



**ICT**  
DIVISION



- **DSDL Activities**
- **DSDL of Bangladesh Post**
- **Digitalization Support in Fiji and Philippines**

Day 1

# EXISTING MANUAL SERVICE PROCESS

3 Domain Expert

1 Digital Service Specialist

1 e-Service Expert, a2i

2 Beneficiaries

## Content

1. Identify Service Steps
2. Actor of Step
3. Required TCV
4. Deliverables of Step
5. Challenges of Step
6. Beneficiaries Persona

Required Time: 8Hr

Output

Service Process (Diagram)

Step	Actor	Time	Cost	Unit	Deliverable	Challenge
Service Request Book	SA, BA	1 Day	-	0		
Applicant Review	BA, SA	1 Day	-	0	Applicant Form & Documents	Manual Review
Applicant Interview	SA, BA, SA	1 Day	-	0	Applicant Interview	Manual Interview
Meeting for Interview	SA, BA, SA	2 Day	200	0	Meeting Minutes	Meeting Expense
Approval Approval	SA, BA	1 Day	-	0	Approval Approval	Approval Process
Case Approval Issue	SA, BA	1 Day	200	1	Approval Letter	Approval Process
Meeting for Issue	SA, BA	1 Day	200	1	Approval Letter	Approval Process
Applicant Interview	SA, BA, SA	1 Day	200	1	Approval Letter	Approval Process
Approval Approval	SA, BA, SA	1 Day	200	1	Approval Letter	Approval Process
Meeting for Issue	SA, BA, SA	1 Day	200	1	Approval Letter	Approval Process
Approval Approval	SA, BA, SA	1 Day	200	1	Approval Letter	Approval Process
Meeting for Issue	SA, BA, SA	1 Day	200	1	Approval Letter	Approval Process

Output

Service Process (Diagram)

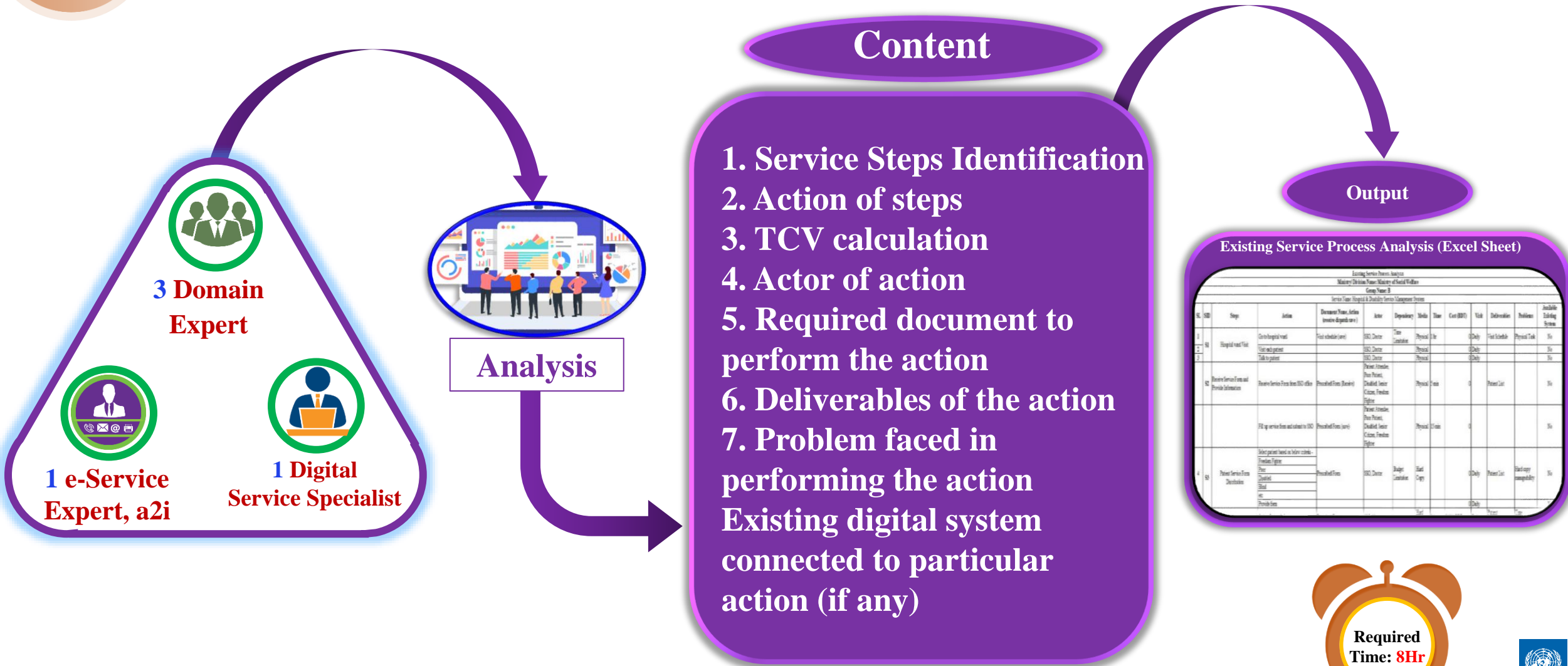
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Service Request Book	SA, BA	1 Day	-	0		
Applicant Review	BA, SA	1 Day	-	0	Applicant Form & Documents	Manual Review
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Service Provider's Point of View

Service Recipient's Point of View







1 e-Service Expert, a2i

3 Domain Expert

1 Digital Service Specialist

Analysis

Content

Output

Existing Service Process Analysis (Excel Sheet)

Existing Service Process Analysis												
Ministry/Division/Team/Ministry of Social Welfare												
Group/Year: B												
Service/Team/Project/Activity/Initiative/Dependent on												
Sl. No.	Step	Action	Document/Team/Action (Involvement/Dependencies)	Actor	Dependency	Mode	Time	Cost (BDT)	Yield	Deliverable	Problem	Available Linking System
1	Hospital read Visit	Conduct hospital visit	Visit schedule (date)	SSD Center	Time Constraint	Physical	1hr		1 Daily	Visit Schedule	Physical Task	No
2		Visit and patient		SSD Center	Physical	Physical	1hr		1 Daily			No
3		Talk to patient		SSD Center	Physical	Physical	1hr		1 Daily			No
4	Review Service Form and Provide Information	Review/Service Form from SSD office	Provided Form (Barcode)	Physical/Strategies (Time/Process)	Qualified Actor (Case, Condition, History)	Physical	1hr	0	1 Per Day			No
5		Fill up service form and submit to SSD	Provided Form (date)	Physical/Strategies (Time/Process)	Qualified Actor (Case, Condition, History)	Physical	1hr	0	1 Daily			No
6		Start patient based on follow up/condition update										
7	Prepare Service Form Distribution	Prepare/Qualified/Start	Provided Form	SSD Center	Budget Constraint	Hard Copy	1hr		1 Daily	Per Day	Hard copy availability	No
8		Start										
9		Provide form							1 Daily			No



