



आयकर निदेशालय
(जन सम्पर्क, प्रकाशन व प्रचार)

DIRECTORATE OF INCOME TAX
(Public Relations, Publications & Publicity)

छठी मंजिल, मयूर भवन, कनॉट सर्कस, नई दिल्ली - 110001
6th Floor, Mayur Bhawan Connaught Circus, New Delhi - 110001

F.No.P-II-5(8)/PR,P&P/P&P/2026-27/461

Dated: 22.10.2026

OPEN TENDER NOTICE

The Directorate of Income Tax (PR, P&P) invites quotations from reputed agencies/firms for the printing and publication of the book titled “**Manual of Office Procedure**” for 26 verticals of the Department in **Hindi language**, along with preparation of a searchable PDF. The required number of copies for each Manual is indicated against the respective vertical in **Table-B** below.

The Manual pertaining to each vertical shall be printed and published separately, in accordance with the specifications prescribed in **Table-A** below.

Table -A

Technical Specification of the Manual

S.NO.	Particulars	Specification
1	Book size	A-4
2	Quality of Cover	350 GSM Art paper with matt lamination
3	Quality of paper (inside text pages)	200 GSM (off white art paper)
4	Cover printing	4 colour
5	Text pages	As mentioned in the Table -B
6	Binding	Centre pin stapler/ or Perfect binding depends upon size of books
7	Time Schedule	Delivery of book is to be given as per timeline given in the tender notice.
8	Place of delivery of books	Room No. 604, 6 th Floor, Mayur Bhawan, New Delhi - 110001

Table -B

क्रम सं.	मैनुअल का नाम	टेक्स्ट पेजेस	नंबर ऑफ कॉपीस
1	आयकर निदेशालय (आसूचना एवं आपराधिक अन्वेषण) कार्यालय प्रक्रिया नियमावली, 2024	30	50
2	अग्रिम विनिर्णय बोर्ड के लिए कार्यालय प्रक्रिया नियमावली, 2024	19	50
3	आयकर निदेशालय (करदाता सेवाएं - II एवं वसूली) [करदाता सेवाएं - II] कार्यालय प्रक्रिया नियमावली, 2024	19	50
4	मूल्यांकन प्रकोष्ठ के लिए कार्यालय प्रक्रिया नियमावली 2024	25	50
5	राष्ट्रीय पहचान विहीन निर्धारण केंद्र (एनएफएसी) कार्यालय प्रक्रिया नियमावली, 2024	21	50
6	अन्वेषण विंग कार्यालय प्रक्रिया नियमावली, 2024	40	50
7	आयकर निदेशालय (व्यय बजट) कार्यालय प्रक्रिया नियमावली, 2024	23	50
8	आयकर निदेशालय (पद्धति) कार्यालय प्रक्रिया नियमावली, 2024	82	50
9	कार्यालय प्रधान आयकर महानिदेशक (प्रशासन & करदाता सेवाएं) के लिए कार्यालय प्रक्रिया नियमावली 2025	24	50
10	आयकर निदेशालय [वसूली] कार्यालय प्रक्रिया नियमावली, 2024	27	50
11	छूट प्रभार कार्यालय प्रक्रिया नियमावली, 2024	32	50
12	क्षेत्राधिकार एवं फेसलेस निर्धारण प्रभारों के लिए कार्यालय पद्धति नियमावली, 2025	53	50
13	अंतरराष्ट्रीय कराधान एवं मूल्य अंतरण कार्यालय प्रक्रिया नियमावली, 2024	65	50
14	आयकर निदेशालय (करदाता सेवाएं-1, स्रोत पर कर कटौती और औद्योगिक एवं वित्तीय पुनर्निर्माण बोर्ड) के लिए कार्यालय प्रक्रिया नियमावली, 2024	26	50
15	अपीलीय वर्टिकल, विवाद समाधान समिति और आयकर अपील अधिकरण (ITAT) में विभागीय प्रतिनिधि के लिए कार्यालय प्रक्रिया नियमावली 2025	28	50
16	आयकर निदेशालय (आधारिक संरचना) कार्यालय प्रक्रिया नियमावली, 2024	41	50
17	आयकर निदेशालय (संगठन एवं प्रबंधन सेवाएं) कार्यालय प्रक्रिया नियमावली, 2024	30	50
18	आयकर निदेशालय (अनुसंधान एवं सांख्यिकी) कार्यालय प्रक्रिया नियमावली, 2024	33	50
19	आयकर निदेशालय (प्रशिक्षण) के लिए कार्यालय प्रक्रिया नियमावली, 2024	102	50
20	आयकर निदेशालय (विधि एवं अनुसंधान) [आयकर निदेशालय (लेखा-परीक्षा एवं निरीक्षण) सहित] कार्यालय प्रक्रिया नियमावली 2025	24	50
21	आयकर निदेशालय (जनसंपर्क, प्रकाशन एवं प्रचार) कार्यालय प्रक्रिया नियमावली 2024	31	50
22	राष्ट्रीय पहचान विहीन अपील केंद्र (एनएफएसी) कार्यालय प्रक्रिया नियमावली, 2024	34	50
23	आयकर निदेशालय (सतर्कता) कार्यालय प्रक्रिया नियमावली, 2024	35	50
24	केंद्रीय प्रभार कार्यालय प्रक्रिया नियमावली 2025	31	50
25	आयकर निदेशालय (मानव संसाधन विकास) कार्यालय प्रक्रिया नियमावली, 2025	36	50
26	स्रोत पर कर कटौती (टी.डी.एस.) प्रभार कार्यालय प्रक्रिया नियमावली 2025	98	50

