

CONFIDENTIAL



**Procurement of Specialized equipment for
personalizing polycarbonate cards through the open
tendering procurement**

Number of notifications: OCDS-B3WDP1-MD-1701439098721

For the Public Services Agency (PSA)

Procedure electronic auction – 3 rounds

TECHNICAL PROPOSAL

by

IAI industrial systems B.V.

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1. Introduction

This technical proposal fully complies with the qualification requirements, as well as the requirements provided for in the specifications of the referred tender process. The Technical Specifications Annex no. 22 is provided as a separate document.

The financial proposal is a document that provides all the requested information concerning prices, tariffs, as well as other financial and commercial conditions related to the object of the public procurement contract of goods and services. The financial proposal contains - Price specifications (Annex No. 23).

The ESPD/ESPD/DUAE and Bid Security are also part of this tender response. Provided as separate documents.

All the information is following Annex no. 1 to the Order of the Minister of Finance no. 115 as of 15.09.2021, Annex no. 2 to the Standard Documentation approved by the Order of the Minister of Finance no. 115 as of 15.09.2021 and Annex to the Procurement Notice Technical requirements for the Specialized equipment for personalizing polycarbonate cards.

All requested/mandatory documents from the Annex no. 2 to the Standard Documentation approved by the Order of the Minister of Finance no. 115 as of 15.09.2021 are provided independent.

IAI industrial systems B.V., later referred to as IAI, as an OEM of Card Personalization Machines, has been at the forefront of secure document personalisation for more than 25 years, providing unique and advanced systems for governmental document issuance. With extensive knowledge and proven performance, we have gained an excellent reputation for the design and supply of personalisation systems where laser and inkjet technologies together, with precision mechanics and control software, play key roles.

Over 40 countries use IAI solutions to personalise and secure their documents.

Whether we work for a government agency or printing house, IAI strives to produce the most secure documents possible. Many governments, enterprises, and innovative technology experts work closely with us to develop effective new security measures and systems that lock out counterfeiters in every corner of the world.

Contracting authorities and partners entrust IAI with their most challenging projects because they know we are knowledgeable, accountable, reliable, and able to deliver results. However, that is just the start. As one of the world's most successful pioneers in laser and inkjet technologies, we help you take the next step to the future. We have built our reputation on developing unique industrial applications and solutions that meet your expectations.

In case we are the preferred contractor, we would be happy to discuss and close an agreement based on Annex 24. CONTRACT MODEL.

2. Glossary of Terms

Term used	Meaning
IAI (Supplier)	IAI industrial systems B.V
Contracting authority/ Customer	Public Services Agency (PSA)
CMDesk	Card Personalization Printer CardMaster® Desk system.
System(s)	Card Personalization Printer CardMaster® Desk system.
Application	Control Software of CMDesk
Document	Card
Unit	Part of the CMDesk, acting as the card
Host	Contracting authority-system providing the personalization data
Personalization	Applying the personalized information to the card
FAT	Factory Acceptance Test: test at IAI to validate the quality of the system before shipping
SAT	Site Acceptance Test: test at Contracting authority/ Customer site to be performed by Contracting authority/ Customer Contracting authority/ Customer to validate the quality of the system before starting production
IRS	Installation requirement system
NA	Not applicable

3. Offered Solution

This section provides all the information needed to assess the compliance with *Annex to the Procurement Notice. Technical requirements for the Specialized equipment for personalizing polycarbonate cards.*

3.1 Scope

The offered solution includes the delivery of five (5) CardMaster® Desk systems with their respective table support and associated Commissioning Services and Support.

The CMDesk system is a fully automatic desktop system for the graphical personalization of ID1-format cards using laser technology.

The CardMaster® Desk system, further referred to as System(s), support laser engraving technology, applies 3rd party security features, enables encoding of personal data into the integrated contact and/or contactless chip and performs an integral inspection of the personalised card. Please refer to Appendix A for a detailed description of the System(s).



Figure 1. CardMaster® Desk system

Together with the systems, the bellow items will be provided:

- Services:
 - Project Management Support to supply the System(s) conform IAI work procedures.
 - Packaging of the System(s) and preparation for shipment Delivery At Place, DAP INCOTERMS 2020, Chisinau International Airport.
 - Preparation of one (1) personalisation layout.
 - Software licenses. All Operating PC's will be running on Windows 10 IoT
 - Factory Acceptance Test of the System(s) (FAT) to be performed at the Supplier's facilities. The travel, board, and lodging expenses related to the FAT of the Customer staff is out of the scope of this offer and it is to be covered by Contracting authority/ Customer.
 - Site Acceptance Test of the System(s) (SAT).