# FUNCTIONAL SCOPE ANALYSIS (FSA)



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



## Output

**Functional Scope Analysis (FSA) Excel Sheet**

Digital Service Functional Scope Analysis  
Organization Name: DSS, JFY  
Group Name: B

Component Name: Hospital & Disability Service Management System

S.No	S.H	e-Module	e-Feature	Actor/Act	e-Feature Description	Time	Cost	Visit	Media	Integration
3.02	S1	Information & Registration Management	Change Service Information	Patient Attended, Disabled, Senior Citizen, Freedom Fighter, anyone can view the information	User will be able to view all services related information from this feature. Types of service Eligibility to get the service Process to avail the service Check list for the service Service Fees	5 min	0	0	Web,APP	
3.2	S4		Patient Registration	Patient Attended, Disabled, Senior Citizen, Freedom Fighter, anyone can view the information	From this feature user will be able to register a patient. The feature should be part of National Health Service Management by system. User will collect patient and hospital information by his/her patient ID provided by NDS/DS. Select eligible parameters - Poor, Handicap, Freedom Fighter, Blind, Disabled etc.	10 min	0	0	Web,APP	NDS/DS, Existing Hospital System
			Service Dashboard	SNO, Doctor, Staff, Nurse	User will be able to view graphical or chart wise information of DSS.	5 min	0	0	Web,APP	
3.02	S3	Hospital Social Service Management	Hospital Information	SNO, Doctor, Staff, Nurse	Various report can be viewed by the user from here. DSS related hospital will be displayed here. User will be able to manage hospital information from here. Hospital, User, Information, Hospital Setup	20 min	0	0	Web,APP	

### Content

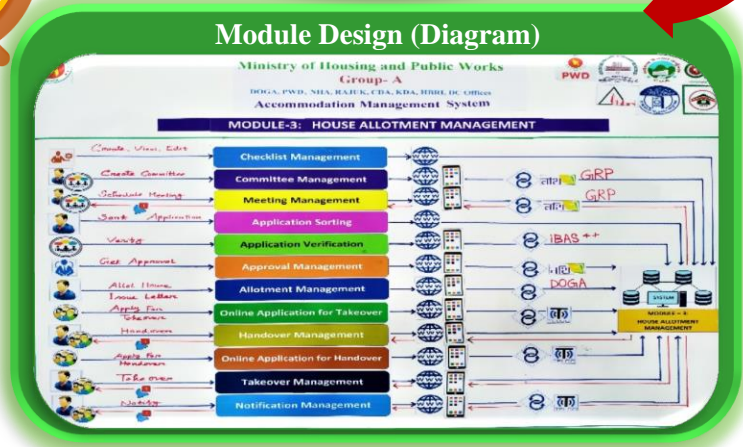
1. Initial Listing of Module
2. Initial Listing of Features



## Content

1. Show the connection of features with actor
2. Show the actions of feature
3. Show integration point & scope
4. Show the media of feature (Web/Mobile App)
5. One diagram for each module

## Output



### Content

1. Finalize modules
2. Finalize features
3. Actor of the features
4. Performing media (Web, Mobile App, SMS)
5. Features description
6. Required TCV calculation
7. Integration point with other digital systems



**1 e-Service Expert, a2i**

**3 Domain Expert**

**1 Digital Service Specialist**



1. DIGITIZATION EFFICIENCY ESTIMATION  
 2. INTEGRATION MANAGEMENT PLAN  
 3. SERVICE VOLUME & BENEFICIARY SIZE



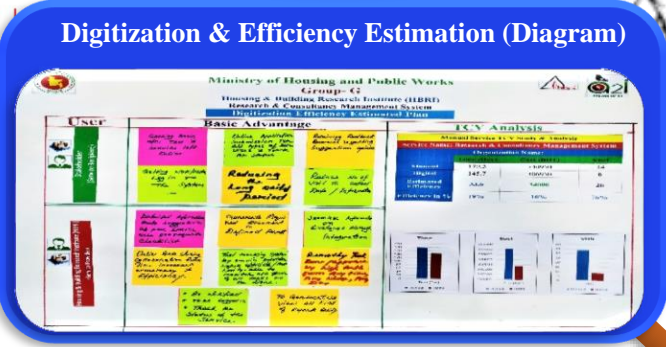
1 e-Service Expert, a2i  
 3 Domain Expert  
 1 Digital Service Specialist

1

Content

1. TCV of manual service
2. TCV of digital service
3. TCV Comparison between manual and digital
4. TCV efficiency in percentage
5. Challenges of manual services (in bullet point)
6. Possible benefits of digital systems (in bullet point)

Output



2

Content

1. Listing integrated digital systems
2. Purpose of integration
3. Stakeholder organization (for technical support)

Output

Integration With	Integration Scope (Functional Features)	Purpose of Integration	Stakeholders
a2i	• Online Approval • Request verification • Maintenance Schedule Management	• To integrate with a2i system • To get the Approval quickly • To issue letter	[a2i logo]
GRP	• Committee Management • Meeting Management	• Minimize time to create committee • Minimize time to send Meeting notice	[GRP logo]
PMS	• DPP Preparation and upload • DPP Approval	• DPP Preparation and upload • DPP Approval	[PMS logo]
PMS- PWD	• Tender Submission	• Tender Submission	[PMS logo]
	• Work Progress Monitoring	• Work Progress Monitoring	[PWD logo]

3

Content

1. Total no. of service provider;
2. Total no. of service recipient (beneficiary);
3. Total no. of service provided (monthly/ half yearly/ yearly)
4. Total no. of service providing offices

