



WORKSHOP REPORT

STANDARDS FOR ICT PROCUREMENT: SHARING OF BEST PRACTICES

Brussels – 3 December 2014

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General information

The Workshop “*Standards for ICT Procurement: Sharing of Best Practices*” has been the second milestone of the Project “*Study on best practices for ICT procurement based on standards in order to promote efficiency and reduce lock-in*”. The main objectives of the event were:

- ✓ Share some good practice and bad practice examples about ICT procurement
- ✓ Stimulate the debate around the next steps/ new ideas for DAE Action 23
- ✓ Present a first set of insights on the state of the art of ICT public procurement using standards throughout Europe

The Workshop took place on the **3rd of December 2014 in Brussels, within DG CONNECT’s premises (Avenue de Beaulieu 25)**, running from 9:30 till 16:10, and - in order to meet the preliminary set objectives - a vast panel of relevant speakers was involved.



Main facilitators of the Workshop were the Study’s lead Project Officer Thomas Reibe from DG Connect Unit F2 “*Innovation*” and PwC’s Government Advisory Partner Giancarlo Senatore.

Extensive dissemination activities were carried out over the two months preceding the event, including different mailing rounds across several stakeholder communities, a dedicated social media campaign, publication of information shots on various online platforms and direct contact made with relevant key stakeholders.

Out of the 96 persons who registered for the Workshop **72, from 30 different countries, actually attended**. Most of them were representing central and local EU public administrations, research institutes and various business support organisations, as well as ICT suppliers. Some of the members of the Multistakeholder Platform (MSP) on ICT standardisation also attended the Workshop.

A dedicated participant folder was previously prepared and then distributed to all attending participants at the moment of on-site registration. In particular, the folder contained:

- ✓ The Workshop agenda
- ✓ Key speakers bios
- ✓ The Project’s official leaflet
- ✓ The list of registered participants
- ✓ A personalised Workshop badge
- ✓ A Workshop evaluation sheet
- ✓ The official event *#hashtag* selected for the Workshop

Workshop content

Viorel Peca welcomed attendees and opened the event, briefly introducing the Workshop agenda:

REGISTRATION OF PARTICIPANTS AND WELCOME COFFEE (09.30 – 10:00)		
10.00 – 10.15	INTRODUCTORY SESSION	Moderator: Thomas Reibe (Policy Officer, DG CNECT Unit F2)
Viorel Peca, Head of Unit F2 "Innovation" - DG CONNECT (10:00 – 10:15) <i>Introductory greetings</i>		
10.15 – 11.20	SHARING OF BEST PRACTICES – Part A	Moderator: Thomas Reibe (Policy Officer, DG CNECT Unit F2)
Nuria de Lama, Representative of Atos Research & Innovation to the EC (10:15 – 10:45) <i>Core Platform of the Future Internet - FIWARE</i>		
Patrice-Emmanuel Schmitz, Lawyer and Director for European studies at Unisys (10:45 – 11:10) <i>Standard "Sharing and re-using" clauses for contracts</i>		
Silvana Muscella, CEO & Founder Trust-IT Services (11:10 – 11:20) <i>Procurement of Innovation for Cloud Services in Europe - PICSE</i>		
COFFEE BREAK – NETWORKING – BRAINSTORMING (11.20 – 12.00)		
12.00 – 13.00	SHARING OF BEST PRACTICES – Part B	Moderator: Giancarlo Senatore (PwC, Government Advisory, Partner)
Massimiliano Inzerillo, Head of the e-Procurement Services for ARCA Lombardia (12:00 – 12:30) <i>Use of standards in Public Sector ICT eProcurement - SINTEL</i>		
Aurelija Orlova, Chief Specialist of Projects Division within the Information Society Development Committee under the Lithuanian Ministry of Transport and Communications (12:30 – 13:00) <i>A public service designed around open standards - SIRIP</i>		
LUNCH BREAK - NETWORKING (13.00 – 14.15)		
14.15 – 16.00	SHARING OF BEST PRACTICES - Part C	Moderator: Giancarlo Senatore (PwC, Government Advisory, Partner)
Linda Humphries, Senior Technology Adviser within UK's Government Digital Service – GDS (14:15 – 14:45) <i>UK Guidelines for the adoption of Open Standards</i>		
Felix Zimmermann, Head of the Public Procurement Law Department within BITKOM (14:45 – 15:15) <i>BITKOM's Templates and ready texts for wording in official tenders</i>		
Rosa Martelli, PwC Government Advisory (15:15 – 15:35) <i>Monitoring the take-up of "open" procurement in Europe</i>		
Pierre Damas, Head of Sector A3 "Service Oriented Solutions" - DG DIGIT (15 :35 – 15 :50) <i>European Commission Open Source Software strategy - OSS</i>		
FINAL DISCUSSION (15.50 – 16.05)		

Opening session

Viorel Peca: Introductory greetings

Viorel Peca is the Head of Unit F2 “*Innovation*” within DG Connect. His unit's mission is to develop and inspire a new vision on ICT innovation. He joined the European Commission in 2008 and DG Connect in 2011 as Head of Unit for Networked Media. Previously he was Project Manager and Chief Business Analyst for the eFP7 team of DG DIGIT.



Mr Peca briefly presented the audience the “*Study on best practices for ICT procurement based on standards in order to promote efficiency and reduce lock-in*” that, under Service Contract 30-CE-0601961/00-29 between DG Connect and PwC, will be completed over the next 12 months.

Here a brief summary of the political context that led the EC to fund this study:

1. **DIGITAL AGENDA – ACTION 23:** under which the EC commits to providing guidance on the link between ICT Standardisation and Public Procurement in order to help authorities use standards to promote efficiency and reduce lock-in.
2. **PAN-EUROPEAN STUDY ON PUBLIC PROCUREMENT PRACTICES:** in 2011 the EC following up on Action 23, conducted a pan-European study assessing the public procurement practices in the EU.
3. **COMMUNICATION COM (2013) 455:** the Commission adopted COM 455 (2013) “*Against lock-in: building open ICT systems by making better use of standards in public procurement*” on June 25th 2013, together with an accompanying working document, the “*Guide for the procurement of standards-based ICT*”.

Following COM (2013) 455, the European Commission issued a series of recommendations as to how to reduce lock-in and is currently trying to raise awareness about the lock-in theme.

To this end, the EC will, and did, deploy different dissemination activities over a period of two years, one of these being the project “*Best Practices for ICT procurement based on standards in order to promote efficiency and reduce lock-in*”.

At the end of this first year of Project activities many goals have been achieved.

- ✓ The creation of a web version of the “*Guide for the procurement of standards-based ICT*”: <http://www.openictprocurement.eu/>
- ✓ The creation of an online community to support those individuals who intend to use open standards for the procurement of ICT products and services: <http://bit.ly/1jxoDyv>
- ✓ The creation of an eLibrary of virtuous and less virtuous open procurement practices and other different examples/ initiatives related to the procurement of ICT goods and services by public bodies throughout Europe: <http://bit.ly/1zveNoM>
- ✓ The set-up of the Workshop “*Public Entities reducing Lock-In: the way forward*”, which took place in Brussels on July 7th 2014 at DG CONNECT premises: <http://bit.ly/1oMOfvd>
- ✓ The organization of a few webinars with international public procurement experts;

The first workshop “*Public Entities reducing Lock-In: the way forward*” focused primarily on the legal aspects related to the use of open standards for the procurement of ICT products and services.

