

**CONSULATE GENERAL OF INDIA  
MILAN, ITALY**

**REQUEST FOR PROPOSAL (RFP)  
for the  
Digitization of Consular/Passport/Visa/OCI Services  
Applications**

**at**

**Consulate General of India, Milan**

## Introduction

The Consulate General of India in Milan is seeking proposals from experienced agencies/vendors for digitizing services related to passport, visa, Overseas Citizen of India (OCI) and Miscellaneous Consular services applications. Interested parties should possess a proven track record of similar digitization projects, preferably with Embassies or Missions.

## Vendor Requirements

- **Experience:** Agencies/vendors must demonstrate prior experience in digitizing documents for Embassies or Missions.
  - The bidder must have executed at least three jobs in IMAGE RETRIEVABLE DATA BASE in the last 10 years value of more than Rs 10 Lakh each. Attach copies of the work orders and satisfactory certificates from the Missions/Ministry.
- **Eligibility Criteria:** The Bidder must have executed onsite scanning projects with minimum of 1 million pages.
- **Proof of Work:** Documentary evidence of successful project completion is mandatory. This includes copies of agreements, purchase orders, completion certificates issued by the Embassy/ Consulate or the Ministry.
- **Company details:** As per Annexure I.
- **Pricing:** Total files to be digitised are around 150000 with 10 pages per file on average. A detailed price quote has to be furnished by the vendor.
- **Timeline:** The work has to be completed within 60 days of award of work.

## Scope of Work

- **Location:**
  - Digitization services are to be executed at the premises of Consulate General of India in Milan, with all necessary infrastructure and manpower provided by the vendor.
- **Tasks:**
  - The service includes the in-house scanning of printed or handwritten documents, photographs, and the conversion of scanned pages into PDF/JPEG or other standard formats.
- **Software:**
  - Specialized software for image processing must be used, ensuring data storage on CD/DVD format with easy retrieval through customized software.
- **Technical specifications for Digitization** - Provided at Annexure - A

## Security and Compliance

- All digitized content must adhere to stringent security protocols including password, certificate protection and secure time-stamping.
- The vendor is responsible for ensuring the confidentiality and integrity of the digitized documents throughout the process and in the final delivery.

## Submission Guidelines

- **Tender Security/Bid Security /Earnest Money Deposit:** The Applicant must submit with his/her bid, the Tender Security/Bid Security/Earnest Money Deposit (EMD)/Tender Bond in Euro equivalent to 5% of the bid amount for the contract. Tender Security/Bid Security/ EMD/Tender Bond shall be acceptable by bank transfer/bank draft/pay order in favor of Consulate General of India, Milan or Bank Guarantee (as per enclosed proforma in Tender Document). The other terms and conditions related to the EMD/Tender Bond shall remain same as mentioned in the tender document. The tender security /EMD/Tender Bond shall remain valid for a period of one hundred and eighty (180) days from last date of submission of tender.
- Proposals (EMD, Technical bids and Financial bids in separate envelopes) should be submitted in a sealed envelope to the address below by **20.10.2025**, clearly marked "RFP Submission for Digitization Services". Proposals (EMD, Technical bids and Financial bids in separate envelopes) will not be accepted by e-mail.
- Financial bid(s) of only those bidders(s) will be opened who have submitted EMD and qualify the technical evaluation on the specified date and time. The date, time & place of opening of the financial bid(s) will be intimated in due course of time. The result of Financial Bid shall also be displayed on the Consulate website.
- Address for Submission:

Head of Chancery

Consulate General of India,

Milan

Piazza Paolo Ferrari 8, 20121, Milan, Italy

- For further inquiries, please contact [hoc.milan@mea.gov.in](mailto:hoc.milan@mea.gov.in); and [cons1.milan@mea.gov.in](mailto:cons1.milan@mea.gov.in);

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- If any information furnished by the applicant is found incorrect at a later stage, he/she shall be liable to be debarred from the tendering process. Consulate General of India, Milan reserves its right to verify the particulars furnished by the applicant independently.
  - Consulate General of India, Milan reserves the right to reject any prospective applicant without assigning any reason and to restrict the list of pre-qualified vendors to any number deemed suitable by it.
  - This version aims to clearly outline the requirements, scope of work, and deliverables, making it easier for potential vendors to understand the expectations and prepare their proposals accordingly.