The Bidding process is of two stages, the first part being Technical Bid' and the other part 'Financial Bid'. The scope of the work and other terms & conditions is given below. The details about selection process are discussed in Para 3 i.e. Process of Selection of the winner of the Tender.

2. SCOPE OF THE WORK

The Division has soft copies of the text of 26 verticals in **MS word format**. The selected agency is required to print and present this text in the form of a well bound book with an attractive coloured cover designed appropriately. It is expected that the published book represents the true and correct form of the soft copies provided. The scope of the work is as under:

- (i) The text for the "Manual of Office Procedure" shall be provided to the Agency in MS word format along with the Work Order. The Agency shall be responsible for making the book through constant discussion and common agreement with this Directorate as an ongoing process till acceptance and delivery of the final product.
- (ii) The Index for the pages appearing in the said book is to be prepared. This index should be hyperlinked to the pages concerned, in a true searchable format. The PDF file has to be of a size which can be easily uploaded on any website.
- (iii) A coloured cover page in 4 options has to be designed which will be finalised with the approval of Competent Authority,
- (iv) The decision of this Directorate will be final and binding on all parties.
- (v) The evaluation of the bids will be made based on the parameters given below.

Eligibility of bidder

1. The agency should be a registered business entity in the field of printing, designing, publishing etc. and should possess experience of work of similar nature as per requirement of this Tender, for at least last 3 years.
2. The agency should be an Income tax assessee is required to submit duly filled Annexure-1 along with copies of ITR of A.Y. 2023-24, 2024-25 & 2025-26 in technical bid envelop.
3. The agency should submit copies of work orders received during the last three years from reputed public or private agencies.

Procedure for participation in the bid

1. Two separate sealed envelopes are to be submitted - one inscribed "Technical Quotation" and the other "Financial Quotation". The Technical Quotation shall contain the **Annexure-1**. The "Financial Quotation" shall contain duly filled up **Annexure-2**.
2. The two Quotations (Technical & Financial) placed together in sealed envelope superscribed "**Confidential/ Quotations for publishing of Book titled "Manual of Office Procedure" for (26 verticals of the department) in a searchable PDF**", and addressed to the Joint Director of Income-tax (P&P), Room No. 609, 6th Floor, Mayur Bhawan, New Delhi-110001. This envelope must be dropped in the "Tender Box" placed in Room No. 604, 6th Floor, Mayur

Bhawan, New Delhi -110001 latest by 02:00 P.M on **13.11.2026**. Any bid submitted otherwise is liable to be summarily rejected.