The second workshop “*Standards for ICT Procurement: Sharing of Best Practices*” has been a good opportunity to:

- ✓ share good practice and bad practice examples about ICT procurement;
- ✓ stimulate the debate around the next steps/ new ideas for DAE Action 23;
- ✓ present a first set of insights on the state of the art of ICT public procurement using standards through Europe.

In conclusion, having provided a brief explanation about the project rationale, context and main achievements Mr Peca moved on to presenting the Workshop agenda, as detailed in the previous page.

Sharing of Best Practices – Part A

Nuria de Lama: Core Platform of the Future Internet - FIWARE

Nuria de Lama has been working for 15 years in IT Research & Development in different environments. Since 2010, she is representative of Atos Research & Innovation to the European Commission. In this position she is responsible for the coordination of European research activities, definition and implementation of the R&D strategy as well as contribution to business development. This includes coordination of Atos activities in ambitious initiatives such as PPPs (Public-Private Partnership), mainly in the Future Internet (FI) and Big Data domains. She is an active member of the FI community, coordinating Atos project portfolio, operatively involved in FIWARE (<http://www.fi-ware.org/>) as Collaboration Officer and member of the FI Steering Board.



FIWARE, the EC funded project Nuria is currently working on, is an open alternative to existing proprietary internet platforms, as those provided by Amazon or Google, that enables an easy development and deployment of Future Internet applications. FIWARE will dramatically increase Europe's Information and Communications Technology competitiveness by introducing an innovative infrastructure that enables cost-effective creation and delivery of versatile digital services, high-quality of service and security guarantees.

FIWARE's APIs (*Application Programming Interfaces*) specifications are public and royalty-free, supported by open source reference implementations. Thanks to this, alternative FI-WARE instance providers can rapidly emerge in the market.

Furthermore, FIWARE provides enhanced OpenStack-based cloud hosting capabilities and a rich library of components. These components, called the "*Generic Enablers*", provide open standard APIs that make it easier to connect to Internet of Things (IoT) devices, process data and media in real-time at large scale, to perform Big Data analysis or to incorporate advanced features to interact with the end- users.

Ms de Lama is keen to point out that due to its **open nature**, application providers will be able to choose who will provide and operate the environment where their applications will be hosted and, even more important, where the data to be used by their applications will be also hosted. The same way, open data providers will be able to choose who will provide and operate the environment where open data will be made available together with the tools that help to process data in real time and perform big data analysis. In both cases, **decisions can be driven not just based in economic terms but trust and the ability to port applications and data to alternative providers** without the burden application providers have to face when trying **to port their applications from a proprietary environment where they have got locked-in.**

However, FI-WARE's potential doesn't rely only on the technology and the **free-to-choose options** it brings. A great and powerful open innovation ecosystem is being developed around FI-WARE technologies enabling application developers (particularly entrepreneurs) to meet potential users/customers, data providers or even investors and vice versa. This open innovation ecosystem gravitates around FI-Lab (<http://lab.fi-ware.org>) a concrete working FI-WARE instance offered to developers for free so that they can experiment and deploy using FI-WARE technologies and exploiting published open data.

All those interested in adopting the FIWARE technology can find, on the *FIWARE Academy* training platform, useful information on how to use, integrate and exploit the capabilities of the FIWARE offering. The training content within the FIWARE Academy is mostly composed by videos recorded during live presentations (*webinars*) and lessons composed by slides with a synchronized voice-over that provides the necessary explanation.

One of the most relevant domains for the application of FI-WARE technologies is the one associated with Smart Cities. Ms de Lama reports that FIWARE's vision for Smart Cities is now starting to get a lot of traction and that many cities around Europe are already connected to the FIWARE's Lab (*In Italy*: Trento, Torino; *In Spain*: Valencia, Sevilla, Malaga, Santander, Barcelona; *In Finland*: Helsinki, Espoo; *In the Netherlands*: Amsterdam; *In Portugal*: Lisbon).

But being “*smart*” requires first being “*aware*”. Indeed, becoming/ implementing a Smart City requires gathering and managing context information describing the current historic “state” of the city. Context information refers to the values of attributes characterizing entities relevant to city services, governance and third-party apps. Once context information is gathered, a lot of useful complementary FIWARE enablers can be used (*Advanced Web-based UI, Open Data publication, Data/Apps visualization, Complex event processing, Multimedia processing, Big Data Analysis, etc.*).

For example in “*Smart Seville*”:

- ✓ Valuable Open Datasets have been uploaded on a Big Data platform and are ready for analysis (*demography, bikes renting, etc.*)
- ✓ Real-time detection of people masses has been implemented through real-time multimedia analysis of video streams from urban surveillance cameras
- ✓ Real-time open data on noise & water healthiness is captured from multiple sensors and offered through standard FI-WARE APIs

And in “*Smart Santander*”:

- ✓ Real-time open data coming from large deployment of sensors (*4500 IoT devices, 150 mobile sensor units, 2500 RFIDs*) is offered through standard FI-WARE APIs
- ✓ Open data sets captured from sensors since August 2013 are uploaded on big data platform ready for analysis
- ✓ FI-WARE application examples are already available (*e.g. Management of Parque de las Llamas public lighting*)

Last but not least, the city of Valencia which launched a tender to purchase an Open Smart City Solution, awarded the contract to Telefonica, who offered a winning solution based on the European FIWARE standard. Valencia will be the first Spanish city to centralize all of its municipal information through a smart city technological solution. The software base will consist of 350 sensors that will automatically manage several municipal services (*traffic, street lighting, gardens, local police, pollution, cleaning and waste collection, weather services etc.*).

Patrice-Emmanuel Schmitz: Standard “Sharing and re-using” clauses for contracts

Mr Patrice-Emmanuel Schmitz lawyer, ICT Practitioner, and director for European studies at Unisys (Brussels) is acting as legal expert in the frameworks of the www.Joinup.eu project, the collaborative public sector sharing and reusing website of the European Commission.

The document “*standard sharing and re-using clauses for contracts*”, on which he based his presentation, has been produced in the scope of ISA Action 4.2.5 “*Sharing and re-use strategy*” whose aim is to develop a holistic approach to sharing and reuse across border and sectors with a view to helping public administrations all over Europe to utilize again solutions related to public services delivery in an efficient and effective way.