- The Performance Guarantee of five percent (5%) of the Accepted Contract Amount in the form of Bank Guarantee from a scheduled bank shall be submitted within 7 days of the Work Order and shall be valid for 180 days beyond the date of completion of all the contractual obligations of the vendor under the contract and discharged after completion of work.

### IMPORTANT DATES

Event	Date
Notice Inviting Tender	26.09.2025 (Friday)
Site visit	29.09.2025 (Monday) to 10.10.2025 (Friday)
Pre-bid meeting	13.10.2025 (Monday)
Starting date of Tender submission	29.09.2025 (Monday)
Last date of Tender Submission	20.10.2025 (Monday)
Opening of Technical Bids	24.10.2025 (Friday)

**Technical specifications for Digitization of Consular, Passport, Visa (CPV) documents**

**1. Deliverables**

Scanning/ Digitization work has to be carried out at the Consulate General of India Milan, where-in all infrastructure/ manpower shall belong to vendor. The work involves in- house scanning of Printed or Handwritten Documents, Photographs, with necessary formatting and conversion of scanned pages into PDF/JPEG or other standard formats at the Consulate General of India Milan. Scanning/ Digitization work of Passport, Visa, OCI, Misc. Consular services etc. shall be carried out with the job specifications as in 3.1. The specialized software should be used for image processing. The data is to be stored in simple CD/DVD format with retrieval customized software.

**2. Jobs Specifications are as follows:**

Job 1: Scanning one page of size A3/A4 with minimum of 200 DPI.

Job 2: Scanning one page of size A2 with minimum of 200 DPI.

Job 3 Scanning of one passport-size coloured photograph and/or Signature with 200 DPI.

Job 4: Entering Meta-data of about 300 Characters (pertaining to each case) with 100% accuracy. [Wherever necessary, such metadata can increase up to 500 characters]. The 300 characters should capture the essence of the document under global prescribed standards.

Job 5: OCR / ICR of one Page of scanned Image

Job 6: Image conversion to PDF format. In future, GoI may ask for a digital signature on these documents. The PDF files thus created should (in future) be capable of including DIGITAL SIGNATURE CERTIFICATES. The PDFs thus created should be capable of being read by Adobe Version 5 and above, apart from being possible to integrate with PDF readers other than Adobe.

- i. The vendor needs to arrange the retrieval software also. The retrieval software should have the provision to retrieve the image file on the basis of any Indexing field.

- ii. Depending upon the document, the vendor may have to use OCR/ICR setups. The desired accuracy will be 99%. The accuracy shall be verified at random of at least a 1:10 ratio.
- iii. Password for the HDD/DVDs has to be communicated to the Consulate officials in writing.
- iv. No hardware shall be provided by MEA/Consulate General of India Milan.
- iv. 100% accuracy is mandatory in indexing, which shall be verified against the scanned image. If the image is quality is poor or if the document digitized is not properly readable, the same rejection conditions apply.

**3. Specification of images:**

- 1. Should be black and white at 200 DPI with a size not exceeding 1000KB per page.
- 2. The average page size should not exceed 100KB excluding the pages having a photograph.
- 3. Images should be de-skewed.
- 4. Images should be checked for black borders.
- 5. The first page with a photograph of the application should be scanned in both colour and black and white.
- 6. All pages in an application should be scanned as available in the file.
- 7. Each scanned file should be linked to the meta-data of the application file reference number.
- 10. DVD Naming nomenclature should be followed as per the requirement of the Post.
- 11. All blank pages should be deleted
- 12. The final PDF output created by the OSP should have the pages in the following order:
  - i) Receipt
  - ii) Main Application form
  - iii) All supporting documents available in the file
  - iv) Cropped colour photograph from the first page.

**4. Parameters for retrieval of consular documents** *[Depending upon the service for which application has been accepted]*

- a. File Reference Number
- b. Date of Application
- c. Issue Date
- d. Passport Number/Visa Number/OCI Number *[Depending on the service for which the application has been accepted]*
- e. Applicant Name
- f. Father's Name
- g. Gender
- h. Date of Birth

PDF for the matched records should be named as the File Number mentioned on the Cash Receipt or the application form e.g. USANG1484808.pdf where the first 4 alpha "USAN" is the Site code and "G1484808" is the File number (File number should be 1 alpha and 7 numeric where the last 2 numeric "08" is the year). In case the numeric is less than 7 preceding 0's should be used. PDF for the unmatched records should be named using a unique sequential number for each site.