Output

No. of Service Delivery Offices	No. of Service Delivery Users (Officials)	No. of Beneficiaries	No. of Service Delivery (Monthly/Quarterly/Yearly)
400	4,000	26,600	10,000 yearly



# 1. EFFECTIVE VENDOR MANAGEMENT PLAN 2. USER MANAGEMENT PLAN



Division Government of the People's Republic of Bangladesh  
FUTURE IS HERE

## Content

1. Steps of Software Development Life Cycle (SDLC)
  2. Activities of every step
  3. Output in every step
- Timeframe of steps

## Output

### Effective Vendor Management Plan (Diagram)

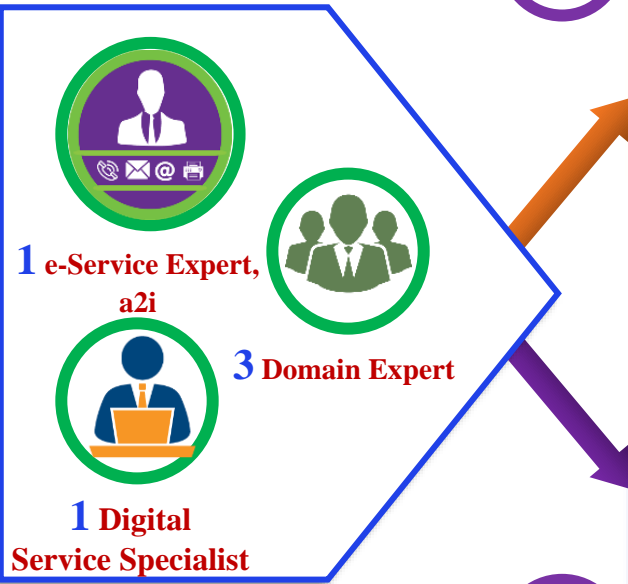
STEPS	ACTIVITIES	DELIVERABLES	DURATION
PROJECT INITIATION	Project Management Plan, Methodology, Fiscal Point, etc.	GS, I-4	15 Days
SYSTEM REQUIREMENT ANALYSIS	Software Requirement Analysis, Information Collection, Document Generation, etc.	SR, I-1, I-2	30 Days
SYSTEM DESIGN	IT Consultant, Design Interface, Design Summary Presentation, etc.	I-3, I-4	30 Days
e-SERVICE DEVELOPMENT	Data Storage Design, Integration Design, Data Coding (Language Software), etc.	I-5, I-6	120 Days
e-SERVICE HOSTING	Hosting Plan, SLA with NIC, BEC, Update & DownTime, etc.	I-7, I-8	15 Days
e-SERVICE TESTING	Security Testing, Integrity Testing, Load Testing, etc.	I-9, I-10	30 Days
e-SERVICE USER TRAINING	TOT Plan, Training Plan, Training Feedback, etc.	I-11, I-12	30 Days
e-SERVICE MAINTENANCE & SUPPORT	SLA, Support Log, Monthly Maintenance Report, etc.	I-13, I-14	365 Days

## Output

### User Management Plan (Diagram)

User Group	Users	Functional Feature	Number of Users
Toll-free Admin	Admin (Admin/DBA/Support)	Case Management, Letter Selection Process, System Reporting, etc.	1
Online User	Citizen	Online Application, Online Application Tracking	2000
System User	Admin, Support, etc.	Access Management, System Reporting, etc.	200

Required Time: 2Hr



## Content

- Feature-wise-
1. Define citizen access role
  2. Define service Provider (System User) access role
  3. Define system admin role
- Define monitoring body access role



# SOFTWARE DEVELOPMENT & PILOT BUDGET



Cabinet



ICT



innovate for all

## Output

### Software Development Budget (Excel Sheet)

Budget for Ministry of Social Welfare

Group Name: B

Organization Name: DSS, JPUF					
Service/Component Name: HOSPITAL & DISABILITY SERVICE MANAGEMENT SYSTEM					
No. of Module: 5		Category: Midium			
Sl	Cost Center	Cost Item	Resource Unit	(Man Day) Unit Cost	Total Cost
<b>1 System Requirement Study</b>					
		Project Manager	1	13 7000	93,333
		Business Analyst	1	40 5000	200,000
		System Analyst	1	13 5500	73,333
		Technical Document Writer	1	27 3000	80,000
		Surviler	1	9 2000	17,778
		Technical Assistant	1	3 2000	5,926
		<b>Sub-Total</b>			<b>470,370</b>
<b>2 System Analysis &amp; Design</b>					
		Project Manager	1	13 7000	93,333
		Business Analyst	1	20 5000	100,000
		System Analyst	1	27 5500	146,667
		Software Architech	1	10 7500	75,000
		Database Administrator/Design	1	3 5000	16,667
		Technical Document Writer	1	18 3000	54,000

Required Time: 1Hr

**Software Development Budget**

### Budget of-

1. System Requirement Study;
2. System Analysis & Design;
3. System Development;
4. Integration;
5. Hosting;
6. User Acceptance Test (UAT);
7. User Training & Development;
8. Reimbursement Cost;
9. Software Maintenance Cost

## Output

### Piloting Budget (Excel Sheet)

Piloting Budget for Ministry of Social Welfare

Organization Name: DSS, JPUF					
Service Name: HOSPITAL & DISABILITY SERVICE MANAGEMENT SYSTEM					
Group: B					
No. of Module: 5					
Sl	Cost Center	Cost Item	UNIT	Unit Cost	Total Cost
<b>1 Infrastructure</b>					
		Desktop Computer/PC	5	6000	300,000.00
		Laptop	5	7500	375,000.00
		TAB	0	15000	-
		Mobile	5	25000	125,000.00
		LAN /router /LAN Server	5	10000	50,000.00
		Printer (Network)	5	4000	20,000.00
		UPS	2	5000	10,000.00
		Internet Line from BTCL	0	50000	-
		LCD Display for Dashboard	2	6000	12,000.00
		<b>Sub-Total</b>			<b>1,180,000.00</b>
<b>2 HR Outsource for Piloting</b>					
		Data Entry Operator	10	15000	150,000.00
		Data Validation	2	7000	14,000.00

Required Time: 1Hr

**Pilot Budget**

### Content

### Budget of-

1. Infrastructure;
2. HR Outsourcing for Piloting;
3. Sensitization & Training;
4. Promotion & Advertisement;
5. Operation;
6. Electrical Work.



