



רשות האוכלוסין וההגירה
Population & Immigration Authority
سلطة السكان والهجرة

מדינת ישראל
State of Israel



Ministry of Interior
Population and Immigration Authority

Request for Information No. 8/2026 for Card Personalization Systems

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1. **Introduction**

The Population and Immigration Authority of the Israeli Ministry of Interior ("**PIBA**") hereby requests information regarding e-ID card personalization Systems for use with respect to secure e-ID cards (PET/PVC/composite or polycarbonate-based, contactless chip, with multiple security features) and personalization systems for other types of cards issued by the State of Israel, as stipulated in this document.

2. **Background**

The Authority is a unit in the Israeli Ministry of Interior, and its areas of responsibility includes Population Administration, Service Administration for Employers and Foreign Workers, Enforcement and Foreigners Administration, and Border Crossing Administration.

The Authority operates in accordance with the Israeli legislation, Israeli government policies and in accordance with the directives of the Israeli Minister of Interior. Within the scope of its authorities the Authority is responsible for all issues concerning registration and Identity Documents, citizenship, status, visas etc.

3. **RFI Purposes**

3.1. PIBA is considering the acquisition of modern, fully automatic and field-proven systems for the personalization and application of security features for secure national e-ID cards (Polycarbonate-based, contactless chip) ("**Systems**") and ancillary services including warranty, support, maintenance, etc. ("**Services**"), with the aim of modernizing, streamlining, and automating production processes, and improving service to citizens.

3.2. PIBA is also considering the acquisition of personalization systems for other types of cards, for a separate use case.

3.3. PIBA is therefore requesting detailed information with respect to such Systems and Services, as detailed in Appendix A to this RFI including:

3.3.1. *The suitability and applicability of the Systems for PIBA's needs as detailed below;*

3.3.2. *Existing production installations at customer sites of such Systems that (subject to adaptations if necessary) can support PIBA's requirements as detailed in Appendix A;*

3.3.3. *Scope of long-term ongoing Services including technical support, spare parts and maintenance services for the Systems.*

4. **Time Schedule for the RFI Process**

Without limiting PIBA's discretion to extend all dates, the schedule of this RFI shall be as follows:

	Description	Deadline
a	Last date for submission of queries and requests for clarifications regarding the RFI	July 21st, 2026
b	Last date for submission of Response (" Last Submission Date ")	August 11th, 2026

5. **The RFI process**

- 5.1. This RFI is issued by PIBA in accordance with section 14A of the Mandatory Tender Regulations, 1993, for the purpose of gathering information.
- 5.2. This RFI does not constitute an undertaking by PIBA to further proceed with its queries regarding the Systems and/or to initiate a procedure for the acquisition of such Systems.
- 5.3. This RFI is not an invitation to bid and does not form part of any tender process. It does not create any commitment toward any respondent, and PIBA is not obligated to contract with any respondent or to issue a tender on this matter. This RFI is for information purposes only, and PIBA will determine its next steps in accordance with its discretion.
- 5.4. Should PIBA decide to purchase the Systems it may do so by any procedure it deems fit, such as public tender or requests for proposals or by negotiation with any relevant entity (including entities that will not participate in the RFI); all in accordance with its sole discretion and subject to Israeli law.
- 5.5. For the purpose of this RFI, PIBA may share the information submitted to it under this RFI with the relevant authorities of the State of Israel regulating its operation.
- 5.6. PIBA reserves the right, at its sole discretion, to use the information received to compile a list of potential suppliers.
- 5.7. In the event of a future tender, PIBA may amend or add terms and requirements at its discretion and based on its needs. Based on the results of this RFI, PIBA may initiate a procedure to identify sole-source suppliers pursuant to Regulation 3A(a) of the Mandatory Tender Regulations, 1993.
- 5.8. PIBA may use any information submitted in response to this RFI and the Respondent waives any copyright claims in connection therewith.

6. **Respondents to the RFI**

This RFI is directed at and PIBA requests information solely from entities that comply with the following requirements ("**Respondent**"):

- 6.1. Are an Original Equipment Manufacturer (OEM) of the Systems and have experience in manufacturing, supplying, supporting and maintaining Services for the Systems, for one of the use cases or for both.
- 6.2. Duly incorporated and validly existing under the laws of a country that maintains diplomatic relations with the State of Israel.