- Training in English for operator and first line maintenance (for a maximum of 10 participants)
- Training in English for second line maintenance (for a maximum of 3 participants)
- Support services at the Beneficiary's premises and/or remotely (as applicable) for the adjustment and integration of the integrated operating system during the equipment preparation period for commissioning according to the Beneficiary's requirements, including
- The travel, board and lodging expenses related to the above-mentioned visits of the engineers.
- Recommended spares parts package. The Recommended Spare Parts Set includes mainly those parts that are critical when they fail and have a fairly long delivery time. This set does not contain spares for the laser nor the laser power supply.
- Thirty-six (36) months of warranty of the System(s), starting from the SAT date including:
 - Replacement or repair of parts following RMA process. Please refer to the Supplier General Terms and Conditions. The Extended warranty will cover materials and labour costs for fixing the broken part.
 - During the Warranty IAI's Helpdesk is available for telephone support in case of technical problems.
 - Maximum one (1) visit per year of an IAI service engineer for preventive maintenance of the System(s)
- Documentation:
 - One (1) Operator manual in the English language. One hard copy will be provided together with a soft copy in pdf. The operator manual contains the first-line maintenance of the System(s).
 - One (1) Service Manual in the English language. The Service Manual contains also a part regarding Parts Replacement for the System(s).
 - One (1) Exploded view parts catalog.
 - Training Material in English. One hard copy will be provided together with a soft copy in pdf.

Out of the scope of this Technical Proposal:

- Any Income Tax, General Sales Tax, and other similar/applicable taxes, which will be payable on the goods after Delivery At Place, DAP INCOTERMS 2020, Chisinau International Airport.
- Local transportation and insurance of machines to the production site in Moldova from Chisinau International Airport.
- Storage and insurance of the recommended spare set shipped with the systems. Delivery At Place, DAP INCOTERMS 2020, Chisinau International Airport.

The extent of the delivery is as specified above in the Section 3.1 Scope, including any appendices referred in this document.

The System(s) will be bought by Public Services Agency (PSA) further referred to as Contracting Authority. The System(s) will be installed by IAI Moldova, further referred to as Site(s).

The fine-tuning of the System(s) requires test materials (e.g. passports, cards, foils) with similar visual and physical specifications as the final materials. The required amount of test materials will be provided free of charge by the Card Personalization Printer CardMaster® Desk system.

Supply procedures:

- The matters offered will be supplied in conformance with the IAI work procedures. These procedures include the following stages:
 - Drawing up the User Requirements Specification (URS) and the Acceptance Test Specification (ATS)

Before the System(s) is/are built, an URS is drawn up by IAI defining the exact requirements. The ATS is drawn up by IAI, defining the exact tests to perform in order to check if the System(s) meet(s) the URS's requirements. Both URS and ATS are approved by the Contracting authority.
 - Production/Engineering and assembly of the System(s)
 - Factory Acceptance Test (FAT) based on the ATS

The FAT is performed at IAI's premises where representatives of the Contracting authority can be present. Each test in the ATS is performed during the FAT and when it passes, in the FAT Protocol (FATP) the related box is initialled. When all tests pass successfully, the Contracting authority will sign the FATP and accept the System(s);
 - Operator training
 - First Line Maintenance training
 - Second Line Maintenance training
 - System(s) Ready for Shipment.
 - Transport of the System(s) Delivery At Place, DAP INCOTERMS 2020, Chisinau International Airport.
 - Installation of the System(s)

The System(s) is/are present at its/their final position(s) on the Site(s). Contracting authority engineer will connect the System(s) to the available utilities such as electricity, and piping.
 - Site Acceptance Test (SAT) based on the ATS

The SAT is performed at the Contracting authority's premises. Each test in the ATS is performed during the SAT and when it passes, in the SAT Protocol (SATP) the related box is initiated. When all tests pass successfully, the Contracting authority will sign the SATP
 - Support at premises and /or remotely during equipment preparation.
- We would also like to inform you, that our prices are based upon delivery in accordance with the «General Conditions of Sale for Goods and Services», referred to hereafter as General Conditions. A copy of the General Conditions is included in Annex B. In such cases in which the conditions stated in this offer are different from the conditions in the General Conditions, the conditions as stated in this offer shall prevail. This quotation letter also prevails over any of the other appendices enclosed.
- When Contracting authority and IAI, further referred to as Parties, agree to the delivery of goods and services offered in this quotation letter, including the appendices enclosed, further referred to as Quotation, then Parties shall correctly and timely fulfill the Basic Assumptions, the Contracting authority's responsibilities as specified in Annex C and all other conditions and requirements stated in the Quotation. Parties agree on the terms and conditions set forth in the Quotation and Parties will not be bound by any conditions, representations or warranties other than as expressly set forth, herein or subsequently set forth in writing duly signed by both parties.

