



**GOVERNMENT OF INDIA
DIRECTORATE OF INCOME TAX (SYSTEMS)
INCOME TAX DEPARTMENT
MINISTRY OF FINANCE**

Notice inviting bids for selection of a single Managed Service Provider (MSP) for design, development, implementation, operations and maintenance of Integrated e-Filing and Centralized Processing Center 2.0 of the Income Tax Department

Tender Ref. No. ADG(S)-III/CPC-ITR 2.0/2017-18 dated 8th February, 2018

The Income Tax Department (ITD) is responsible for collection and processing of all direct taxes. The department is using e-Filing and central processing systems to receive online income tax return forms including other forms as well as process the returns. In order to provide a differentiated tax payer experience to the taxpayer, the department now envisions integration of e-Filing and CPC systems. The department also expects to utilize operational and infrastructure synergies to create a more convenient tax system for taxpayers.

With this vision in mind the department invites bids on least cost method (L1) for selection of MSP for design, development operations and maintenance of new Integrated e-Filing and Centralized Processing Center 2.0 of the ITD with following broad scope of requirements –

- i. Design, develop, implement, operate and maintain Integrated e-Filing and CPC 2.0 solution including but not limited to web portal, e-Filing and CPC systems, IT infrastructure, taxpayer outreach program, taxpayer facilitation for arrears demand, grievance redressal, facility management
- ii. Supply, install, integrate, commission and rollout of infrastructure at PDC, BCP/DR, e-Filing and CPC sites
- iii. Procure, configure and customize products, tools, IT Infrastructure, security & monitoring solution
- iv. Implement and provide comprehensive helpdesk services including virtual and agent based assistance
- v. Perform data migration and data integration along with unit testing and requisite support for acceptance of the new solution
- vi. Support and maintain IT Infrastructure including system administration, storage management, database administration, network monitoring etc.
- vii. Establish new facility at Vaishali, Ghaziabad office of Income tax department
- viii. Maintain and upgrade of existing CPC facility of Income Tax Department at Bangalore
- ix. Develop learning courses and provide training as part of capacity building
- x. Monitor service levels and provide regular service level agreement (SLA) compliance reports.

The detailed scope of work has been included in the RFP for selection of MSP for Integrated e-Filing and CPC 2.0. The pre-qualification criteria for the bidders should be fulfilled for consideration of the bid. The RFP can be obtained by authorized representative of the bidder from Sh. Rajneesh Batra, Joint Director (Systems), ERA Centre, E-2, Ground Floor, Jhandewalan Extension, New Delhi – 110055 by submitting letter of authorization, acknowledgment of receipt, non-disclosure agreement (NDA), pre contract integrity pact and paying ₹ 50,000/- (non-refundable) in the form of a crossed demand draft from nationalized or scheduled banks drawn in favor of "Accounts Officer, Zonal Account Office, Central Board of Direct Taxes, New Delhi", payable at New Delhi. The RFP will be available on all working days during office hours till the last date of submission of bids. The format of all documents and other details are available on the websites www.incometaxindia.gov.in and eprocure.gov.in

Important Dates

Activity	Date
Date of release of RFP	8 th February, 2018
Date and time of ITD, Vaishali visit	11:00 am on 19 th February, 2018
Date and time of e-Filing and CPC, Bengaluru visit	11:00 am on 16 th February, 2018
Date and time of 1 st pre-bid conference	3:00 pm on 19 th February 2018
Last date and time for submission of queries by bidders	5:00 pm on 7 th March 2018
Date and time of 2 nd pre-bid conference	11:00 am on 12 th March, 2018
Response to bidder's queries by ITD	15 th March 2018
Last date and time for submission of bids	3:00 pm on 26 th March 2018
Opening of Pre-Qualification Bid	4.00 pm on 27 th March 2018

Contact details: adg3.systems@incometax.gov.in