Three-Year Plan for IT in Public Administration 2017 - 2019

Annex 2: Tools and Resources for the Implementation of the Plan

Contents

2.1 Introduction

In order to facilitate the implementation of innovation projects and accelerate the process of optimization of spending, the Administrations should:

- Implement specific projects with a high innovative content and consistent with the strategic evolution of the PA's information system;
- The possibility of using AgID support under the National Program "Governance and Institutional capacity 2014-2020" and specifically the project "Italy Login - Citizens' Home";
- The realization of purchases using Consip initiatives or through aggregators for the rationalisation of spending, according to the indications in chapter 12.

2.2 Innovative Projects and AgID Support

Public administrations are often called upon to design projects with a high level of innovation aimed at streamlining management costs and developing services with a view to modernizing them.

Concerning digital projects, the Plan proposes a model based on the identification of services (including micro services), which, amongst themselves, realize the design goal. Each service is necessarily disbursed by one Service provider, which may be an institutional entity (typically an administration) or a market operator. Services provided by a market operator are typically acquired through a contract.

Notwithstanding the obligation to comply with the Strategic Model for the evolution of the PA's information system, the following recommendations are addressed to administrations intending to perform high-level procurement:

- Evaluate the opportunity to define the subject of the contract by prioritizing the specification of the demand (i.e. the "problem" to be addressed) with respect to the specification of the offer (approach *demand pull*). This is in order to provide an adequate space for proposing innovative offers;
- Assess the opportunity to conduct a market consultation before the start of the procurement procedure;[1]
- Assess the applicability of "innovative" procurement procedures, such as competitive dialogue and innovation partnerships, as well as design and ideas competitions, concession contracts and public-private partnership contracts;
- Check the possibility of splitting contracts in batches[2], in order to facilitate access to micro, small and medium-sized enterprises**;**
- Verify the adaptability of the lifecycle cost criterion[3] as a criterion for the evaluation of tenders.

In situations where public administrations have poorly satisfied needs by using solutions already available on the market[4] they may resort to **pre-commercial contracts** (also known as PCP, acronym of *pre-commercial procurement*). Pre-commercial contracts are characterized as follows:

- Are primarily concerned with research and technological development services;

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[1]   see Art.66 of the Procurement Code.
[2]   see art. 51 of the Procurement Code.
[3]   see art. 95 and 96 of the Procurement Code.
[4]   art. 158 of the Procurement Code.

- Provide for the sharing of risks and benefits to market conditions between public purchasers and contracting entities for the development of innovative solutions not already present on the market, from the idea to the initial development of limited quantities of products or experimental services suitable for solving an unresolved and technologically complex problem, posed by the public purchaser;
- Provide for a non-exclusive clause, according to which the contracting station does not reserve for its exclusive use the results of research and development activities;
- Provide for co-financing by the awarding economic operators.

Upon the above-mentioned conditions, the contract does not fall within the objective scope of application of the Procurement Code, without prejudice, of course, to the fundamental principles of art. 4 of the Code itself.

Promoting the use of pre-commercial procurement is one of the priority objectives of the Italian Digital Agenda, also in order to involve the productive fabric, maintain and increase the presence of significant industrial research and innovation in the country.

Public administrations can make pre-commercial contracts using their own resources and / or those made available under National Operational Programs and Regional Operational Programs where, in many cases, Pre-commercial contracts are explicitly provided.

The Italian Digital Agencies (DL 179/2012 art. 19) provides support to public administrations who are planning or intending to make pre-commercial contracts.[5] The AgID, upon agreement with the administrations, may award individual contracts as the central commission of the region or the various public administration competent for its management.

2.3 AgID's Contribution to Plan Implementation and PA Support

AgID will contribute to the carrying out the activities that are useful for the implementation of the Plan, mainly through PON Governance funds 2014-2020. Specifically, AgID is benefiting from European funding under the Italy-Login project - The Citizen's Home[6], already approved by the European Community. At the time of writing the Plan, activities are also underway for the formalization of two other projects useful for the realization of Physical Infrastructures and Intangible Infrastructures.

AgID will, in conjunction with the Cohesion Agency, focus on the overall use of PON governance funds in supporting and accompanying actions for PAs and the implementation of national solutions to be delivered centrally.

