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**INPS
ISTITUTO NAZIONALE DELLA PREVIDENZA SOCIALE**

**MARKET CONSULTATION FOR THE DEVELOPMENT AND
SUPPORT OF THE APPLICATION "RINA" FOR THE EUROPEAN
MEMBER STATES**

Document of Market Consultation

***To send by PEC email to:
dc.risorsestrumentalicentraleunicaacquisti@postacert.inps.gov.it***



PREMISE

This consultation is connected to the initiative to investigate solutions for a System Developments and supporting, help desk services, corrective and evolutionary maintenance services related to the RINA product and for a feasibility study for a future RINA architecture and deployment model. For more details about the current service support of the European Commission and the RINA product refer to the Annex1.

Several institutions of European Member States, involved in the EESSI¹ project, and grouped by Joint Procurement Agreement (JPA), are looking for a Software Development Partner (SDP), to take over the support, development, maintenance and software delivery of an existing software product of a "Common National Application". This software is deployed and used by 20+ countries and hundreds of installations in Europa.

Our objective is to promote expressions of interest aimed at identifying the best solutions offered by the market and ensure maximum publicity for the initiative to ensure the widest dissemination of information.

Our objective is also to:

- verify the actual existence of several potentially interested economic operators;
- better publicize the qualitative and technical characteristics of the goods and services being analyzed;

¹ Electronic Exchange of Social Security Information



- receive, from interested parties, comments and suggestions for a more complete knowledge of the market with regard to any alternative solutions, as long as they fully meet the needs of the JPA partners below, as well as the average price conditions applied.

Please provide your contribution - after having read the information on the processing of personal data below - by filling out this questionnaire Q&A and sending it by February 13th to the PEC address ***dc.risorsestrumentalacentraleunicaacquisti@postacert.inps.gov.it***, specifying in the object: **“MARKET CONSULTATION FOR THE DEVELOPMENT AND SUPPORT OF THE APPLICATION “RINA” FOR THE EUROPEAN MEMBER STATES”**.

All information provided by you with this document will be used solely for the purpose of developing the initiative in question.

INPS, except as provided below regarding the processing of personal data, undertakes not to disclose the information collected with this document to third parties.

The reply to the questionnaire implies consent to the processing of the data provided.

This survey allows the Contracting Authority to outline a clear picture of the reference market, without generating an automatic right for the Operators regarding the subsequent invitation to any purchase procedures.

The expression of interest does not in any way bind the Contracting Authority which, therefore, reserves the right, after having acquired the same and possibly also after having selected the Entities to be invited, not to proceed with the invitations, without the competitors being able to claim rights or expectations whatsoever.



The presentation of the candidature does not generate any right or automatism of participation in other award procedures announced by this Contracting Authority, whether of a negotiation or public nature.

With this Notice, no tender procedure has been announced and there is no ranking of merit or attribution of points.

Sending the document to our address implies consent to the processing of the data provided.

Information on the processing of personal data

Pursuant to art. 13 of the 2016/679 European Regulation concerning the protection of individuals with regard to the processing of personal data (hereinafter "EU Regulation"), we inform you that the collection and processing of personal data (hereinafter "Data") that you provide are carried out to allow your participation in the market consultation activity, which includes product purchase strategy, market research in the specific product sector and economic and statistical analyses.

Data processing for the purposes as above mentioned, based on the utmost confidentiality and security in compliance with the national and EU legislation in force regarding the protection of personal data, will take place using both computer and paper methods.

The provision of data to INPS: any refusal to provide them makes it impossible for you to acquire the information for a more complete knowledge of the market in relation to your company.



The Data will be stored in computer and paper archives for a period not exceeding the time needed for the purposes for which they were collected or subsequently processed in accordance with the provisions of the law.

The interested party is granted the rights referred to in Articles. from 15 to 23 of the EU Regulation. In particular, the interested party has the right to:

- i) withdraw consent at any time;
- ii) obtain confirmation as to whether or not personal data concerning her/him are being processed, as well as access to their personal data to know the purpose of the processing, the category of data processed, the recipients or categories of recipients whom the data are or will be communicated to, their retention period or the criteria to determine this period;
- iii) the right to request, and if necessary obtain, the rectification and, where possible, the cancellation or, the limitation of the processing and, eventually to oppose for legitimate reasons their processing;
- iv) the right to data portability which will be applicable within the limits of art. 20 of the EU regulation.

