

DEVELOPMENT AND PRODUCTION OF THE GAMBIA STANDARDS BUREAU STANDARD MARK OF QUALITY

ELIGIBILITY AND QUALIFICATIONS

CRITERIA FOR TENDERER/BIDDER

The Gambia Standards Bureau invites sealed tenders from High Security Printing Companies who meet the below **Eligibility Conditions**. All Eligibility Conditions must be met by the Bidder themselves. Eligibility of Affiliated Companies, Subsidiaries, Partners or Sister Companies will not be considered. In the case of a Consortium or Joint Venture, all the eligibility must be met by the Prime Bidder themselves:

- 1) The Bidder must be a certified Security Printer with experience in **Manufacturing and Exporting High Security Products** such as VISA Stickers, Excise Stamps, Quality Marks and Passports to Government Entities. Consortium or Joint Venture Companies are not allowed to participate in the Bidding process.
- 2) It is recommended for the Bidder and the plant used for manufacturing Quality Marks to be certified to **ISO 9001:2015 for the Manufacture of Excise Stamps or other similar paper based security documents including Standard Marks** at the date of closing of the tender submission.
- 3) The Bidder should preferably be a **Certified Security Printer of Intergraf** and be **certified by Intergraf to Governmental Level for a minimum of 2 years prior to the date of closing of the tender submission**. If certified, the Bidder must be among the Intergraf list of certified companies in the **official Intergraf website**.
- 4) The Bidder and the plant used for manufacturing Quality Marks must be certified to **ISO 14298:2013 or later for Manufacture of Excise Stamps or other similar paper based security documents at the date of closing of the tender submission**.
- 5) The Bidder and the plant used for manufacturing Quality Marks must be certified to **ISO 27001:2013 or later Information Security Management System for Excise Stamps at the date of closing of the tender submission**.
- 6) The Bidder must have its **own developed Track and Trace System** and must have been awarded contracts in a minimum of **2 countries outside the Bidders Country for the same**. **One of these countries must be in West Africa**. Implementation of Third Party Systems will not be considered.

- 7) The Bidder must have prior experience in Supplying High Security Stamps to a **minimum of 3 countries outside the Bidders Home Country. Valid Purchase Orders or Satisfaction Letters must be submitted as Proof of Experience. At least 2 of these countries must be in Africa and must incorporate Track and Trace functionalities. Bidders must have supplied the stamps directly to the Government Department or Agency directly.**
- 8) The Bidder must have a minimum annual turnover of GMD10,000,000.00 or equivalent for the last three financial years (FY 2018; FY 2019 and FY 2020).
- 9) The Bidder must have a positive Net Worth and must not have incurred losses during the last five financial years. Auditors Statement with Annual Profits to be provided for the last five Financial Years. The financial stability of the Bidder and its parent company/holding company will be evaluated by TGSB as it is important for the success of the project.

NB : Submitted proposals will be evaluated using the pass/fail system.

TECHNICAL REQUIREMENTS

SCOPE OF WORK

The technical Scope of Work for the Project involves the following:

- 1) **Supply of Secure Software Based System and Supply of High Security Printed TGSB Quality Marks in Secure Printing Facility of the Bidder as per the required Security Features:** TGSB Quality Marks *are to be supplied in Bulk by the Bidder to TGSB as per the Ordered Quantity.*
- 2) **Setting up of an Encoding Facility at Department Premises:** The Bidder is required to set up an Encoding Facility at TGSB Premises for finishing and issuing the TGSB Quality Marks to its Clients. For Issuance of Digital TGSB Quality Marks to Manufacturers, Bidders are to propose the workflow as per their knowledge and understanding of the system. Bidder must not deal or supply directly with the Manufacturers or Importers and all stocks of the Digital Quality Marks must be under the custody of TGSB. TGSB will approve the orders and issue the stamps to the Manufacturers/Importers. Bidder is required to propose and provide the suitable machinery and setup required for this purpose. Security arrangements, electricity and space will be provided by TGSB.
- 3) **Supply, Installation, Configuration and Commissioning of the Traceability System and Data Centre along with required Hardware for the Same:** The Bidder must have its own developed Track and Trace System. The bidder must provide details of the proposed Secure Traceability System. Bidder must also provide the specifications of the proposed Servers and other Hardware required for Traceability. Internet, Communication and SMS costs will be borne by TGSB.
- 4) **Training and Capacity Building of TGSB officers:** Bidder must provide a detailed Training Plan for selected TGSB Staff as well as dedicated secure audit devices which are a vital part of the successful roll-out of the project.
- 5) **Installation, Setup and Maintenance of Production Monitoring System and Production Aggregation System:** The Bidder is required to propose the list of equipment required for the system to be installed in the Manufacturer's Production Site. The system is expected to function in response to the prevailing network and infrastructure conditions in The Gambia. The system must be capable of functioning in both online mode and offline mode. The Bidder must provide the required Activation Equipment (Scanners, Sensors, Cameras, Software, etc.)

