



FORMIT SERVIZI

Servizi di monitoraggio e consulenza informatica e gestionale

FORMIT SERVIZI S.P.A. PRESENTATION

Brochure

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FORMIT SERVIZI S.p.A.

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OUR MISSION

Formit Servizi is an IT and business management consultancy company listed in the register of CNIPA (National Centre for IT in Public Administrations) qualified companies for monitoring of major contracts in the public sector.

A leading company in this sector in Italy, in 2001 and 2002 Formit Servizi ranked first in terms of number of major monitoring contracts acquired¹.

Right from the start the corporate mission was to support Public Administrations by forming exemplary partnerships and carrying out monitoring, specialist consultancy, training, auditing, feasibility studies, cost-benefit analyses, benchmarking, etc.

The company's core business is monitoring in accordance with the regulations set down in the AIPA Memorandum N. 38. The aim of monitoring activities is to guarantee project management in terms of **effectiveness**, that is, the project's capacity to reach the objective assigned to it by contract, and **efficiency**, considered as the capacity to attain a given result (benefit), in the presence of several choices, with the minimum means (costs) or greatest result using the means available (optimisation).

Monitoring is carried out by means of specific actions for each step of the supply life-cycle. These actions support the Administration in evaluating the economic and organisational impact, in controlling project progress and in assessing service levels and include the following activity groups:

- **Carrying-out of feasibility studies** to supply centres of responsibility with all the information required in order to make the decision to effectively launch a project, relative to the investment necessary;
- **Drawing-up of deeds of tender**, of fundamental importance for the effective management of outsourcing contracts;
- **Project management and testing assistance**, to ensure the correct administration of the contract through management of activities, assessment of project progress in terms of cost and times, monitoring of quality levels, management of non-compliance and variance during the course of the project.
- **Ex-post monitoring**, to supply client centres of responsibility with all the information necessary to assess the attainment, or otherwise, of the improvement objectives desired relative to the investment made.

¹ Source: CNIPA

OUR HISTORY

Playing a determining role in the acquisition and promotion of the fund of professional experiences that are now the corporate property of Formit Servizi is the FORMIT foundation, a recognised non-profit-making entity which, as majority partner (99.99%), guarantees absolute impartiality and independence with regard to ICT suppliers, favouring a continuous know-how and experience growth process acquired with Public Administrations and Government Institutions in general.

In January 2003, the continuous synergies and technical and financial investments made by the FORMIT foundation boosted the transformation of Formit Servizi from a limited liability company to a joint-stock company with UE 520.000,00 in fully paid-up capital stock.

Thanks to its specialist know-how Formit Servizi S.p.A. has become the main monitoring company for a number of leading central and local authorities resulting in the acquisition, between 2000 and 2004, of over 25 monitoring contracts with an order portfolio of more than UE **10 million**.

Right from the time of the company's founding the main focus was capitalisation of work methodologies, methods and techniques acquired in the field, that is, developed "ad hoc" in the context of important monitoring and consultancy experiences in the public and private sectors.

OUR PARTNER OF CHOICE: THE FORMIT FOUNDATION

The Foundation for Research on Technology Migration and Integration (FORMIT), a non-profit-making entity recognised by a decree emitted by the Ministry of the University and Scientific and Technological Research on 15.2.1991, operates in the field of technical, economic and social problems related to technological innovation transfer processes and in the area of research into new training methodologies and practices.

