Bolzano/Bozen, 1st February 2022

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Market research email management

This market research aims to identify a partner that can support NOI S.p.A. in activities regarding the management of generic email addresses used to manage projects and events.

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1. Goal of the market research

The objective of this market research is to find a partner for the management of generic email addresses used for managing projects and events.

Some examples of these generic addresses are the following:

- Info@opendatahub.com: used to receive and send out communications regarding project Open Data Hub.
- Info@sfscon.it: used to manage event SFScon (South Tyrol Free Software Conference) and communications with speakers, sponsors, participants, and suppliers.

In some cases, we would need to generate other generic email addresses with the same domain (I.e., no-reply@opendatahub.com, help@opendatahub.com, etc.).

A list of features requested for the service:

- Generic email addresses can be used as sender of emails (I.e., automatic emails messages, general communications, etc.).
- Generic email addresses can be connected to multiple email accounts as an alias to send communication to the relevant people.
- The list of email addresses connected to a generic email address can be easily modified.
- New generic email addresses (I.e., no-reply@, help@, etc.) can be easily added to an already managed domain.
- Possibility to create new generic email addresses (i.e., *@newdomain.com*).

NOI S.p.A. already detain property of all domains for which we will need generic email addresses.

2. Constraints

In this section are listed and described the constraints that the service provider must follow to work with NOI on this project.

2.1 ECONOMIC EXPLOITATION

Where the creation of material subject to proprietary rights, including copyrights, sui generis data rights, and related rights, including solely of photographs, industrial design, all rights of economic exploitation arising from achieved results are reserved to NOI S.p.A., excepting those expressly excluded when the order is placed.

Further, if the material includes a software development project, all source code from libraries or other modules used in the realisation of an assignment and belonging to a third party must be released under an Open Source licence (opensource.org/licences) in a manner compatible with the scope of the "outbound" software licence,

without requirement for adaptation, addition, cancellation or requests for permission from third parties on the part of NOI S.p.A. In the absence of any expressly indicated licence, the terms of the GNU GPL v3 licence shall apply. The use of material belonging to third parties must be expressly declared at the time of the offer or be easily and immediately understandable from the description of the project. In the event that code is developed during the realisation of this assignment, NOI S.p.A. will initiate a Git repository on which the supplier must develop and publish the source code.

If the material consists of data, creative works (drawings, literary works, cinematographic works, figurative art, photographs), industrial design or other material which are subject in whole or in part to the proprietary rights of a third party, the use of such material is permitted provided it is licensed under conditions compatible with the licence under which said material will be published, if indicated. If no licence is indicated, the material will be subject to conditions compatible with the Creative Commons Zero (CC0) licence.

2.2 INVOICING

The invoicing of the activities concluded by the supplier will be sent to NOI S.p.A via electronic invoice only after the outputs produced have been successfully tested by NOI S.p.A. Before to proceed with the testing of the outputs, the supplier must provide to NOI S.p.A.:

- the entire documentation.
- if code development is planned, the code must be uploaded to the Git repository provided by NOI S.p.A.
- in the case of multimedia contents (e.g., photos, videos, illustrations, documents), the service provider must upload it on specific platforms (e.g., Vimeo, Flickr, etc.) and provide the source files or open versions through appropriate file hosting services indicated by NOI S.p.A.

All invoices must include that the transaction is subject to the Split Payment discipline as mentioned in the art.17-ter del DPR 633/197 and must be issued exclusively in electronic format (Unique Office code: T04ZHR3).

2.3 WORK METHODOLOGY

The development of the activities covered by this market survey will follow the agile method (scrum). Two weeks sprint sessions are scheduled, unless otherwise agreed during the kick-off meeting with the core team of NOI S.p.A.
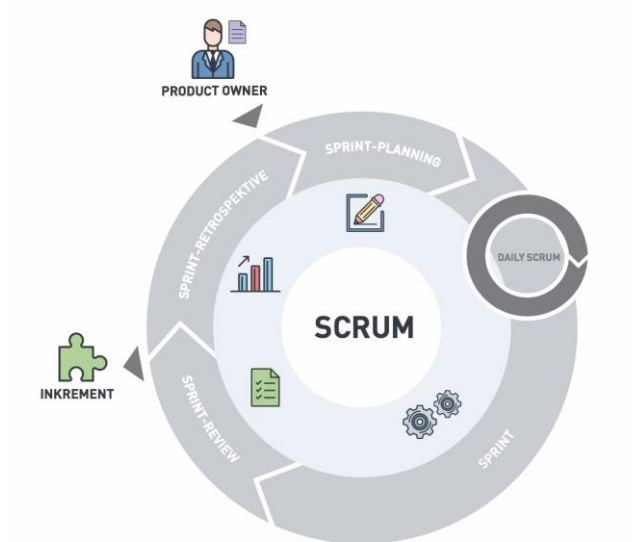
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Figure: the SCRUM methodology.

The software development will take place in three phases/environments:

- development environment: this environment is on supplier's infrastructure and is used during the development of the software components.
- testing environment: on infrastructure made available from NOI Techpark. This environment is used to test the new working versions of the software components. For the publication of the new versions a Continuous Integration (Jenkins) pipeline will be developed by the NOI team. For this reason, the new versions of the code will have to be "committed" to a dedicated Git Repository according to the instructions provided by the team of the NOI Techpark.
- production environment: on infrastructure made available from NOI Techpark. After the testing phase, as soon as the software produced is considered sufficiently stable, the software will be integrated into the production environment. Also, this process is managed automatically with Continuous Integration pipelines.

3.6 WORKING PLACE AND HOUR

3.6.1 Working Hours

The execution of the works that involve collaboration with the staff of NOI Techpark or other entities involved in the project must be carried out within a timeframe ranging from 9.00 to 12.00 and from 15.00 to 17.00. Depending on the needs, different times may be agreed via email between the service provider and the entities involved.

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3.6.2 Working Place

The meetings that will be agreed during the project will take place, according to the needs of the project team, online or in the NOI Techpark offices:

- Via Alessandro Volta, 13, Bolzano.

Any expenses that the supplier will have to incur to reach these locations will not imply an additional cost for NOI Techpark. In any case, any travel costs that the supplier will have to incur to ensure the natural performance of the project activities (e.g., extraordinary coordination meetings, interventions that require presence on site, development activities to be carried out in agreement with the one or more entities / suppliers involved in the project, etc.) can't be billed to NOI Techpark.

3. Request to the supplier

3.1 SERVICES

These are the services for which a cost estimation is requested:

- Management of info@opendatahub.com
- Management of info@sfscon.it
- Management of info@hackathon.bz.it
- Cost estimation for adding a new generic email address

Cost estimation must include:

- Start-up cost of the service
- Yearly cost for the management

3.2 COMPETENCES

Considering the activities included in this market research, the service provider who wants to send an estimation should provide a list of references. For these types of activities:

- email systems setup, maintenance and management.
- background and technical competences.

4. Documentation

To participate in this market research, we kindly ask you to provide the following documentation:

- the company description that also includes the list of references for similar projects.

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- the total cost for the realization of the described services (3.1)

5. Deadlines and contacts

The service providers who are interested in participating in this market research will have to present their estimation by the **15th of February 2022**.

In case of any question please contact:
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