3. The Financial Bid should be submitted along with a non-interest bearing bid security of **Rs.5,000** in the form of demand draft payable in favour of '**ZAO, CBDT, New Delhi**'. Quotations will not be entertained without the bid security instrument. (*Agency registered with MSME/NSIC is exempted from deposit of bid security amount*). The bid security shall be refunded to the unsuccessful bidders upon finalization of the tender process.
4. The Financial Bid should be made strictly as per format in '**Annexure-2**'.
5. Conditional tenders will not be entertained and are liable to be rejected. Tenders sent by post will be entertained only if received within the due date and time in this office.
6. The bidders may be present at the time of opening of the bids.
7. The bidder is expected to attend a pre-bid meeting on **27.10.2026** at 12.30 P.M. at Room No. 604, 6th Floor, Mayur Bhawan, New Delhi-110001 for inspecting the samples of such books made for the Department in the recent past, to form an idea of what is to be made and for seeking further clarification regarding the work.

Terms and conditions for the Agency winning this Tender for the Work.

- i) The bidder agency, winning the Tender, shall hereafter be called 'the Agency'.
- ii) The agency needs to quote price for publishing of "**Manual of Office Procedure**" for **(26 verticals of the department)** in a searchable PDF in **Annexure -2** as Financial Bid.
- iii) The Agency shall have to keep an interest-free deposit of an amount of 10% of the bid amount as **Performance Security** for the job in the form of a **demand draft** payable in favour of '**ZAO, CBDT, New Delhi**'. The Performance Security is refundable to the Agency.
- iv) No advance for the work shall be payable to the Agency. The Agency shall place the bill for payment after completion of the job.
- v) **The 1st proof of the required job has to be submitted within 10 days in PDF as well as in print.**
- vi) After checking the quality of the job, the vendor shall be given appropriate direction in writing on the print of PDF, for necessary modification or improvement. The design and layout for the final product shall be finalised through discussion and written approval only through an ongoing engagement between the agency and this Office during the tenure of the contract.
- vii) After final approval of the product, soft copies of **(26 verticals of the department)** (**searchable PDF in pen drive**) and its printed copies shall be delivered within the next 7 days in this office along with the letter of completion of the job. The bill payment for completed job shall accompany this evidence of delivery.

- viii) In case the selected agency fails to deliver the product as per the specification mentioned in this tender document or as per directions of the work order or thereafter, the contract is liable to be cancelled after giving one opportunity in writing to 'show-cause' why it should not be cancelled. The work may be offered to next eligible bidder i.e. L-2. In such a case of rejection of the work contracted through the Work Order, the performance security shall be forfeited.
- ix) If any defect is found in the final product, the Agency is liable to make good of the defect.
- x) The Agency has to file a self-certified declaration stating that there is no copyright violation while making the Book.
- xi) For the purpose of satisfactory completion of the job, this Directorate reserves the right to impose any further terms & conditions and also to call the Agency for discussion before and during the ongoing work and the Agency shall comply.
- xii) All data coming in possession of the Agency for making the digital version of the **"Manual of Office Procedure" for (26 verticals of the department) in a searchable PDF** shall at all times be the absolute property of the Income Tax Department and Agency shall not ever share or part with any such data with any other person or entity without an express written permission of this Directorate. The selected agency shall also ensure complete confidentiality of this information and data. **The material handed over to the Agency shall be returned to this office upon completion of the job or cancellation of the Work Order.**
- xiii) All legal disputes, if any, will be enforceable within the jurisdiction of the Delhi High Court. No communication in this regard shall be entertained.
- xiv) This Directorate reserves the right to reject any or all the quotations without assigning any reason.

