

**Consulate General of India
Munich**

Tender Notice for procurement of Passport Printing Machine

Tender No. MUN/Cons/464/01/2024

Consulate General of India, Munich invites sealed Tender/Quotation from reputed, experienced and financially sound companies for supply of **two passport printers** with specifications mentioned below.

1.0 Introduction

Consulate General of India, Munich intends to procure specialized ePassport Printers for Personalization of Machine Readable Travel Documents like Passport, OCI and Emergency Certificates. In this regard, the Consulate invites the Tender/Quotation from OEMs.

2.0 Scope

The scope of the project envisages the following:

- i. Supply of **two Passport Printer**, which is capable of both graphical and electronic personalization in single pass.
- ii. Extended warranty for a period of 05 years for the passport printer.
- iii. Software for graphical and chip personalization.
- iv. Integration with Consulate's passport and OCI issuance system.
- v. Supply of consumables like cartridge, Printer Head, Waste Ink Pad etc. During the warranty/Maintenance period.

3.0 Technical Specifications of Passport/OCI/MRTD Printer

- i. Read OCR number and fetch the data/image) from the server for automatic Personalisation.
- ii. Chip verification (if & when ePassport is implemented at Mission)
- iii. ePersonalization (if & when ePassport is implemented at Mission)
- iv. Graphical Personalization
- v. The printer should:
 - a) Capable of printing Machine Readable Secure Secondary Image on the Data page of the travel document.
 - b) Must have a camera-based solution to accurately print the photo, data & secure secondary image in alignment to the pre-printed data on the data page.

- c) Must be capable of personalizing both Normal MRTDs & eMRTDs having 4 to 60 pages without any compromise in quality, speed and accuracy fully in compliance with ICAO Doc 9303 and subsequent amendments thereafter.
 - d) Must be able to operate in temperature range of 15 – 35 degrees Celsius. During non-operating period, printer should withstand worse weather condition ranging from – 20 degrees Celsius to +50 degrees Celsius.
 - e) Must be capable of printing directly on the OCI/MRTD/eMRTD booklet.
 - f) Vendor is required to provide personalization software application (including chip encoding) which should be able to support personalization of e-passports encoded using PA/BAC and also any future upgrade to support PACE/EAC/SAC based e-passports.
- vi. The Ministry may introduce (opt for) blank booklets without pre-printed field heading in future.
 - vii. It must use Pigment Inks. The bidder should ensure that final product (MRTD or eMRTD, as the case may be) should forensically match to the same standard during the currency of the contract.
 - viii. It must be capable of operating independent of the standard Raw Materials approved by GOI (Paper, Inks, Laminating Film and Cover etc.) used in the manufacture of the MRTD. It will be responsibility of the Service Provider to modify the printer to suit the physical/chemical parameters of the booklet.
 - ix. The printing software should be able to support latest versions of different type of operating system and all future upgrades. The printing system must have hi-speed USB 2.0/3.0.
 - x. The software used for printing the booklet should not have any provision for updating of any field in the above said details except when asked for a change.
 - xi. The Service Provider shall supply printers along with necessary drivers, ICAO compatible personalisation software (for Graphical & chip personalisation) or any other software without any additional cost, royalty, licence fee, etc during the term of the contract. Integration with the existing or any future Travel Document issuance system (and modification in future, if any) shall be the responsibility of SP without any extra cost directly or indirectly to Government of India.
 - xii. The printer should be capable of printing continuous tone quality photo in color and black & white and black character printing directly on the present OCI/MRTD/eMRTDs Booklet. Further printer should be capable to print Biometric, three-line MRZ, Bar Code etc. as and when the Government of India decides.
 - xiii. The printer should prove to be able to handle any variations (at least up to 3 mm) in the physical dimensions of the booklets or misaligned / unregistered background printing and / or the field heading printing without any misalignment in data and photograph printing.
 - xiv. It must produce a high quality and continuous tone photo like image of the bearer in color using inkjet print technology as well as the signature in black ink without destroying and downgrading photo quality. Further it must be capable of printing the ghost images in case of passport/e-passport.

- xv. The printer must produce booklets that meets the requirement of the Machine-Readable Travel Documents as specified by the International Civil Aviation Organization (Doc 9303).
- xvi. It should have a minimum of 1200 DPI or equivalent resolution for monochrome printing and 4800×1200 DPI for colour printing.
- xvii. Printing of photo, data and MRZ ZONE in OCR-B font and chip encoding should occur in one pass operation. However, the printing of both pages i.e., data page 1 & data page 2 (last/observation page) can occur in two pass operation.
- xviii. Vendor should guarantee 10 years shelf life of the printing after lamination.
- xix. Ink used for printing must be Machine Readable. There should be no smudging, smearing, fading or loss of quality of the printing after lamination.
- xx. The Service Provider shall supply all drivers and software during the term of the contract without any additional cost, royalty, license fee, etc. Integration with the existing OCI issuance system (and any modifications in future, if any) shall be the responsibility of Service Provider without any extra cost directly or indirectly to Government of India.
- xxi. The printer software / driver should also be capable of allowing reconfiguration of various print parameters such as dynamic font sizes, font types, bilingual (Hindi & English) field headings on GoI approved fonts & print positions of individual fields and so on in case of blank data page (without pre-printed headings). The printer software/driver should allow for the data page layout changing.