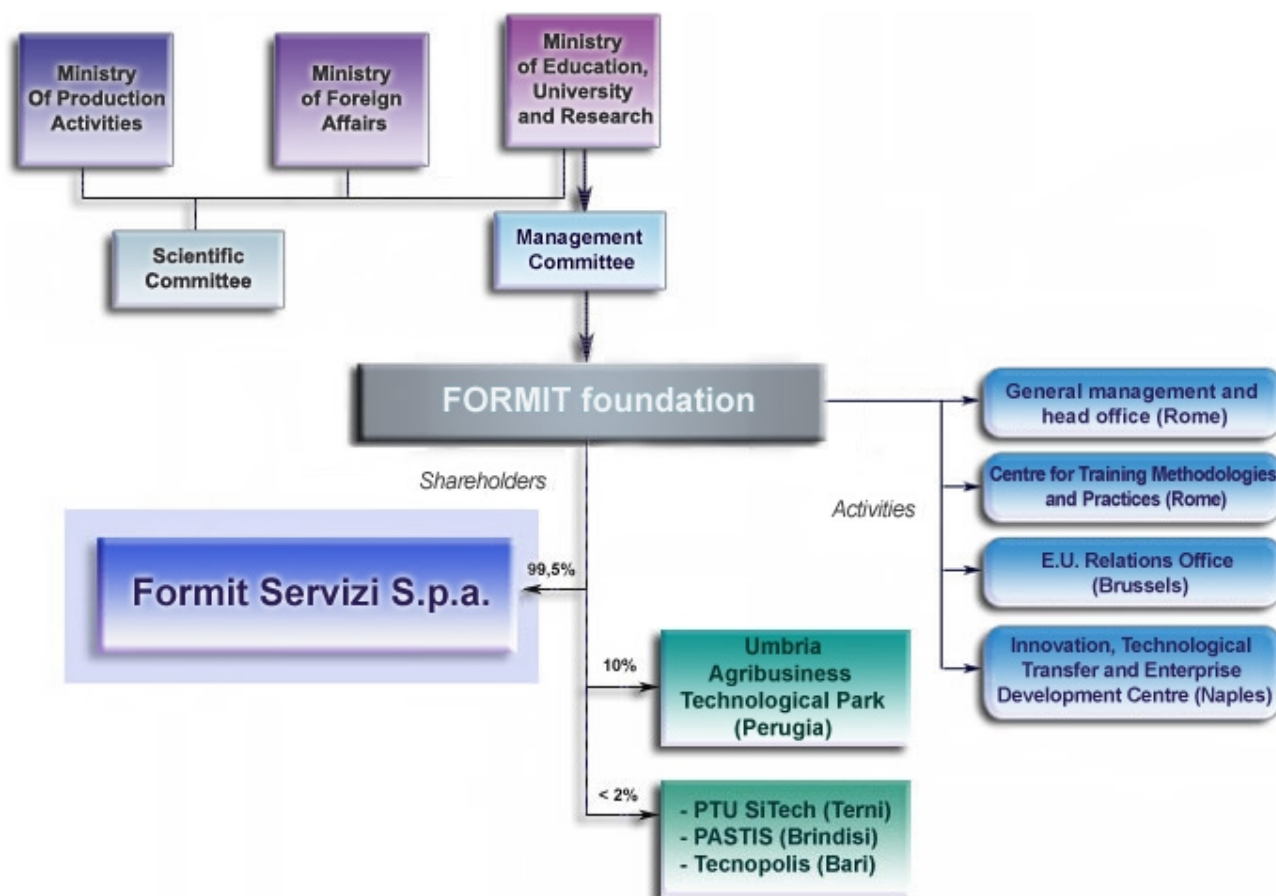
The Foundation's aims are to:

- a) Act as a link between State and private activities, favouring the promotion of initiatives using cutting-edge technology and the transfer of the most relevant experiences in the advanced technology areas, at a national and international level;
- b) Make a contribution to a more effective use of technological innovation by Public Administrations, as well as assessing the service needs expressed by citizens and enterprises and the responses to these needs by the public system.

The Foundation uses studies, research and consultancy to improve the efficiency of Public Administrations in terms of human resources, job organisation and technological innovation, with particular reference to IT and telecommunication applications.

It has carried out numerous studies and research projects, especially in the Socio-Economic area and in the monitoring of major public administration contracts, developing and then using a proprietary model, commissioned by the European Community, for the study of the socio-economic impact of actions for the creation of new infrastructures and services.

The other branch of activity of the FORMIT foundation concerns training. This involves the qualification and in-service training of middle management and managerial staff in industrial research companies and in the high valued-added service industry. Teaching activities and selection activities commissioned by third parties are carried out in the “**Centre for Training Methodologies and Practices**” set up for this purpose.



AREAS OF COMPETENCE

In carrying out its activities Formit Servizi S.p.A. draws upon a considerable industrial experience base acquired by its team of staff, which is formed by professionals, researchers, and former company executives with decades of experience in the sector of ICT consultancy, monitoring, scientific research, technical support, training, industrial, financial and socio-economic analysis and assessment of technological innovation transfer processes on behalf of Public Administrations and the business world.

In particular, the company has specific **skills** in the following sectors:

- Monitoring of major contracts;
- Software quality control, testing, verification and validation;
- IT contracts;

- Quality control of software production processes and supply of services in the context of information systems management;
- Information systems feasibility studies;
- Project Management;
- Quality Management;
- Software Engineering;
- Information & Communication Technology;
- Business Process Re-engineering;
- Information systems benchmarking.