Before presenting the clauses for sharing and re-use, Mr Schmitz deemed important to provide a few information on the context in which this document is inserted. According to Mr Schmitz, there are four reasons why European public administrations would want to share and re-use:

- ✓ to generate higher savings when procuring ICT
- ✓ to localise best practices/ software developed in other Member States
- ✓ to take full advantage of the Public Procurement Directive 2014
- ✓ to ensure that sharing and reusing can produce full efficiency for all users

In addition, there are several ways to share and re-use:

- ✓ MS1 “gives” or “sell” reusable/localisable national components to MS2, Ms3
- ✓ Ms1 is put in charge by MS2, 3, 4... to develop some reusable components
- ✓ Ms1, 2, 3... form a EGTC (*European Grouping of Territorial Cooperation*) that contracts the development of shareable components
- ✓ Multiple additional possibilities within Procurement Directive 2014/24/EU
 - Accession by one or several MS to a framework contract awarded by another MS (*Art 37 – 1*);
 - Launch of a new procurement contract, done together by several/ all MS, based on an agreement organising e.g. the project, governance, responsibilities and budgets (*Art. 38 – 1*);
 - Use by a MS of the (national) Central Purchasing Body (CPB) established by another MS (*Art. 39 – 2.*);
 - Establishment of a Common Central Purchasing Body (CCPB) by several MS (*Art 39 – 4. & 5.*)

However, Patrice-Emmanuel pointed out that there is a prior condition to be met for “sharing and re-use” to effectively take place “*the freedom of using the results*”. This condition (*the freedom of using the results*) is currently normed by Art I.9 of the EC contract model of September 2011 which reads as follows:

- ✓ *Art I. 9.1 Modes of exploitation:* – All rights about [works in general] produced within the contract are vested to EU and may be used as follows: Distribution, storage/archiving, modification, localisation (*language*), use for own purpose, licensing to third parties;
- ✓ *Art I. 9.1 Pre-existing rights* – i) To list when distributing final results; ii) To provide a copy of the licence.

In addition there are additional issues due to the fact that the delivery of a generic ICT “*application X*” means merging, integrating and adapting multiple components into one application. Accordingly, the thorny questions that Mr Schmitz posed to the audience were:

- ✓ Pre-existing rights (*licences*) of all components are identified and transferred to the Contracting Authority (CA), but what about distributing/sharing/reusing the application «*as a whole*»?
 - Can the CA apply the licence of its choice?
 - Can the CA apply any licence (in case of incompatibility)?
 - Can the CA get support from a F/OSS community?
 - Will the contractor assist/support this community?
 - What guarantees against lock-in?

The answers to these questions do depend on the license types/ versions governing the use or redistribution of the individual components comprising a generic application. As an example, there are more than 60 “*official*” open source licences but, according to the FSF (*Free Software Foundation*), 40 of them are not compatible with the GPL (*General Public Licence*). Without a doubt, incompatibility does not limit internal use, but does make sharing/ reusing (under any licence) problematic and uncertain.

This is exactly why it is important using the sharing and reusing clauses, that even if aren’t always applicable should always be considered and inspected when procuring services related to: i) *the development of new IT tools*; ii) *the re-use of already available IT tools*.

These clauses, which have been developed taking advantage of previous works [**i**) *Guideline of public procurement of OSS*; **ii**) *Guide for the procurement of standard-based ICT*; **iii**) *Joinup.eu experience and studies*; **iv**) *EC licensing practice (the multilingual European Union Public Licence - EUPL)*] can be used under different scenarios:

- ✓ *PA writes and distribute its own software* with internal or external resources (contractor)
- ✓ *PA reuses existing third party software* for integration in PA solutions
- ✓ *PA migrates from solution A to solution B* and wants to avoid «*vendor lock-in*»
- ✓ *The use/reuse of «non-software» assets* such as standards and semantic assets (*taxonomies, thesauri, etc.*).
- ✓ *Community building*, OSS is not «only» a licensing model, but (also) a development model

The **standard sharing and re-using clauses for contracts** presented by Mr. Schmitz **are reported below**. They have been **grouped according to the objective they try/ want to reach**.

Distribute the application

- ✓ The supplier will grant that the purchasing authority has the right to distribute the delivered application under the European Union Public Licence (*EUPLv1.1 or later*) or any licence(s) providing the rights stated in the article 2 of the EUPL.

Facilitate the developers' communities (when applicable)

- ✓ In its proposal, the supplier will detail how it will:
 - Organise, animate and support a long term developers community in order to bring new developments, corrections and improvements to the delivered software or solution;
 - Encourage contributions (to the software or solution) from the public authority itself, from its own staff and from third parties;
 - Organise technically and legally the collaborative work of the community;
 - Combine its own software guarantee – if any – with the work provided by this developers

IPR assets coverage

- ✓ The ownership of all copyright, trademarks, trade names, patents, and all other intellectual property rights (“IPR”) specifically developed and implemented in the provided system or solution: graphics, website layout, surface content, logos and devices, and the rights to the domain name(s), manuals, training materials or presentations, shall be transferred and remain vested to the contracting authority.
- ✓ At the sole exception of IPR licensed to the contracting authority under licence(s) providing the rights stated in the article 2 of the EUPL, the contracting authority, as the acknowledged owner, shall be and remain the sole owner of all IPR in all data, material, documentation or information inputted, loaded or placed onto the provided system or solution in any manner, reports generated by or from the system, material or documentation placed on the system, outputs, and end-products.
- ✓ The successful tenderer will be required to indemnify the contracting authority against third party claims relating to the awarding authority use, re-use, re-distribution or licensing of any part of the provided system or solution (*software, hardware or intellectual property*).

Open and Royalty Free standards

- ✓ Implemented standards, interfaces, protocols, formats, semantic assets (*i.e. taxonomies*) must be:
 - Implementable by all potential providers of equivalent technologies
 - The past and future development of the standard is open and transparent
 - Reusable without restrictions and royalty free in the framework of a distribution providing the rights stated in the article 2 of the EUPL v1.1 or later

“No Vendor Lock-in”

- ✓ Vendor must indemnify for the “*cost of lock-in*”
- ✓ All standards, interfaces, protocols, formats or semantic assets implemented by the supplied solution and required for the full use of all data created or maintained using the supplied solution during the lifetime must be made available to providers of equivalent technologies who may be awarded a subsequent contract, with no additional costs.
- ✓ Any costs resulting from the lack of availability, licence restrictions or royalties related to these standards, interfaces, protocols, formats or semantic assets shall be borne by the provider of the supplied solution.
- ✓ Such costs may be minimized by ensuring that the supplied solution uses only standards, interfaces, protocols or formats that:
 - are implementable by all potential providers of equivalent technologies;
 - are developed through an open and transparent process;
 - can be reused without restrictions and royalty free in the framework of a distribution providing the rights stated in the article 2 of the EUPL.

During the Q&A session Mr Schmitz replied to one of the participants' question saying that “*standard sharing and re-using clauses for contracts*” have been translated in all EU languages but Gaelic and Croatian.

Silvana Muscella: Procurement of Innovation for Cloud Services in Europe - PICSE

Silvana Muscella, Managing Director and founder of Trust-IT Services, focuses on high-level strategy building, business acquisition, coordination and strategic marketing and communication developments in ICT. Silvana, was invited to Brussels to present PICSE (*Procurement Innovation for Cloud Services in Europe*) an 18 month project funded under the EU Framework Programme for Research and innovation H2020 she is currently working on. PICSE aims to set up a European Procurers' Platform capable of raising the level of understanding of the issues surrounding procurement of cloud services.