7. **Requested information**

The information submitted should include a description of the entity submitting the information (including contact details), description of the Systems (including product brochures) its compliance with the needs and requirements detailed below, adaptations that may be required, general (typical) timeline and schedule for producing, factory testing, delivery, installing, training, acceptance testing and transition to on-site production of the Systems; existing production clients of the System (governmental entities preferred) and any other relevant information that may serve the purposes of this RFI.

8. **Clarifications to the RFI**

- 8.1. Respondents are entitled to contact PIBA in writing only and submit a request for clarification regarding the RFI. Such requests for clarifications shall be directed by electronic mail, to Ms. Michelle Koval, at MichelleKo@piba.gov.il, until the date provided in Clause 3 above.
- 8.2. The request for clarifications shall be made in English only using a Word file submitted in a table in the following manner:

Clause No.	Clarification Requested

- 8.3. The Respondents should specify their name, address and telephone contact number, an electronic mail address and an address for the response.
- 8.4. PIBA is entitled, at its sole discretion, to reply or not to reply to requests for clarification. PIBA's responses to the requests shall be furnished to all Respondents without disclosing the identity of the Respondent who submitted the request.

9. **Language of the Response**

The Response, including all related documents and brochures, must be submitted only in English.

10. **Date & Place for Submission of Responses**

- 10.1. Responses with all supporting documents should be submitted by electronic mail, no later than the Last Submission Date as provided in Clause 3 above, to Ms. Michelle Koval, at MichelleKo@piba.gov.il.
- 10.2. Respondent should specify in the e-mail subject – "**Request for Information No. 8/2026 for e-ID Card Personalization Systems**".

11. **Website**

- 11.1. All information and components relating to the RFI and all notifications regarding the RFI will be published on the Israeli Government Procurement Administration's website
<https://mr.gov.il/ilgstorefront/en>
under the "Tenders" tab (the "**Website**").
- 11.2. It is the responsibility of the Respondents to continuously update themselves regarding the progress of the RFI from this Website.
- 11.3. Inasmuch as possible and without taking responsibility for doing so, PIBA will send notifications of new information on the Website also by electronic mail. Respondents should take the proper conduct to include the mail address MichelleKo@piba.gov.il in their "safe senders" list.

12. **Proprietary rights to Documents**

- 12.1. The RFI documents belong to PIBA and may not be used for any other purpose other than for the submission of response to the RFI.

- 12.2. Respondents may designate portions of their submissions as confidential or proprietary, and PIBA shall consider such designation in its handling of the submitted materials.

13. **Request for Additional Information and Clarifications**

- 13.1. PIBA may (but is not obligated to) request written or oral clarifications of any Respondent regarding its response, in whole or in part.
- 13.2. PIBA has the discretion to request that a Respondent provide missing information and/or certifications that relate to the RFI and the requirements stipulated in the RFI, to review the respondent's response.

14. **Governing Law and Jurisdiction**

- 14.1. This RFI process is subject to the Laws of the State of Israel solely, as they shall be formulated from time to time.
- 14.2. Any matter related to this RFI shall be adjudicated only in the authorized courts of the city of Jerusalem, Israel.

In Witness Whereof we have signed this RFI:

Name of Respondent	Respondent's Authorized Representative	Signature & Stamp
	By: _____ Title: _____ Date: _____	

15. **Appendix A: Technical Requirements**

15.1. Introduction and purpose

The Population and Immigration Authority of the State of Israel (hereinafter: “PIBA”) is seeking information from **manufacturers** of e-ID card personalization Systems. PIBA intends to establish or expand its capability to personalize polycarbonate identity cards that carry a full-color cardholder portrait, at production volumes (hereinafter: “**use case no.1**”). The personalization process shall also apply multiple security features on the cards. Additionally, PIBA is seeking information about equipment for issuing cards with different substrate materials (PET/PVC/composite) for a different use case (hereinafter “**use case no.2**”). Manufacturers of equipment for both use cases or any one of them are requested to respond.

The purpose of this RFI is to understand the range of available solutions, their technical and operational capabilities, indicative pricing, lead times, and support models, so that PIBA can consider subsequent procurements. Respondents are requested to provide the information as specified in Section 15.3, Section 15.4 and Section 15.5 and to complete the requirements compliance matrix in Appendix A1 — Requirements compliance matrix. Requirements are marked (M) Mandatory or (D) Desirable and some of them marked as (Informative). Each such requirement is restated with a reference number in Appendix A1 — Requirements compliance matrix.

15.2. Background and context

15.2.1. *Card program (use case no.1)*

National e-ID cards (polycarbonate, contactless, with embedded security features).