CERTIFICATION



Monitoring of major contracts in the Public Administration sector.

Since 2000 Formit Servizi has been listed in the **CNIPA** register for companies **specialised in major IT contract monitoring activities** for Public Administrations under Article 13, para. 2, of the legislative decree of 12 February 1993 N. 39. It assists and flanks Public Administrations in consultancy, project management and monitoring activities under Memorandum N. CR/AIPA/5 and CR/AIPA/38;



ISO 9001:2000 Certification

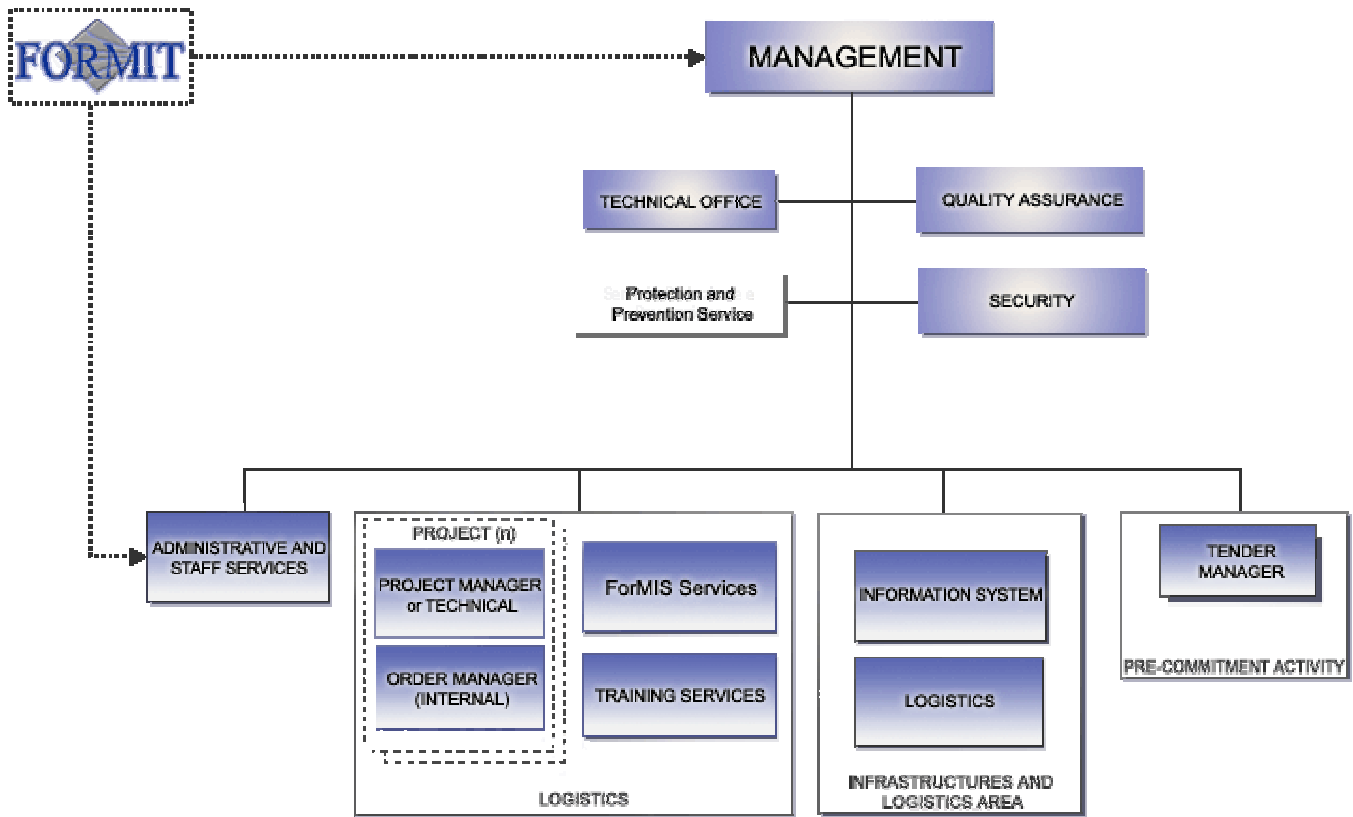
Since 2000 Formit Servizi has been a **UNI EN ISO 9001** certified company for *"the planning and carrying-out of monitoring of contracts, projects and other initiatives set up by Public Administrations and other Public Bodies and Enterprises and of related training activities"* and since 2002 it has adopted a quality management system in compliance with the new **UNI EN ISO 9001:2000 regulation**;



