



La Rinconada  
Town Hall

### Line 3: Local Government and Municipal Services Access Upgrade through ICTs

#### “An APP and Software Development for Incident Management with Upward Maintenance”

#### La Rinconada Town Hall

### 1. INTRODUCTION – SUMMARY

ERDF funds are greatly contributing to La Rinconada (Seville) municipality’s urban development. Within this strategy, one of the most significant lines is “Improve the usability, accessibility and quality of the ICTs”.

Among the different programmes developed, we must highlight “An APP and Software Development for Incident Management”.

This programme carried out the development of a motile application that manages and integrates all the digital municipal platforms. This APP records all the incidents on the street, being one of the work lines of the programme “La Rinconada, Unique City”, whose objective is to turn La Rinconada into a Smart City.

Through this platform development, we pretended to implement an on-line portfolio of municipal services that enhanced proximity and interaction with citizens. Moreover, we want to increase efficiency in the provision of services in the two main urban areas of the municipality.





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## 2. CHARGES

The total investment for this programme amounts to €37,908.00, of which 80% is funded by ERDF funds, while the remaining 20% comes from La Rinconada Town Hall's own funds. Moreover, the total VAT (€8,108.00) is entirely financed by La Rinconada Town Hall. The programme impact is reflected on the Sustainable and Integrated Urban Development (EDUSI). It improves the municipal management, the digital municipal platforms accessibility and usability for the citizens, throughout new communication and information technologies implementation.

| CONTRATOS   | IMPORTE SIN IVA    | IMPORTE CON IVA    |
|---|--------------------|--------------------|
| Desarrollo de la APP y software de gestión de incidencias                 | 15.300,00 €        | 18.513,00 €        |
| Servicio de mantenimiento evolutivo: Se estima un paquete de horas de 499 | 27,00 €/500 horas  | 32,67 €/500 horas  |
| Actuaciones de comunicación de la APP del Ayuntamiento de La Rinconada    | 1.000,00 €         | 1.060,00 €         |
| <b>TOTAL</b>  | <b>29.800,00 €</b> | <b>37.908,00 €</b> |

## 3. COMMUNICATION MEASURES

This programme fulfils all the standards to be considered an implemented good practice co-funding by ERDF. The information and publishing responsibilities can be found on the Annex XII, section 2.1. within the Regulation (EU) No 1303/3013 of the European Parliament and of the Council of 17 December 2013, among which highlight:

- Organizing a major information activity publicizing the launch of the operational programme or programmes.
- Organizing one major information activity a year which promotes the funding, opportunities and the strategies pursued and present the achievements of the operational programme or programmes, including, where relevant, major projects, joint action plans and other projects examples.
- Display the Union emblem at the premises of each managing authority.
- Publishing electronically the list of operations.
- Giving example of operations, by operational programme, on the single website or on the operational programme's website that is accessible through the single website portal; the examples should be in a widely spoken official language of the Union other than the official language or languages of the Member State concerned.
- Updating information about the operational programme's implementation, including, when appropriate, its main achievements, on the single website or on the operational programme's website that is accessible through the single website portal.



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For communication and sensitization measures related with the operation implemented, a total of €1,060.00 has been invested. This operation has been co-funding by ERDF funds and La Rinconada Town Hall.

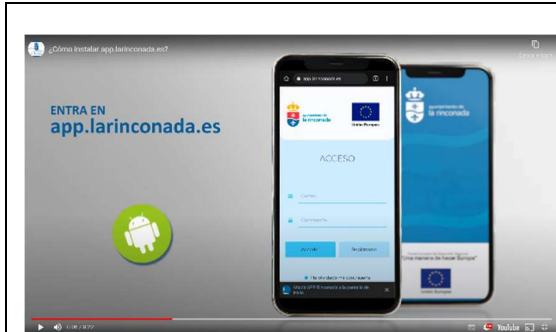
We should highlight that in all the communication measures made, the required elements by the normative references were included: The Union emblem, the ERDF co-funding reference, and the slogan “A way of making Europe”. Furthermore, these elements not only appear in the APP but also in reports, procurement documents, projects, bills, etc.

