

Strategic Plan 5: Interoperability of Basic Digital Management Services

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 CITIZEN FOLDER

1. INTRODUCTION

La Rinconada City Council is pleased to announce another milestone in its commitment to developing an innovative e-government system, and a significant step in its digital transformation. Among the most innovative aspects of this project is the *Strategic Plan 5: Interoperability of Basic Digital Management Services*, which aims to ensure the interoperability of services such as electronic registration, electronic notifications, electronic invoicing and the integration of the National State Administration (or AGE, as per its Spanish acronym)'s Citizen Folder and open files.

This initiative will position La Rinconada as a pioneering city in the modernization and digitalization of public services. Citizens and businesses alike can now access information on the status of their processes through the Spanish Government's Citizen Folder (<https://carpetaciudadana.gob.es>), which has been recently integrated with the local e-office.

This strategic advancement has been possible thanks to a preliminary effort to optimize and standardize local procedures, with the goal of making services more efficient and being able to offer accurate, up-to-date, and high quality information to citizens. The implementation of technology in administrative management not only simplifies procedures, but also streamlines processes, reducing time and improving accessibility for citizens.

The current social context is changing into a model of public administration that is open to citizens, which allows them to have an active and streamlined relationship with all the administrations. This project reflects the City Council's commitment to modernization and adaptation to current needs, as it provides new communication channels and access to municipal information from any electronic device. There is no doubt that this will be highly beneficial to all our citizens.

2. BUDGET

The total investment for this project amounts to €110,000, of which 100% has been funded by the *NextGenerationEU* funds. It is worth noting that the VAT amount—€19,090.91 in total—has been fully funded by *NextGenerationEU* as well.

Phase I. Evolution of the Processing System				
Sub-phase	Description	Amount in € (without VAT)	VAT %	Amount in € (with VAT)
Modernization of the Processing System	Corporate Back Office. Implementation of normalization systems, phases and statuses.	€9,300.00	21%	€11,253.00
Modernization of the Processing System	Corporate Back Office. Implementation of homogenization and normalization of data models.	€7,172.73	21%	€8,679.00
Modernization of the Processing System	Corporate Back Office. Rollout and launch of adaptative system.	€1,918.18	21%	€2,321.00
Semantic Interoperability: Reengineering and Normalization of Procedures	E-Government. Current situational analysis.	€5,481.82	21%	€6,633.00
Semantic Interoperability: Reengineering and Normalization of Procedures	E-Government. Procedure inventory and cataloging.	€5,427.27	21%	€6,567.00
Semantic Interoperability: Reengineering and Normalization of Procedures	E-Government. Data model normalization and standardization.	€7,118.18	21%	€8,613.00

Semantic Interoperability: Reengineering and Normalization of Procedures	E-Government. Normalization and standardization of phases and statuses.	€8,881.82	21%	€10,747.00
Semantic Interoperability: Reengineering and Normalization of Procedures	E-Government. Review and definition of security levels.	€2,809.09	21%	€3,399.00
Semantic Interoperability: Reengineering and Normalization of Procedures	Corporate Back Office. Procedure normalization setup.	€7,427.27	21%	€8,987.00
Semantic Interoperability: Reengineering and Normalization of Procedures	Corporate Back Office. Review and supervision.	€2,645.45	21%	€3,200.99
Phase II. Indexing and Interoperability with Citizen Folder				
Access to Information: Advanced Search and Indexing System	Corporate Back Office. Data modeling setup.	€5,345.45	21%	€6,467.99
Access to Information: Advanced Search and Indexing System	Corporate Back Office. Initial load and indexing.	€3,745.45	21%	€4,531.99
Access to Information: Advanced Search and Indexing System	Corporate Back Office. Incremental data load and security.	€5,500.00	21%	€6,655.00
Access to Information: Advanced Search and Indexing System	Corporate Back Office. Interoperability of access.	€4,500.00	21%	€5,445.00
AGE¹ Interoperability: Integration with the Citizen Folder	Corporate Back Office. Implementation of City Folder interface.	€3,600.00	21%	€4,356.00
AGE Interoperability: Integration with the Citizen Folder	Corporate Back Office. Connection with the advanced search and indexing system.	€2,763.64	21%	€3,344.00
AGE Interoperability: Integration with the Citizen Folder	Corporate Back Office. Request auditing system.	€2,827.27	21%	€3,421.00
AGE Interoperability: Integration with the Citizen Folder	Corporate Back Office. Setup and testing against the City Folder's test environment.	€963.64	21%	€1,166.00
AGE Interoperability: Integration with the Citizen Folder	AGE Citizen Folder. Setup and launch in the City Folder's production environment.	€854.55	21%	€1,034.01
AGE Interoperability: Integration with the Citizen Folder	Corporate Back Office. Monitoring system.	€2,627.28	21%	€3,179.01
Total		€90,909.09	€19,090.91	€110,000.00