PON Governance project Italy -Login - The home of the citizen

Italy-Login is presented in the Digital Growth Document as one of the acceleration programs for digitizing the country.

Within Italy-Login, the AgID-related action lines reported in Chapters 5, 6, 7, 8 and 10, and Section 4.2 will be funded. The following figure briefly summarizes the areas of the map that most impact the "Italy-login" activities.

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5 http://wwww.agid.gov.it/agenda-digitale/innovazione-del-mercato
6 Based on the Convention signed on August 2, 2016 with the Department of Public Function of the Presidency of the Council, the Agency for Digital Italy was identified as the beneficiary of the project "Italy login - The Home of the Citizen" funded by the PON "Governance and Institutional Capacity 2014-2020 ", for the pursuit of the thematic objectives Digital Agenda (Objective 2), Institutional Capacity Building (OT-11) Actions 1.3.1 and 2.2.1 - ERDF and ESF Funds.
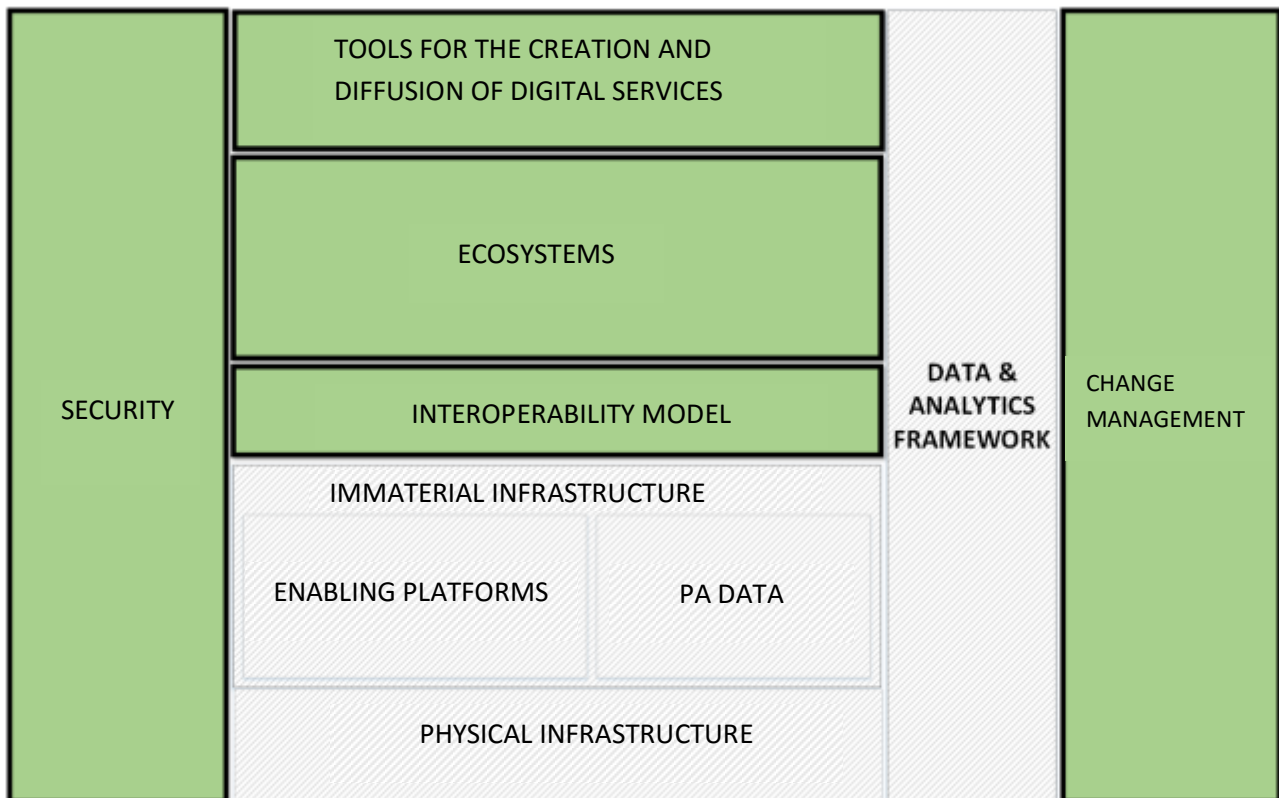
Figure 1 - Map of the Strategic Model and Italy Login Project1

