



Cyber Israel

Prime Minister's Office
National Cyber Directorate

**THE GOVERNMENT OF ISRAEL
PRIME MINISTER'S OFFICE
NATIONAL CYBER DIRECTORATE
THE IDENTITY&BIOMETRIC APPLICATIONS UNIT**

**PUBLIC REQUEST FOR INFORMATION (RFI) NUMBER 01-2021
ONLINE AND ELECTRONIC KYC (KNOW YOUR CUSTOMER) SYSTEMS AND
SERVICES**

THIS DOCUMENT IS THE PROPERTY OF THE STATE OF ISRAEL
ALL RIGHTS RESERVED TO THE STATE OF ISRAEL

THE INFORMATION CONTAINED IN THE DOCUMENT SHALL NOT BE PUBLISHED,
DUPLICATED OR USED IN ITS ENTIRETY OR PARTIALLY, FOR ANY PURPOSE
WHATSOEVER APART FROM IN REPLY TO THIS REQUEST FOR INFORMATION

REQUEST FOR INFORMATION (RFI) NUMBER 01-2021
ONLINE AND ELECTRONIC KYC (KNOW YOUR CUSTOMER) SYSTEMS AND
SERVICES

1. BACKGROUND:

- 1.1. The Identity & Biometric Applications Unit at the National Cyber Directorate- Prime Minister's Office (hereinafter: "the Requester" or "the Unit"), is a government office established in 2011.
- 1.2. The Unit holds several responsibilities:
 - 1.2.1. To perform oversight (by law) of Israel's National E-id and E-passport project which includes a National Biometric Database (the head of the Unit also holds the role of Biometric Applications Commissioner).
 - 1.2.2. The Unit has devised Israel's National Policy for Biometric Applications, and is working with government offices to assure its implementation.
 - 1.2.3. The head of the unit serves as the advisor to the Prime Minister in the field of Biometrics.
 - 1.2.4. The Unit has devised Israel's National Policy for Secure Digital Identification, and guiding and advising the government in the field
- 1.3. In order to support its activities and to advise the rest of the government, the Unit has established a national biometric and identification laboratory, conducting tests to evaluate biometric systems, scanning devices and algorithms.
- 1.4. The Unit has international working relations with different organizations and government agencies.
- 1.5. In order to support its missions and to advise the Israeli Government, it is necessary for the Unit to acquire knowledge in the field of online and electronic KYC (know your customer) processes, by conducting surveys on KYC systems and services. This would allow the Unit to learn about their applicability in enrollment (onboarding) and authentication processes for online government services, and to assist relevant financial regulators.
- 1.6. The Unit wishes, pursuant to the provisions of Regulation 14A of the Israeli Mandatory Tenders Regulations 1993, to receive information from Israeli and international vendors and integrators, with knowledge and experience (hereinafter: "the Informants"), about products and systems in the field of KYC services applying biometric verification (mainly by mobile devices), AI algorithms, document authentication and database

analytics (hereinafter: "the Products/the Product"), that are considered to be "state of the art".

2. CONTENTS OF THE REQUEST:

The Requester is inviting the Informants to submit a reply to the Request for Information (RFI). The reply should contain some or all of the following information:

- 2.1. Methods and performance in document scanning and authentication systems, that are considered to be the most updated and advanced technologies.
- 2.2. Methods of the biometric verification of users, including face, fingerprints, voice, iris or any other modalities that are considered to be the most updated and advanced technologies.
- 2.3. Methods of detecting attempts of fraud on the biometric process, including: presentation attack detection and/or liveness and/or "deep fake" detection and/or Adversarial AI Attacks detection.
- 2.4. Test methods that are recommended to evaluate verification and validation performance (according to FATF methods).
- 2.5. Data used for identity proofing and verification (Government official database , public database, FATF Blacklists, etc.).
- 2.6. The Informants are hereby invited to send a free demonstration software/application of the KYC service or the system.
- 2.7. For this RFI, will focus on biometric recognition and document scanning for authentication. However, the Informants may supply information regarding other modules, if they find it valuable and relevant to KYC.

3. CLARIFICATIONS:

- 3.1. This Request is a preliminary request to receive information only in accordance with Regulation 14A of the Israeli Mandatory Tenders Regulations 1993, and it does not constitute a phase in an engagement of one kind or another with any of the Informants replying to the Request. It should be emphasized that the Request does not constitute any undertaking of the Requester to continue in this process, in any way whatsoever, and it does not constitute a tender and/or invitation to submit bids and/or the establishment of a vendors' list. All the expenses involved in submitting the information shall be the sole responsibility of the Informant and the Informant shall not



be entitled to any compensation or indemnity in respect of submitting the reply to the Request.

