounts Officer, Zonal Accounts Office, CBDT, New Delhi**, payable at **New Delhi** from the office of DIT Systems at the address mentioned below. The brief particulars of the tender, important items of information and the eligibility (pre-qualification) criteria for participating in the bidding process can be downloaded from our website <http://www.incometaxindia.gov.in>

The bidders, who have already purchased the tender documents by paying above mentioned fee, can collect the re-tender documents free of cost after showing a proof of identity.

**Last date of issue of Tender Forms** : **11-04-2011 (upto 4:00 PM)**

**Last date for submission of Tender Forms** : **20-04-2011 (upto 3:00 PM)**

Date: 30-03-2011

Sd/-  
T Vasanthan  
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