Concerning accompanying and support actions for PAs, AgID will offer:

- Technical support for the adoption of the Interoperability Model;
- Infrastructures and operating environments in *Cloud* logic (IaaS and PaaS) for the prototyping and production of innovative services designed within ecosystems. In addition, for the most impacted initiatives, in terms of socio-economic implications and dissemination of digital culture, AgID will provide a development support team;
- Security services such as the Vulnerability Assessment of the Administrations, thanks to the progressive strengthening of CERT-PA;
- Technical support for the adoption of some enabling platforms, including SPID and PagoPA.
- Support for Change management.

2.4 Consip Initiatives

Consip, in the framework of the rationalisation Program for Purchases prepared by the Ministry of the Economy and Finance, is responsible for analysing the demand and supply market, developing purchase initiatives that meet the needs of the administrations and providing expertise and Procurement consulting services, also for specific needs. Framework Agreements / Contracts[7], Framework Agreements[8], Electronic market[9], Dynamic acquisition system[10] are the procurement tools currently available under the Program.

Costs made through Consip purchase instruments are not part of the annual cost savings target foreseen by

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7   https://www.acquistinretepa.it/opencms/opencms/main/programma/strumenti/Convenzioni.html
8   https://www.acquistinretepa.it/opencms/opencms/main/programma/strumenti/Accordi_Quadro.html
9   https://www.acquistinretepa.it/opencms/opencms/main/programma/strumenti/MePA
10 https://www.acquistinretepa.it/opencms/opencms/main/programma/strumenti/Sistema_Dinamico_di_Acquisizione.html

the 2016 Stability Law.

Among the Consip initiatives, those from a first analysis can be applied in the implementation of the Plan's action plans by PA, are the Framework Agreements And the Framework Agreements / Contracts as per the following summary scheme.[11]

CONSIP TOOLS	Physical Infrastructure	Immaterial Infrastructure	Interoperability model	Ecosystems	Tools for the creation and diffusion of digital services	Security	Data and analytics framework	Change management
System management services	✓							
SPC cloud – batch 1	✓							
SPC cloud – batch 2	✓	✓						
SPC cloud – batch 3		✓	✓		✓	✓		
SPC cloud – batch 4		✓		✓	✓		✓	
PDL and IP infrastructure management	✓							
SPC connectivity	✓							
Application services framework agreement		✓		✓			✓	
Integrated management system (Batch 1)			✓	✓			✓	

Figure 2 - Covering Consip tools on the components of the Strategic Model2

The Framework Agreement, as defined in art. 3 (1) (iii) of Legislative Decree no. 50/2016, stipulates that the agreement concluded between one or more contracting stations and one or more economic operators is intended to establish clauses regarding prices and quantities relating to the contracts to be awarded during a maximum period pursuant to art. 54 of the same Four-Year Procurement Code in the Ordinary Sectors and eight years in Special Sectors.

Within the framework of the Framework Agreement, the Administrations that have been granted access to the online purchase system through the negotiation of "Specific Contracts" will then negotiate individual contracts, tailored to their needs.

The Framework Conventions / Contracts, as defined in art. 26 of Law 488/99 are contractual contracts concluded by Consip, on behalf of the MEF, in which suppliers of tenders in traditional or immaterial tenders following the publication of announcements - undertake to accept delivery orders issued by the individual Administrations which have done the enabling to the Network Purchase System.

This mode of purchase, more suitable for supplying goods and services with standard features, thanks to the aggregation of demand, allows significant economies of scale both in terms of process and purchasing

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11 The guide for accessing e-procurement instruments is available on the acquistinretepa portal
https://www.acquistinretepa.it/opencms/opencms/main/programma/cosa/modello.html

savings.

System Services - System Management

Framework agreement organized in a single national pool useful for the realization of physical infrastructure, data centre and Cloud.

The procedure is carried out with more than one economic operator to rely on HW and SW infrastructure management, maintenance and support services, i.e. the complex of services and activities to ensure the full operation of technological infrastructures, availability and the performance of the installed applications and the integrity of the related data.