6) Supply of Handheld Devices for Verification: The Bidder is required to provide to TGSB 10 Secure handheld Devices for Verification of Digital Security Features. The device must be a Secure Device and must use Secure Keys for communication and must not be able to make or receive calls. Manufacturer's Authorization Letter is required to be submitted. In addition, Bidder must also provide TGSB with tools to verify and authenticate the Physical and Forensic Security features of the stickers/stamps.

SPECIFICATIONS AND FEATURES OF TGSB QUALITY MARK

The TGSB Quality Mark must be manufactured in an, ISO 14001, , ISO 27001, Intergraf and ISO 14298:2013 certified Production Site. All the above certifications must be present in the same site. Outsourcing of any part of the Production or Personalization Process is not permitted for security reasons. The TGSB Quality Mark will consist of a range of Overt, Covert, Forensic and Digital Security Features to deter Counterfeiting and Copying.

1. **Overt Security Feature - Micro or Mini text printing:** Highly secure overt feature intended for consumer authentication by the naked eye. Maximum size of 1.2 points.
2. **Overt Security Feature - Guilloche Pattern:** High Security Computer Generated Guilloche line Patterns to be printed on the Secure TGSB Quality Marks. The fine lines shall not have a line width of more than 25 microns.
3. **Overt Security Feature - Color Shifting Inks:** Special Security Inks that enable consumer to authenticate genuine stamps by visual features which change color when viewed from two different angles.
4. **Overt Security Feature - Hologram:** The Bidder should provide a Secure Hotstamped Hologram that will enable easy authentication by the Consumers. The Hologram should be manufactured by the Bidder and should contain High Security Features.
5. **Semi-Covert Security Feature:** High Security Feature that is hidden behind a text or image and is only visible when viewed with a Special Filter or Mobile Application.
6. **Semi-Covert Security Feature:** Ultraviolet (UV) Prints that are only visible when viewed in Ultra Violet light but are invisible when viewed in normal lighting conditions.
7. **Variable Data Feature:** Serial Numbering through Encrypted Proprietary Algorithm to be on each TGSB Quality Mark.
8. **Digital Security Feature:** A Secure Visible QR Code that can be used to verify the authenticity of the Quality Mark when scanned by a dedicated TGSB Application.
9. **Forensic Security Feature:** The Bidder must provide to TGSB a Forensic Security Feature that can be verified only by using specialised testing equipment in the field.
10. **Material:** Materials to be used shall meet the following requirements:

- a) Security Paper dull to UV Light to facilitate viewing of fluorescent prints
- b) Paper shall be 70 to 95 GSM including coating
- c) The Substrate must be capable of being used by a variety of widely available industrial applicators

11. The specifications of the TGSB Quality Mark will be as below:

i) Paper, Size and Format

- a. Wood-free and white
- b. Printed on one side
- c. Invisible green and yellow fluorescing only visible under UV light and blue visible fibers
- d. Self adhesive
- e. Must be able to supply stamps in reel format
- f. Reel format:
 - Reel core inside diameter: 101.0mm
 - Maximum reel diameter: 475.0mm
 - Quality Mark Size: 20mm x 14mm (+/- 0.5 mm)

FUNCTIONALITIES OF THE TRACK AND TRACE SYSTEM

The bidder must Supply, Install, Commission and Support Software and Hardware for the Track and Trace System which will enable The Gambia Standards Bureau to monitor the production and distribution of locally manufactured products.