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|  <p style="text-align: center;"><i>2. EU EMBLEM IN THE APP</i></p> |  <p style="text-align: center;"><i>3. EU EMBLEM IN THE 2511/2019 DOSSIER</i></p> |
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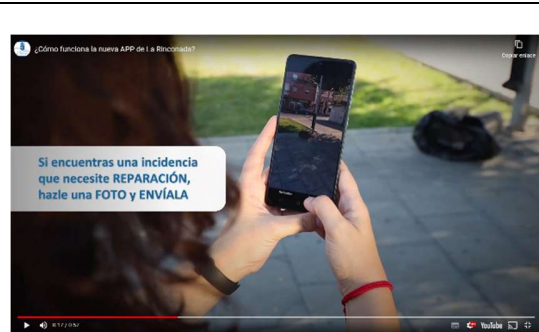
### La Rinconada Town Hall



4. VIDEO: How to install the app.larinconada.es?

Published on YouTube on November 4, 2021

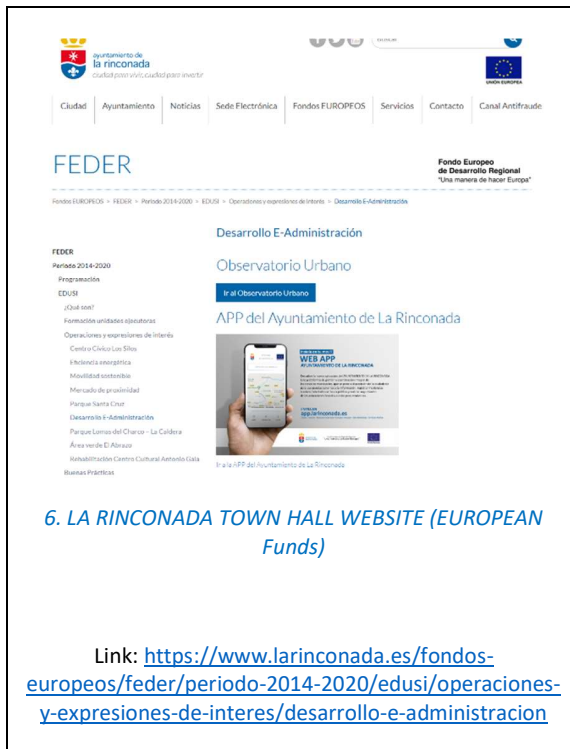
Link: <https://youtu.be/3cCBD760wwl>



5. VIDEO: How does La Rinconada's APP work?

Published on YouTube on November 5, 2021

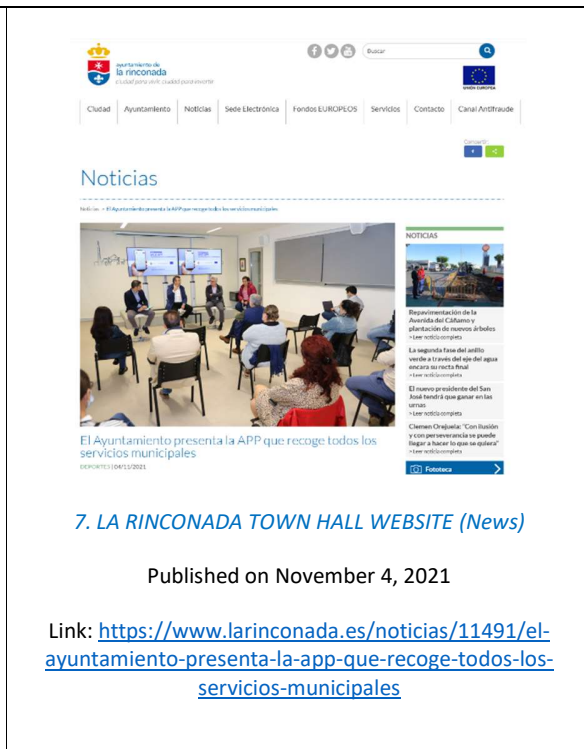
Link: [https://youtu.be/4e2bl\\_7idEM](https://youtu.be/4e2bl_7idEM)



The screenshot shows the website's navigation menu with 'Ayuntamiento' selected. The main content area features the 'FEDER' section, which includes the text 'Fondo Europeo de Desarrollo Regional "Una manera de hacer Europa"', 'Desarrollo E-Administración', 'Observatorio Urbano', and 'APP del Ayuntamiento de La Rinconada'. A sidebar on the left lists various services and programs.

