

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

Directorate of Income Tax (Systems) invites Bids from reputed, established and reliable Service Provider (SP) for **Design, development, maintenance and content management of Income Tax Department website ([www.incometaxindia.gov.in](http://www.incometaxindia.gov.in))**.

**Scope of work\***

- Requirement gathering for the website;
- Design & development of website
- Unit testing of the website;
- Assistance in user acceptance testing of the website;
- Development of user manual; and
- Maintenance for 55 months;
  - Content sourcing and management;
  - Provision, generation and maintenance of email ids;
  - Provision of required dedicated IT infrastructure to support the website/email administration;
  - Level 1 support for all queries posted by citizens through email on the website;
  - Helpdesk & technical support for the website on 24X7X365 basis;
  - Provision of one full time developer/administrator for maintenance activities; and
  - Website must be available in both English and Hindi Version.

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

**NOTE-**

- 1.The **Pre-Qualification criteria** for the bidder have been mentioned in the tender document and need to be adhered to in order to be considered.
- 2.The tender should be submitted in the appropriate form as given in the RFP along with all requisite documents in a sealed envelope marked as "Tender".
- 3.The Income Tax Department has right to accept or reject the tender without assigning any reason.

**NOTICE INVITING BIDS FOR APPOINTMENT OF WEBMASTER FOR  
THE OFFICIAL WEBSITE ([www.incometaxindia.gov.in](http://www.incometaxindia.gov.in)) OF THE  
INCOME TAX DEPARTMENT  
F. No: EgOV/3/2008**

**Tender document**

1. The Tender document can be obtained by paying a non-refundable fee of **INR 10,000 (INR Ten Thousand only)** in the form of a crossed demand draft of only Nationalised/Scheduled Banks drawn in favour of "The Accounts Officer, Zonal Accounts Office, Central Board of Direct Taxes, New Delhi" and payable at New Delhi.
2. By free download from the website [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in).  
**In case the tender document is downloaded, the bidder shall have to submit the stipulated document fee along with its tender response failing which the proposal will not be entertained.**  
Requests received by post or fax will not be entertained.

<b><u>S.No</u></b>	<b><u>Items of Information</u></b>	<b><u>Information</u></b>
a)	Addressee and Address at which tender can be obtained/ to be submitted (from 11:00 AM to 04:00 PM on the working days)	Director of Income Tax (Systems)-I, Directorate of Income Tax (Systems), Ground Floor, A.R.A Centre, Ground Floor, E-2, Jhandewalan Extension, New Delhi – 110055
b)	Pre-bid meeting	<b>At 11:00 AM on 25/03/2009</b>
c)	Latest time and date for receipt of proposals	<b>On or before 14:00 hrs on 13/04/2009</b>
d)	Place, Time and Date of opening of Bids	Office of the Director of Income Tax (Systems)-I, Directorate of Income Tax (Systems), A.R.A. Centre, Ground Floor, E-2, Jhandewalan Ext., New Delhi – 110055 <b>At 15:30 hrs on 13/04/2009</b>

**Contact Details**

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