

Tender Clarifications				
Competition Reference		IT3830F - Single-Supplier Framework Agreement for the Provision of Production, and Postage of Student ID Cards Services for Atlantic Technological University (ATU)		
Issue Date		14/07/2026		
Message ID e-tenders	Date Received	Query	Response	Response Date
728519	07/07/2026	A. Card Artwork Variations The annual card volume for ATU is estimated at 19,000 cards. Can you confirm whether there will be any variations in card artwork or design requirements across the different campuses, or whether a single standard design will apply to all cards?	There may be variations on card artwork throughout the lifetime of the contract. However, for the purpose of the evaluation a single standard design will apply for all cards.	09/07/2026
728519	07/07/2026	B. Card Production and Pricing Structure The RFT requests pricing for a total of 76,000 cards over a four-year period. Can you clarify whether this requirement is for a single production run of all 76,000 cards, or if the volume will be ordered in annual batches? If the requirement is to be fulfilled through annual orders, we would request consideration of an annual pricing review mechanism for PVC card and paper materials to account for potential fluctuations in raw material costs and market conditions over the term of the contract. Could you confirm whether such a provision can be included within the RFT pricing framework?	The volume will be ordered in annual batches. Please see A1 and A2 of the TRD. Tenderers should note that prices may be increased or decreased only on the first anniversary of the Effective Date of the Service Contract (as defined in the Service Contract) and on subsequent anniversaries of the Effective Date thereafter, and then only by the percentage by which the “Irish Consumer Price Index” has increased or decreased in the edition of that index published by the “Irish Central Statistics Office (CSO)” most recently prior to that anniversary.	09/07/2026

730658	09/07/2026	Can you confirm chip type. tender calls for Mifare 1K Desfire EV1 : which is not available. For NXP DESfire its 2k,4k, 8k and EV1 EV2, EV3.	Requirement as per A7 of the Tender response document. Tenders should price both Mifare 1K and Desfire EV1 cards as part of the tender.	14/07/2026
731766	10/07/2026	Can ATU provide the anticipated batch sizes and frequency of data file uploads during peak registration?	As stated in A2 of the Tender response Document the quantity and the frequency is listed. This is an approx. figure. Files are expected to be sent weekly.	14/07/2026
731766	10/07/2026	Is there a guaranteed minimum annual volume under the Framework?	There is no minimum annual volume under this framework.	14/07/2026
731766	10/07/2026	Will blank cards (approximately 1,500 annually) be ordered in one delivery or multiple deliveries?	ATU expect that the blank cards will be ordered in multiple deliveries.	14/07/2026
731766	10/07/2026	Can ATU confirm the exact card construction (PVC, composite PVC, PET-G etc.)?	As per section A7 in the TRD document.	14/07/2026
731766	10/07/2026	Please confirm the required card thickness (e.g. 760 micron/30 mil).	No specific thickness is required. Suppliers should provide cards suitable for the requirements of this contract.	14/07/2026
731766	10/07/2026	What laminate finish is required (gloss, matt, overlay, holographic, UV protection etc.)?	Gloss.	14/07/2026
731766	10/07/2026	Please provide the complete technical specification for the card encoding, including technology used (MIFARE Classic, DESFire EV2/EV3, HID, magnetic stripe etc.).	Please price for Mifare 1k and Desfire 2k(EV3)	14/07/2026

731766	10/07/2026	Is card encoding limited to writing supplied data or must encryption keys also be managed by the supplier?	As per section A8 Card encoding is limited to writing supplied data.	14/07/2026
731766	10/07/2026	Will encryption keys be supplied by ATU?	No.	14/07/2026
731766	10/07/2026	Is personalisation limited to colour print, barcode and encoding, or are additional security features required?	As per section A9 this is complete list no additional security features required.	14/07/2026
731766	10/07/2026	Is the barcode Code 39, Code128 or another symbology?	As per section A8 in the TRD document barcode standard shall support student ID one alpha followed by 8 numeric characters.	14/07/2026
731766	10/07/2026	Is the QR code generated by ATU or by the supplier?	QR code can be generated by supplier but should be as per section A8 in the TRD document.	14/07/2026
731766	10/07/2026	Will ATU supply artwork print-ready, or is artwork maintenance included within the contract?	As per section A7 in the TRD document artwork will be provided by the ATU.	14/07/2026
731766	10/07/2026	How frequently are card designs expected to change during the contract?	This has been answered already - See response to message ID 728519.	14/07/2026
731766	10/07/2026	Will there be separate artwork versions for each campus?	No. Artwork should be as per section A7 in the TRD document.	14/07/2026
731766	10/07/2026	Please confirm whether each campus has unique return addresses as shown in the samples.	Yes, ATU confirms that each campus has a unique return address as shown on the samples.	14/07/2026
731766	10/07/2026	What file formats will ATU provide (CSV, XML, SQL extract etc.)?	The file formats are listed on A2 of the Tender response document.	14/07/2026