04. Terms and Conditions

This tender is for OEMs and hence only an OEM can bid for the product in this tender.

5.0 Delivery and Installation

- i. All the goods as per order should be delivered within six weeks from date of Purchase order, and will be installed at the Consulate General of India, Munich within 2 weeks of the goods reaches the Mission.
- ii. The Bidder or their authorised channel partner will assist the Consulate General of India, Munich/ GoI via Mission Support Center in New Delhi to help install the system or as per requirement at the time of installation.
- iii. The Bidder should install all the system at specified site without any additional charge.
- iv. The Purchaser will provide all the necessary documents for ensuring smooth delivery of goods at the respective destinations, it is the responsibility of the vendor to deliver the goods in time.
- v. The Freight, Insurance and VAT / GST shall be as applicable.
- vi. All aspects of safe dispatch shall be the exclusive responsibility of the vendor. The schedule to be given for delivery/installation at site is to be strictly adhered to in view of the strict time schedule for implementation of various Projects.

vii. The Printers will be installed physically at the Consulate General of India, Munich, through remote assistance be provided by vendor/ supplier/ service provider either directly or through its technical support or through Mission Support Centre, MEA, as the case may be. Further, vendor will provide the User manual for installation, operation, maintenance and troubleshooting.

6.0 Warranty Maintenance

Vendor shall ensure that the system shall be in 5-year warranty. The product supplied will be under a 5-year extended Warranty / AMC and shall be maintained in accordance with the tender requirement.

7.0 Service Level Agreement

- i. L1 support (Level 1 Support) for all the missions to be provided from 24 x 7 MEA Support centre (via Phone / email / Remote connectivity). MEA support centre with all amenities is already operational at Delhi. For this at least 1 (one) man power should be made available 24 x 7. The resource may be increased as per the rush or work load.
- ii. If the problem is not resolved in 2 business days, then for L2 support, the printer will be shifted to the OEM for repairing / resolving the issue. The OEM will repair the printer free of cost under warranty and send it back to the Mission. One way Freight & Insurance will be borne by the Mission and one way Freight & Insurance will be borne by the OEM.
- iii. If the equipment is not repaired or restored to working condition at Bidder location within 7 working days after receipt of the printer at OEM site then Bidder will arrange a standby printer (same model or newer model) to be despatched by air to the Consulate. In this case, cartage of both side will be borne by the Vendor.
- iv. The Bidder will provide complete training to GoI support staff at the support centre to install the printer independently at the Consulate.
- v. Bidder needs to deploy their technical resources at MEA Support Centre for 24x7 support to the Indian Consulate / Mission abroad. However, it is an important component to keep GoI officers updated on changes/ upgrades on HW/SDK and configurations, to extend emergency support.
- vi. In case of any change in the printer series or model, vendor has to provide required training to the GoI officers/ outsourced staff without any cost and vendor will provide SDK and other required information about the printers to user

8.0 Payment and Penalty

- a) The payment to the supplier shall be directly released by the Consulate General of India, Munich.
- b) Advance, if any, of not more than 30% will be paid at the time of placing the order.

9.0 Submission of Bids

- i. Prospective bidders are requested to submit their bids in sealed cover.
- ii. The bid must be signed by the authorized person and seal affixed on every page of this bid and thereafter complete signed document must be submitted.
- iii. Bids may be sent to Mr. Rajiv Chitkara, Consul and Head of Chancery, Consulate General of India, Widenmayerstr. 15, 80538, Munich, Germany with the title '**Tender for procurement of Passport Printing Machine**'.
- iv. The last date of submission of duly completed bid is 6th October 2025 (1700 hrs)
- v. The Bid will be opened, on 8th October, 2025 at 1400 hrs (Munich Time) in the Consulate of India, Munich in presence of the bidding companies (one representative each), if available. The bidders desirous of attending shall send the names of their authorized representatives to hoc.munich@mea.gov.in
- vi. After opening of the bids, L1 may be announced based on the lowest financial quote. The final decision of the Consulate on award of contract will be communicated in due course. The notification of award will constitute the formation of contract.
- vii. Consulate shall reserve all the right to postpone or cancel the scheduled for bid opening.

10. Clarification and Amendment

(i) In case any prospective bidder requires any clarification with regard to the terms and conditions, a written clarification may be sought by email addressed to hoc.munich@mea.gov.in

(ii) At any time prior to the deadline for submission of bids, the Consulate may, for any reasons, whether on its own initiative or suitability of its own requirement or in response to a clarification requested by a prospective bidder, modify the terms and conditions by making necessary amendment(s). The amendment(s) will be notified on CPP Portal and Post's website and will be binding on prospective bidders. The deadline for submission of bids may also be extended at the sole discretion of the Consulate.

Submission Timeline

i. Tender No. MUN/Cons/464/01/2024	Dated: 09.09.2025
ii. Date of Issue	09.09.2025
iii. Last Date of submission of queries	26.09.2025 (1400 hrs)
iv. Last Date of submission of bids	06.10.2025 (1700 hrs)
v. Opening of bids	08.10.2025 (1400 hrs)
