

Strategic Plan 2: Smart Operations

La Rinconada City Council

PROVISION OF SERVICES FOR THE IMPLEMENTATION OF AN INTEGRATED LOCAL ELECTRONIC MANAGEMENT SYSTEM. CO-FUNDED BY THE NEXTGENERATIONEU FUNDS VIA SPAIN'S RECOVERY, TRANSFORMATION AND RESILIENCE PLAN, regulated by Order TER/836/2022, of 29 August, approving the regulatory basis for subsidies for the digital transformation and modernization of local entities within the framework of the *Recovery, Transformation and Resilience Plan*, and opening the call for 2022.



1. ADVERTISEMENT FOR THE NEW E-OFFICE

1. INTRODUCTION

The *Strategic Plan 2: Smart Operations* is focused on improving the quality, quantity and efficiency of public administration management and processing services. This includes the deployment of four new e-offices, with the goal of reducing processing times and significantly improving the services provided to our citizens while complying with the highest regulatory standards.

This modernization effort involves a simplification and deep redefinition of internal processes and procedures in order to make management more efficient by integrating these new processes across the common General State Administration services. Ultimately, these actions are meant to help make public administrations more streamlined, more efficient and more focused on the needs of

our citizens. The new e-office in particular will benefit them directly, as they will allow for paperwork and other procedures to be processed more swiftly.

2. BUDGET

The total investment for this project amounts to €160,447.00, of which 100% has been funded by the *NextGenerationEU* funds. It is worth noting that the VAT amount—€27,846.17 in total—has been fully funded by *NextGenerationEU* as well.

Line item description	Amount in € (without VAT)	VAT %	Amount in € (with VAT)
Action 1. Integration Across the Common General State Administration Services	€20,553.13	21%	€24,869.29
Action 2. All-Encompassing Processing Platform	€49,725.31	21%	€60,167.63
Action 3. Automated Actions for Efficient Processing	€33,150.21	21%	€40,111.75
Action 4. Improvement of Citizen Services	€29,172.18	21%	€35,298.34
Total	€132,600.83	€27,846.17	€160,447.00

This initiative has a significant impact in the recovery, transformation and resilience of the city by implementing a comprehensive local e-management system that will contribute to reducing processing times and improving the services provided to citizens, all in alignment with the management modernization and efficiency goals.

3. ONGOING AND CORRECTIVE MAINTENANCE

As for the maintenance costs, based on art. 29.4 of the Public Sector Contracts Act, it has been determined that the maintenance associated with the licenses of this contrast will have a duration of 5 years. However, an initial maintenance period of 3 years—from January 1st, 2025 to December 31st, 2027—has been established. Given that the ongoing and corrective maintenance service is made up of multiple tasks of diverse technical natures, making it impossible to predict the proportions of said tasks, it has been decided that they will not be broken down into unit prices. Therefore, to estimate the annual maintenance costs, market prices of the systems implemented by similar administrations have been used as a reference point.

ANNUITY	Amount in € (without VAT)	VAT %	Amount in € (with VAT)
2023, from the day following the signing of the Certificate of Acceptance, until December 31st, 2023 (System warranty)	€0	21%	€0
2024 (System warranty)	€0	21%	€0
2025	€122,340.00	21%	€148,031.40
2026	€122,340.00	21%	€148,031.40
2027	€122,340.00	21%	€148,031.40
Total	€367,020.00	€77,074.20	€444,094.20

4. COMMUNICATION MANUAL

According to Article 9 of Order HFP/1030/2021, of 29 September, the Member State must ensure that specific, coherent, efficient and proportional information is provided to multiple audiences, including the media and the general public, by meeting the following requirements:

- Develop a strategy to promote and ensure that the RRF's contribution to Europe's recovery and, specifically, to the twin green and digital transition, is known and acknowledged.
- Create and maintain a dedicated website that provides information about the RRF and related projects, and send a direct link to the Commission.
- Ensure that the final recipients of the EU funding in the RRF framework acknowledge the origin of said funds, so as to guarantee the visibility of the EU funding.

The materials for the communication and awareness actions about this project have been specified in the contract, co-funded by *NextGenerationEU*, and distributed by La Rinconada City Council.

It is important to note that all communications issued include all the elements required by the EU reference standards: the EU emblem, the *NextGenerationEU* co-funding statement, and the *Recovery, Transformation and Resilience Plan* statement. These elements are displayed clearly in this report, as well as in any and all advertising spots, documents, videos, invoices, etc.



