Annex 1 - Description of the purchase

## **Background to the purchase**

The Danish Safety Technology Authority (DSTA) is responsible for product safety in Denmark. The authority aims to set the standard in safety technology in Denmark, Europe and internationally. In order to achieve this, DSTA has undergone a general digital transformation in the recent years.

DSTA conducts around 5000 product inspections a year. Today, the inspector must manually note information about the product, e.g. product name, EAN number, item number as well as importer and manufacturer information, etc. This process is administratively burdensome for both the business community and the Danish Safety Technology Authority. The aim of this procurement is to digitize the process for physical product inspections. DSTA therefore wants to purchase a digital solution for automated product information capturing.

Find more information about how DSTA conducts market surveillance in the [annual report for 2019](https://www.sik.dk/sites/default/files/2020-04/%C3%85rsrapport%202019%20-%20Indsatser%20og%20resultater.pdf).

## **Description of the purchase**

The digital solution works so that an inspector scans/photographs a product (packaging label) with his tablet, after which relevant product information is captured automatically in DSTA´s existing tool for data capture (SPOT). The solution is expected to contain technology, which ensures that the solution is continuously improved with a minimal application of manual feedback/training in addition to DSTAs normal use.

DSTA is responsible of surveillance of a wide range of products (for example toys, tobacco products and fireworks). The solution therefor must be able to work across the agency's current product portfolio as well as incorporate any future additions of product groups.

## **Demands**

### Functionality

The solution must as a minimum meet the following functional requirements:

* The solutions must be able to function on mainstream tablet solutions i.e. IOS and android.
* The solution must be able to deliver data to SPOT (Webapp functioning in Google Chrome and Safari)
* The reliability of the solution's data collection must be ensured through technology that continuously improves the solution with a minimum application of manual feedback/training – for example machine learning.

### Quality

* The solution must provide a sufficient amount of accurate product information, which reduces the time spent on manual entry to a degree that justifies the purchase price.
* The solution must have a satisfactory operational stability. The supplier shall in its offer specify how the operational stability is secured after delivery and ended period of hypercare.

### Delivery

* The solution must be delivered in standard software solutions (e.g. open source software, Microsoft stack or similar). DSTA must after the delivery be able to operate the solution without dependencies on licenses for particular software.
* DSTA shall be involved in the initial testing during the development phase. Including functional and prototype tests.

### Installation

* The solution must be developed on servers at DSTA. Supplier's relevant employees will receive a personal login.
* The supplier is expected to be an active part in the initial server specification phase.

### Support and training

* The supplier must ensure that DSTA can operate and maintain the solution after delivery. The supplier must ensure:
* Adequate documentation
* Completion of a technical introduction to relevant DSTA employees
* The supplier is not responsible for the practical user training. The supplier must however ensure that DSTA has the relevant information and material to conduct this itself.
* The supplier is expected to be available for intensive support in connection with the commissioning of the digital solution (hypercare). Supplier must in its offer specify the content and time period for the offered period of hypercare.

## **Staff**

As part of the offer, supplier must submit a general description of the people involved in the product development. DSTA expects that supplier provides staff with relevant experience in areas as OCR, NPL and ML. In addition, supplier shall provide relevant information in relation to the staff’s prior experience of collaboration with public institutions.

## **Project time schedule**

Clarifications phase must start in November 2020 and end at the latest in the end of December 2020. Period of development must be started no earlier than 1 January 2021 unless otherwise agreed. Delivery must take place no later than 1 June. Supplier is cf. 1.3.4 expected to be an active part of this process.