In particular, PICSE's objectives are:

- ✓ simplify the procurement model for cloud services
- ✓ provide a range of best practices for implementing results
- ✓ set out a realistic roadmap for cloud procurement over the next five years
- ✓ lay the foundations for future joint procurements to support an hybrid cloud model

PICSE's consortium intends to achieve these goals:

- ✓ providing organisations with a template that can be used for self-assessment and evaluation of its own procurement procedures
- ✓ providing organisations with a decision support tool that can guide procurers via a series of multiple choice questions to identify suitable options and highlight key aspects that should be taken into account during the procurement process (*PICSE Procurement Wizard*)

The idea of PICSE came about and matured with the experience of the Helix Nebula initiative in which the three partners forming PICSE's consortium (*CERN, Coordinator, CSA, Trust-IT Services*) were involved. The work performed during the Helix Nebula initiative, in its two years pilot phase, has shown that cloud services are suitable for scientific workloads performed by public research organisations and that they are now prepared to consider procuring commercial cloud services on a significant scale.

The consortia put together a survey "***The survey on Procurement Barriers***" to identify the challenges currently existing in cloud procurement and, therefore, produce a report on cloud procurement barriers. All answers to the 18 questions comprising this survey are anonymous and will be used only for collecting inputs that will serve PICSE's goals. [<https://www.surveymonkey.com/r/PICSE>]

In addition, PICSE's consortium developed the "***Partner Search tool***" (<http://www.picse.eu/partner-search>), a unique place entirely dedicated to organizations interested in ICT8 & ICT36 calls, that will allow demand and supply side to meet, establishing new collaborations. *Partner Search tool* users can:

- ✓ post their comments and leave comments on their posts (all posts are moderated by PICSE's consortium to ensure a high-quality service)
- ✓ publish description of proposals' ideas and partners required
- ✓ browse call ideas, comment or contact other users

In conclusion, Ms. Muscella provided the audience with two examples of PCP/ PPI for cloud services:

- ✓ *Cloud for Europe*: a tender for the Pre-Commercial Procurement (PCP) of research & development on cloud computing services
- ✓ *DICTU Cloud*: a project for the implementation of an on premise (owned and managed by DICTU) multi-tenant cloud infrastructure

Sharing of Best Practices – Part B

Massimiliano Inzerillo: Use of standards in Public Sector ICT eProcurement - SINTEL

Mr Inzerillo graduated in Management Engineering at “Politecnico di Milano”. Since 2010 he started following e-procurement issues within the Central Procurement Body of Regione Lombardia (ARCA) becoming, after a few years, the Head of the eProcurement Services. The aim of ARCA’s eProcurement services unit is to spread and to promote eProcurement as a tool to simplify the way Public Administrations procure, also following those principles as included in the European Digital Agenda.



Part 1 – ARCA Lombardia

ARCA Lombardia is the *Central Procurement Body* (CPB) of Region Lombardia; the most populated Italian region (~ 10 million inhabitants), with the highest number of municipalities (1,546 municipalities) and that produces 20,9% of the Italian GDP. What matters most in this case is the total public procurement value of Region Lombardia, around 4 billion euros per year.

ARCA Lombardia, 100% owned by Region Lombardia, plays three main roles:

1. **Framework Contract manager:** Awards bundled tendering procedures which may be joined by every public entity within the region, thus realizing major economies of scale
2. **e-Procurement Service Provider:** ARCA manages a full range of public eProcurement solutions which are available free-of-charge for both contracting authorities and suppliers
3. **Procurement Competence Centre:** ARCA offers free consultancy to public authorities facing procurement or change management issues. Furthermore, ARCA can award tenders on behalf of other delegatee public entities

More than 60% of all CAs (*Contracting Authorities*) within Region Lombardia purchase their products and services through ARCA, which handles business relationships with more than 34.000 suppliers distributed all over Europe.

Part 2 – Capitalizing the wide spectrum of opportunities offered by ARCA’s main activities

According to Mr Inzerillo there are three reasons why a CPB like ARCA can become an efficient enabler of anti ICT lock-in policies.

1. **A CPB is a Competence Centre:** ARCA (according to regional targets) has to facilitate the implementation of European Guidelines / Directives
2. **A CPB manages Framework Agreements for all CAs:** ARCA manages bundled tendering procedures for both goods and services (*Tender strategy design, Vendor Management, Tendering, Evaluation and awarding, Contract Management*).
3. **A CPB develops and owns eProcurement solutions that might be used by all CAs in a geographical area:** For example ARCA’s e-Procurement solution:
 - a. Ensures the efficient use of resources (*HR, Time, Other materials*)
 - b. Automatically notifies various kinds of information
 - c. Validates entered information (*data-entry validation*)
 - d. Automatically ranks various kinds of data (*suppliers, products, prices, etc.*)
 - e. Automatically provides Procurement Templates

Part 3 – SINTEL (the regional e-Procurement platform) as a way to spread anti lock-in good practices to Regional Contracting Authorities

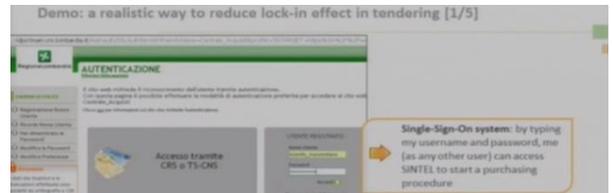
SINTEL allows public entities within Region Lombardia to electronically purchase products and services, both above and below EU threshold.

- ✓ **SINTEL can be used in complete autonomy:** ARCA’s goal is to teach CAs how to independently procure products and services using SINTEL’s eProcurement platform
- ✓ **SINTEL is completely free:** SINTEL is free both for CAs and private suppliers

- ✓ **ARCA provides free change management support:** ARCA business model is based on a strong support for CAs users, with a dedicated team that offers free consultancy service for tendering and change management issues

According to Mr Inzerillo, SINTEL can be used to spread anti lock-in good practices to all CAs within Lombardy. Indeed, if ARCA is to include open standards in the eProcurement templates that SINTEL automatically proposes CAs when procuring for ICT products and services, all CAs will automatically produce tender procedures that will ensure greater competition among ICT suppliers, will guarantee ICT systems interoperability and will reduce ICT lock-in.

To prove his thesis Mr Inzerillo made a live demonstration showing how, including Open Standards in the Procurement Templates that SINTEL automatically generates when a public entity procures for ICT products and services, the resulting tenders are perfectly compliant with the EC “*Guide for the procurement of standards-based ICT*”.



Aurelija Orlova: A public service designed around open standards - SIRIP

Aurelija Orlova is a chief specialist involved in performing planning, organization and coordination activities within the Lithuanian Information Society Development Committee under the Ministry of Transport and Communications (ISDC). She has been working on e-Government projects (particularly on the State Information Resources Interoperability Platform - SIRIP) delivering centralized electronic solutions for Lithuania. Aurelija has also participated in the preparation of the “*Electronic service definition, typing and evaluation model*” and the “*E-service usability methodology*”, both dedicated to the correct implementation of e-government projects in Lithuania.



The **State Information Resources Interoperability Platform (SIRIP)** is a Lithuanian system created to deliver centralized access to public services. According to Ms. Orlova, it is a convenient electronic platform that offers an easy way for Lithuanian public authorities to design, deliver and manage e-services.