# 1. PILOT IMPLEMENTATION PLAN 2. DESIGN & PLANNING SPECIFICATION



## Content

1. Piloting Scope
2. Data
3. Training & Sensitization
4. Promotion
5. Pilot Monitoring & Reporting
6. Total Pilot Implementation Budget



## Output

**Pilot Implementation Plan (Diagram)**

*e-Pension System Piloting Plan*

	Area	Office	User	Service Recipient	Duration	Ratio
<b>Scope</b>	Public Office	Public Office	Public Office	Public Office	Public Office	Public Office
<b>Infrastructure</b>	PC	Printer	Scanner	Mobile		
<b>Data</b>	Data Collection		Data Entry		Data Validation	

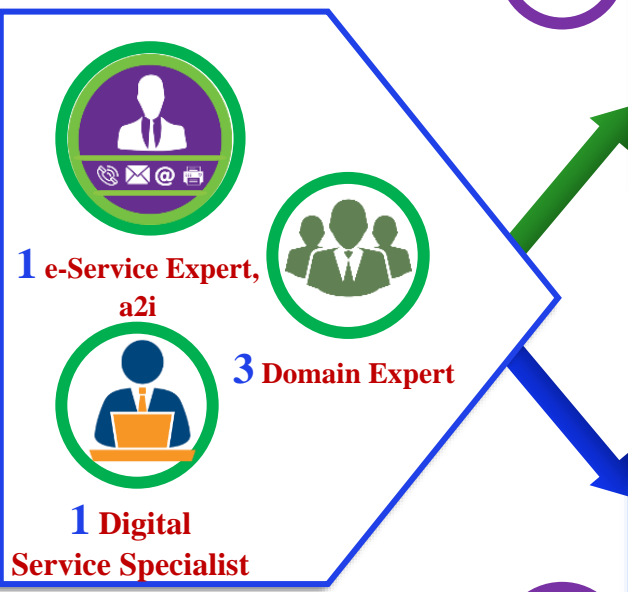
## Output

### Design & Planning Specification (Book)



## Content

1. As per template
2. Ensure all output in the document



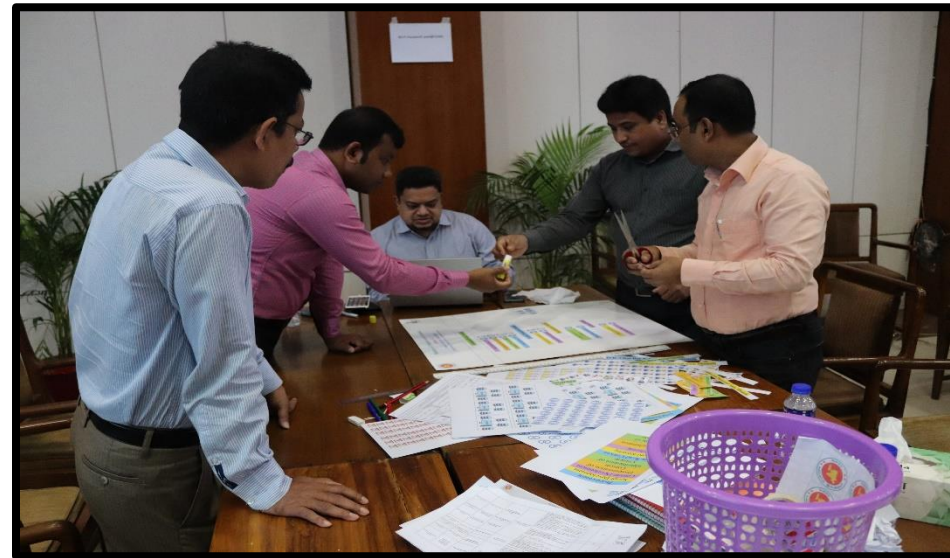
1

2

# Digital Service Design Lab - Picture



# Digital Service Design Lab - Picture



# Digital Service Design Lab - Picture

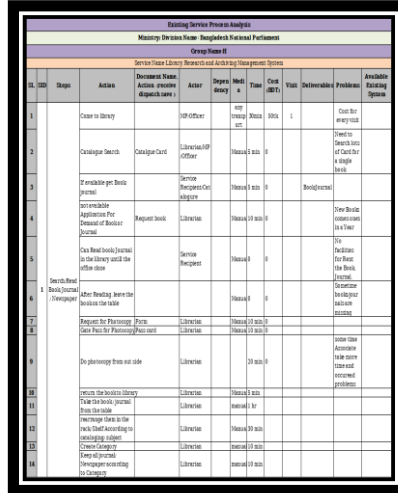


# Digital Service Design & Planning Lab Outputs

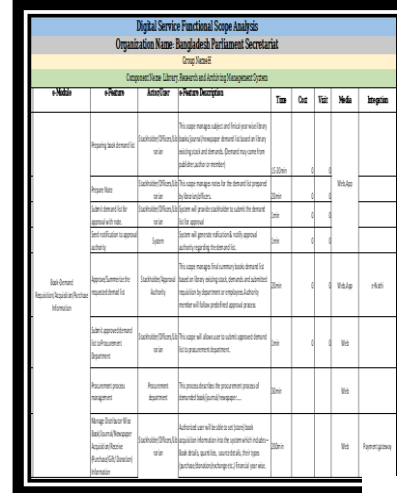
(At a glance)



