

# Challenge Competition 2020

On

Online Document Management System to reduce hassle of manually document submission, verification, audit and proper utilization in both end. (citizen-service provider)



**Cabinet  
Division**  
Government of the People's  
Republic of Bangladesh



**ICT  
DIVISION**

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## Background

Bangladesh is one of the world's most densely-populated country. And in this populous country, the government is taking various steps and activities to provide various services to its citizens. Although the government is trying to include all the citizens of the country in providing these services, but still there are many citizens who are not getting of these services.

Citizens are also subjected to various forms of harassment with their required documents. At present, most of the documents issued by government or non-government entities are in physical form. That means every time an individual needs to share the document with an agency to avail any service, an attested photocopy either in physical form or on scanned form is shared. Use of physical copies of document creates huge overhead in terms of manual verification, paper storage, manual audits, etc., incurring high cost and inconvenience.

This creates problem for various agencies to verify the authenticity of these documents, thus, creating loopholes for usage of fake documents/certificates. In addition, lack of strong identity of the owner that is attached to these documents, it is easy to misuse someone else's document.

Today the citizen has to physically go to the institution or workplace to attest or submit any of his required documents, where even for the smallest tasks he has to wait in line for hours which is not desirable. Also a citizen has to go from his current residence to permanent residence just to attest the document which is not expectable in this digital age.

Every day many peoples roam from one government office to another for their required document service even after going to the specific office , the citizens are harassed by not getting the right information or services from the officers. Also most are harassed by many unscrupulous people in the hope of getting the desired service.

Also, Documents that have to be kept as hard copies can often be stored in less expensive locations, such as an offsite warehouse or vault. So there is a chance of missing document.

To overcome these situation a common tool named DigiLocker can be developed which will provide document management service. DigiLocker will be an online storage facility to store individual's important documents. Citizen can upload documents like Voter Id card, Official document-like GO, Guideline , Driving license, education certificates etc. These documents will be linked to UID(unique identifier) number and can be treated as authorized documents. So, citizen may need not to carry physical documents while applying for getting any services. The Platform will be a complete system that includes hardware and software with advanced technologies.

## Problem Statement:

Online Document Management System to reduce hassle of manually document submission, verification, audit and proper utilization of in both end. (citizen-service provider)

## The Challenge:

There are few challenges for deploying that types of Document Management Service. And these are:

Creating an effective document management system is a never-ending process, it takes time and training, but ultimately the reward far outweighs the trouble.

Maintain consistency in file-storage. To keep that much data, we need online storage facility with proper maintenance.

To deploying that kind of service, there needed some integration with various parties and applications.

The intended system will deploy advanced technologies that needed some expert guidance. So Teams would require guidance of industry experts in designing a worthy solution.

Breadth and depth of the solution depends on the imagination of the respective teams. Teams can consult with other already deployed ideas in countries with similar setting.

Data storage and visualization libraries available as open sources shall be made available as resources to the participating teams.

## Intended Benefits

- Online storage facility to store citizen's important documents.
- Anytime access facility to download citizen's important documents.
- Anytime verification facility to verify any citizen documents.
- Citizen may need not to carry physical documents while applying for getting any services.
- Reduce the chance of missing documents.
- Better collaboration can be possible.
- Increase document availability and helps to maintain proper quality.
- Helps to reduce the document maintenance cost and possible to save the valuable time.
- Citizen satisfaction can be availed by getting faster service.

## Judging Criteria:

The prize will be awarded, at the end of the contest, to the application who in the opinion of the jury demonstrate a solution (encouraging a system prototype demonstrated in an operational environment) that best addresses the cumulative criteria for “Efficiency”, “Reliability” and “Innovative and Original Design”. The following criteria are available but not limited options for the jury:

- Proposed solution needs to be financially viable, socially desirable, practically implementable, technologically feasible and with a profitable business model.
- The proposed solution should have a minimal negative impact on the environment; sustainability will be considered throughout the whole life-cycle of the proposed solution.
- The proposed solution is expected to be with detailed system and design architecture with a demonstratable prototype.
- The proposed solution is expected to be easily deployable, configurable and disposable, with only minimal human intervention required in the operational environment. In this sense, interactive platform, gamification etc. will be preferred.
- Robustness of the materials used in each component of the device (if any) should be able to withstand the conditions expected in the relevant environment (e.g. temperature, pressure, humidity) for the desired amount of time.
- Compliances with inter-operability standards will be considered as an asset.
- Business feasibility and nation-wide scale up plan needs to be incorporated in the proposed solution.

## Schedule:

Registration information Publish:	15/08/2020
Registration Begins:	20/08/2020
Registration Close:	10/09/2020
Short listed applicant list publishes:	12/09/2020
Demonstration begins:	13/09/2020
Demonstration ends:	17/09/2020
Award/Prize announces:	30/09/2020
Ceremonial event:	01/10/2020

## Eligibility:

### Who Can Participate

The contest is open to any legal entity or group of legal entities who are involves with Information Technology.

### Who Cannot Participate

Participants will be excluded if they are subject to an administrative sanction (i.e. exclusion) and are in one of the following situations:

- bankrupt, being wound up, having their affairs administered by the courts, entered into an arrangement with creditors, suspended business activities or subject to any other similar proceedings or procedures under national law (including persons with unlimited liability for the participant's debts)

- declared in breach of social security or tax obligations by a final judgment or decision (including persons with unlimited liability for the participant's debts)
- found guilty of grave professional misconduct by a final judgment or decision (including persons having powers of representation, decision-making or control)
- convicted of fraud, corruption, involvement in a criminal organization, money laundering, terrorism-related crimes (including terrorism financing), child labor or human trafficking (including persons having powers of representation, decision-making or control)
- shown significant deficiencies in complying with main obligations under a procurement contract, grant agreement or grant decision financed by the GoB (including persons having powers of representation, decision-making or control)
- have misrepresented information required for participating in the contest or fail to submit such information
- were involved in the preparation of the prize documents and this entails a distortion of competition.

## Prizes:

- After the ideas are selected, the team will have all support for the prototype development phase which may take 3 to 6 months. A2i will sit with the innovators to assess the requirements in terms of equipment, human resources and any others until a functional prototype is executed and tested in real time.
- After the prototype is successfully run and tested, further commercialization or upscaling process may begin with relevant government ministries and departments.

## Documents:

The mandatory supporting documents will be set out in the application form.

Participants may be asked at a later stage for further documents (for legal entity validation, bank account validation, ethics review, declaration of honor on exclusion grounds, etc.).