SIRIP offers several functionalities:

1. national and cross-border identification and authentication of citizens, business entities and civil servants;
2. payment (*direct and via payment broker*);
3. centralized data exchange among public authorities;
4. e-service design (*including environment testing*);
5. e-service monitoring, auditing and administrating.

Public authorities can use these functionalities for free without having to develop a solution on their own.

1. National and cross-border identification and authentication of citizens, business entities and civil servants: SIRIP includes a flexible, secure and reliable identification service. All users can log-on to the system via online banking or by using an electronic signature.

2. Payment (direct and via payment broker): SIRIP provides a convenient way to make secure payments for internal or external services. Its payment protocol blends various payment options and offers a way for external systems to carry out and manage money transfers within the SIRIP environment. The process is further simplified by employing the payment intermediary services such as payment-broker. This way e-service providers are not required to sign separate agreements with every bank.

3. Centralized data exchange among public authorities: A smooth and reliable interaction between SIRIP and external software systems is secured by *Enterprise Service Bus*. ESB is what handles the routing of message exchange between services and ensures agility and flexibility with regards to e-service creation

and interaction between applications. In the very near future SIRIP's infrastructure would be cloud based and public authorities would have an opportunity to use such cloud based services.

4. E-service design (including testing environment): Finally, with all these components SIRIP is also a convenient tool for designing eServices as well as combining eServices according to life events, such as child birth. Public service providers can request form, data structure, process and integration interface creation without leaving the comfort of the SIRIP environment. The platform also provides access to services designed using SIRIP as well as external systems.

5. E-service monitoring, auditing and administrating: SIRIP incorporates a service management system that lets providers consolidate processes that are being created, search through ongoing operations, audit and monitor their status. The dedicated institution space allows public administrations to conveniently manage their services and content.

According to Ms. Orlova, the IVPK had to make some important decision for the correct deployment/implementation of SIRIP:

1. **Clear licencing and maintenance.** SIRIP is made of several logical units, such as ESB, BPEL, eGovernment portal, payment broker, authentication service. Some of these components are generic to all industries, some require high level of customization to meet IVPK needs. Therefore off the shelf solutions were chosen only for generic functions. ESB, BPEL, DBMS functionality is implemented using Oracle products - OSB, SOA Suite, DBMS. Components that require many custom changes were custom build on open frameworks, e.g. Apache Tomcat web application container, ZKoss enterprise web application framework.
2. **Lose coupling.** SIRIP is made of separate components that serve specific purposes. The communication between these components is implemented using **open standard technologies** - XML for data structures, WS-S for data security, XML Signature for data integrity. Whenever it is possible, web-services are preferred to other means of interoperability. Each of SIRIP logical components may be deployed and scaled independently, technologically it is possible to host SIRIP components in public cloud service.
3. **Virtualization.** SIRIP is implemented as virtualized platform and each component may be scaled when needed. Depending on situation, different resources may be allocated to ESB, BPEL, Portal, Payment broker and authentication service of the platform. Virtualization of the platform is implemented using VMWare solutions.

SIRIP main results, benefits and impacts

- ✓ SIRIP currently connects 191 government institutions, provides access to 511 public services and has had more than for 24 mln. litas transactions since 2012. Almost two million unique visitors to the central e-government portal since 2008.
- ✓ More than 130 e-services are created using SIRIP design tools and more than 60 e-services have been developing recently.
- ✓ Realization of State Information Resources Interoperability Platform has increased take-up of eGovernment services significantly (increase of 16% in 3 years according to Lithuanian statistics).
- ✓ All public authorities have centralized access to the main Lithuanian registers.

IVPK Expectations

Nowadays more than 2500 budgetary institutions out of more than 3500 do not have documents management systems. To solve this problem IVPK planned to develop a centralized document management system based on cloud computing. Moreover, by realizing this it is expected the growth of electronic documents usage and higher level e-service delivery.

SIRIP as a good practice for other countries

In spite of the fact that SIRIP has been helping Lithuanian authorities delivering fast and cheap e-services, some elements should be considered before implementing a similar solution:

1. **Changes in legislation** in order to create more efficient and user friendly e-services (Lithuania has been facing a number of problems that restrict better quality e-service design. E.g., because of legislation institutions are not willing to give registers' data for free or to change the service procedure. At times a service user is asked to fill information into e-form even if the data can be gotten automatically. All these problems can be solved only by changing the legislation);
2. **Standardized cross-border data exchange** – everything should be designed in a way to make it easy to adapt to similar systems internationally.

Sharing of Best Practices – Part C

Linda Humphries: UK Guidelines for the adoption of Open Standards

Linda, a senior technology adviser in the UK's Government Digital Service, has over 12 years' experience working on IT and digital projects. She is head of open standards policy, covering software, data and document formats for use in government technology, working as part of the Office of the Chief Technology Officer.

Linda delivered the UK Government's Open Standards Principles in 2012 to level the playing field for open source and proprietary software use in government. She has since implemented a transparent selection process for open standards and led the project to select open formats for government documents.

The document Open Standards Principles, which Ms Humphries presented during the workshop, describes principles for the selection and specification of open standards that can be implemented both in open source and proprietary software.



Just to mention a **few of the problems** that led the UK Gov. to take action and to promote the use open standards principles:

- ✓ Big & long-term ICT contracts
- ✓ Lock- in into a supplier
- ✓ Very small number of suppliers
- ✓ Little or no competition
- ✓ Little information
- ✓ No data to inform Gov. decisions
- ✓ No cost transparency at all

Over the last few years, the UK Gov. has been trying to exit these big contracts breaking them into smaller components (*i.e. desktop; networks; hosting; telephony; service management; applications; etc.*). To reach this objective, **open standards became necessary** to plug components together and to move data around.

To this end, in 2012, UK's GDS launched a public consultation to ask the people what made a standard open. Having a sound and solid definition was indeed important to start off on the right foot. At the end of the consultation phase, the UK Gov. decided **to base its open standards definition on the EIF v.1.1 (European Interoperability Framework)**. Only minor things/ concepts were added to the EIF definition to make it even clearer. In particular: i) open standards are royalty free; ii) open standards need to be proved to be working in more than one project.

Right after the consultation, the UK Gov. published the policy document "*Open Standards Principles*" to make clear how it would work with open standards from then on. The seven principles, contained within the document, are listed below.

1. We place the needs of our users at the heart of our standards choices
2. Our selected open standards will enable suppliers to compete on a level playing field
3. Our standards choices support flexibility and change
4. We adopt open standards that support sustainable cost
5. Our decisions on standards selection are well informed
6. We select open standards using fair and transparent processes
7. We are fair and transparent in the specifications and implementation of open standards

Having defined the Open Standards Principles, the Gov. moved onto creating the *Standards Hub* a virtual place where everyone is involved in the standards selection process. Indeed, through the Standards Hub anyone can get involved in the process of prioritising and helping the UK Cabinet Office to select open

standards for government IT. The aim is to choose a small set of core standards that are to be applied consistently across the UK Government to make services better for users and to keep costs down.

