

**DIRECTORATE OF INCOME TAX (SYSTEMS)
E2, JHANDEWALAN EXTN.,
ARA CENTRE, GROUND FLOOR,
NEW DELHI 110 055**

NOTICE INVITING TENDER

Setting Up Of 6 Aaykar Sampark Kendras (Call Centres)

Department of Income Tax, Ministry of Finance, proposes to setup 6 Aaykar Sampark Kendras (Call Centres) in following 6 cities:-

- (i) Gurgaon (National Call Centre)
- (ii) Jammu (Regional Call Centre)
- (iii) Kochi (Regional Call Centre)
- (iv) Shillong (Regional Call Centre)
- (v) Jangipur (Regional Call Centre)
- (vi) Vadodra (Regional Call Centre)

Besides Hindi & English, these Call Centers would be required to cater to all major regional languages of India. The initial period of contract would be of 5 years, extendable by another two years (i.e. upto maximum 7 years) as per the Terms & Conditions of the contract.

Pre-qualification Criteria is available at www.incometaxindia.gov.in. Detailed terms & conditions have been provided in the Tender Document

Interested vendors may obtain the Tender Document from Sh. Rajneesh Batra, Deputy Director(Systems), E-2, Jhandewalan Extn, ARA Centre, Ground Floor, New Delhi-55 by paying a Demand Draft of Rs. 10,000/- in favour of Accounts Officer, Zonal Accounts Office, CBDT, New Delhi.

The last date for obtaining the Tender Document is **05/01/2017**.

Sd/-
Rajneesh Batra
Deputy Director(Systems)

Pre - Qualification Criteria (RFP for Aaykar Sampark Kendras)	
SN	Pre-condition
1.	Company must be duly registered in India & must have a valid license for running domestic Call Center operations.
2.	Company must have valid license for providing BPO/IT related services in India.
3.	Company must have a turnover of more than Rs. 250 Crores in FY 2012-13, 2013-14 and FY 2014 -15 from Call Center operations business.
4.	Company must have filed Return of Income under Indian Income-tax Act for the Financial years 2012-13, 2013-14 and FY 2014 -15:IT Returns for F.Y. 2012-13, 2013-14 and FY 2014 -15 (i.e. A.Y. 2013-14, 2014-15 and 2015-16)
5.	Company must have at least 05 years of experience in servicing Outsourced Call Center for inbound & outbound customer care.
6.	Company must have presence in NCR (National Capital Region) with a full-fledged call center of over 500 seats.
7.	Company must have handled at least 100,000 in-bound calls per month during the financial year 2013-14 and 2014-15.
8.	Company must have demonstrated capability of Serving the customers in Hindi, English and at least 05 regional languages of India
10	Company must possess experience in installation and management of Call Center hardware and software.
11	Company must be certified with ISO 9001:2000 for quality management and ISO 27001 for data/information security.
12	Company should have never been blacklisted by Central / any State Government/ PSUs.