- 3.2. The Requester does not undertake to use the information, in its entirety or partially, for the purpose of preparation of a tender, for purchasing purposes, or for any other purpose.
- 3.3. The contents of this document do not constitute any undertaking to publish a tender in the matter as aforesaid, or any undertaking vis-a-vis the details of the tender insofar as such may be published.
- 3.4. Conveying the information does not bestow upon the Informant any right vis-a-vis the Requester and does not impose any obligation whatsoever upon the Requester.
- 3.5. The Requester shall not be responsible for any payment or expense that the Informant may incur in respect of this Request and consequent upon the contacts with it, if any are held, within the context of examining the information, a demonstration or within any other context in this matter.
- 3.6. The Requester shall be entitled to use or convey to any third party, any information, or data submitted by the Informants. Including but not limited to publish by way of a tender or in any other way, specifications, characteristics or conclusions that shall be based upon the information and data that may accumulate as a result of this process.
- 3.7. If a tender is published in connection with this Request, and without any undertaking to publish one as aforesaid, a reply to this Request shall not constitute a condition for participation in the tender, shall not grant any advantage to anyone who has replied to this Request merely due to the fact that they have replied to the Request, and shall not entail their participation in the tender or engagement with them in any other way. The Requester may add terms and conditions to the tender, at the Requester's sole discretion and according to the Requester's professional needs.
- 3.8. The Requester reserves the right to ask an Informant for supplementary information and clarifications regarding the information submitted.
- 3.9. The Requester may, but is not obliged to, request that the Informant will present or send a demonstration of the product that will be examined by a professional team on its behalf. Demonstration of the product, if it takes place, shall constitute part of the Request and shall be subject to the contents thereof. The demonstration will not be regarded as a testing and evaluation process, nor that it will be conducted upon the Product.

4. DEMONSTRATIONS:

- 4.1. Demonstration of the product, if it takes place, shall constitute part of the Request and shall be subject to the contents thereof.
- 4.2. The demonstration will not be regarded as a testing and evaluation process, nor that it will be conducted upon the Product.
- 4.3. There is no obligation that only Products of Informants will be evaluated.

5. PUBLICATION OF THE REQUEST FOR INFORMATION DOCUMENTS:

- 5.1. The documents shall be published on the website of the Government Procurement Administration at the Accountant General's Department , and on Israel's National Cyber Directorate's websites (hereinafter: "**the Websites**") at the address:

<https://mr.gov.il/ilgstorefront/en/p/4000531869>

https://www.gov.il/en/Departments/israel_national_cyber_directorate

6. **CONTACT PERSON:** The contact person on behalf of the Unit for the Request for Information, to whom all clarifications and questions should be addressed, is: Mrs. Sharon Bosidan, e-mail: Sharonbu@cyber.gov.il

7. PROCEDURE FOR SENDING CLARIFICATION QUESTIONS REGARDING THE REQUEST:

- 7.1. Interested Informants may refer questions and requests for clarification to the contact person's e-mail address, as aforesaid in Section 6.
- 7.2. Questions that will arrive before May 3, 2021, at 12:00 PM Israel Time, shall be replied.
- 7.3. The questions will be submitted in the following format:

section number in this document	Question/Clarification

- 7.4. The questions will be submitted in Hebrew or English only.
- 7.5. The Informant should ascertain that their questions have reached the contact person in their entirety.
- 7.6. The Requester reserves the right to conduct more than one round of clarification questions procedure.

7.7. A reply to all the clarification questions will be sent to all the Informants via Email and will be published on the websites mentioned in article 5.1. .

8. METHOD OF SENDING THE REPLY:

- 8.1. The Reply to the Request for Information should be sent by electronic mail, to the contact person's e-mail address. The title of the email will be "Reply to RFI number 01-2021"
- 8.2. The Reply should be received by the Requester before the date mentioned in the Timetable in section 10 below.
- 8.3. The Reply shall contain documents in both PDF format and WORD format, in English or Hebrew.
- 8.4. The Informant is requested to ascertain with the contact person that the Reply has been received.

9. CONTENTS OF THE REPLY:

- 9.1. The Informant details set out in Part 2 of the Request should be submitted.
- 9.2. Any material, documents and additional reply may be submitted, at the Informant's discretion.

10. TIMETABLE:

10.1.