Rejection of bid

The Bids will be rejected in the following event and no correspondence in that regard shall be entertained, whatsoever:

1. Information sought being found false or detected incorrect or incomplete at any stage prescribed in tender.
2. Ineligibility or incompetency detected at any stage of the tender processing.
3. Failure to submit details in the prescribed format as per attached annexures.
4. Any conditional tender will not be entertained and is liable to be rejected.

Forfeiture of Performance Security

The Performance Security may be forfeited in the following conditions also:

1. If at any stage, any of the information/declaration given by the bidder is found false.
2. If a bidder withdraws its bid during the period of bid validity specified in the terms & conditions of tender.

3. In case of any lapse/default in honoring of the terms and conditions at any stage after submitting the tender.

Timeline

1. The Bidder should comply with following timeline:

Table - A

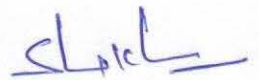
Date of Publishing the Tender Notice	22.10.2026
Last date of filing of bid for the Tender	13.11.2026 (Friday) by 2.00 P.M.
Opening of Technical & Financial bid	16.11.2026 (Monday) at 12.30 P.M.

*change in timeline, if any, will be intimated to the agencies.

In case, any holiday is declared by the Government on the day of opening of the tender, the tender will be opened on the next working day at the same time but the tender box will be sealed on the scheduled day and time.

Pre-bid Meeting

A pre-bid meeting is scheduled on **27.10.2026** at 12.30 P.M. at Room No. 604, 6th Floor, Mayur Bhawan, New Delhi-110001 with the purpose to clarify any doubt. Text material will be made available for inspection during pre-bid meeting.



(Shekhar Chandra)
Income Tax Officer (P & P)
New Delhi

Publishing of book titled “Manual of Office Procedure” for (26 verticals of the department) in a searchable PDF

S.No.	PARTICULARS	
1	Name of the bidding Agency :	
2	Address of the bidding Agency:	
3	Registration No. of the bidding agency:	
4	Details of person authorized by the Agency in matters of this Tender	
	Name	
	Designation in the Agency:	
	Mobile number: Fax number:	
	Email :	
5	Permanent Account Number of Agency*(copy of card attached) :	
6	GST Registration Number of Agency *(copy of certificate attached):	
7	Experience of 3 years in printing/ preparation of similar work as mentioned in tender notice.	Yes/No
8	*Copies of ITR for A.Y. 2023-24, 2024-25 & 2025-26 (attached)	Yes/No
9	Bank Name : Bank Draft No. for EMD submitted by the bidder *(EMD enclosed) :	
10	Whether Agency has been blacklisted by any of the Department /Organisations*(Undertaking on letter-head of the bidder Agencyattached)	Yes/No

*Please note that if any of the above mentioned documents is not found enclosed with this Annexure, the Technical Bid shall be summarily rejected.

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that if the above particulars are found to be false at any stage, I/We will be blacklisted with public notification. I/we have at least three years' experience in the field of book publication and have a dedicated pre-press infrastructure in place as per Terms and Condition of this Tender. My Agency shall abide by all the Terms and Condition of this Tender document.

Signature of the Tenderer _____

Place: New Delhi

Name of the Signatory _____

Date: / /2026

Name of the Agency _____

Seal of the Agency

Publishing of book titled "Manual of Office Procedure for 26 verticals of the Department, 2024 and 2025" in Hindi language.

FINANCIAL BID

Name & address of the Bidder

TABLE – B

S.No.	Name of the Manual of Office Procedure	Cost for publishing of the 1300 book (Rs.)	Applicable Taxes	Total cost inclusive of all taxes (Rs.)
1	Cost for publishing and printing of book 'Manual of Office Procedure' for 26 verticals of the Department in Hindi language in a searchable PDF.			

Signature of the Tenderer _____

Place:

Name of the Signatory _____

Date: ____ / ____ / 2026

Seal of the Firm / Agency _____