If in case of exercising the right of access and related rights provided for by articles from 15 to 23 of the EU Regulation, the response to the request is not received within the indicated time frame and / or is not satisfactory, the interested party may assert her/his rights before the judicial authority or by contacting the protection of personal data Authority by means of specific appeal, complaint or report.

Sending to INPS the Market Consultation Document implies consent to the processing of the Personal Data provided. The data controller is INPS, with registered office in Rome, Via Ciriaco De Mita 21. Requests for the exercise of the recognized rights referred to in Articles 15 to 23 of the EU regulation, may be forwarded to the Data Protection Officer at the following e-mail address:

responsabileprotezionedati.inps@postacert.inps.gov.it.



Short Description of the initiative

Electronic Exchange of Social Security Information (EESSI) is a messaging system between European institutions within the Social Security field. The communication is organized according to predefined Business Use Cases according to EC regulation 883/2004 that also stipulates that message exchange should be digital.

The system entered production in 2019, currently 32 Member States and around 3 000 institutions have participated in the digital exchange of messages. To date some 16 million messages have been exchanged over the S-TESTA network.

The system consists of:

- a central node, containing datamodel and institution definitions hosted and maintained by the European Commission (EC)

- distributed Access Points developed and maintained by the EC, but hosted by each Member State.

- National Applications that implement functionality for clerks that are managing the defined business processes within the different institutions. The EC has developed and maintained a clerk handling system (RINA). It is installed and operated by Member States and their Institutions. This system is widely used by the Member States

From 2022, the EC will no longer develop, maintain, and support the clerk handling system (RINA)



This market consultation is a preparation for a planned call-for-tender, where several member states are doing a joint procurement for development and support of the RINA system.

Objective of the Initiative

The objective of the Market Consultation is to receive feedback regarding

- 3rd line service desk and software support, where member states are responsible for 1st and 2nd line end user and technical support.
Covering, for example:
 - o Service Desk
 - o Incident management and resolution
 - o Troubleshooting and technical assistance

- Development support services to maintain and develop the application
Covering, for example:
 - o Software Corrective Maintenance
 - o Software Evolutive Development
 - o Feasibility Study for future architecture
 - o Software Quality Assurance Testing
 - o Software Delivery
 - o Infrastructure setup for development and test
 - o Training

Refer Annex 1 for more details.

Duration

Duration of the Contract: 36 months + possible optional extensions



Company Information

Name of the Company

Address

First Name and Last

Name of Contact

Person

Role of the Company

Telephone number

e-mail Address

Compilation Data

Questions

Please for the compilation of the questionnaire, respond to each question by arranging it with minimum one page and maximum three pages

- Please provide a short description of the Company including size and annual revenue in the European market

Response:

- Describe your suggestion of pricing models for different tasks within this type of assignment, for example Fixed Price, Time-and-Means, Quoted Time-and-Means, whilst ensuring we get the best value



Response:

- Describe your organization setup and customer references for similar assignments within public administrations in Europe

Response:

- Describe your experience, preferred way of working and preferred tools to be used to provide quality assurance like functional tests, integration tests, performance & capacity testing, security testing and accessibility testing.

Response:

- Describe your preferred setup for development teams. What roles would participate? What is your proposed methodology and working methods including needed interaction with the customer? Also describe your proposal development environments and tools would be provided, referring to detailed descriptions in Annex 1.



Response:

- We are requesting a Service Desk function where authorized users can register support cases of different severity, interact with the service desk, search for existing issues etc. Describe the Service Desk Function you would propose including features, portal and technology used.

Response:

- Please describe your proposal on the methodology and activities needed on how to start and end this type of assignment. For example, knowledge transfer and timeframe and resources.

Response:

- What would be your approach to investigate the future architecture of RINA, and the new deployment model?



Response:

With the signing of the Market Consultation Document, the interested party expressly consents to the processing of their personal data provided above.

**Signature of the
economic operator**