There are five groups of people involved in selecting and implementing open standards:

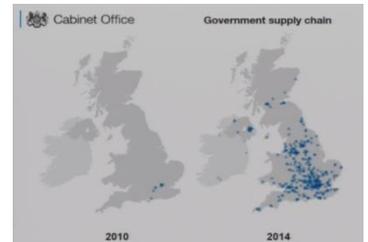
1. Users
2. Government technology officials
3. Challenge owners
4. Standards panels
5. Open Standards Board

There are also five phases in the Standards Hub approach:

1. Suggestions phase
2. Challenge phase
3. Proposal phase
4. Assessment/evaluation/decision phase
5. Implementation phase

However, according to Ms. Humphries, Open Standards can't fix everything. They can only do what they do as part of a much bigger picture that includes several elements.

1. A Minister that is absolutely behind how the GDS is currently buying technology and how is currently delivering digital services. In addition, the Minister understands open standards and wants the UK public sector at large to use them.
2. A technology code of practice agreed by all technology leaders across departments in the UK Government. The code sets rules for how departments should buy and build ICT, and also rules limiting the size of ICT contracts in terms of how much they cost and in terms of how much they last.
3. A Digital Service Framework and a G-Cloud Framework that have helped the UK Gov. buy on shorter length contracts, buy more flexibly and buy from a much broader range of suppliers. As an example, the map provides a slight illustration of how centralized was their supplier base and how, in 2014, they have got many SME coming from all over UK to deliver government contracts. In fact, over 50% of the new framework expenditure goes through SMEs.
4. Contracts Finder, a place where all information about public contracts with values over £ 10.000 is published. This to allow the public to see how and where public money has been spent.
5. Mystery Shopper scheme, a tool suppliers might use if they feel they have been unfairly treated. For example, if something written in a public tender seems to exclude some suppliers from the competition they might refer to the mystery shopper scheme.
6. Government Technology Blog (GTB), where the GDS officials do publish information on what they are doing so that the public can keep track of them. But the GTB it is much more than that, because *“one of the big blocks that we have in the UK is a situation in where is not about contracts being locked-in, is about minds being locked-in. People do not realize there is something you can do differently and this blog is a really powerful tool for us in demonstrating to people in the UK Government, as well as anyone else who wants to read it, that there is a different way. You can do things differently and here is the proof. It is not just about the outcome, it is about the learning journey. The things we are learning as we are going along get publish on here so... it is actually part of an armoury of different tools that we can use to reduce mind lock-in as well.”*



In conclusion, Ms Humphries said that Since 2011, by having all of these procurement frameworks in place, the UK government saved one billion pounds (£ 1.000.000.000).

Felix Zimmermann: BITKOM's templates and ready texts for wording in official tenders

Felix Zimmermann is Head of Department of Public Procurement and Public Procurement Law at the German ICT association BITKOM. He gained practical experience in public procurement procedures at the Federal competition authority in Bonn and as a lawyer at KBK Rechtsanwälte, a law firm specialised in ICT and energy procurement in Hannover. Furthermore, he is co-author of a legal commentary for public procurement (*juris VOL/A*).



BITKOM, the German Federal Association for Information Technology, Telecommunications and New Media, represents more than 2,200 companies in the digital sector, including 1,400 direct members. Comprising 1,000 small and medium-sized businesses as well as more than 200 start-ups and nearly all global players, BITKOM' members offer a wide range of software technologies, IT-services, and telecommunications or internet services.

The aim of BITKOM is to give authorities support for wording in official tenders for the procurement of information and communication technologies in a non-proprietary manner, i.e. in a way that avoids the use of proprietary brand names or referring to specific manufacturers, while taking state-of-art technical requirements into consideration.

Indeed, the purchase of information and telecommunication technology (ITK) is a particularly difficult field for public purchasers due, in part, to the technical complexity of the subject matter and the rapid product lifecycles. However, the main reason for this difficulty is the precise description required with regard to a system's performance, taking into account all technical requirements. This is why product and service descriptions have often relied on well-known proprietary product names.

To this end BITKOM facilitates the procurement of information telecommunication technology (ITK) with different instruments (practice-oriented texts and forms).

1. Guideline family for ICT Public Procurement

BITKOM guidelines are a compact tool to ensure compliance with legal requirements and environmental criteria and also to identify and describe state-of-art technical standards, thus guaranteeing perfect product neutrality. The guidelines' approach leverages general accepted benchmarks as a major element of a non-proprietary product description.

The guideline family in short:

- ✓ Different guidelines for different products (*Notebooks, Servers, Thin Clients, Printers, MFPs, Monitors*)
- ✓ Standardised "*ready-to-use*" texts
- ✓ Propose product-neutral technical and environmental criteria for buying ICT products
- ✓ Procurers can find a set of product-neutral criteria suitable for their needs
- ✓ Competition between products in different product categories of standard office situations, e.g.
 - *Desktop PC*: A- Class (Standard), B-Class (Performance)
 - *Notebook*: A-Class (Standard), B-Class (Performance), C-Class (Ultra-portable)
 - *Printers*: Working Place Printers, Group Printers, Department Printers

2. EVB-IT Forms

The EVB-IT Forms provide additional terms of contract for procuring ICT. These forms (i.e. *Additional terms and conditions for the maintenance of standard software*) are provided both in a .doc and .pdf format without a password (*unprotected*) to allow perspective procurers to easily copy and paste entire sections.

The EVB-IT Forms in short:

- ✓ Standardized contract rules and templates for different situations (*Hardware purchasing; Hardware maintenance; Individual software programming; Standard software maintenance; Standard software purchasing; Standard software renting; Service; System building; System building and delivery*)

- ✓ Adapted to new technologies and legal developments
- ✓ Terms of contract supported by the ICT industry and the German Government
- ✓ Two documents per EVB-IT contract template
 - *Contract forms*: predefined by procurer and filled out by the bidder
 - *General business terms*: predefined text
- ✓ Different templates for different types of products
 - *Simple products*: Basic EVB-IT Contracts
 - *Complex products*: System EVB-IT Contracts

3. CSR Forms

The *Corporate Social Responsibility (CSR) bidder template declaration for ICT procurement* is the latest tool launched by BITKOM to ensure that the ICT products & services the administration is procuring have been produced according to stringent CSR principles.

The CSR Forms in short:

- ✓ Standardised rules for a CSR-proof
 - Questionnaire
 - Certificates
 - Liability rules
- ✓ Step-by-step implementation in the supply chain (to solve the problem of supply chain intrasparency)
- ✓ Step-by-step implementation of product categories
 - Hardware
 - Services
 - Later: Software

Having presented these three instruments Mr Zimmerman told the audience during the Q&A session that at present not all of their materials have been translated from German to English. Nevertheless, it is very likely that many of them will be translated to English in 2015.

Rosa Martelli: Monitoring the take-up of “open” procurement in Europe

Rosa Martelli is assistant manager for PwC Advisory Italy within the Public Sector Team. She gained relevant expertise in public procurement field supporting national and international public administrations.

PwC, as part of the project “*Best Practices for ICT procurement based on standards in order to promote efficiency and reduce lock-in*”, is currently supporting the EC in building a light and effective monitoring system to measure the use of open standards in ICT procurement, thus the take-up of the open ICT procurement in Europe. In this framework, Rosa Martelli presented the preliminary outcomes on the “take-up” of open procurement in Europe.



