



**TENDER DOCUMENT
FOR SELECTION OF AGENCY
FOR FACILITY MANAGEMENT SERVICES OF IT
INFRASTRUCTURE**

(Tender No. MPCTD/24/2024/27)

REQUEST FOR PROPOSAL (RFP)

**Madhya Pradesh Commercial Tax Department (MPCTD)
Office of Commissioner Commercial Tax, Govt. of Madhya Pradesh
Moti Bungalow Court Compound, M. G. Road
Indore – 452007, Madhya Pradesh
Ph.: +91-731-2437314, 330**

*WGS
24/3/24*



TENDER DOCUMENT FOR SELECTION OF AGENCY FOR FACILITY
MANAGEMENT SERVICES OF IT INFRASTRUCTURE

Abbreviations

MPCTD	Madhya Pradesh Commercial Tax Department
CCT	Commissioner Commercial Tax
DC	Data Centre
DR	Disaster Recovery
HQ	Head Quarter
MPTENDERS	Madhya Pradesh e-Procurement Portal
CSR	Customer Service Representative
ACD	Automatic Call Distributor
IVR	Interactive Voice Response
FMS	Facility Management Services
EMD	Earnest Money Deposit
VATIS	Value Added Tax Information System
GST	Goods & Services Tax
WAN	Wide Area Network
MPLS	Multi-Protocol Label Switching
RISC	Reduced Instruction Set Computer
SLR	Service Level Requirement
SLA	Service Level Agreement

Handwritten signature