1 Acronym for *Administración General del Estado* (National State Administration)

This initiative has a significant impact in the recovery, transformation and resilience of the city by implementing an integrated 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

In addition, a system warranty period has been established from the day following the signing of the Certificate of Acceptance and Compliance until December 31st, 2024. During this period, all necessary tasks to ensure that the system is functioning properly will be carried out.

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. BROCHURE

La Rinconada City Council

Línea estratégica 5: Interoperabilidad de Servicios Básicos de Administración Digital

Dentro de este proyecto, el Ayuntamiento de La Rinconada se erige, lede en anunciar un hito más en su camino por una administración electrónica innovadora, mejorando un paso más en la transformación digital. Destaca entre los aspectos más relevantes la **Línea estratégica 5: Interoperabilidad de Servicios Básicos de Administración Digital** cuyo objetivo es garantizar la interoperabilidad de servicios como el registro electrónico, las notificaciones electrónicas, la facturación electrónica y la integración de expedientes electrónicos a través de la sede electrónica municipal.

Esta iniciativa posiciona a La Rinconada como un municipio pionero en la modernización y digitalización de los servicios públicos. Los ciudadanos y ciudadanas ya pueden acceder a información actualizada sobre el estado de sus gestiones con sencillez a través de la Carpeta Ciudadana del Gobierno de España (<https://sede.gob.es>) o a través de la sede electrónica municipal.

Este avance estratégico ha sido posible gracias a un trabajo arduo de coordinación y colaboración de los ayuntamientos municipales con el fin de mejorar la eficiencia en la prestación de servicios y ofrecer información más y de calidad. La adaptación tecnológica en la gestión administrativa no solo simplifica los trámites, sino que también agiliza los procesos, reduciendo tiempos y mejorando la accesibilidad para los ciudadanos.

Finalmente, al integrar las administraciones públicas, se crea una mayor seguridad y fiabilidad de los datos. En un mundo digitalizado, este proyecto refleja el compromiso del Ayuntamiento de La Rinconada con la modernización y adaptación a las necesidades actuales, proporcionando canales de comunicación y acceso a la información municipal desde cualquier dispositivo móvil. Gracias a esta iniciativa, los beneficios de la transformación digital se extienden a todos nuestros ciudadanos.

4. LA RINCONADA CITY COUNCIL WEBSITE (EUROPEAN FUNDS)

Link: <https://www.larinconada.es/en/european-funds/nextgenerationeu/2020-2026-period/rtrp-projects/policy-lever-8-new-urban-economies-and-employment-policies>



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

5. ACTIONS TO BE DEPLOYED

This integration with La Rinconada City Council's Basic Digital Management Services is part of the National Interoperability Framework, meaning it complies with its standards and technical instructions. The main actions include:

a. Modernization of the processing system:

This action is focused on updating and improving the City Council's processing systems so they comply with current and future interoperability standards.

Associated Actions

Action	Description
DCOV-BO-01	Corporate Back Office. Implementation of normalization systems, phases and statuses.
DCOV-BO-02	Corporate Back Office. Implementation of homogenization and normalization of data models.
DCOV-BO-03	Corporate Back Office. Rollout and launch of adaptative system.

b. Semantic Interoperability: Reengineering and Normalization of Procedures:

This action aims to modernize and standardize the City Council's processes and procedures to improve semantic interoperability, as well as offer detailed and standardized information to citizens.

