

**Ministry of Interior
Population and Immigration Authority**

July 22nd, 2026

To:
Respondents

**Re: Request for Information No. 8/2026 for Card Personalization Systems ("RFI")
Clarification & Amendment No. 1**

1. **General**

- 1.1. All capitalized terms not expressly defined herein shall have the meaning attributed to them in the RFI Documents.
- 1.2. The clarifications and amendments appearing below shall constitute an integral part of the RFI Documents.
- 1.3. Except where expressly stated herein, nothing in this clarification and amendment letter shall be construed to derogate from the RFI Documents.
- 1.4. You are kindly requested to acknowledge receipt of this letter, by returning an executed copy of the attached acknowledgment receipt form as part of your response to the RFI.

RFI – Request for Information.

2. **Last Submission Date**

Last Submission Date for responses to the RFI had been postponed to **no later than August 26th, 2026 at 23:59 (Israel time).**

3. **Amendments**

Please add rows PR29 and SR25 to Request for Information No. 8/2026 for Card Personalization Systems – Appendices and provide therein the quantities of blank cards that are required for machine set-up and calibration.

4. **Clarifications**

**Ministry of Interior
Population and Immigration Authority**

#	Document	Clause No.	Clarification Requested	PIBA Response
1.	Appendix A: Technical Requirements	15.2.1 15.2.2	We have systems which support both case 1 and case 2. 1. Are you expecting to have the same system to cover case 1 and case 2? 2. Can we also suggest alternative color printing technology like VHD which is color retransfer printing?	1. No. Respondents may provide information regarding single and "dual purpose" machines. Please provide separate responses for each machine type (including - for each - all information requested in the RFI). 2. Yes, Respondents can provide information regarding alternative color printing technology as another option, for use case number 2. If the alternative technology is compatible with polycarbonate, please state it in your response.
2.	Appendix A: Technical Requirements	15.2.1	Which security features are expected for use case no.1, and whether any security features are required in addition to those expressly stated in the RFI and Appendix A1.	Please list all security features that are supported by your systems including those specified in Appendix A.
3.	Appendix A: Technical Requirements	15.2.2	Card program (use case 2) - To confirm the material PET + Composite, we need to make tests with material in advance	All respondents are required to list clear specifications of the substrate materials that are compatible with their systems, as well as any special requirements for the substrate.
4.	Appendix A: Technical Requirements	15.2.3	1.What does PIBA mean by: BC/DR site? 2.Do you prefer a single system, not redundant?	1. BC = Business Continuity, DR = Disaster Recovery. 2. The RFI asks for the capacity of single machine. PIBA shall decide regarding the number of machines to be purchased in accordance with its discretion.
5.	Appendix A: Technical Requirements	15.2.4	With reference to the Estimated annual volume please advise working days / week / shifts per day.	Usually, one shift of eight hours, approximately 220 working days per year, 5 days per week, Sunday through Thursday.

**Ministry of Interior
Population and Immigration Authority**

6.	Appendix A: Technical Requirements	15.2.4	Please provide the estimated annual volume of cards for use case no.2.	Assume 1 million cards per year.
7.	Appendix A: Technical Requirements	15.2.5	(i) Is there any limitation on the number of systems that may be proposed; (ii) Is the same hardware may be used to issue both types of cards; (iii) the expected number of working days per year; and (iv) the expected number of shifts per day and hours per shift.	(i) The RFI asks for the capacity of single machine. PIBA shall decide regarding the number of machines to be purchased in accordance with its discretion. (ii) Respondents should provide separate responses for each machine type (including separate indicative pricing). (iii) Please see answer 5 above. (iv) Please see answer 5 above.
8.	Appendix A: Technical Requirements	15.3.3.2	Is it mandatory to have input layout defined into the input file? Or can PIBA accept having layout definition managed by the machine controller and the input file refer to the right layout definition?	Yes, this requirement is mandatory for PIBA. Please detail how this requirement is implemented in your systems, and point out any gaps between it and PIBA's requested requirement
9.	Appendix A: Technical Requirements	15.3.3.5	What do PIBA expect for the PII (Personally Identifiable Information) to be removed? Can PIBA give us some samples and details please?	The personalization process in the system contains PII (text fields, images, fingerprints, etc.). Upon completion of the personalization process, the requirement is to delete all PII data transferred to the system, in compliance with NIST SP800-88 (full wiping and not simple delete).
10.	Appendix A: Technical Requirements	15.3 Scope and technical requirements Use Case 1	How many different ID card layouts are expected to be supported under Use Case No. 1?	PIBA expects five to ten background layouts, and the variable data should be defined by the input files.

**Ministry of Interior
Population and Immigration Authority**

			Specifically, how many distinct card layouts should Respondents consider when preparing their responses?	
11.	Appendix A: Technical requirements	15.3.2.7	The RFI specifies the capability for DoD printing on both sides of the card. What information is expected to be printed on the reverse side of the card (e.g. full-colour graphics, text, UV features or other elements)?	Please list all the possibilities that the system supports.
12.	Appendix A: Technical requirements	15.3.2.9	Is there a required encoding time per card that should be considered?	Maximal chip encoding time is 12 seconds, and normally even less than that.
13.	Appendix A: Technical Requirements	15.3.2.9	Please advise the chip encoding time. Use Case 1 and use case 2: should be personalized on the same machine?	Maximal chip encoding time is 12 seconds, and normally even less than that. Please provide separate responses for each machine type. You may provide information for the single and the "dual purpose" machines. The chip encoding unit in both use-cases should be the same.
14.	Appendix A: Technical Requirements	15.4.2.5	Can we propose to protect the personalization datas (image and text) with a varnish?	Yes, please provide information on any applicable protective technology that makes the printed data more durable. If such technology adds additional cost, please include it in the cost estimation per card following clause 15.5.9 to RFI.
15.	Appendix A: Technical Requirements	15.5.9	For indicative pricing please provide the samples design layouts and physical and/or digital samples for all intended documents card types	Please consider the maximal case, that includes a full-color photo, 2 QRcodes (1 with ~200 bytes and one with ~40 bytes), 15 text items, and optional UV printing of 3 text items. PET cards shall also have a security foil with bespoke design, so please consider generic design for this item.

