



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

**Notice inviting bids for selection of a Managed Service Provider (MSP) for managing WAN, LAN, Video Conferencing and FMS of the Income Tax Department**

**Tender Ref. No. ADG(S)-4/Taxnet/2021-22 dated 6<sup>th</sup> January 2023**

The Income Tax Department, Government of India, implemented the TAXNET project in 2008, which is in operations till date. This project caters to Voice, Video and Data on the MPLS (Multi-Protocol Label Switching) technology through a Bandwidth Service Provider (BSP) on the BOOT Model (Build Own Operate Transfer).

In order to achieve better resource optimization, lower procurement cost, lesser coordination issues, stable connectivity requirements for departmental users, the Department is coming up with an integrated Taxnet 2.0 project which will provide network infrastructure like LAN, WAN, VPN, NOC etc. and also include services for VC and FMS which are at present provided through separate projects.

With this vision in mind the department invites bids on Quality and Cost Based Selection method (QCBS) for selection of MSP for managing WAN, LAN, Video Conferencing and FMS of the Income Tax Department with the following broad scope of requirements –

1. Seamless Transition from existing network to the proposed network
2. Provide a secure SD-WAN solution and dual connectivity at the ITD offices across India
3. Providing bandwidth for intranet/internet in PDC, BCP and intranet to all the Income Tax locations spread across the country;
4. Implement NextGen WAN solution i.e. SD-WAN
5. Supply, install, commission, operate and maintain the equipment required under the scope of WAN Management, LAN/ WLAN (up to PC Level), VC, Wi-Fi, NOC Setup, Non-IT components etc.;
6. Maintenance of the LAN up to the Laptop/PC level at all locations;
7. Provisioning network related services and solution for DHCP, DNS and IP address management
8. Creation of NOC facility and helpdesk at Vasundhara, Ghaziabad or any place as suggested by Department in Delhi/NCR region;

9. Provide connectivity to the new Purchasers locations as identified by the Purchaser from time to time.
10. Build, Operate and Management of an application to automate the process of requesting LAN Nodes and Change requests with the billing processes.
11. Supply, install, commission, operate and maintain the VC facility, and other associated equipment necessary for VC.
12. Supply and maintenance of Non-IT Components including passive components, rack, AC and UPS, etc.
13. Provide support for scheduling and operating the VC, for which adequate staff shall be provisioned. The MSP will be responsible to maintain the quality and all functionalities of VC.
14. Take over all the services from the existing FMS vendor
15. Provide the FMS services and maintenance services across all the purchaser locations as specified in the RFP.

The detailed scope of work has been included in the RFP Selection of Managed Service Provider (MSP selection of MSP for managing WAN, LAN, Video Conferencing and FMS. The 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), Ground floor, ARA Centre, Jhandewalan Extension, New Delhi, by submitting letter of authorization, acknowledgment of receipt, non-disclosure agreement (NDA), pre contract integrity pact and paying ₹ 20,000/- (non-refundable) in the form of a crossed demand draft from any commercial bank 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](http://www.incometaxindia.gov.in) and [eprocure.gov.in](http://eprocure.gov.in)

#### Important Dates

Activity	Date
<b>Date of release of RFP</b>	6 <sup>th</sup> January, 2023
<b>Date and Time for ITD Vasundhara Office visit (for all Bidders) to assess setting up of facility</b>	11:00 am to 5:00 pm on 12th January, 2023

<b>Last date and time for submission of queries by bidders</b>	8:00 pm on 18th January, 2023
<b>Time, Date and Venue of pre-bid conference</b>	11:00 am on 20th January, 2023 23rd Floor Conference Room, Civic Centre, E-2 Block, Minto Road
<b>Response to bidder's queries by ITD</b>	15th February 2023
<b>Last date and time for submission of bids</b>	5:00 pm on 3rd March 2023