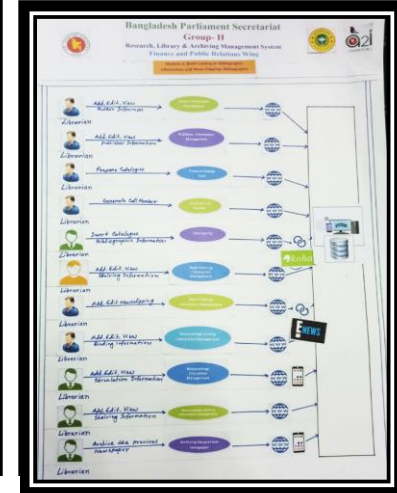
Beneficiary & Service Provider's View



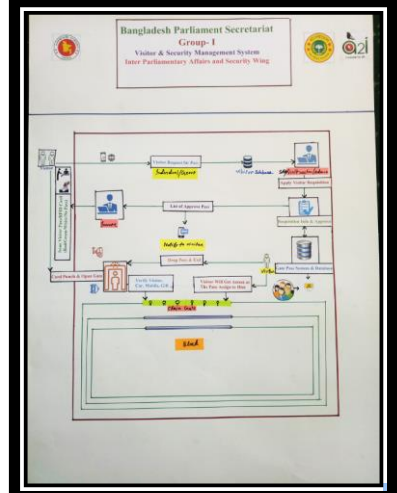
Existing Service Process Analysis



Digital System's Module & Feature Identification



Digital Service Module Design



Functional Flow Diagram



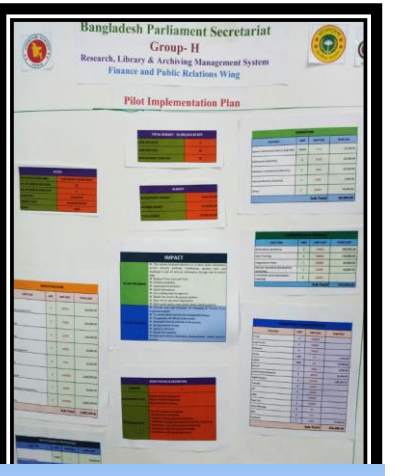
User Management Plan



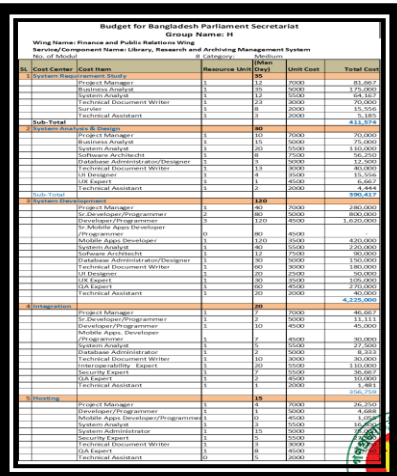
Integration Management Plan



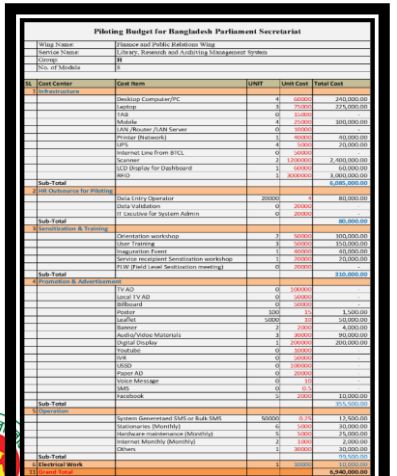
Efficiency Analysis (Time, Cost, Visit)



Pilot Implementation Plan



Software Development Budget



Pilot Implementation Budget



Design Specification



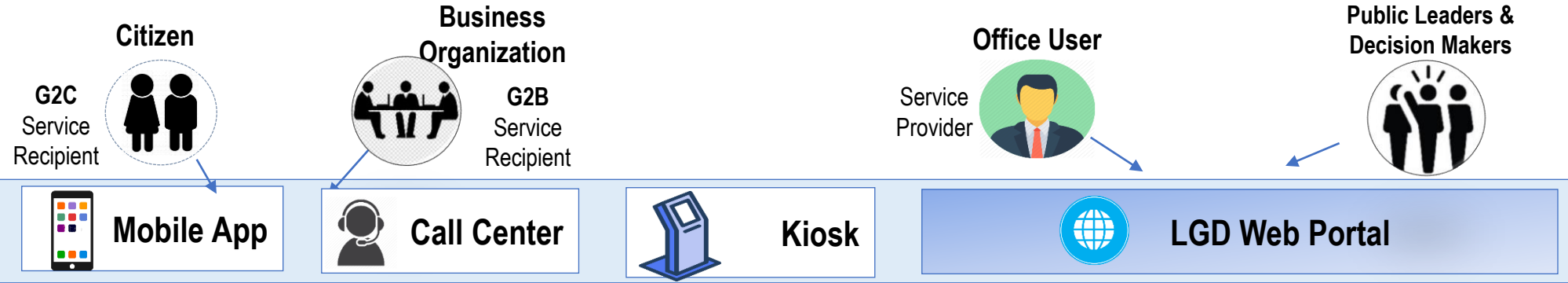
ISDP++  
CRVS



16 System to be Integrated



80 Existing Applications



  
**5000**  
 UDC, PDC, CDC

## Integrated Service Platform for Local Government Division (LGD)



**12**  
 City Corporation

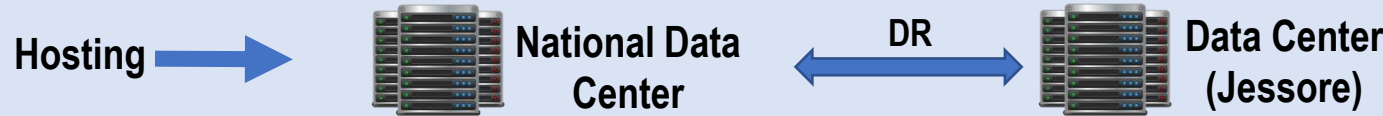
Slum-Dwellers Mgt. System	Infrastructure Dev. & Mgt. System	Rent and Lease Mgt. System	Legal Affairs and Divorce Mgt. System
Library, Research & Publication Mgt. System	Holding and Utility Management System	Water Supply and Sewerage Mgt. System	GIS Map Management
LRCPN Management System	Social Support Management System	Waste Management System	LGD-SAP
			Common Module

**64**  
 Zilla Parishad

**492**  
 Upazilla Parishad




**4554**  
 Union Parishad



# ToR, Eoi, RFP Sample

## ToR

Terms of Reference (TOR) for Ministry of Commerce Integrated Digital Service Delivery Platform



### TERMS OF REFERENCE (TOR)

For

**Integrated Digital Service Delivery Platform for Ministry of Commerce**

Prepared By  
Ministry of Commerce

Technical Assistance By  
a2i, ICTD

## Eoi

**REQUEST FOR EXPRESSIONS OF INTEREST (EOI)**

SELECTION OF A FIRM FOR DEVELOPING 'INTEGRATED DIGITAL SERVICE DELIVERY PLATFORM' FOR PUBLIC SECURITY DIVISION, MINISTRY OF HOME AFFAIRS