She made clear how the monitoring system will be based on a dataset built on available data, from MAPPs dataset (extracted from TED), a survey results and best practices collected from Member States. Starting from the dataset, analytical and qualitative indicators will be designed and their results will be presented in a final report that will be published on Joinup website by DG CONNECT.

The monitoring system will use two type of information to monitor the use of open standards when procuring ICT:

- ✓ **references to trademarks**
- ✓ **number of participants to tenders.**

Even if these drivers cannot be considered exact measures of open ICT procurement, they can be considered as good proxy since using ICT standards provides the following evidences:

- ✓ Higher savings when procuring ICT
- ✓ An increased level of competition among suppliers

-
- ✓ Being compliant with EU Public Procurement directives (not using brandnames when writing technical specifications and tenders).

Ms Martelli focused the attention on the starting point of the dataset, represented by the enormous quantity of data recorded in TED dataset, and on actions needed to filter and clean data. The analysis is based on these sifting criteria:

- ✓ Type and number of document: 12.808 awarded tenders
- ✓ Geographical coverage: EU 22
- ✓ Time: Last 5 years
- ✓ CPVs:
 - **30100000**: Office machinery, supplies
 - **30200000**: Computers equipment
 - **48000000**: Software package and inf. systems
 - **72000000**: IT services, consulting, software development

The indicators that will be built and measured will be able to provide information about the use of open standards and the openness level of ICT procurement. Here some examples: Openness level of participation to tenders; Breakdown of number of bids per awarded contractor; Breakdown of tender notices with references to Specific Trademarks per CPV; Breakdown of tender notices containing references to specific trademarks by Country; Breakdown of tender notices containing references to specific trademarks per year.

The second source of information to provide data to the dataset is the survey that will be launched by the beginning of 2015, in order to gather qualitative information about knowledge and use of instruments connected to open ICT Procurement and ICT standards. Through the survey, it will be possible to monitor further information and to create qualitative indicators, based on perceptions, knowledge and experiences about the openness level of ICT procurement in Europe, such as the awareness level about lock-in in ICT procurement, the knowledge and use of tools and open standards in tender specifications, the existence of best/bad practices and tailored guidelines.

First evidences of the analysis

In the second part of the intervention Rosa presented more in detail limits and results of the dataset. Concerning the limits of the analysis, it has been conducted on a limited number of items compared to the whole accessible dataset, since it contains fragmented and incomplete information (Incomplete info , Same item recorded in different names, unclear use of CPV).

The first chart presents was about the “*Breakdown of tender notices containing references to specific trademarks per year*”, that showed how on a total of 12.808 scanned tender award notices, 15% were found containing direct reference. The trend among the five different years analysed was found steady, showing no apparent connection with public procurement Directives implementation, preventing references to trademarks in tender specifications.

The second chart was referring to “*Tender Notices Breakdown to Specific Trademarks per CPV*” and showed high concentration for few CPVs among scanned tenders with reference to trademarks: more than 95% of them are absorbed by 5 of the 12 considered CPVs. The most recurrent CPVs are: 48000000 (Software package and information systems); 72000000 IT services (consulting, software development, Internet and support); 30200000 - Computer equipment and supplies; - 30230000; Computer-related equipment-30210000; Data-processing machines (hardware).

Then she passed to present the third indicator “*Breakdown of tender notices containing references to specific trademarks by Country*”, showing the concentration of them in few countries: almost 90% have been published by 10 countries. By analysing the trend among the different years, no strict connection seems to exist between the number of *contra-legem* tenders and European membership time.

Concerning the indicator “*Breakdown of tender notices containing references to specific trademarks per trademark*”, on a total of 12.808 scanned tender award notices, more than 72% were found to contain direct reference to 10 trademarks, from a list of almost 200 ICT providers.

At the same time it has been presented the indicator related to trademarks and countries “*Breakdown of tender notices containing references to specific trademarks per trademark and Country*” founding how some trademarks are recurrent in almost all the analysed countries, while there are some others that are used by a specific country.

By reversing the previous indicator drivers, it has been measured the “*Breakdown of tender notices containing references to specific trademarks per Country and trademarks*”, showing how some countries used direct references for many trademarks, while other countries are using less references but for specific trademark.

Finally an infographic chart was presented about the “*Openness level of participation to tenders*”, specifying that even if a range from 1 to 15 participants per single procedure (where articulated in lots, it is intended per lot) was found and with an average of participation of 2 participants per procedure, 23% of procedures registered just one participant.

Having presented evidences coming from the analysis Ms Martelli told the audience during the Q&A session that to improve the analysis more efforts should be invested in cleaning up data collected in TED and create quality controls of data, and it was underlined as it these inputs have already been received by EC. Further analysis could be focused on the use of trademarks references in order to detect when they are used in a correct manner from the legal point of view. She finally made clear how the final dataset will be made available to public in an open format.

Pierre Damas: European Commission Open Source Software strategy - OSS

In year 2000, the European Commission defined a strategy concerning the internal use of Open Source Software (OSS). This strategy, which has been reviewed several times since its first introduction, will once again be revised in 2015.

Mr Damas, Head of Sector A1 - DG DIGIT and responsible for the renewal of the OSS strategy, presented the audience the draft OSS strategy the EC is planning to launch in 2015. Of course, being only a “*work in progress*” version of the document, the information presented shouldn't be interpreted as the one which will be included in the final strategy to be published in 2015.



The current OSS strategy (2011-2013), organized in the form of a decalogue, is available on Europa at the following link (http://ec.europa.eu/dgs/informatics/oss_tech/index_en.htm). Essentially, there are 5 domains of usage on which the strategy has led to important achievements.

- ✓ Servers (i.e. MySQL, LAMP, Tomcat, ECAS, Apache)
- ✓ Collaboration, Web tools (i.e. Forums, CMS, Wikis, FPFIS)
- ✓ Desktop (i.e. VLC, GIMP, Firefox, 7-Zip)
- ✓ Development tools & platforms (OS Libraries, RefApp, Eclipse)
- ✓ Production of code under OSS licence (i.e. Joinup, EUPL, CircaBC, EUSurvey, Citizens' Initiative)

In addition, according to the OSS Inventory 2014 results:

- ✓ *there is a strong presence of OS in the EC data centres*
 - more than 10000 Apache HTTP Servers
 - more than 1800 Red Hat Linux Servers
 - Drupal planned for next Europa
- ✓ *there is a strong presence among developers*
 - OSS tools like Eclipse seem to be in standard developer toolbox
 - several OSS libraries are widely used
 - CITnet promoting community-based development
 - ISA programme producing software distributed under EUPL
- ✓ *there is a visible presence on the desktop*
 - Firefox, 7-zip, VLC are part of standard PC configuration
 - Several tools are widely used including GIMP, Filezilla etc.