Through this tool, the Public Administration may bargain the conclude the following Special Contract Services:

- **Basic Services:** Management systems, system maintenance, network management, application management and data bases (limited to systemic aspects), management of logical security, system development and integration, and service management.
- **Accessory Services:** non-standard system management, hardware maintenance, physical security management (limited to the perimeter of the *data centre*), provision of support tools for supply and provision of electronic connection to the Service Centre of the Supplier.

Access to the Framework Agreement

Administrations, registered on the "PA Network Acquisition" platform as digital signing points, will be able to access the Framework Agreement by availing of a Specific Contract through a Demand Request (RDO). The status of the framework agreement is in effect, activated on 30.07.2015, expiring on 30.07.2017 with a possible extension of 12 months.

In the Network Purchase section dedicated to the Framework Agreement[12] you can find:

- a summary card;
- batch detail information;
- the documentation on the Consip initiative and the tender documentation.

Application services

Framework agreement, divided into three geographical areas North, Centre and South + Islands, suitable for the realization of Intangible Infrastructures - Public Administration Data, Enabling Platforms; Ecosystems; Data & Analytics Framework.

Procedure with multiple economic operators on which to base the procurement of specific contracts for the provision of basic, complementary and ancillary services listed below, suitable for the implementation, modification, personalization, parameterisation and maintenance of software and complementary services for Public Administrations:

12
https://www.acquistinretepa.it/opencms/opencms/main/pa/strumenti/dettaglio.jsp?%20tipo_utente=PA&strumento=Accordo%20Quadro&idT=425658&tipoVis=descr&nome=Servizi+di+System+Management&frompage=accordiQuadro.jsp&orderBy=attivazione&sort=desc&__pagina=1&__element=&categoria=1&tipoStrumento=Accordo%20Quadro

- **Basic Services** related to Development, maintenance, adaptation, improvement of specific software based on functional and technical requirements of Administration; Customization and parameterisation of commercial SW, open source and in activities aimed at reusing, adapting, customizing and integrating already available software.
- **Additional services** relative to application management activities and their related databases as well as content management of sites; Creation of different types of site / portal institutional sites; temporary; transactional; Intranet; extranet; Corrective maintenance service. Removing the Causes and Effects of Malfunctions of Existing Procedures and Programs and in general of all non-warranty system components. A specialist support service for an integrated set of activities to assist both services and complementary services in order to make synergic and exhaustive all the components of the supply.
- **Accessories services** for activities related to implementing services and / or complementary services that are functional to the completion of the Administration's needs (e.g. training).

Access to the Framework Agreement

Administrations, registered on the "PA Network Acquisition" platform as digital signing points, will be able to access the Framework Agreement by availing of a Specific Contract through a Demand Request (RDO). The status of the framework agreement is active for lots 1 and 2 (Centre and North): activated on 07.06.2016 expiring on 06.12.2017 with possible extension of 12 months.

In the Network Purchase section dedicated to the Framework Agreement you can find:[13]

- a summary card;
- batch detail information;
- the documentation on the Consip initiative and the tender documentation.

SPC Cloud

Framework Contract Subdivided into 4 lots, the first two being in the active state, each geographically national concerning the hosting of Cloud Computing services, security, portal and online services delivery, and application co-operation for Public Administrations as specified below.

- Lot 1[14]

  It offers the reliance on the services of *Cloud* Computing designed to achieve Physical Infrastructures, Data Centre and Cloud. More precisely:
  - **Calculation services *Infrastructure as a Service* (IaaS):** Storage services for the use of virtual remote resources.
  - **Middleware services *Platform as a Service* (PaaS):** Services for the development, testing, maintenance and operation of applications.
  - **Application Services *Software as a Service* (SaaS):** Services provided through specific software products on predefined areas, including digital preservation; Collaboration services, individual productivity services, unified communications services, data analysis and reporting services. These

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13
https://www.acquistinretepa.it/opencms/opencms/main/pa/strumenti/dettaglio.jsp?idT=381286&tipoVis=descr&vetrina=PA&idL=&nome=Servizi+Applicativi&orderBy=attivazione&__pagina=1&__element=paginazione&frompage=accordiQuadro.jsp&categoria=1&altribsemp=&nomebsemp=&user_id=9d621efd-c454-39a9-a475-bd1f828bb103&adfgen_menuId=0&id_cat=&numPagina=1&maxPagina=0&maxPaginaBS=0

14 http://www.consip.it/news_ed_eventi/2016/7/notizia_0019

services are accompanied by management and configuration tools.