15.2.2. *Card program (use case no.2)*

Government-issued cards (PVC/PET/composite, contactless, with security overlay).

15.2.3. *Issuance model*

Fully centralized at one main installation site with a second BC/DR site.

15.2.4. *Estimated annual volume*

Up to 2M cards per year (use case no.1).

15.2.5. *Peak production requirement*

Minimum sustained rate of 500 cards per hour per machine (use case no.1). Use case no.2 requires higher capacity of 1000 CPH or more because it will not be operated for full/continuous shifts.

15.3. Scope and technical requirements - use case no.1

15.3.1. *Printing and image quality*

15.3.1.1. Full-color portrait (DoD technology)

Photo-quality, full-color portrait on ID-1 polycarbonate cards. (M)

15.3.1.2. Full-color throughput

Sustained ≥ 500 cards/hour while printing a full-color portrait; please state the exact sustained figure and the measurement conditions. (M)

15.3.1.3. Print resolution

State native resolution in DPI. Please state if resolution is symmetric in both the X and the Y axis **(Informative)**

15.3.1.4. Color accuracy

State color-management approach for accurate skin tones. **(Informative)**

15.3.1.5. Edge-to-edge printing

Printing area should cover the full card. **(D)**

15.3.1.6. Image durability

DoD images and text must meet identity card durability expectations under normal use conditions. Describe how this is achieved **(M)**

15.3.2. Encoding and personalization

Proposed equipment must support the following capabilities:

15.3.2.1. Substrate

Polycarbonate with embedded contactless chip and DOVID. The card may have small tactile elements (embossing) **(M)**

15.3.2.2. Orientation

Landscape. **(M)**

15.3.2.3. Laser engraving

Text, greyscale portrait, 2D barcodes, 300µm microtext or smaller, tactile text on both sides of the card. MLI/CLI engraving (front side only) **(M)**

15.3.2.4. Drop on Demand

Durable full-color inkjet DoD:

15.3.2.5. Full-color portrait **(M)**

15.3.2.6. UV-fluorescent text and symbols (at least BLUE, preferably full-color) **(D)**

15.3.2.7. Printing on both sides of the card **(D)**

15.3.2.8. Impact on card material: Please state if there are any restrictions or specific requirements regarding the card material, its structure or its surface, for supporting DoD printing with adequate quality. **(Informative)**

15.3.2.9. Chip encoding

Contactless chip encoding at maximal ISO14443 bitrate using an industrial - grade reader; please state the reader type and its interface **(M)**

15.3.2.10. QA/inspection

Built-in inspection, with user-friendly adaptations to new layouts. Please list which items are inspected by the QA module **(M)**

15.3.2.11. Post-processing

Optional card mailing, with carrier page printing, card gluing and envelope insertion modules. **(D)**

15.3.3. Software, integration and operational aspects

15.3.3.1. Host / issuance software interface

Systems must accept file inputs (portraits provided as JPEG image files, textual data and 2D barcodes provided as PNG files, or alternatively inputs provided as PDF files). (M)

15.3.3.2. Flexibility

Full flexibility of input layout (positions, text, images, fonts), as defined by the input files. (M)

15.3.3.3. Consumables

Respondent shall provide details on supply model, and on expected consumables-cost-per-card, considering the main full-color portrait (35X45mm) and 3-4 UV-fluorescent textual items (if applicable). UV textual items shall be printed with medium font sizes. (M).

Respondents shall also provide information on consumables availability/lead time. (M)

15.3.3.4. Installation environment

Respondents shall provide information about the required footprint (with inline mailing if available and without), power requirements, ventilation and environmental/operating conditions. (Informative)

15.3.3.5. Privacy

Respondents shall provide information on the methods that are used to remove any PII¹ from their Systems, and on any functionality that may be affected by such sanitization processes. (M)

15.3.3.6. Security

The Systems must operate without any remote connectivity and without any wireless connections or peripherals, in fully air-gapped environments. Respondents shall provide information on any functionality or service/maintenance capabilities that may be affected by this architecture. (M)

15.4. Scope and technical requirements - use case no.2

15.4.1. *Printing and image quality*

15.4.1.1. Full-color portrait

Photo-quality, full-color portrait on ID-1 PET/PVC/composite cards. (M)

15.4.1.2. Full-color throughput

Sustained ≥ 1000 cards/hour while printing a full-color portrait; state the exact figure and the measurement conditions. (M)