A study conducted by Mr Damas' team on how different European public entities are approaching the adoption of OSS in their day-to-day shows that currently three OSS approaches dominate the scene:

1. **No formal approach:** public entities do not publish what they are doing about OSS
2. **OSS by default:** public entities when possible procure OSS
3. **Equal treatment:** approach used by the European Commission which guarantees equal treatment between proprietary and OSS solutions

This study, together with the OSS Inventory 2014 and a series of comments collected by DG DIGIT from various stakeholders over the last 4 years, led the Commission to make four important decisions concerning the future of the OSS strategy:

1. The strategy will remain in a decalogue form (*user-friendly and readable*)
2. The strategy will facilitate communities' contributions
3. The EC will prefer OSS for internal development
4. The strategy will include also an action plan

The future OSS strategy 2015 decalogue could be the following. Of course, as mentioned above, the decalogue might be subjected to changes over the next few months. Indeed, this is only a temporary draft version.

1. Product management

The Commission shall continue to adopt formally, through the Product Management procedure, the use of OSS technologies and products.

2. Procurement

The Commission shall consider OSS solutions alongside proprietary ones in IT procurement. Contracts will be awarded on a "value for money" basis.

3. Interoperability & Open Standards

For all future IT developments, the Commission shall promote the use of products that support recognised, well-documented and preferably open standards. Interoperability is a critical issue for the Commission, and use of well-established standards is a key factor to achieve it.

4. Distribution

For the development of new information systems, in particular where deployment is foreseen by third parties outside of the EC infrastructure, OSS shall be the preferred choice and used whenever possible.

5. Legal context

The Commission shall further clarify the legal context around the internal use of OSS and make this clarification available to interested parties. The main topics to be addressed are: licensing schemes, Intellectual Property Rights, equal opportunities in the context of procurement and participation in OSS communities.

6. Architecture

The EC shall further develop guidelines and best practices allowing the setup of OSS and mixed solutions covering the full set of professional services, including deployment of OSS solutions in its data centres at the same level of service as the proprietary ones.

7. Methods & Communities

The Commission shall continue to develop and adopt best practice and tools emerging from OSS communities while applying state-of-the-art governance practices. In addition, the EC will facilitate and promote the creation of communities for those OSS products released by the Commission and facilitate participation in external OSS communities.

8. e-Government

OSS plays an important role in e-Government projects and shall be therefore considered within the framework of these activities.

9. Internal & external strategies alignment

The collaboration between Commission teams in charge of the internal and external OSS strategies shall be further enhanced in order to achieve convergence.

10. Inter-institutional aspects

The ICT ecosystem is extremely dynamic, innovative, and constantly evolving; as such it impacts many areas of the Commission's policies. Within this context, DIGIT shall continue to play an active role in promoting partnerships focusing on OSS between the European Institutions and other stakeholders.

During the Q&A session Mr Damas told the audience that for many years the Commission has failed to abandon the MS Office package. However, due to rapid improvements in Open alternatives, the EC is currently exploring the possibility to move to an Open Source suite.

Analysis and evaluation

Workshop evaluation

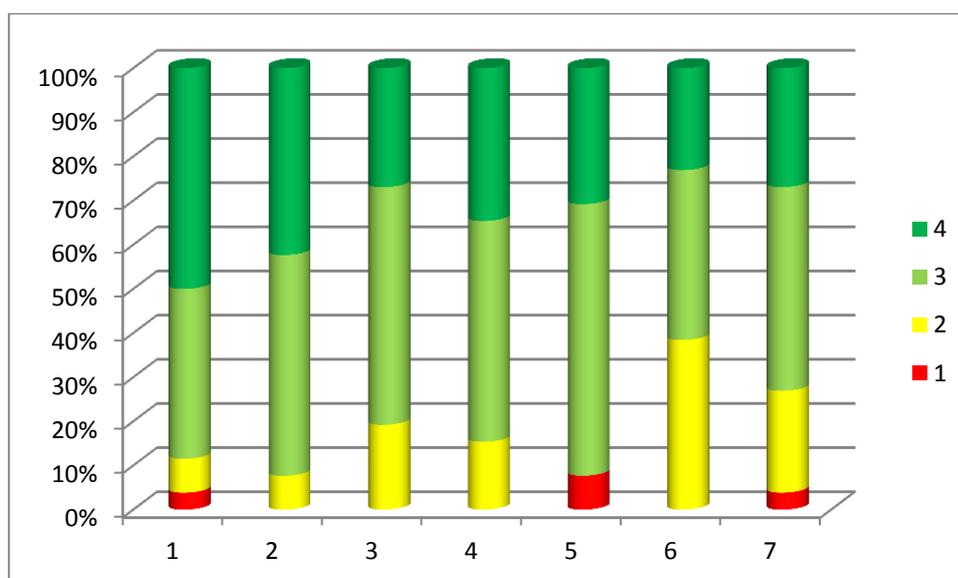
At the end of the Workshop, the audience was asked to fill out an evaluation questionnaire aimed at assessing whether they enjoyed the initiative and found it useful in relation to their activity. Participants were required to evaluate the different aspects of the initiative ranking each statement from 1 (which expressed strong disagreement with the remark) to 4 (which expressed strong agreement with the remark).

The table below shows the items presented in the evaluation questionnaire:

Evaluation Questionnaire - Items	
1	The information that you received by phone/mail before the event was adequate
2	The organisation and infrastructure of the event were good
3	The event fulfilled your expectations
4	The speakers and moderators contributed to a clear and effective Workshop
5	The event in its whole allowed dynamic exchanges among participants
6	The cases presented during the Workshop showed examples of activities that can be put into practice in your country
7	I can use the information received during this event in my activity

The results of the Workshop evaluation questionnaire, as presented in the graph below, show that the participants in this initiative evaluated most of the aspects of the event in a very positive way, especially appreciating the possibility to interact with the other participants, the organisation of the Workshop and the usefulness of information provided. The total number of questionnaires collected was **26**.

All items presented in the questionnaire received more than 60% of completely positive feedback, while the comparatively lowest levels of agreement registered were towards the possibilities of putting into practice the cases presented during the conference.



The evaluation questionnaire offered also the possibility to provide further comments and possible suggestions. Among the most significant comments registered, a few participants underlined that it would be useful to organize future workshop with more practical examples of good and bad practices. Indeed, they highlighted how it is important not only to provide the good examples but also the bad ones, as it is

important for them to understand the “don’ts” and the “lessons learned” when procuring ICT products and services.

Lessons learnt and recommendations

On the basis of feedback collected through the evaluation questionnaires given out during the event, as well as taking into consideration any questions and comments that were addressed by the audience throughout the various sessions, it emerged that both content and speakers were very much appreciated.

Just to quote a comment collected via email shortly after the event: *“It was a pleasure to participate in Open Standards for ICT Procurement: Sharing of Best Practices Workshop. Thank you for the good organization and the given opportunity to present our case. I hope we can keep in touch solving ICT problems.” [a speaker]*

Concerning the next workshop, scheduled for July 2015, we deem it will be necessary to stay on this positive track, focussing more on aspects which were less taken into consideration during the first two Workshops. Particularly the Procurement of Innovation and the gathering of ideas to revamp the EC policy for the procurement of ICT products and services on the base of standards.

Furthermore the next Workshop will be also the chance to present one or more bad practice examples, where a Public Administration failed to achieve its goals through the adoption of procurement Standards.