731766	10/07/2026	Will student photographs already be quality approved or is the supplier expected to validate image quality?	As per section A11 in the TRD document.	14/07/2026
731766	10/07/2026	What data validation rules are expected before production?	As per section A11 in the TRD document.	14/07/2026
731766	10/07/2026	Is there an agreed SLA for acknowledging receipt of production files?	ATU would expect acknowledgement receipt of production file within 2 hours.	14/07/2026
731766	10/07/2026	What turnaround time is required from receipt of approved data to dispatch during peak periods?	3 Working days.	14/07/2026
731766	10/07/2026	What turnaround applies outside the peak registration period?	3 working days.	14/07/2026
731766	10/07/2026	Are postal services to be standard An Post mail only or should tracked services be available as an option?	Postal services should be tracked as outlined in the Appendix 2 Pricing Schedule.	14/07/2026
731766	10/07/2026	Approximately what percentage of mail is expected to be sent outside the Republic of Ireland?	Expected quantity outlined in the Appendix 2 Pricing Schedule.	14/07/2026
731766	10/07/2026	Are international students included within the pricing schedule?	Outlined already in the Appendix 2 Pricing Schedule.	14/07/2026
731766	10/07/2026	Will mail be addressed only to Republic of Ireland addresses during September?	No, there may be mail internationally also.	14/07/2026
731766	10/07/2026	Does ATU expect undelivered cards to be securely returned to the supplier or directly to ATU?	Please see A10 of the Tender Response Document in relation to non-delivered cards.	14/07/2026

731766	10/07/2026	What is the expected annual volume of returned mail?	It is not known what the expected annual volume of returned mail may be.	14/07/2026
731766	10/07/2026	Is the supplier responsible for replacement cards resulting from postal loss?	Yes, the supplier is responsible for replacement cards resulting from postal loss. As the return address will be on the envelope this should not be an issue.	14/07/2026
731766	10/07/2026	Can ATU define the required packaging specification for individual mail packs?	The packaging must be fit for purpose and robust enough to ensure that the cards are delivered to students without any damage or loss of contents.	14/07/2026
731766	10/07/2026	Are branded envelopes and mailers mandatory or can equivalent alternatives be proposed?	Please see A10 of the Tender response document in relation to this clarification.	14/07/2026
731766	10/07/2026	Is there a requirement for environmentally certified or recycled card stock?	Please see D4 of the TRD.	14/07/2026
731766	10/07/2026	What management information reports are expected during the contract?	Please see A12 and A13 of the Tender response document in relation to this clarification.	14/07/2026
731766	10/07/2026	What KPIs and Service Levels will form part of contract management?	Please see C2 of the tender response document.	14/07/2026
731766	10/07/2026	Will the contractor be expected to integrate with any ATU student information system or door access?	No.	14/07/2026
731766	10/07/2026	Is secure file transfer currently via SFTP, API or another method?	Please see A3 of the Tender response document.	14/07/2026
731766	10/07/2026	What data retention period should apply following production?	Please see A4 of the TRD.	14/07/2026

731766	10/07/2026	Is there an incumbent supplier and, if so, will transition support be available?	Yes, there is an incumbent supplier. The incumbent supplier will not be required to provide transition support. ATU will supply any support required.	14/07/2026
731766	10/07/2026	Can ATU confirm the expected implementation timetable between award and first production?	Please see B4 of the TRD.	14/07/2026
731766	10/07/2026	Are bidders permitted to propose process improvements or alternative production methodologies provided outputs remain compliant?	Yes, provided ATU's requirements and specifications are met.	14/07/2026
731766	10/07/2026	How will proof approval be managed and what approval turnaround should bidders assume?	ATU would expect the approval turnaround to be approximately one week from receipt of sample data.	14/07/2026
731766	10/07/2026	Will the sample cards required after award need to be encoded using live production keys or test keys?	ATU will provide test keys/data. As per RTF document the sample card "MUST be a sample of the final card which a student will receive"	14/07/2026