6. LA RINCONADA TOWN HALL WEBSITE (EUROPEAN Funds)

Link: <https://www.larinconada.es/fondos-europeos/feder/periodo-2014-2020/edusi/operaciones-y-expresiones-de-interes/desarrollo-e-administracion>



The screenshot shows the 'Noticias' section of the website. It features a main article titled 'El Ayuntamiento presenta la APP que recoge todos los servicios municipales' with a date of '10/11/2021'. There are also smaller news items on the right side of the page.

7. LA RINCONADA TOWN HALL WEBSITE (News)


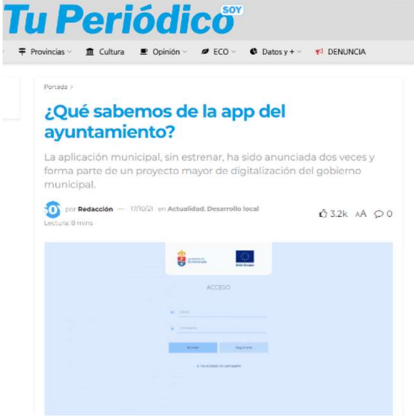
Published on November 4, 2021

Link: <https://www.larinconada.es/noticias/11491/el-ayuntamiento-presenta-la-app-que-recoge-todos-los-servicios-municipales>



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## Press

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|  <p><b>8. NEWS PUBLISHED ON EUROPA PRESS</b></p> <p>Published on November 6, 2021</p> <p>Link: <a href="https://www.europapress.es/andalucia/sevilla-00357/noticia-rinconada-sevilla-presenta-app-hacer-tramites-informar-incidencias-via-publica-20211106124951.html">https://www.europapress.es/andalucia/sevilla-00357/noticia-rinconada-sevilla-presenta-app-hacer-tramites-informar-incidencias-via-publica-20211106124951.html</a></p> |  <p><b>9. NEWS ON THE SPANISH "TU PERIÓDICO-SOY" PRESS</b></p> <p>Published on October 17, 2021</p> <p>Link: <a href="https://tuperiodico.soy/actualidad/que-sabemos-de-la-app-del-ayuntamiento/">https://tuperiodico.soy/actualidad/que-sabemos-de-la-app-del-ayuntamiento/</a></p> |
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#### 4. SERVICE REACH OF THE APP AND SOFTWARE DEVELOPMENT FOR INCIDENT MANAGEMENT WITH THE OPTION TO SUBSCRIBE ADDITIONAL HOURS

The aim of this document is to outline the technical and functional requirements needed by La Rinconada Town Hall for the APP and software development for incident management. Moreover, the APP as the incident management software development, must be compatible with the future implementation of the Smart City platform in the municipality of La Rinconada.

La Rinconada Town Hall has various systems that will serve as information sources to solve this problem. Additionally, it already has other systems that will be integrated into the final solution to offer citizens a mobile tool that brings them closer to the most requested services.



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Solving the problem will be the main goal. On one hand, it will facilitate the integration of the other services, and on the other hand, it will provide the on-line channel as a means of communication with citizens. The Incident Management Module will be integrated into the APP.

An APP in Spanish for iOS and Android will be developed, seamlessly integrating with the contents from the various websites of La Rinconada Town Hall and meeting at least the following characteristics:

- A customised APP with meticulous design.
- Intuitive and easy to use for people with little technological knowledge.
- Capable of generating simple internal management processes.
- Easy to implement.
- Scalable and modular.

The successful tender company will cover the cost of registration and management in the iOS and Google Play stores under La Rinconada Town Hall ownership.