**MEMO NO. 00.00.0000.000.00.000.00.00 Date: 00/00/2020**

**GOVERNMENT OF THE PEOPLE'S REPUBLIC OF BANGLADESH**

1	Ministry/Division	Public Security Division, Ministry of Home Affairs (MoHA)
2	Agency	Public Security Division
3	Procuring Entity Name	Public Security Division
4	Procuring Entity Code	Not used at present
5	Procuring Entity District	Dhaka
6	Expressions of Interest for Selection of	A Firm for Developing 'INTEGRATED DIGITAL SERVICE DELIVERY PLATFORM' for Public Security Division, Ministry of Home Affairs (MoHA)
7	Eoi Ref No	00.00.0000.000.00.000.00.00
8	Date	00/00/2020
<b>KEY INFORMATION</b>		
9	Procurement Sub Method	Quality and Cost Based Selection (QCBS)
<b>FUNDING INFORMATION</b>		
10	Budget and Source of Funds	(jok)
11	Development Partners (if applicable)	N/A
<b>PARTICULAR INFORMATION</b>		
12	Project / Programme Code (if applicable)	N/A
13	Project / Programme Name (if applicable)	N/A
14	Eoi Closing Date and Time	Expression of interest shall be submitted <b>11:45 am (BST) on 00/00/2020</b> in sealed envelope delivered to the Public Security Division and be clearly marked 'Expression of Interest for Selection of a Firm for Developing 'INTEGRATED DIGITAL SERVICE DELIVERY PLATFORM' for Public Security Division, Ministry of Home Affairs (MoHA)'
<b>Information for Applicants</b>		
15	Brief Description of the Assignment	With the vision to improve the efficiency of citizen centric Service delivery and to digitalize the relevant functional activities of the division at service provider's end by optimum use of ICT, <b>Public Security Division, Ministry of Home Affairs (MoHA)</b> has taken an initiative to develop and implement an integrated service delivery platform. This Digital Government initiative will have 3(three) major focus as follows:  1. <b>Citizen centric Digital Services</b> – to deliver hassle free, easy, efficient, transparent and accountable services reducing maximum time, cost and visit. 2. <b>Digitalization of Public Security Division's internal automation related to service delivery</b> – An organized, smart and efficient way to perform and manage the functional activities of service providers in digital form. 3. <b>Digital monitoring, evaluation (M&amp;E) and interaction</b> - An efficient and effective digital way to monitor the functional performance, sharing reports and integration with the concerned authority and stakeholders.  The following components may be considered as primary scope for the above-mentioned integrated digital service platform as reference but not limited to: 1. Human Security Service Management System 2. Welfare and Health Care Management System 3. Border and Coastal area Operational Management System 4. Training Management System

## RFP

This is the Preliminary working Draft. PE can use this draft for their Tender preparation. During preparation of Tender, if any problem/ confusion arise, PE's are requested to contact with CPTU for further clarifications.



**GOVERNMENT OF THE PEOPLE'S REPUBLIC OF BANGLADESH**

**Standard Request for Proposal (National) For Selection of Consulting Firm**

(Complex Lump Sum – For value above BDT 1 Crore)

**Central Procurement Technical Unit  
Implementation Monitoring and Evaluation Division  
Ministry of Planning**

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June 2020 PS7



# 6 Days DSDL of Directorate of Posts



DSDL opening briefing



Officers are engaged in group activities



Hanging the group output presentation



Honorable Secretary and DG at closing day

## Scopes

Mail Journey Management

Digital Dak Ghor

Life Insurance & Post Office Savings Management

Auto-mechanization of Postal Office (AIP, AI+4IR), SOF (project) & Future Post Design Team

E-Commerce, Philately, Customer Profiling, Franchise Team & Stamp Controller Office

Postal Resource Enterprise Planning & Health Management

Planning (DPP), Partnership & Implementation Design Team

National e-Mail Service Management

Group Discussion and Service designing



Photo of the group output



Group Presentation



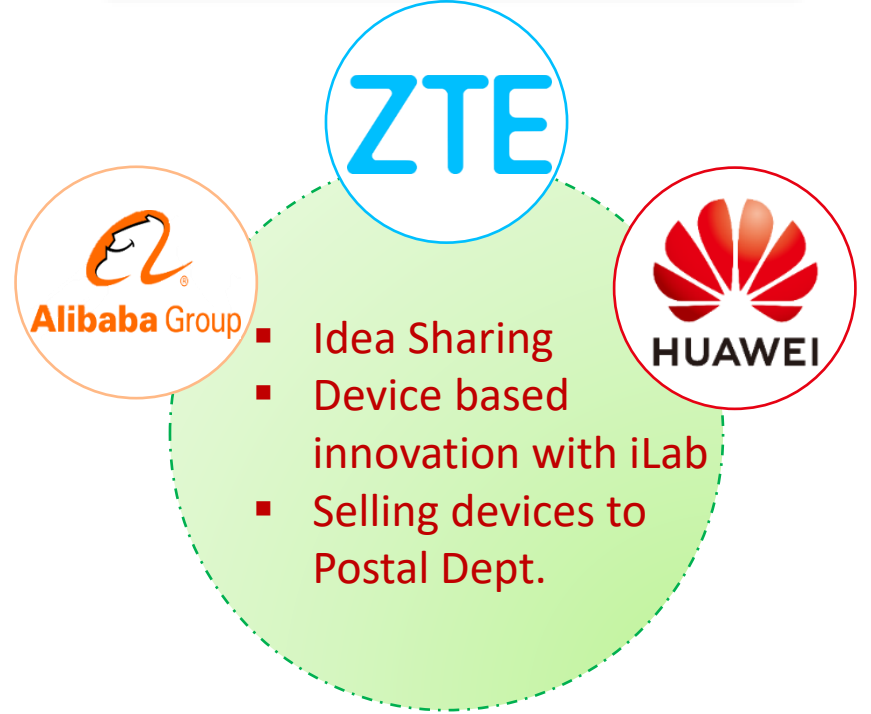
# Collaborative DSDL- Stakeholder Contributions