15.4.1.3. Print resolution

State native resolution in DPI. Please state if resolution is symmetric in both the X and the Y axis (Informative)

15.4.1.4. Color accuracy

State color-management approach for accurate skin tones. (Informative)

¹ PII = Personally Identifiable Information

15.4.1.5. Edge-to-edge printing

Printing area should cover the full card. (D)

15.4.2. *Encoding and personalization*

15.4.2.1. Substrate

PVC/PET/composite cards with embedded contactless chip. (M)

15.4.2.2. Orientation

Landscape and portrait. (M)

15.4.2.3. Printing

Durable full-color printing on both sides of the card, including text, 2D barcodes, a full-color portrait (M) and UV-fluorescent text and symbols (at least BLUE, preferably full-color) (D)

15.4.2.4. Chip encoding

Contactless chip encoding at maximal ISO14443 bitrate using an industrial - grade reader. Please state the reader type and its interface (M)

15.4.2.5. Security overlay

Application of a security overlay over the front side. Please list qualified security foil vendors that are compatible with the proposed equipment if a 3rd-party is necessary for this component. (M)

15.4.2.6. QA/inspection

Built-in inspection, with user-friendly adaptations to new layouts. Please list which items are inspected by the QA module (M)

15.4.2.7. Post-processing

Optional card mailing, with carrier page printing, card gluing and envelope insertion modules. (D)

15.4.3. *Software, integration and operational aspects*

15.4.3.1. Host / issuance software

PIBA aims to re-use existing and uniform interfaces for this use case. Hence, equipment must accept file inputs (portraits provided as JPEG image files, textual data and 2D barcodes provided as PNG files, or alternatively inputs provided as PDF files). (M)

15.4.3.2. Flexibility

Full flexibility of input layout (positions, text, images, fonts), as defined by the input files. (M)

15.4.3.3. Consumables

Respondent shall provide details on supply model, and on expected consumables-cost-per-card, considering the main full-color portrait (35X45mm) and 3-4 UV-fluorescent textual items (if applicable) (M). Respondents shall also provide information on consumable availability/lead time (assuming that the security foil is available). (M)

15.4.3.4. Installation environment

Respondents shall provide information about the required footprint (with inline mailing if available and without), power requirements, ventilation and environmental/operating conditions. **(Informative)**

15.4.3.5. Privacy

Respondents shall provide information on the methods that are used to remove any PII from their Systems, and on any functionality that may be affected by such sanitization processes. **(M)**

15.4.3.6. Security

The Systems must operate without any remote connectivity and without any wireless connections or peripherals, in fully air-gapped environments. Respondents shall provide information on any functionality or service/maintenance capabilities that may be affected by this architecture. **(M)**

15.5. Information requested from respondents

Please provide the following, referencing the requirement numbers in Appendix A1 — Requirements compliance matrix where applicable:

15.5.1. *Company profile*

15.5.2. *Use case no.1*

Overview, relevant experience, and list of references of production clients of comparable identity card personalization deployments.

15.5.3. *Use case no.2*

Overview, relevant experience, and references for use cases that may be similar to use case no.2, such as high-scale employee card issuance or loyalty, credit or payment card installations.

15.5.4. *Proposed solution*

The specific system(s) and modules proposed to meet the requirements, including the color print technology used.

15.5.5. *Full-color throughput*

Sustained cards/hour while printing a full-color portrait and common textual items, with the respective measurement conditions.

15.5.6. *Image quality*

Print resolution, color management methods, and sample raw scans of similar cards, without any image processing.

15.5.7. *Encoding and personalization*

Contactless chip encoding interface and reader model and type.

15.5.8. *Standards and certifications*

ISO/IEC and any independent certifications held.

15.5.9. *Indicative pricing*

Capital cost of the proposed configuration (per machine), consumable cost-per-card, and annual maintenance/support cost (budgetary, non-binding).

15.5.10. *Lead time*

Indicative time from order to delivery, installation, and commissioning.

15.5.11. Service and support

Support model, service-level options, spare-parts availability, and operator/maintenance training.

15.5.12. Software and integration

Host integration, data formats/APIs, any built-in security mechanisms.

15.5.13. Roadmap

Any relevant product roadmap items that may affect a procurement process and / or any upgrades and improvements that may affect production and operations.

15.6. Response format and submission

A written document specifically addressing each of the specified requirements as specified in Sections 15.3, 15.4 and 15.5, including product data (brochures, videos, etc.) and samples plus the completed compliance matrix in Appendix A1 — Requirements compliance matrix. Submit as PDF; the matrix may also be returned in spreadsheet form.