3.2 General CardMaster® Desk system specification

- A system which is in the forefront of trends. Supporting standard laser engraving security features such as Microtext, Tactile, MLI/CLI etc.
- System with state-of-the-art laser engraving and an operator friendly GUI.



- System of industrial design with robust, tested, and high-quality long-life components selections. With high availability and stable production, for operation in 3-shift production (24hours) if required. Reduced cost of ownership
- The system can process polycarbonate card ID-1 sized cards (ISO 7810/ICAO 9303)
- A System of easy and low maintenance that enables an easy access to the different process. The mechanical design of the systems allows a simple and fast replacement of the integrated process units.
- It has an automatic system where intervention of the operator is at its minimum.
- Provides a high quality (consistent performance over time) and it is a reliable system with proven performance.
- Optionally, the System can personalize the card through OVDs and the metalized portion of a hologram with the bearer's name, initials, or card number in microtext. Card material will need to be tested to validate it.
- The CMDesk meets the CE marking standards as laid down in the European Machinery Directive. The CE declaration is delivered with the machine.
- System is delivered with a well-defined interface
- The System has a check control system that verifies whether the correct data is engraved in the correct way.

Detailed specifications of the offered CardMaster® Desk system

The offered CMDesk systems will be configured with the below functionalities:

- Input Unit with an automated stacker, which can hold up to 200 cards (based on approx. 0.8 mm card thickness).
- Identification Unit for reading a pre-printed number or barcode or pre-programmed number from the chip (this requires a chip encoding unit).
- Chip Encoding Unit with in total one (1) Smartware combi programming head for contact and/or contactless encoding of the chip.
- Laser Engraving Unit for applying the photograph, personal data and MRZ data onto the polycarbonate card. This unit contains one (1) fiber laser which engraves the front and back side of the card and can apply the CLI or MLI security feature.
- Verification Unit containing a camera, which is used for the alignment to a pre-printed mark or text field and performs an integral verification of the applied data.
- Output Unit with an automated stacker that can hold up to 200 cards (based on approx. 0.8 mm card thickness).

For a more detailed description of the inspections supported by CMDesk and all the optional functionalities please refer to the *Annex A. Systems Description* document CMDesk.

Detailed installation requirements of the systems during transport and storage are provided with *Annex D. Preliminary Installation Requirements Specification (IRS)*



Datasheet

Functional units	Options
Document specifications	ID-1 sized cards (ISO 7810/ICAO 9303)
Card material	Polycarbonate
Software platform	Defined communication protocol
Production rate	A minimum of 100 cards per hours
Laser unit	Fiber Laser, 30W Laser
Dimensions	56 cm (W) x 68 cm (H) x 94 cm (L)
Weight	Approximately 80 Kg
Temperature range	18-30 °C
Humidity range	45-60 % (non condensing)

Machines Operations

Operating the CMDesk is easy and safe. The CMDesk system complies with the European safety standards and is equipped with the CE-mark. The CMDesk system also complies with class I requirements of the EN80625 standard on radiation safety, which means that:

- The system operator does not need special training in laser safety.
- The system operator does not have to wear any means for personal protection.
- In normal operation, no additional measures for the safety of persons in the environment of the system are necessary.

User Interface

The system is equipped with an industrial PC that controls all the activities of the system.

All PC's can be controlled by the touchscreen. The operator interface shows the activities performed in the system. It shows when the systems are off, in operation or a malfunction has occurred. Enable user authorization and access control to the personalization system. Several access levels are available (administrator, operator, service).

Optionally, a keyboard and external screen can be connected to the printer.

Optionally, a fingerprint or smart card scanner is available.

Optionally an Integrated (traffic light) indicator of 3 colors to display the operating status of the personalization equipment can be made available.

Available privileges:

- Data management to export stored log files.
- Data control to manage jobs, shifts and idle time.
- Production to start and stop the machine, run production and carry out first line maintenance.
- Setting control to change production process.

- User management manage users and users groups
- IO controls access to IO panels in the service menus.