- **Professional Services *Cloud enabling*:** support services for PA infrastructure virtualization design activities, migration of physical and virtual physical infrastructure (migration *Physical to Virtual*).

- Lot 2[15]

    Provides the following listed services for digital identity management and application security for physical infrastructure, *Data centre* and *cloud*, Intangible Infrastructure - Enabling Platforms, Security.

    - **Digital identity management services** delivered in mode *as a service* or through the service centres of the supplier.

    - **Remote digital signature and electronic stamping services** delivered in a mode and as a service, aimed at facilitating the dematerialization of documents and the digitalization of administrative processes.

    - **Security services** provided in both mode and service and on premise to ensure application security and support Administrations in the prevention and management of computer accidents and vulnerability analysis of information systems.

    - **Professional Services** support for the implementation of activities in the field of application security, such as for CERT-PA support activities, and monitoring services.

- Lot 3[16]

    Provides interoperability services for data and application cooperation favouring the implementation of Intangible Infrastructures - Public Administration Data; Interoperability model; Services; *Data & Analytics Framework*.

    - **Application Cooperation:** service, development and maintenance of the domain gateway, implementation of interfaces *web services*, client realization and orchestration of services already present and exposed in application co-operation or in the administration domain.

    - ***Open data*:** design support designed to collect, structure, encode and standardize the data with a view to maximum accessibility and transparency.

    - ***Big data*:** support for data management in terms of persistence over time and suitability and scalability of systems used.

- Lot 4[17]

    Provides the following Services, Realization and Management of Practical Online Portals and Services for Intangible Infrastructure Execution - Public Administration Data, Enabling Platforms, Ecosystems, Services.

    - **Design, development, MEV of portals**, websites and web applications. Ex-new creation, evolution and / or reengineering of portals, web applications and mobile sites.

    - **Planning, Development, MEV** for the realization and evolution of **APPs** for mobile devices.

    - **Corrective / adaptive maintenance** of portals, websites and web applications. Corrective and adaptive maintenance to ensure proper functionality and adherence to regulatory and institutional constraints of developments related to websites, portals, web applications.

    - **Content management** (*as a service / on premise*). Technical editorial and content management of sites / portals / apps.

    - **Operation management** (*as a service*). Integrated set of support activities for both implementation and complementary services.

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15 http://www.consip.it/news_ed_eventi/2017/3/notizia_0038

16 http://www.consip.it/gare/bandi/storico_gare/2014/gara_0049/

17 http://www.consip.it/gare/bandi/storico_gare/2014/gara_0049/

- **Application Driving.** Resources and support tools for managing how well developed, managed and maintained.
- **Specialist support.** Provision of specialized resources for specific technological and functional issues.

Access procedure for lots 1 and 2

In order to access the necessary documentation and supplier references for the tasks of defining the requirements plans of lots 1 and 2, you can view the dedicated section of the Consip site.

Procedure for access to lots 3 and 4

To access the required documentation and supplier references, you can view the dedicated section of the Consip site. The procedure is being published since lots 3 and 4 have been awarded.

IP and PDL Infrastructure Management

Convention relating to an open procedure in 5 territorial lots or **Lot 1** CPA, **Lot 2** LPA Piedmont, Valle d'Aosta, Liguria, Lombardy, **Lot 3** LPA Trentino Alto Adige, Veneto, Friuli Venezia Giulia, Emilia Romagna, **Lot 4** Tuscany, Umbria, Marche, Lazio, Sardinia, **Lot 5** Abruzzo, Molise, Campania, Basilicata, Apulia, Calabria, Sicily. It consists of the provision of the following specified, management and maintenance services in the IP infrastructure and workstations available to Public Administrations for Physical Infrastructures - Connectivity:

- **Management** of local network apparatuses, security equipment, workstations and servers.
- **Maintenance** of local network equipment, safety equipment, workstations and *servers*.
- **Cabling** of local networks and workstations (including component supply, commissioning, restoration and *troubleshooting*).
- **Presidio** which consists of the continued presence, during the contractual time (basic, extended, continued) of the Supplier's resources at the Contracting Authority's facilities.
- **Service desk** for assistance requests and for all issues related to their operation, relating to the operation of the equipment and systems covered by the contracted management service: telephone exchange, local network equipment, cabling, security and servers.