Italian IFPUG Member


Since 2002 Formit Servizi has been a referenced company in the context of Function Point Measurement and an associate and member of **GUFPI** (Gruppo Utenti Function Point Italia, the only Italian association authorised by IFPUG to issue function point measurement certification). It collaborates with other IFPUG certified companies in this sector;

THE ORGANISATION



ORGANISATION CHART

MAIN REFEREES

National Institute for the Foreign Trade	 Istituto nazionale per il Commercio Estero
Presidency of the Council of Ministers	 Ufficio Nazionale per il Servizio Civile Presidenza del Consiglio dei Ministri
Chamber of Deputies	 Camera dei Deputati
Ministry of Justice	 Giustizia.it Ministero della Giustizia
Ministry of Economy – Revenue Office	 Ministero dell'Economia e delle Finanze agenzia delle entrate Italia.gov.it
Ministry of Economy– Customs Office	 AGENZIA DELLE DOGANE
Ministry of Defence	
Ministry of Economy– Territory Office	 agenzia del Territorio
Ministry of Infrastructures and Transport	 Ministero delle Infrastrutture e dei Trasporti Piazza Porta di No. 1 - 00187 Roma Tel. 06/44121
INPS – National Institute of Social Insurance	 INPS Istituto Nazionale Previdenza Sociale
National Institute of Accident Insurance at Work	 INAIL
INFN – National Institute of Nuclear Physics	 INFN Istituto Nazionale di Fisica Nucleare
ENPALS - National Insurance Board for Entertainment Industry Workers	 ENPALS
Autonomous Province of Trent	 PROVINCIA AUTONOMA DI TRENTO
Rai – Italian TV and broadcasting corporation	 Rai
Ministry of Agriculture and Forestry Policy	 Ministero delle Politiche Agricole e Forestali
Ministry for Cultural Heritage	 MBAC Ministero per i Beni e le Attività Culturali

DETAILED SERVICE FACT-SHEETS

FEASIBILITY STUDIES

Service Description -

The main aim of feasibility studies is to supply centres of responsibility with all the information necessary for a decision to launch a project and subsequent relevant investments required. This information concerns *technical and organisational feasibility, benefits, costs, risks, and time limits*.

How the service is organised

The feasibility study involves the drawing up of a document composed of the following:

- a) **Analysis** of the regulatory, organisational and technological **context** of the contract;
- b) **Outline project of the solution**, consisting of:
 - Organisational analysis of processes undergoing automation or re-engineering;
 - Identification of ICT services and their aims;
 - Identification of required hardware and software acquisition and creation;
 - Project outline plan identifying:
 - Organisational structure, tasks and responsibilities; quantities and types of resources required;
 - Scheduling of activities, plan of permits required and controls to be carried out during the course of the contract;
 - Variance management and control during course of project;
 - Outline quality plan identifying product and service quality control contents and activities to be requested of supplier during the offer preparation stage;
- c) **Analysis of risks**, resulting from:
 - Size of the contract and management complexity;
 - Uncertainty or variability of requisites, with specific attention to security requirements;
 - Innovative content of technologies;
- d) **Cost/benefit analysis**, carried out *ex-ante* and focusing on the following in particular:
 - Identification and description of metrics and values expected for the benefits;
 - Estimate of main cost items relative to development, running, maintenance and disposal of systems;
 - Correlation between contractual objectives, benefits expected and investments necessary;
- e) **Economic-financial analyses**, oriented at the preparation of documents for access to possible financing or joint-financing sources represented by national or community programmes and funds;
- f) **Acquisition strategy** considered most suitable in terms of:
 - Services to be supplied (ICT services only or other services related to the client's mission);
 - Scope of the task to be assigned to the supplier, characterised by the choice between in-house services and outsourcing, as well as by the level of competitiveness of the target market;
- g) **Contract management criteria** relative to the project plan, project management, variances during the course of the project, service levels and quality plan.

DRAWING UP OF TENDER DOCUMENTS

Service description

The **drawing up of tender documents** takes place during the preliminary stage of the life-cycle of the supply of IT services and/or products and plays an essential role in laying the foundations for the **effective and efficient management of outsourcing contracts**.

The service includes the planning and preparation of all the documentation necessary for tenders in the ICT sector and client support right up until the moment when the supply contract is drawn up.