15.7. Use and evaluation of responses

Responses will be reviewed by PIBA for possible subsequent procurement. No scoring or award results will be provided as a consequence of this RFI. Indicative areas of interest, in no fixed order, include: demonstrated full-color portrait throughput at or above the required rate; image and portrait quality; encoding and personalization capacity; standards and certification compliance; total cost of ownership (capital, consumables, maintenance); service and support; and relevant references.

16. **Appendix A1 — Requirements compliance matrix**

For each requirement, indicate compliance as *Y* (fully complies), *P* (partially complies), or *N* (does not comply), and add a reference to the relevant page/section of your response. (*M*) = Mandatory, (*D*) = Desirable.

Ref	Requirement - use case no.1	M/D	Comply (Y/P/N)	Response ref.
PR01	Full-color portrait (DoD technology)	M		
PR02	Full-color throughput >= 500 cards/hour	M		
PR03	Print resolution	Informative		
PR04	Color management	Informative		
PR05	Edge-to-edge printing capability	D		
PR06	Color image durability	M		
PR07	Laser engraving for text	M		
PR08	Laser engraving for greyscale portrait	M		
PR09	Laser engraving for 2D barcodes	M		
PR10	Laser engraving for text size <= 300µm	M		
PR11	Laser engraving for tactile text on both sides	M		
PR12	Laser engraving for MLI/CLI on front side	M		
PR13	UV-fluorescent DoD (full color)	D		
PR14	UV-fluorescent DoD (single color)	D		
PR15	Printing on both sides	D		
PR16	DoD impact on card material/structure/surface	Informative		
PR17	Chip encoding with industrial-grade reader	M		
PR18	Built-in QA/inspection	M		
PR19	User-friendly QA adaptations to new layouts	M		
PR20	Card mailing capabilities	D		
PR21	Support for file interface with JPEG/PNG/PDF inputs	M		
PR22	Full flexibility of input layout	M		
PR23	Cost per card for consumables	M		
PR24	Consumables lead times	M		
PR25	Installation environment	Informative		
PR26	PII removal	M		
PR27	Operation in air-gapped environment	M		
PR28	No wireless components (except chip encoders)	M		

Ref	Requirement - use case no.2	M/D	Comply (Y/P/N)	Response ref.
SR01	Full-color portrait	M		
SR02	Full-color throughput >= 1000 cards/hour	M		
SR03	Print resolution	Informative		
SR04	Color management	Informative		
SR05	Edge-to-edge printing capability	D		
SR06	Durable full-color printing for text	M		
SR07	Durable full-color printing for portrait	M		
SR08	Durable printing for 2D barcodes	M		
SR09	Full-color UV-fluorescent text & symbols	D		
SR10	Single-color UV-fluorescent text & symbols	D		
SR11	Application of security overlay (front side)	M		
SR12	Chip encoding with industrial-grade reader	M		
SR13	List of qualified security foil vendors	M		
SR14	Built-in QA/inspection	M		
SR15	User-friendly QA adaptations to new layouts	M		
SR16	Card mailing capabilities	D		
SR17	Support for file interface with JPEG/PNG/PDF inputs	M		
SR18	Full flexibility of input layout	M		
SR19	Cost per card for consumables	M		
SR20	Consumables lead time	M		
SR21	Installation environment	Informative		
SR22	PII removal	M		
SR23	Operation in air-gapped environment	M		
SR24	No wireless components (except chip encoders)	M		

Respondent / Corporation:

Authorized Signatories:

Signature and stamp:

17. **Appendix B: Respondent Information**

1. **General**

- 1.1 The form must be filled out completely and legibly and be submitted as part of the response to the RFI.
- 1.2 Every section containing a blank space for insertion indicates the extent of the detail expected from Respondent.
- 1.3 Respondents may add additional tables, rows and documents.

2. **Respondent information**

Name of Respondent	Address of Respondent	
Telephone	Email	
Details of Contact Person for Respondent		
Name of Contact	Title	Email
Telephone	Mobile	

3. **Incorporation**

- 3.1 Incorporation details of Respondent (corporation / association / partnership / other) _____
- 3.2 Identifying number (in the relevant register) _____
- 3.3 Country of incorporation of Respondent _____

Respondent / Corporation: _____

Authorized Signatories: _____

Signature and stamp: _____

Date: _____