The system registers log-on and error messages. Several access levels are available (administrator, operator, service, IAI). Reports such as Production overview, Log-on/log-off report and Error, selection of jobs are available. Handling multiple jobs is possible. The operating system of the machine is Windows 10 IoT. The menus for the operator are available in English, in case other language are requested this will be evaluated between parties once contract has been awarded.

The CardMaster Desk system logs information of the processed cards, the operator log-on/logoffs and error messages that have been displayed. All data is logged on to the system controller's hard disk and when a certain maximum is reached the oldest data is removed automatically. Such production logins normally cover a period of approx. one month. All logged data can be retrieved from the system controller as files if needed.

The CardMaster Desk system offers the following standard reports:

- Production overview report
- Card detail report
- Error message report Host

Interface/ System control

The system controller will be connected to the host pc, which will provide the data required for personalizing the cards of applicants approved by the Department. Refer to Figure below, System control CMDesk. The CMDesk itself has a defined communication interface with the host

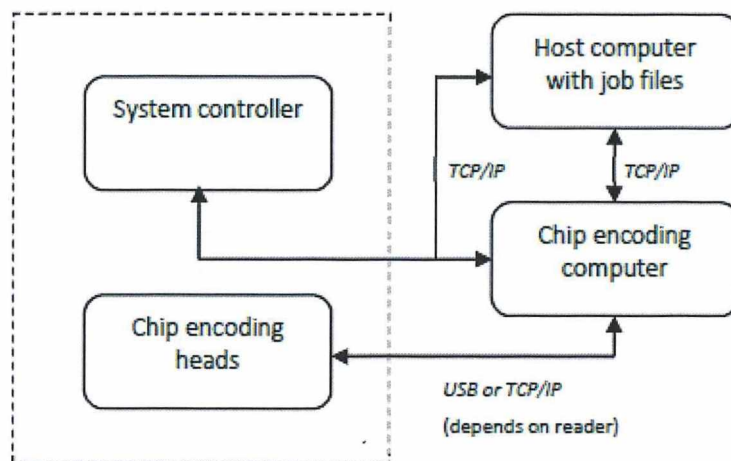


Figure 2. System Control CardMaster® Desk

Operator handling

The operator handling consists of the following tasks:

- Operating the user interface,
- Adding new cards to the input tray,
- Removing processed cards from the output tray
- Emptying the reject bin and

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- Assisting when a card causes a problem in the system

In case a card obstructs the CMDesk system, the operator can easily remove the particular card that caused the problem.

The CardMaster Desk is equipped with an (active) carbon filter, which has to be replaced from time to time. Also, regular cleaning of the system and replacement of consumables will be necessary.

Production

The Systems will be configured to comply with the below production requirements:

- Cards will be personalized on one perso site. All five systems are to be installed at the same location.
- Type of cards: about this tender process
- Throughput of a minimum of 100 cards per hour per system.

3.3 Detailed services:

Training

- Operator training and 1st Line training: The operator manual contains also a part regarding the first line maintenance of the System(s).
- 2nd line maintenance training: The Service Manual contains also a part regarding Parts Replacement for the System(s).

Manual for operators and second line maintenance will be handover in hardcopy or softcopy to participant

Training will be provided in English at site supported by training material and hands on training. Customer must ensure.

After each training evaluation will take place and each participant will receive a certificate.

Project Management

- A project manager will be assigned for the complete project, starting from URS definition to shipment and monitoring remote support during start-up phase.
- Documentation shall be provided in English (operation manual, maintenance manual, and technical documentation). Hard copy + soft copy on USB.
- All user interfaces/manuals shall support English language.

Warranty and remote support:

- The Warranty will cover materials and labour costs. Labour cost correspond to the repair of a defective part once this is received at IAI facilities.
- The Warranty shall cover thirty (36) months.
- We would like to point out to you that the Warranty will lapse in case of incompetent use, overdue maintenance, the System(s) are sold to a third party other than the intended End-

Contracting authority modifications to the System(s) are performed by people other than IAI authorized personnel and by using parts which are not recommended and supplied by IAI.

- During Warranty IAI's Helpdesk is available for telephone support in case of technical problems. The Helpdesk is available during Working Hours. Working Hours are on Monday through Friday, except for Dutch national holidays, from 09:00 to 17:00 CET.
- If during the warranty period Contracting authority deems that the whole or part of the Products delivered by the Supplier is/are not in conformity with the specifications as set out in the Agreement, the Contracting authority shall comply with the defined RMA process in article 28 of the IAI *General Conditions of Sale for Good and Services in Annex S*.
- Remote support during Warranty:
 - This service is to be provided by email and/or telephone by IAI, to support the diagnosis and the solution of faults that might present itself in the equipment.
 - The calls will be executed according to instructions of IAI, by informing, in detail, the nature of the fault, serial number of the equipment and any other necessary information to solve the existing problems.