Procedure for access to the Convention

The status of the Convention is in effect from 30.11.2016, expiring on 30.05.2018, may be extended for a further 12 months. The individual Contracts, which are implemented by the Contracting Governments through Orders of Supply, have a minimum duration of 24 months and a maximum of 48 months, with a modularity of one year, starting from the date of Launch of Services, for the first contracted service. Orders for Supply, Main or Linked, may be issued only within the term of the Convention and until its maximum quantity is reached.

In the Network Purchase Section dedicated to the Convention in subject you can find:
- a summary card;

- batch detail information;
- the documentation on the Consip initiative and the tender documentation.

SPC Connectivity

Framework Contract unique national lot suitable for the realization of Physical Infrastructures - Connectivity. Limited and awarded to three different suppliers for three distinct public administrations, relying on the connectivity services under the SPC. The Public Connectivity System is the carrier infrastructure of the entire system, ensuring IP data transport across the over 30,000 PA sites on the national territory and ensuring the security and interoperability of services within the broader system of Rules defined by the AgID.

Through the initiative, it is possible to use communications services to allow the Administrations to make videos / conversations or other services, using the same access through which IP connectivity is provided and in particular:

- **Transport services, responsible** for the transmission of data over protocol *Internet Protocol version* IPv4 and / or IPv6; wired, electric or optical carrier, and wireless services are provided.
- **Security services,** apt to guarantee the perimetral security of each and every administration, foreseeing the provision "as a service" of functionality such as VPN*, firewalling, Intrusion detection & prevention*; such services also include antivirus functionality, *antispyware*, antispam, *content filtering*, *application* and *control*.
- **Communication Services,** ideal to allow the Administrations to effect videos / conversations or other services, by using the same access through which IP connectivity is furnished.

Access to the Framework Agreement

Each contractor has been awarded a seven-year Framework Agreement. During this period, the supplier undertakes to enter into Contractual Agreements with the Single Administration, which is guaranteed to enjoy high levels of service availability and the same economic conditions as the best bidder.

In order to access the Framework Agreement's service object, it is possible to view the documentation of the initiative, the Technical Specifications and use the frequently updated form, reachable in the Dedicated section of the Consip site[18].

Integrated Management Systems

Contract Framework subdivided by geographic areas and by sub-suppliers, i.e. lot 1 CPA centre, lot 2 LPA North, lot 3 LPA south centre and islands, health sub-lot Batch 4 North and lot 5 south centre and islands for the provision of services, below, in Integrated management systems of administrative procedures and support for the simplification of public administration processes for the implementation of the Interoperability Model; Ecosystems; Date & Analytics Framework.

Also useful for reengineering and standardizing administrative procedures; digitisation and dematerialization of processes; reducing process adaptation times to legal and regulatory constraints; unitary management of data, events and computer documents; definition of functional models that provide multi-channel access.

Through the initiative you can benefit from:

- **Software development:** The content of these services differs from the cases where the application is based on software / business solutions provided by the Administration, or has been specifically developed for Administration ("ad hoc" software). In particular:
  o Parameterization and customization service;
  o Service of analysis, planning and realization of ad hoc software;
  o Evolving maintenance service;
  o System and application migration service.
- **Management, Maintenance and Attendance Services:** This includes all application management and maintenance services as well as operational management of systems and infrastructures related to the subject matter of the supply, by way of example:
  o Service for taking over existing systems and transferring know-how;
  o Application management service and user support;
  o Suitable and corrective maintenance service;
  o Remote assistance service and specialist support;
  o Infrastructure technical management service.
- **Organisational Support Services:** by Organisational Support Services the following services are intended:
  o Support for analysis and review of processes;
  o Architectural support service;
  o Temporary and functional support service.

Further information is available in the dedicated section of the Consip website[19].

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18 http://www.consip.it/news_ed_eventi/2013/10/notizia_0015

19 http://www.consip.it/gare/bandi/storico_gare/2015/gara_0008/