2. ACKNOWLEDGEMENT OF THE EU IN THE TECHNICAL REPORT



3. ACKNOWLEDGEMENT OF THE EU ON THE E-OFFICE WEBSITE

La Rinconada City Council



4. LA RINCONADA CITY COUNCIL WEBSITE (EUROPEAN FUNDS)

Link: <https://www.larinconada.es/en/european-funds/nextgenerationeu/2020-2026-period/rtrp-projects/policy-lever-4-a-21st-century-administration/c11-public-administration-modernization/strategic-plan-2-smart-operations>



5. POST ON LA RINCONADA CITY COUNCIL'S INSTAGRAM ACCOUNT

5. ACTIONS TO BE DEPLOYED

Action 1: Integration Across the Common General State Administration Services

- 1. Integration with the Common Directory of Organizational Units and Offices (DIR3):** Integration with the DIR3 will be carried out to comply with the National Interoperability Framework, ensuring that Public Administrations keep an updated list of their administrative bodies and offices. This will allow the platform to be updated in real time with any modification made to the common directory, which means Public Administrations will be constantly up-to-date.
- 2. Integration with the Administrative Information Management System:** To ensure the semantic interoperability of the files, each administrative procedure will be described using the Administrative Information Management System (or SIA, as per its Spanish acronym) as reference, alongside additional descriptions relevant to that specific City Council's management.
- 3. Integration with Single Edict Board located in the Official State Gazette (or BOE, as per its Spanish acronym):** According to Art. 44 of the General Administrative Procedure Act (or LPAC, as per its Spanish acronym), the platform will be integrated with the Single Edict Board in order to be able to publish announcements in the BOE when the interested parties in a procedure are unknown or when notifications cannot be issued in any other way.
- 4. Integration with the Data Intermediation Platform (or PID):** Pursuant to Art. 28 of the LPAC, the platform will be integrated with the PID so that the City Council can collect documents digitally, meaning interested parties do not need to provide physical documents, as they are already stored in the Administrations' databases.
- 5. Integration with the Public Sector Contracting Platform:** The platform will be integrated with the Public Sector Contracting Platform (or PCSP, as per its Spanish acronym) in order to comply with the obligations regarding advertising and e-tendering established by Law 9/2017. This integration will include the submission and publication of announcements and the incorporation of data resulting from the usage of the virtual e-tendering space.
- 6. Integration with INSIDE (Digital Documentation Infrastructure and Management Systems):** The platform must be able to export digital documents and files in the structured formats established in the technical interoperability guidelines for the submission of digital files to judicial bodies.

Regarding the tasks to be deployed for the integration of the platform with the common General State Administration apps and services, it must be noted that the City Council will present an additional project within the framework of the call laid out in Order TER/836/2022 to ensure the interoperability of the three basic services that are yet to be integrated: the Interlock System of Records (or SIR, as per its Spanish acronym), the Single Authorized Electronic Address (or DEHú) via Notific@ (national notification management system), and the Citizen Folder.

Action 2: All-Encompassing Processing Platform

1. **Inventory and Cataloging of Procedures:** A coherent catalog of roles, activities, and procedures will be created, including security and privacy information in order to control the full scope of the project. This will allow files to be classified and described correctly from the moment they are created.
2. **Procedure Reengineering:** All inventoried and cataloged procedures will be analyzed and functionally redesigned, focusing on streamlining bureaucracy and administrative simplification. A manual that identifies standardized processing flows and document templates will be created for each procedure to serve as a guide for administrative units.
3. **Development of Internal Instructions:** Action protocols will be designed in order to standardize and unify administrative management criteria by establishing best practices and guidelines for efficiency and effectiveness in the processing of procedures.
4. **All-Encompassing Digital File:** The comprehensive digital processing platform will delete paper documents in accordance with the Technical Interoperability Standards, and will ensure that files are entirely processed digitally.
5. **BPM Engine:** All the inventoried and cataloged procedures will be parameterized in a BPM engine that will manage digital files from start to finish, generating documentation based on standardized templates.
6. **Cloud Signing:** The platform will provide a qualified electronic signature system for all public employees, which will allow advanced electronic signing via a website and a mobile platform, using centralized storage of certificates on an HSM server.
7. **Governing Bodies and Official Records:** Management tools for the resolutions of the City Council's governing bodies will be implemented. This will facilitate the maintenance of resolution records and the holding of virtual meetings that can be recorded or streamed live.