The system should allow TGSB to track and trace the Quality marks from the stamps manufacturer till it reaches TGSB and subsequently to the product manufacturer and importer.

The system should offer the following modules and sub-modules to manage the Quality Mark:

i) Registration of stakeholders:

The system should register manufacturers, importers, wholesalers, retailers who will be part of the system.

ii) Registration of Products:

The system should register the products that the manufacturer and importer intend to sell in the local market

iii) Bulk Ordering Module

The system should enable TGSB to place orders for Bulk Stocks of TGSB Quality Marks from the Bidder

iv) Inventory Management

a) Bidder should provide a module wherein TGSB, manufacturer & importer can manage the stock of TGSB Quality Marks in Real Time.

b) The system should securely store all the Mark Details in a centrally located database managed by TGSB.

v) Generation of Unique Identifier and Encoding of TGSB Quality Mark

a) The system should generate a unique identifier that consists of a combination of alphabets, numbers and special characters.

b) The system should offer encryption of variable data on the QR Code that is printed on the TGSB Quality Mark.

vi) Activation of TGSB Quality Marks

The system must provide TGSB the ability to Activate or Deactivate the TGSB Quality Mark.

xii) Track & Trace

- a) The Bidder should provide various tools for TGSB officers on the field to verify the authenticity of the products bearing the Standard Mark.
- b) The Bidder should provide a system for TGSB to digitally Track & Trace the products by scanning the QR Code and fetch information about the products in real time from anywhere.
- c) The scanning of QR Code shall be done by using hand held device or mobile application.
- d) The system should offer web portal, Mobile App and SMS application for consumers to verify the products.
- e) The system should allow TGSB officers and consumers to report counterfeit TGSB Quality Marks using the hand held device and the mobile application.

xiii) Supply Chain Tracking

The Bidder should provide a module wherein the system can track and trace the products throughout the supply chain till it reaches the consumer. Stakeholders such as Distributors, Wholesalers and Retailers must be able to register and enroll themselves in the System. The system must also provide for Reaggregation and Repacking at the supply chain level.

ix) Management Information System Reports (MIS)

The system should offer various MIS reports to be generated by TGSB, manufacturer and importer on ordering, inventory, activation, Quality Mark forecasting, revenue forecasting, counterfeit Quality Marks, etc.

Requirements for new MIS Reports may arise from time to time and the system must be capable of adapting to the new requirements from time to time.

x) User Management

- a) The system should be able to provide role-based access right to all the stakeholders.
- b) The system should provide Login credentials to access the Track and Trace system.
- c) In addition to Login Credentials, the system must make use of other mechanisms to ensure that the Manufacturer or TGSB Officer requesting access to the system is a genuine or a trusted entity.

xi) Central data management system requirements

The central data management system must provide secure storage, data administration and reporting tools to support the system operation

- a. The data must be secured and only accessible by authorized personnel via a dedicated web portal.

- b. The reporting tools must be able to provide real time data, covering all events associated to products applied with TGSB Quality Marks.
- c. The reports must be configurable in such a way that they can be generated on-demand, as well as automatically on regular time intervals per schedule to be determined by TGSB..
- d. The reports must assist the TGSB's decision making; especially in the areas of risk profiling and market surveillance inspection and enforcement.
- e. The System's database must keep at least 5 years of data history online.
- f. The System must be hosted inside TGSB Datacenter with controlled access. The specific location will be identified by TGSB.
- g. The data must be protected against intrusion attempts by monitoring inbound and outbound communications between the central system and un-trusted networks.
- h. The System must provide a high level of redundancy and data availability and shall comprise a disaster and recovery site. High availability Mode must be provided in the Primary Data Centre.
- i. All communication with the Central Data Management System shall be encrypted.
- j. The System must assist the TGSB administration to identify cases of mis-declaration and under-declaration in a near real time basis
- k. The System must provide secure electronic interfaces to exchange data with existing systems.

NB : Bidders will be evaluated using the stated evaluation criteria on **PASS/FAIL** basis.