Usability and functionality aspects of the APP will be defined in the meeting with the Department for Innovation. However, the APP must meet the following technical aspects:

### **News Module**

This module should incorporate external sources, such as tickets sale suppliers. La Rinconada Town Hall website offers different services and social media platforms through which to implement integration. This ensures that the news remains consistent and that content creation is a unified process within the municipal website. In this way, the successful tenderer must develop and implement the connectors necessary, as well as the news' visual display.



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### **Tickets Sale Module**

This module should incorporate external sources, such as tickets sale suppliers. The Department for Culture website offers different events and the possibility of making on-line purchases. That's why the successful tenderer must implement it to ensure events are the same and content creation is a unified process, starting with their own software. The events will be linked to La Rinconada Town Hall tickets sale platform throughout the URL, and the purchase process will always be ended on our own platforms. In this way, the successful tenderer must develop and implement the connectors necessary, as well as the events' visual display.

### **Incident Management Module**

It's a system for reporting incidents that records them directly in the new SGI platform (after a manager verifies it). Citizens can submit geolocated incidents and add the related photos. This module should streamline user registration and identification, as well as ensure smooth and intuitive usability. The successful tenderer must develop and implement the connectors necessary between the APP and the SGI platform.

### **Public Service Website Module**

The integration will be achieved through the implementation of La Rinconada Town Hall's public service website within the APP, maintaining the defined structure and stylesheet. The successful tenderer must develop and implement the connectors necessary between the module and the public service website.



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### **Services Module**

The successful company tender must develop and implement the connectors necessary to integrate the Metropolitan Transport of Andalusia Net and Autocares Casal bus company APIs, maintaining the defined structure and stylesheet.

### **Management Module**

The Incident Management Module must meet the following technical specifications:

The system will consist of a platform hosted on the servers of the La Rinconada Town Hall, offering the option to report public incidents for proper management by the town hall through the previously described app and from the backoffice. The contractor will also develop a backoffice panel from which General Services technicians will manage all aspects related to incidents.

Usability and functionality aspects will be defined in meetings with the Innovation and Public Works Department of La Rinconada Town Hall. The offered solution must meet at least the following general characteristics:

- The system's frontend must be perfectly integrated into the app.
- The contractor will develop the necessary connectors to ensure proper communication between the backoffice and the app, as well as the connectors needed to link the solution to La Rinconada Town Hall's Document Manager.
- The contractor will import the inventory of La Rinconada Town Hall's assets and the street map of the municipality to allow citizens to correctly identify incidents.
- Different validation methods must be in place to authenticate platform users to avoid bots and anonymous users, whether via SMS or other identity checks required by the administration.
- It must be possible to geographically locate incidents on the platform by marking their position on a map, utilising the geolocation systems of mobile devices.





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- The system must allow the identification of incident statuses using colour codes (unattended, in progress, resolved, etc.).
- The system must support the registration of multiple user profiles based on the desired permissions.
- The system must log all relevant actions performed by users and managers.
- All records must be immutable to ensure complete system integrity and auditability.
- Push notifications must be used to enhance communication with app users.
- All incidents generated must be viewable in real-time on a map, functioning as a dashboard.
- The app must allow the reporting of public incidents from any smartphone with the option to add images.
- The backoffice must allow any recorded incident to be printed on paper, showing the attached images.
- Backoffice managers must be able to print or change the status of incidents in bulk without needing to enter each one.
- A system of incident statuses must be defined to generate notifications to users, informing them of the incident's status.

At the end of the contract term, the app and the Incident Management System must be handed over to La Rinconada Town Hall. The contractor will provide a project dossier with technical documentation, as well as credentials or any access and management information required for direct management or for a new contractor in the event of a new tender.

## 5. CONTRACT COMPLETION DEADLINE

We establish a specific completion deadline for “**An APP and Software Development for Incident Management**”, according to the Town Hall’s necessities:



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- A maximum period of **2 months** from the contract formalization is set for the delivery of the first release. The latest release must be delivered within a maximum period of **6 months** from the date the contract formalization is set. Later, a period of **3 years** will be available for corrective and evolutionary tasks.

## 6. FINAL RESULT

Download La Rinconada Town Hall's APP in the following link: <https://app.larinconada.es/menu>

