

**Embassy of India
Doha**

No. DOH/885/02/2015

3rd March, 2025

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

1.0 Introduction

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

2.0 Scope:

Mainly the scope of the project envisages the following:

- Supply of Passport printer, which is capable of both graphical and electronic personalization in single pass.
- Four sets of cartridges including one already fitted in the printer.
- Extended warranty for a period of 5 years for the passport printer
- Software for graphical and chip personalization
- Integration with mission's passport and OCI issuance system.
- 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

1. The printer should be flexible and modular. The maximum size (lxb) of the printer should be (4 feet x4 feet).
2. The printing process should follow the Standard Operating Procedures (SOP) such as:
 - i. **Read OCR number (provided the Booklet Number is printed in OCR font) or Barcode Sticker and fetch the data/image from the server for automatic Personalisation.**
 - ii. **Chip verification (if & when eDocuments are started)**
 - iii. **ePersonalization (if & when eDocuments are started)**
 - iv. **Graphical Personalization**
3. Other requirements of the printer:
 - i. It should be capable of printing Machine Readable Secure Secondary Image on the Data page of the travel document.
 - ii. It 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.

- iii. The Ministry may introduce (opt for) blank booklets without pre-printed field heading in future.
- iv. It 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.
- v. 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.
- vi. It must be able to operate in temperature range of 15 – 35 degrees Celsius. During non-operating period, printer should withstand worse weather condition (in storage) ranging from – 20 degrees Celsius to +50 degrees Celsius.
- vii. It must be capable of printing directly on the OCI/MRTD/eMRTD booklets and other similar travel documents issued by the Government of India.
- 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 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.
- x. When the printing software is invoked on the computer, the software should queue up the output booklet number wise. However, there should be provision to print any booklet on priority basis by feeding the booklet number.
- xi. 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 / MRP or ePassport Booklets. Further printer should be capable to print Biometric, three-line MRZ, Bar Code etc. as and when the Government of India decides.
- xii. 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, license fee, etc during the term of the contract. Integration with the existing or any future Travel Document issuance system (and modifications in future, if any) shall be the responsibility of SP without any extra cost directly or indirectly to Government of India.
- 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. The physical dimension of the booklets will be as per ICAO standards (+/- 0.75mm). The +/- 3 mm variation being referred to in the tender is only for misaligned / un- registered background printing and/or the field heading printing.
- xv. The personalized issued booklet (chip or non-chip booklets) should comply with International Civil Aviation Authority Standards (Document 9303) which can be read electronically all over the world.
- xvi. 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.
- xvii. 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).

- xviii. It should have a minimum of 1200 DPI or equivalent resolution for monochrome printing and 4800×1200 DPI for colour printing or equivalent resolution.
- xix. Printing of photo, data, MRZ ZONE in OCR-B font and chip encoding should occur in one pass operation. As and when ePersonalisation is to be done, this too should be done in a single pass only.
- xx. Vendor should guarantee 10 years shelf life of the printing after lamination.
- xxi. Ink used for printing must be Machine Readable. There should be no smudging, smearing, fading or loss of quality of the printing after lamination.
- xxii. 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.
- xxiii. 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.

4.0 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 Embassy of India, Doha **within 2 weeks** of the goods reaches the Mission. Goods shall be delivered by the Vendor on FOB Basis (By Air Shipment).
- ii. The Bidder or their authorised channel partner will assist the Embassy of India/ 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 Embassy of India, 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 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 Mission. 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 Mission.
- v. Bidder needs to deploy their technical resources at MEA Support Centre for 24x7 support to the Indian Embassy / 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, vender 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 TERMS AND PENALTY

- a) The payment to the supplier shall be directly released by the Embassy of India, Doha.