## 24 Stakeholders

### Rapid Digitization



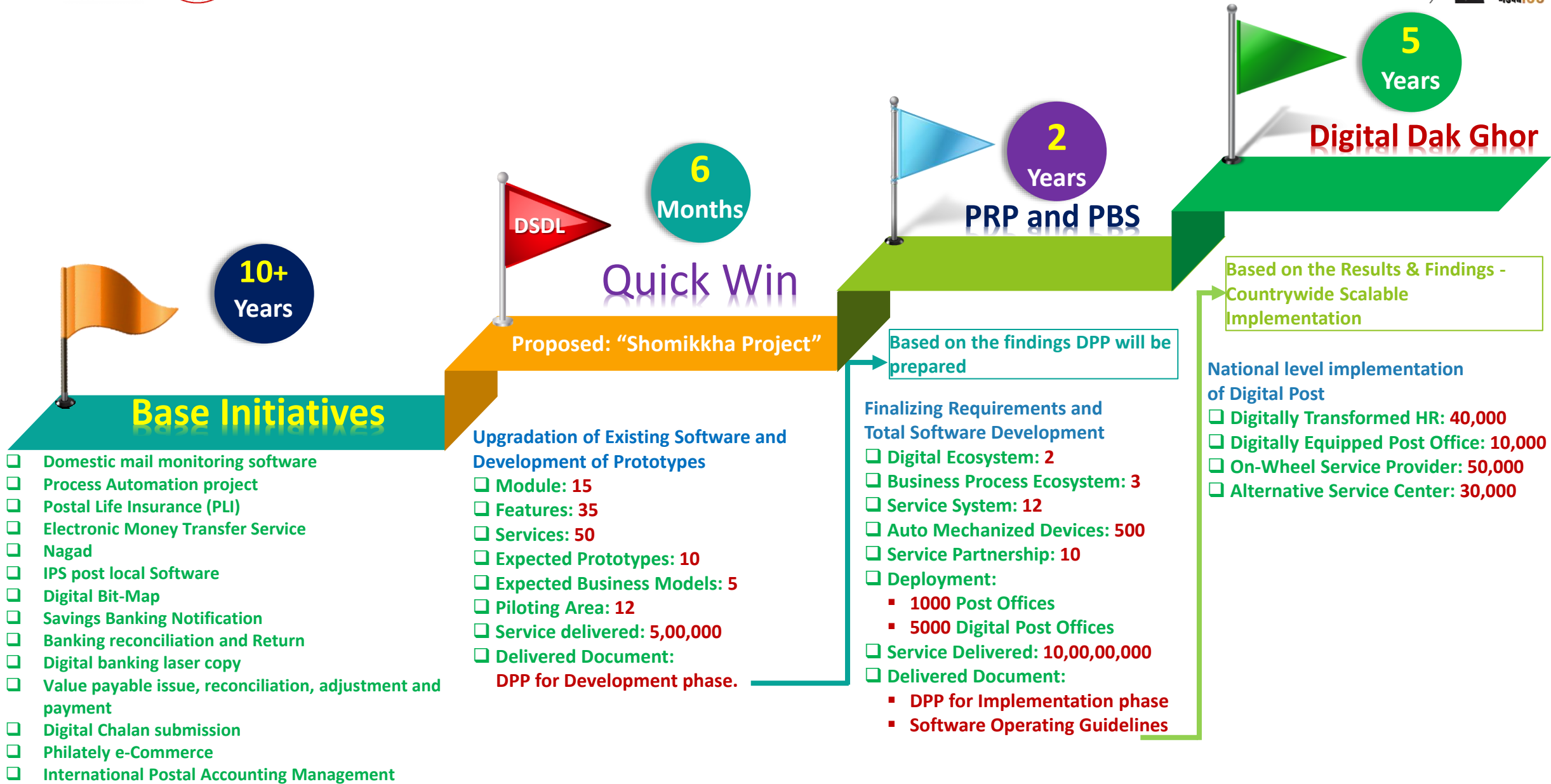
### 3 Tech Giants



### 10 Others from Private Sector



# Journey towards Digital Transformation



# অটো মেকানাইজেশন (ইনোভেশন সারসংক্ষেপ)

ডিভাইস  
ইনোভেশন

৫



পোস্টাল আইডি

সফটওয়্যার  
ইনোভেশন

৬



ডিজিটাল পোস্ট বক্স

পোস্টাল  
বিজনেস

২



পোস্টাল ভেন্ডিং  
মেশিন



প্রামাণ্য পোস্টাল  
সার্ভিস



পোস্টাল ডেলিভারি  
মেশিন (পজ)