Activity	Date	Time
Publication of the Request for Information Documents	April 12, 2021	12:00 PM Israel Time
Deadline for sending clarification questions	May 3, 2021	12:00 PM Israel Time
Deadline for the Requester reply to the clarification questions	May 24, 2021	12:00 PM Israel Time
Deadline for the Reply to the Request for Information	June 14, 2021	12:00 PM Israel Time

- 10.2. The Requester may change the dates mentioned in article 10.1 at its discretion. A notification of the change shall be sent to all Informants, and published on the Government websites mentioned in article 5.1. The notification will include the new dates.



Cyber Israel

Prime Minister's Office
National Cyber Directorate

11. OWNERSHIP OF THE DOCUMENTS AND THE REPLY AND THE USE THEREOF:

- 11.1. The Request document is the intellectual property of the Requester that is transferred for the purpose of Reply to the Request for Information.
- 11.2. The Reply document is the intellectual property of the Informant. Nevertheless, the Requester shall have the possibility of using the Information that is provided within the framework of the Reply for any purpose connected to its activity and the Informant shall have no claims in connection with the intellectual property in the information.



REQUEST FOR INFORMATION (RFI) NUMBER 01-2021
ONLINE AND ELECTRONIC KYC (KNOW YOUR CUSTOMER) SYSTEMS AND
SERVICES

PART 2 – SPECIFICATION OF THE
INFORMATION REQUESTED

1. THE INFORMANT'S DETAILS:

- 1.1. The Informant's name _____
- 1.2. Vendor's enrolment number _____
- 1.3. Place of corporation's enrolment: in Israel/abroad (state the name of the country):

- 1.4. The Informant's offices' address: _____
- 1.5. The Informant's offices' telephone: _____
- 1.6. E- mail address: _____
- 1.7. Website address (if any) _____
- 1.8. Details of a representative or contact person for the Reply to Request for Information (please specify of a representative in Israel, if you have one):
 - 1.8.1.Name: _____
 - 1.8.2.Position: _____
 - 1.8.3.Mobile telephone: _____
 - 1.8.4.E-mail: _____

2. DETAILS OF THE PRODUCTS OR SERVICE:

- 2.1. The Informant should give some or all details about its involvement, expertise and experience in the development, marketing and implementation of Products in the field of KYC service or products.
- 2.2. Insofar as these are existing products, the Informant should present confirmation that it is the manufacturer and holder of the IP/copyrights, or a confirmation from the manufacturer that the Informant is an authorized distributor of the Product it proposes.
- 2.3. It should be clarified that more than one Product relevant to this field may be presented.
- 2.4. The following details should be specified **with regard to each Product**:
 - 2.4.1.The Product's name: _____

- 2.4.2. The Vendor's name: _____
- 2.4.3. The Product's present version/revision: _____
- 2.4.4. The Year that the products' distribution commenced: _____
- 2.4.5. A brief description of the use of the Product (it is recommended to expand in a separate Appendix): _____
- 2.4.6. The configuration of the provided product (operating license, or demo service): _____
- 2.5. A technical description of the Product: A technical description of the Product should be attached.
- 2.6. Supporting standards/certification: The Informant should state the Israeli standards, the international standards, the accepted protocols, and the standards of voluntary organizations that the Product supports.
- 2.7. Standards compliance tests: Insofar as standards compliance tests have been conducted (according to the specification in Section 2.6 above), a specification of these tests should be attached for the purpose of proving compliance with the standards.
- 2.8. Data security tests: Subsequent to the previous section, in particular compliance with data security standards and penetration tests (PT) should be noted.
- 2.9. Performance: The Product's performance should be noted according to relevant performance parameters and a referral to tests conducted by competent bodies, including Presentation Attacks or presentation of false evidence or document.
- 2.10. Privacy enhancing technologies: Please specify if the product was designed to support privacy enhancing technologies such as anonymization, erasing of data periodically etc.
- 2.11. Details regarding the method of tests that are recommended to evaluate performance of the product or service.
- 2.12. Further details: Further details may be provided, at the Informant's discretion.

3. DEMONSTRATION SOFTWARE/APPLICATION:

- 3.1. The Informants are hereby invited to send a free demonstration software/application of the KYC service or the system.
- 3.2. The Requester use of such demonstration shall not constitute a phase in an engagement of any kind with any of the Informants replying to this invitation. Additionally, If a tender is published in connection with this Request, and without any undertaking to publish one as aforesaid, a reply to this invitation shall not constitute a condition for participation in the tender and shall not grant any advantage to anyone who has replied to this invitation.