Associated Actions

Action	Description
DCOV-AE-01	E-Government. Current situational analysis.
DCOV-AE-02	E-Government. Procedure inventory and cataloging.
DCOV-AE-03	E-Government. Data model normalization and standardization.
DCOV-AE-04	E-Government. Normalization and standardization of phases and statuses
DCOV-AE-05	E-Government. Review and definition of security levels.
DCOV-BO-04	Corporate Back Office. Procedure normalization setup.
DCOV-BO-05	Corporate Back Office. Review and supervision.

c. Access to Information: Advanced Search and Indexing System:

This action seeks to implement an advanced search and indexing system to manage the large volume of information generated by the entity, which allows for a fast, efficient, and secure access.

Associated Actions

Action	Description
DCOV-BO-06	Corporate Back Office. Data modeling setup.
DCOV-BO-07	Corporate Back Office. Initial load and indexing.
DCOV-BO-08	Corporate Back Office. Incremental data load and security.
DCOV-BO-09	Corporate Back Office. Interoperability of access.

d. Interoperability Services. File Consultation Web Services:

This action implements a technical interoperability layer with file consultation web services, taking advantage of the infrastructure developed in the previous phases.

Associated Actions

Action	Description
DCOV-BO-10	Corporate Back Office. Implementation of City Folder interface.
DCOV-BO-11	Corporate Back Office. Connection with the advanced search and indexing system.
DCOV-BO-12	Corporate Back Office. Request auditing system.
DCOV-BO-13	Corporate Back Office. Setup and testing against the City Folder's test environment.
DCOV-AG-01	AGE Citizen Folder. Setup and launch in the City Folder's production environment.
DCOV-BO-14	Corporate Back Office. Monitoring system.

e. Interoperability Services. Integration with the Interlock System of Records (SIR):

This action seeks to integrate the City Council's General Electronic Registry with the SIR, eliminating the usage of paper and ensuring the compatibility and the proper electronic transmission of records.

Associated Actions

Action	Description
DCOV-BO-15	Corporate Back Office. Adaptation of the data recording model to the SICRES ² standard.
DCOV-BO-16	Corporate Back Office. Setup and testing against the SIR's test environment.
DCOV-AG-02	Integration with the Interlock System of Records (SIR). Setup and launch in the production environment of the integration with SIR.

2 Acronym for *Sistema Común de Registros de Entrada y Salida* (Common Input and Output Record Information System).

f. Interoperability Services. Integration with Notific@-DEHú³:

This action aims to integrate the City Council's notification system with Notific@, the online notification and communications hub, in order to comply with legal requirements and facilitate access to notifications.

Associated Actions

Action	Description
DCOV-BO-17	Corporate Back Office. Setup and testing against the Notific@-DEHú's test environment.
DCOV-AG-03	Integration with Notific@-DEHú. Setup and launch in the production environment of the integration with Notific@-DEHú.

6. INNOVATIVE ASPECTS

Normalization of the Inventory of Activities and Procedures

The goal is to make internal administrative procedures more streamlined so as to ensure that a better service is provided to citizens. This includes working at the data level, enabling the use of analytics systems and the data produced.

Semantic Interoperability

The platform must interact with other service platforms, in accordance with Law 39/2015 and Law 40/2015, to ensure the correct categorization and access to information.

Indexing and Advanced Search

Implementation of advanced search and indexing systems to provide access to accurate, real-time information from any location. This allows citizens and businesses to consult administrative information more easily.

Integration with "My Citizen Folder"

The integration with this platform allows citizens and businesses to check out the processing status of their open files, thus improving the transparency and efficiency of this public service.

³ DEHú: Acronym for *Dirección Electrónica Habilitada Única* (Single Authorized Electronic Address).

7. EXECUTION AND OUTCOME

InicioAtención CiudadanaRegistro ElectrónicoTramitación Administrativa

Novedades

Versión 9

Te proporcionamos una sede electrónica más accesible y atractiva para la ciudadanía. Una sede más personalizable, que permite crear vuestra propia identidad corporativa.

Ver vídeo

Novedades

Padrón de Habitantes y Territorio

Transforma la gestión municipal, automatizando el Padrón de Habitantes.

Ver vídeo

Cosas que requieren tu atención

Avisos y alertas12

Tareas

Firmar Documentos

Videoconferencias

Chat

Avisos y alertas

Recibido	Tipo	Texto de la alerta	Acciones
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Visto recientemente

No hay últimos expedientes vistos

6. ELECTRONIC MANAGEMENT PLATFORM

Report translated by Laura Jiménez Torres