সিকিউর  
ক্যাশ বক্স/র্যাপিড  
রানার



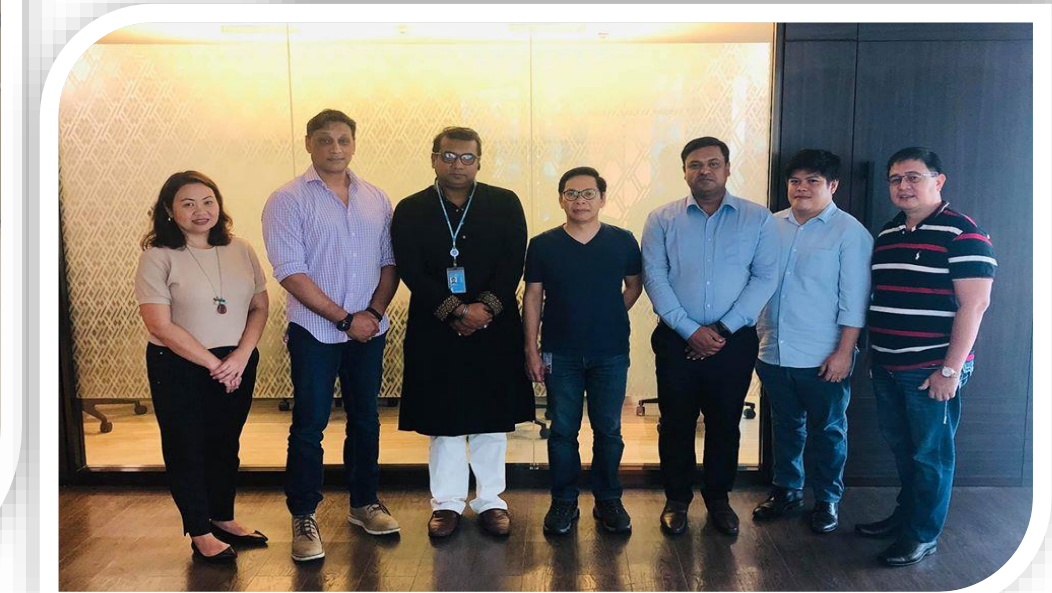
ডিজিটাল  
পোস্টাল কিয়স্ক



শীতলীকরণ বক্স

**Meeting with Honorable Minister Naguib Sinarimbo**  
Ministry of the Interior and Local Government (MILG),  
BARMM

**Bangsamoro UNDP**



# S2F Service Tracker Fiji



# S2F Screenshot

**S2F Dashboard**

Welcome to S2F

Application: 597, Pending: 120, Approved: 477, Bank Account: 80

**FBS Application Pie Chart**

Category	Count
Complete	229
Pending	120
Approved	248
Bank Account	80

**Applicant List**

Name	Address	Phone	Status	Action
Jonathan Oca	72 Denison Rd Suva, Fiji	908 9015	PENDING	VIEW INFO, TRACK, APPROVE, REJECT
Janine Oka	24 Vuga St Flagstaff, Suva, Fiji	052 3855	APPROVED	VIEW INFO, TRACK, APPROVE, REJECT

**SERVICE TRACKING**

With Service Tracking you can check the status of your service. Enter your birth identification number.

Progress: Complete (Step 1: Application), Complete (Step 2: Verification), On Process (Step 3: Approval), Pending (Step 4: Bank Account), Pending (Step 5: Disbursement)

**Super Admin**

Main Menu: Dashboard, System Management, User Management, Office Management, Location Management, Services, Application, Calendar, Bank Management, Schedule Management, Opinion Management

Applicant's Details: Location Details, Care Giver Details, Contact Details (Alternative)

Applicant's Household Roster: **Household Finances**, Dwelling, Household Land Resources

Living Conditions: Assets

**Household Information**

Number of People 18 or Over Living Permanently in household:

Number of People Under 18 Living Permanently in household:

Main Source Of Household Income:

Does The Household Receives International Remittance:

Does Any Household Member Has Any Bank Account:

**ONLINE SERVICES**

**Poverty Benefit Scheme**

NUMBER OF BENEFICIARIES: 1241

Home, Apply PBS, Contact, Profile

**SERVICE POINT**

- SOUTH/EASTERN PROVINCE
- CENTRAL PROVINCE
- SOUTH WEST PROVINCE
- NORTH WEST PROVINCE
- NORTHERN PROVINCE

Home, Apply PBS, Contact, Profile

**Start To Finish (S2F) Service Tracker**

MY PROFILE, ONLINE SERVICE, TRACK SERVICE, BUS SCHEDULE, SERVICE POINT, COMPLAIN

Home, Apply PBS, Contact, Profile

**CENTRAT PROVINCE SERVICE POINT**

UNDP PBS Scheme Bus 1  
Navua Tikina  
24/07/2018(04:45:00 PM - 06:45:00 PM)

UNDP PBS Scheme Bus 1  
Navua  
27/07/2018(05:00:00 PM - 08:00:00 PM)

Home, Apply PBS, Contact, Profile

# Service Provider's Capacity Enhancement



Online Application

Service Management

Auto Notification

Monitoring Dashboard

Service Tracking

Beneficiary Database

SERVICE PROVIDER MINISTRY



Online Bus Schedule

Service Appointment

REACH SERVICE BUS



## S2F Service Tracker

1

Better Transparency & Accountability

2

Efficient Information Service

3

Organized Information Management

4

Effective Performance Monitoring

5

Faster Service Delivery

6

Quick Decision Making



# Service Beneficiaries

## Citizen Empowerment

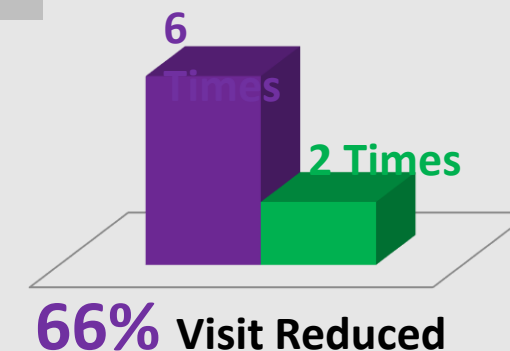
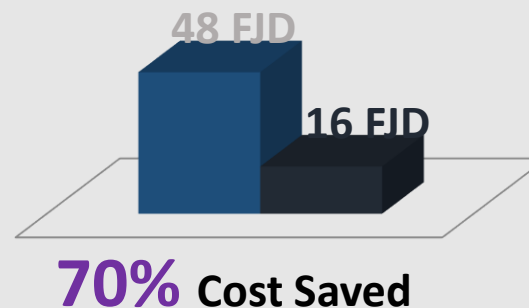
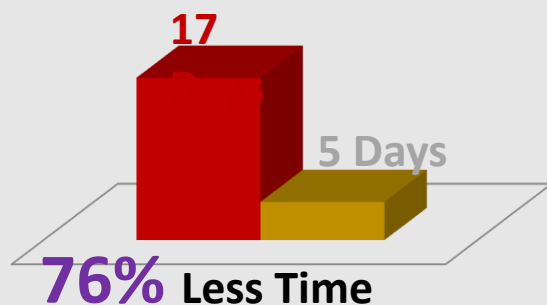
### Challenges - **BEFORE**

- Difficulties in information collection
- Delay in service notification
- Redundant visit, Unnecessary cost
- More time lapses
- Lengthy service life cycle
- Less transparency, more hassle

### Benefits - **AFTER**

- ✓ Information anywhere, anytime
- ✓ Instant notification.
- ✓ Minimum visit, less cost.
- ✓ Faster service delivery.
- ✓ Simplified service life cycle.
- ✓ More Transparency, less hassle.

### S2F Tracker TCV efficiency



# Major Stakeholders

## Partnerships Roles



### Coordinator (UNDP)

1. Liaison & communication support
2. Partnership & networking support
3. Sponsorship & promotional support



### Advisor (a2i, UNDP Bangladesh)

1. Requirement analysis support
2. Simplification & design support
3. Prototype design support
4. Specification preparation support
5. Vendor management support
6. Quality Assurance (QA) support
7. Advisory & coordination support



### Implementer (Foreign Govt. Dept.)

1. Provide Domain knowledge
2. Decision for process simplification
3. Involve in scoping & designing
4. Provide review & feedback
5. UAT (User Acceptance Test)
6. End user capacity building
7. Piloting & scale up

# Thank You