How the service is organised

The service is divided into the following stages:

Stage A: Analysis of reference scenario;

During this stage an in-depth reference scenario analysis is carried out with the aim of identifying the project's implicit and explicit objectives in as detailed a manner as possible.

Stage B: Drawing up of the technical specifications;

Particular attention will be paid to the following: definition of the technical data required by the tenderers to prepare suitable technical offers, definition of the structure of **service levels** including **metrics** for measurement of quality and the **volume of services** supplied, definition of **tariffs**, identification of **penalties** to be applied and description of **management and administration procedures during the contract period**.

Stage C: Preparation of tender documents;

The aim of this stage is to formulate and prepare the remaining documents necessary for the tender:

- Call for tenders (EC and national);
- Call for tender summary;
- Tender regulations;
- Eventual letter of invitation to tender;
- Announcements to newspapers.

Stage D: Definition of contract;

The aim of this stage is to formulate and prepare the contract draft.

Stage E: Support for tender commission.

- Support in managing requests for explanations;
- Technical support in assessment of offers;
- Support in drawing up the final draft of the supply contract.

Should the tender concern a Public Authority, support will be given during the application process for an eventual request for a CNIPA opinion.

MONITORING, PROJECT MANAGEMENT AND SUPPORT FOR INSPECTION

Service description

The **Project Management service** is supplied during the IT product and/or service supply implementation stage and is of fundamental importance for correct contract administration.

It includes a series of activities aimed at guaranteeing project management in terms of **effectiveness**, that is, the project's capacity to reach the objective assigned to it by contract, and **efficiency**, considered as the capacity to attain a given result (benefit), in the presence of several choices, with the minimum means (costs) or greatest result using the means available (optimisation).

How the service is organised

Project management involves the following:

- a) **Management of the activities** by the supplier and the client. In particular:
 - Verification of availability of documentation and detail plan;
 - *Final activity statement*, verification of effective supply of services and products;
 - Assessment of the *state of progress* of the project and analysis of discrepancies relative to *objectives, times, costs* and use of *resources*;
- b) **Management of eventual variances during the course of the project including:**
 - Identification of causes, both endogenous and exogenous to the contract, making the variances necessary;
 - Technical and economic assessment of variances;
 - Revision of contract documents following acceptance of variances;
- c) **Monitoring of fulfilment and levels of quality established by contract, carried out by means of:**
 - Verification of the accuracy and validity of the measurements produced by the supplier;
 - Random application of some of the measurements already carried out by the supplier;
 - Confirmation that service level threshold values have been complied with, and representation and interpretation of measurements carried out;
- Assessment of *end user satisfaction*;
- d) **Management of eventual cases of non-compliance with conditions laid down in the contract (costs, times, quantity and quality of products and services) by means of:**
 - Identification of causes for non-compliance which may require access to the supplier's production processes;
 - Identification of steps considered appropriate – by the client and/or supplier – for the rectification of cases of non-compliance, confirmation that such steps have been implemented and checking of results produced;
 - Project management may also involve:
 - Assistance for inspection of ICT goods and services, carried out by supporting the testing board in the choice of samples to undergo testing, and in the measurement and verification of compliance of characteristics and results with contractual requirements;
 - Implementation of a continuity and emergency plan using risk analysis to identify the regulatory, organisational and technological actions required to limit the effects of non-compliance and ensuring the supply of services in case of unavailability or malfunctioning of automated information systems.

EX POST MONITORING

Service description

The basic aim of ex-post analysis is to supply the client's centres of responsibility with all the information necessary to assess whether the desired improvement has been attained in relation to the investment made.

Auditing of IT contracts takes place following the termination of the supply project or following the conclusion of the main supply stages.

The auditing activity pays particular attention to the costs and benefits of automated information systems, using effectiveness, efficiency and quality evaluation metrics.

How the service is organised

The assessment of the costs and benefits of an IT contract involves the following activities:

- Analysis of the ratio between ICT goods and services received from the supplier, other resources employed and results obtained;
- Preparation of a reference model;
- Analysis of the effective costs with respect to contractual costs;
- Evaluation of the effective benefits;
- Comparison of the **ex ante** and **ex post cost/benefits** analyses;
- Evaluation of the effectiveness of the investment;
- Final comparative analysis of costs and benefits;
- Analysis of causes that may have limited or prevented attainment of objectives;
- Delivery of results of analyses carried out.