**Ministry of Interior
Population and Immigration Authority**

			Specifically, we require the specifications for any other card variants that are scheduled to be processed under this initiative.	
16.	Appendix A: Technical Requirements Appendix A: Technical Requirements	15.5.11	What are the specific requirements which should be considered as part of the RFI response for: • SLA; • Spare parts availability; • Service period considered within contract duration	As this is a RFI, PIBA is seeking information, recommendations, and best practices based on the respondents' experience with similar systems/projects. For the Service and Support, Respondents are requested to describe their standard service and support offering, including, but not limited to: • The proposed support model (e.g., first-line, second-line, third-line support, or a combination of these). • The service levels (SLA) that the respondent can commit to, including response and resolution times, where applicable. • The period during which the respondent can provide maintenance and technical support for the proposed systems. • The period during which spare parts can be guaranteed to be available. • The respondent's approach to preventive and corrective maintenance for the systems. • The operator and maintenance training that can be provided. • Any additional recommendations or best practices based on the respondent's experience with comparable implementations. Respondents are encouraged to provide information on their standard offering as well as alternative support models where appropriate.



**Ministry of Interior
Population and Immigration Authority**

17.	Appendix A: Technical Requirements	General / Samples	Please clarify when real card samples will be made available for testing.	If and when PIBA will publish an RFP.
18.	Appendix A: Technical Requirements	6.1, 7, 15.5.11	Clause 6.1 states that the RFI is directed solely to entities that are OEMs of the Systems. Please clarify whether an OEM may submit a response together with its authorized local representative in Israel, where the OEM remains the formal Respondent responsible for the manufacturing, supply and overall system compliance, while the local representative provides local services such as installation support, training, first and second line technical support, preventive maintenance, spare-parts logistics, and local customer interface.	The OEM must be the formal Respondent to this RFI. Structure of bids and bidders and the responsibilities for each activity shall be decided by PIBA in accordance with its discretion within the RFP if and when published. Without derogating the above, all respondents are required to state if an authorized local representative in Israel can be available and can support and provide maintenance or other services.
19.	Appendix A1 — Requirements compliance matrix	PR14	Does PR14 require all monochrome inks to be fluorescent under UV light, or whether the requirement may be met by adding one UV-fluorescent ink in addition to the monochrome inks.	Please list the capabilities of your machine. Note that this requirement is not mandatory.



**Ministry of Interior
Population and Immigration Authority**

20.	Appendix A1 — Requirements compliance matrix	PR16	What information is requested under PR16 regarding the impact of DoD printing on the card material, structure, or surface, and what specific concern or desired information PIBA would like respondents to address.	All respondents are required to list clear specifications of the substrate materials that are compatible with their systems, as well as any special requirements for the substrate.
21.	Appendix A1 — Requirements compliance matrix	PR22	What level of flexibility the system must support under PR22 and what the required input layout flexibility is expected to achieve.	Full flexibility is required for personalized data according to the input files. Fonts, positioning and printed items should be defined by the input files please list any limitations that are imposed by the machine and may limit this flexibility.
22.	Appendix A1 — Requirements compliance matrix	SR09	Please clarify whether SR09 requires all colors to be fluorescent under UV light, or whether the requirement may be met by adding one UV-fluorescent ink in addition to the standard colors.	Please list the capabilities of your machine. Note that this requirement is not mandatory.
23.	Appendix A1 — Requirements compliance matrix	SR10	Please clarify whether SR10 requires all single colors to be fluorescent under UV light, or whether the requirement may be met by adding one UV-fluorescent ink in addition to the single color.	Please list the capabilities of your machine. Note that this requirement is not mandatory.
24.	Appendix A1 — Requirements	SR11	Please clarify the required characteristics of the security overlay	The common off-the-shelf transparent security foil that carries a diffractive optical device.



**Ministry of Interior
Population and Immigration Authority**

	compliance matrix		to be applied to the front side under SR11.	
25.	Appendix A1 — Requirements compliance matrix	SR13	Please clarify what information PIBA expects respondents to provide under SR13 regarding the list of qualified security foil vendors.	Please list qualified security foil vendors that are compatible with the equipment if a 3rd-party is necessary for this component.
26.	Appendix A1 — Requirements compliance matrix	SR18	Please clarify what level of flexibility the system must support under SR18 and what the required input layout flexibility is expected to achieve.	Full flexibility is required for personalized data according to the input files. Fonts, positioning and printed items should be defined by the input files please list any limitation that are imposed by the machine and may limit this flexibility.

Sincerely yours,

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Acknowledgement of Receipt

We, the undersigned, hereby confirm that we received Clarification & Amendment No. 1 to the Request for Information No. 8/2026 for Card Personalization Systems.

.....
Date

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Respondent's Name

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Signature