The Notice of Defect should be addressed to: IAI industrial systems B.V.

Service Department

Tel: + 31 40 2185000

e-mail: service@iai.nl

The Notice of Defect should contain following information:

- machine number
 - detailed problem description
 - name
 - date
 - signature
 - person to be contacted
 - return communication channel
- The official notices should be made by email and/or telephone through the contacts released above.
 - To avoid delay in case of a breakdown of the machine, IAI strongly recommends having the authorization for the remote access previously granted, provided that above protocol be followed.
 - Costs such as travel and lodging and others for IAI staff are not included and will need to be paid by the customer based on the incurred costs.

3.4 Schedule of deliveries

This proposal follows the schedule of deliveries stated in the tender.

Machines with all the services as stated in the technical specifications will be delivered within 180 days of the issuance of the purchase order and signing of the User Requirements specification document (URS).

The URS contains all the final specs for the personalization machines and services agreed with Contracting authority/ Customer once the contract is awarded.




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Delivery will be done following tender requirements and INCOTERMS 2020. Machines, together with Recommended spare parts will be delivered DAP INCOTERMS 2020, Chisinau International Airport.

4. Annexes

- 4.1 Annex A. System Description CardMaster Desk**
- 4.2 Annex B. General Conditions of Sale for Good and Services**
- 4.3 Annex C. Customer Responsibilities**
- 4.4 Annex D. Preliminary Installations Requirements specifications (IRS)**
- 4.5 Annex E. Maintenance Agreement Template**
- 4.6 Annex F. Host interface document.**


Rene Strijbos
Managing Director
20-12-2023



LEGALIZATION

Undersigned:

mr. **JASPER JOHANNES MARIA VAN HAAREN**, candidate Civil-Law Notary, acting as substitute of mr. **HENRICUS JOHANNES ANTONIUS MARIA VAN KRUIJSDIJK**, Civil-Law Notary, practising at Veldhoven (The Netherlands) declares that the signature on the attached document is the original signature of:

René Hubertus Emile Strijbos, born in Eindhoven (The Netherlands) on the thirtieth day of September nineteen hundred and ninety (30-09-1990), holder of a passport with number NY1R4LC13, valid until the twenty-eighth day of May two thousand and twenty-eight (28-05-2028) and hereby certify that he is a lawful representative of the private company with limited liability: **IAI INDUSTRIAL SYSTEMS B.V.** with seat at Veldhoven (The Netherlands), inscribed in the chamber of commerce on the twenty-second day of January nineteen hundred and ninety-one (22-01-1991) under number 17070534, and is fully authorized to bind the company and to execute documents in this case on its behalf.

The relevance of this statement is strictly limited to ascertaining the identity and the signature of the person mentioned above. A statement as to the contents and possible legal consequences of the attached document is therefore not given by the undersigned.

Veldhoven, the twentieth day of December two thousand and twenty-three (20-12-2023)



Page reserved for the authorities responsible for issuing the passport /
Page réservée aux autorités compétentes pour délivrer le passeport

PASSEPORT



Strijbos
 1 voornamen / given names / prénom
René Hubertus Emile
 25 geboortedatum / date of birth / date de naissance
30 SEP/SEP 1990
 3 geboorteplaats / place of birth / lieu de naissance
Eindhoven
 4 postbuis / zip / code

M/M
0 datum van afgifte / date of issue / date de délivrance
28 MEI/MAY 2018
11 handtekening / signature

Signature

Burg. van Eindhoven

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 geldig tot / date of expiry / date d'expiration
 28 MEI/MAY 2028
 instantie / authority / autorité

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KINGDOM OF THE NETHERLANDS
code type 2 nationalité / nationality nationaliteit
ROYAUME DES PAYS-BAS
document no. / no. du document NY:R4LC13

Strijbos

voornamen / given names / prénoms

René Hubertus Emile
5 geboortedatum / date of birth / date de naissance
30 SEP/SEP 1990
5 geboorteland / place of birth / lieu de naissance

Eindhoven
nestacht / nev / nev

M/M

28 MEI/MAY 2018

11 handtekening / signature

Burg. van Eindhoven

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1. *Journal of the American Medical Association*, 1997; 278: 1039-1044.

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Notarishuys
VELDHoven

Controle uitgevoerd
Conform Wwft

Datum

20-12-2023

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