**5. The following data format and naming strategy should be strictly followed for easy data loading centrally and locally:**

For each Category for documents (Consular, Passport & Visa), there are three types of files (Image File, CSV with Metadata, Text file with Zero bytes). The DVD naming convention is briefed below. DVD naming nomenclature should be as follows for successfully uploading of DVD into DMS Server:

- i. One PDF folder which contains all scanned pages in PDF format for each individual case (file number) in greyscale with an average page size less than 50 KB, one cropped colour photograph for each case and All pdf files in the pdf folder should have a filename in upper case including extension i.e SAURV02345.PDF
- ii. The DVD should have a single CSV file containing metadata of all the pdf files and all meta-data should be in upper case.



- iii. Application Type code:
  - V for Visa application
  - Blank for Passport application
  - M for Misc. Consular service application
  - OC for OCI application

## **5. Data Submission/Acceptance:**

The sample DVD should be submitted to NIC/MEA Delhi and the final DVD should be created only after written approval and confirmation of the sample DVD.

The final data should be written on to DVD's in 2 copies to be submitted [one at Indian Mission and the other to the Ministry]. The Final Data should be supported with the year-wise list of the number of files. The data submitted in the Computer Cell, CPV Division would be tested as per the laid down procedure, which includes testing of data as per upload compatibility with the local setup of the Post and IVFRT setup. Once the DVDs are found to be correct in all aspects, the DVDs would be sent for uploading to the PRIDE/IVFRT system as the case may be. The Post also would be intimated about the status of the DVDs and DVDs would be uploaded locally at the Post too.

- 6. DVD Naming nomenclature should be followed as below during burning of DVD as well as on Hard copy when DVD is supplied to the Post and NIC

Mission code document category\_vendorcode\_serial number.

e.g USANV\_AGENCY CODE\_0001

USAN Mission code for New York (USA).

V Document category Visa (for Passport, it should be blank)

Note: The code here is of the Mission/Post and not for the country

### TECHNICAL DETAILS

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- Name of the Bidder:
  - Incorporated as \_\_\_\_\_ in year \_\_\_\_\_ at \_\_\_\_\_
  - Whether any Legal/Arbitration/proceeding is instituted the Bidder or the Bidder has lodged any claim in connection with works carried out by them. If yes ,please give details.
- d) Whether the bidder complies with the requirement of Registration under the Contract Labour (Regulation and Abolition)Act : Yes/No
- e) Bidder's profile Address:

Name of the Executive with Designation Telephone No:

Email address:

Service Tax

No: PAN CARD

No:

Document –IV

*Financial Bid letter (Fixed price to be quoted on this form by Bidder)*

FORM OF TENDER

Name of Vendor:

To:

Head of Chancery  
Consulate General of  
India, Milan

We have examined the General Conditions of tender, specifications, requirements, other schedules, the attached guidelines for the above-named works and have inspected the site and the general and economic conditions under which the works are to be carried out. We offer to execute and complete the digitization works as per the requirement Tender.

EUR \_\_\_\_\_ (in figure)

(EUR \_\_\_\_\_  
\_\_\_\_\_ Only) exclusive of VAT.

We agree to abide by this tender until 180 days after date for receipt of tenders and it shall remain binding upon us and may be accepted at any time before that date. We acknowledge that the appendix forms part of this Letter of Tender.

If this offer is accepted, we will provide the specified Performance Security, commence the Works as soon as is practicable after commencement date, and complete the works in accordance with the above-named documents within the Time of Completion.

Unless and until a formal Agreement is prepared and executed, this Letter of tender together with your written acceptance thereof, shall constitute a binding contract between us.

We understand that you are not bound to accept the lowest or any tender you may receive.

Signature \_\_\_\_\_ in the capacity of  
\_\_\_\_\_ duly authorized to sign tenders for and on  
behalf of [Name of the vendor] \_\_\_\_\_

Date: \_\_\_\_\_