Action 3: Automated Actions for Efficient Processing

1. **Automated Actions:** A study on the possibilities of automating procedures at the City Hall will be conducted, defining a priority map based on impact and opportunity criteria. Automated administrative actions will be implemented alongside the appropriate scheduling, maintenance, and quality control.
2. **Authority Seals:** Authority seals required for automated administrative procedures will be created and regulated using a City Council seal based on a recognized or authorized electronic certificate.
3. **Reduction of Administrative Burdens:** All documentation required from citizens will be reviewed and replaced with statements of responsibility and consultations with the PID when possible, to comply with Art. 28 of the LPAC.

Action 4: Improvement of Citizen Services

1. **Citizen Service Scheduling at Citizen Assistance Offices:** Systems for the management of appointments and assistance types (in person, telephone, online) will be implemented to improve accessibility and reduce wait times, which will help improve relations between the interested parties and the administration.

2. **Digitization with True Copies:** Citizen Assistance Offices will be equipped with digitization systems to obtain true copies of the documents provided in person, in accordance with the Technical Interoperability Standards.

6. INNOVATIVE ASPECTS

Interoperability

Public administration processing platforms must interact with service platforms promoted by the General State Administration, Autonomous Communities, and other public entities, in accordance with regulations such as Law 39/2015 and Law 40/2015. This project will deploy a platform aligned with the public administration's interoperability strategy, integrating it natively across all common General State Administration services.

Adapted Processing Platforms

Unlike previous attempts, which were based solely on BPM solutions, this innovative platform will offer two processing modes: free and regulated. In free mode, the employee acts as an "intelligent agent," deciding which steps to follow without being tied to a specific workflow, generating documents from templates or uploading them directly. In regulated mode, a structured sequence of procedures is defined for specific processes, working at the data level to facilitate analytics and data mining. This combination allows for standardized procedures without losing flexibility.

Cloud Signing

Unlike traditional platforms that require cards and readers in order to sign documents, this platform will integrate cloud-based signature systems. This will make the signing process faster and more flexible, allowing documents to be signed with just a PIN code on both the website and the mobile app.

Support via Video Call

The departments will be equipped with an integrated remote assistance system for citizens and businesses. This helps avoid unnecessary travel and reduce the ecological footprint. Virtual meetings can be recorded, certified, or integrated automatically into the file when necessary, offering a new, efficient channel for communication with citizens.

7. EXECUTION AND OUTCOME



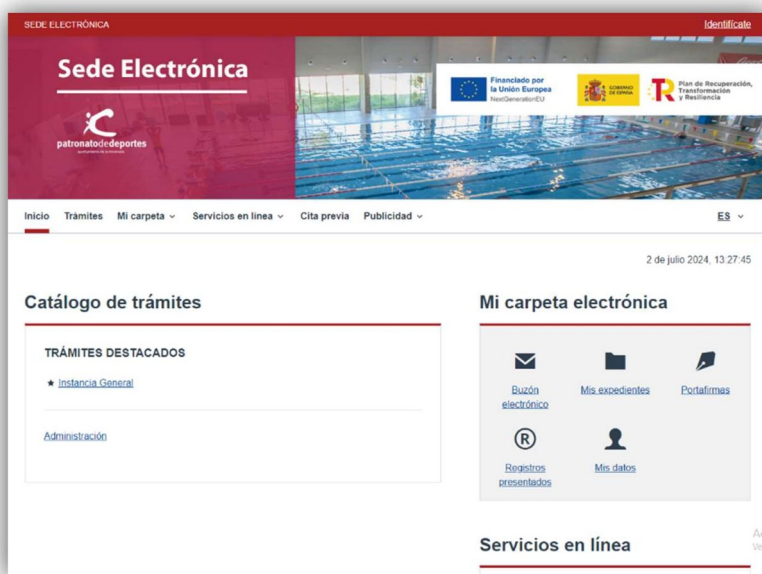
6. LA RINCONADA CITY COUNCIL'S E-OFFICE



7. RADIO RINCONADA'S E-OFFICE



8. FUNDACIÓN DISCAPACIDAD (“DISABILITY FOUNDATION”)’S E-OFFICE



9. LA RINCONADA SPORTS BOARD’S E-OFFICE