9.0 SUBMISSION OF BIDS:

- i. Tenders shall be submitted in two parts, i.e. (a) Technical Bid (also containing Bid Security Deposit) and (b) Financial Bid to the Embassy of India, Doha, Villa No 86& 90, Street No.941, Al Eithra Street, Zone 63, Onaiza PO Box Number 2788, Doha, Qatar. So as to reach the Embassy latest by **1200 hrs (Qatar Time) of 25th March, 2025**. The technical bid includes the technical specifications mentioned in the tender document.
- ii. **Bid Security Deposit** of QAR 3000/- (QAR three thousand only) or equivalent USD/ Euro/ UK Pound, with a validity of six months should be in a form of demand draft/Bank Guarantee/FDR in favour of Embassy of India, Doha. Tenders submitted without Bid Security Deposit may not be considered for evaluation and may lead to be rejected. The actual Bid Security Deposit demand draft / Bank Guarantee/ FDR should be submitted in the form of a Sealed Envelope clearly **mentioned** "Tender for supply of Passport printers – Bid Security Deposit".

- iii. In case of non-submission of Bid Security Deposit of QR 3000/- a Bid Security Declaration is to be submitted as per **Annexure-II**.

Note: Both Technical and Financial Bids must be submitted in two separate envelopes, clearly labeled 'Technical Bid' and 'Financial Bid' respectively. The Bid Security Deposit or Bid Security Declaration must be placed in the Technical Bid envelope.

10.0 Tendering Process

- i. At the first stage, only the envelopes containing Technical Bid will be opened, on **26th March, 2025 at 1400 hrs (Qatar Time)** in the Embassy of India, Doha 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 Attache(Admin), Embassy of India, Doha at admn.doha@mea.gov.in in advance. The sealed envelope containing the Financial Bid will be shown to the members present, but will not be opened at this stage.
- ii. The Technical Bids will be examined and evaluated by the Embassy. Bidding companies who do not qualify in the technical evaluation will not be considered for qualification to the Financial Bid stage.
- iii. Bidding companies who will qualify in the Technical Bid stage, will be informed by email to be present on the date and time fixed by the Embassy to be part of financial bid opening process.
- iv. After opening of the financial bids, L1 may be announced based on the lowest financial quote. The final decision of the Embassy on award of contract will be communicated in due course. The notification of award will constitute the formation of contract.
- v. Embassy shall reserve all the right to postpone or cancel the scheduled for bid opening. In the event of the specified date of bid opening being declared a holiday in the State of Qatar, the bids shall be opened at the appointed time and location, preferably on the next working day.

Further clarifications, if any in this regard, may be sought from Attache (Administration) at admn.doha@mea.gov.in.

This will be printed on the letter of the Company

COMMERCIAL FORM

All rates are in (Currency – USD/ Euro/ UK Pound):

Sl. No.	Item descriptions	Per unit price	No. of units	Total Value
1.	The eMRTDs Passport Printer should adhere to the technical specifications outlined in this document and include the following provisions: <ul style="list-style-type: none"> • Four (4) sets of cartridges, including one (1) set pre-installed in the printer. • Installation and seamless integration with the Passport and OCI systems. • An extended warranty period of five (5) years. • 24/7 support via remote connectivity, telephone, and email. 		2	
2.	Printer Head (Consumable)		15	
3.	Cartridges (Consumable) <ul style="list-style-type: none"> • Black • Yellow • Cyan • Magenta 		30	
4.	Waste ink pad (Consumable)		15	
5.	Extended warranty per year after five years		1	
Grand Total for comparison in figure and words:				
*The number of units mentioned is indicative only for calculating the grand total and may vary based on actual requirements.				

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BID SECURITY DECLARATION

I / We, the authorized signatory of M/s
participating in the subject tender No. for supply of two passport
printers to the Embassy of India, Doha do hereby declare :

That in the event we withdraw / modify our bid during the period of validity OR I/we
fail to execute formal contract agreement within the given timeline OR I/we fail to submit a
Performance Security within the given timeline OR I/we commit any breach of Tender
Conditions / Contract which attracts penal action of forfeiture of Bid Security Deposit and
I/we will be suspended from being eligible for bidding/ award of all future contract(s) of
Embassy of India, Doha for a period of one years from the date of committing such breach.

Signature and Seal of Authorized Signatory of bidder

Name of Authorized Signatory.....

Company Name.....