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# NATIONAL ACTION PLAN FOR OPEN ADMINISTRATION

*Self-assessment Final Report*

DATE: September 2020



## List of contents

<b>List of contents</b>	<b>2</b>
<b>Introduction and framework</b>	<b>3</b>
Overview of the implementation of the 1st Action Plan	5
<b>Action Plan Process</b>	<b>9</b>
Description of the approach to monitoring and patterns of participation and co-creation	9
Dissemination of information and monitoring of the Action Plan	9
Spaces for dialogue, collaboration, co-creation and participatory decision-making	9
Co-ownership and joint decision-making	11
<b>IRM Recommendations</b>	<b>13</b>
Publications on OGP Portugal Portal:	13
Organisation of public initiatives:	15
<b>Implementation of the commitments under the 1st Action Plan</b>	<b>15</b>
Full description of the implementation process and main results	15
Consolidated information on commitments	18
Commitment #1 - Follow my Data	21
Commitment #2 - Open Administration Week	23
Commitment #3 - Disclosure of Tax and Customs Information	27
Commitment #4 - Tutorial Videos on the Use of Open Data Platforms	30
Commitment #5 - Clear State Organization	32
Commitment #6 - Consulta.LEX	35
Commitment #7 - Implementation and Monitoring of the Scheme of Access to Administrative and Environmental Information	37
Commitment #8 - Enhancing Transparency in Public Procurement	42
<b>Peer exchange and learning</b>	<b>48</b>
Summary of peer exchange activities	48
<b>Conclusion, other initiatives and next steps</b>	<b>51</b>
Description of lessons learned, of other initiatives not registered, what are the next steps for Open Administration in Portugal and conclusion	51
<b>Annex 1</b>	<b>56</b>
Indicators and metrics from the public consultation on this self-assessment report	56
Comments made during the public consultation on this self-assessment report	56



## 1. Introduction and framework

Portugal's accession to the OGP in December 2017 was a natural step, given the path taken by Portuguese society in recent years, guided by greater transparency and openness to the citizen and society in general. In this way, Portugal's commitment and alignment with the principles enshrined in the <sup>1</sup>[Open Administration Declaration](#) was already materialised in a series of initiatives aimed at encouraging greater civic participation and greater proximity between citizens and the Public Administration (AP), namely:

- The promotion of initiatives for the reuse of software and the adoption of Free and Open Source Software in the AP, launching the [Public Software](#) portal<sup>2</sup>;
- The organisation and dissemination of activities and public consultation processes for participatory budgets, such as the [Participatory Budget of Portugal](#), presented in 2016, being the first participatory budget, carried out at national level, worldwide, or [Participatory Youth Budget](#) (OPJP);
- The focus on co-creating public services through projects such as the [SIMPLEX+](#) Programme, the [Public Administration Experimentation Laboratory](#) (LabX), as well as the [National Open Data Portal](#) and the [ICT2020 Strategy](#).

The Portuguese participation in the OGP implies the elaboration of action plans, to be developed biennially by the Portuguese National Network Open Administration (RNAA/Network), the *Multistakeholder Forum* (MSF). The Agency for Administrative Modernization (AMA) has been [designated as the national focal point](#)<sup>3</sup> for this initiative and has directly invited nine entities representing the Public Sector and Civil Society, seeking to ensure the representativeness of all stakeholders, as well as to ensure the widest possible participation in such an initiative. The Network was created to develop, coordinate, implement and oversee the National Open Administration Action Plans.

The creation of the RNAA in the first year of Portugal's participation in the OGP was praised by the international experts present at the [1<sup>st</sup> Meeting of the Network](#)<sup>4</sup>, as only about half of the countries chose to establish their forums only from the second National Action Plan.

<sup>1</sup> [Open Government Declaration](#)

<sup>2</sup> A [comment](#) originating during the [public consultation process](#) on this report, of 2 November 2020, called for the percentages of public administration adherence to free software and open source to be known. We would like to inform you that updated statistical data on the results of IUTIC - Survey on the Use of Information and Communication Technologies in Central and Regional Public Administration and City Councils, available [here](#). In addition, we also inform about the existence of data on the "Public Administration bodies that have developed open source solutions that can be reused and shared with other Public Administration bodies", in Table 19, of the document on Digital Transformation in Central and Regional Public Administration and City Councils - IUTICAP and IUTICCM 2019, available [here](#)

<sup>3</sup> Portugal - Letter of Intent to Join OGP, available [here](#)

<sup>4</sup> Minutes of the 1st Meeting of the National Open Government Network, available [here](#)



It is in this paradigm and through a collaborative effort of its members, partners and Civil Society, that the Network has sought to bring this diversity of experience and knowledge to the implementation of the [First Open Administration Action Plan](#) (I PANAA), which is based on [8 commitments](#), selected from a set of proposals resulting from the Network's co-creation activities and a [public consultation](#) process.

Based on the specificities of the national context, this first Action Plan was inspired by the declaration and [principles](#)<sup>5</sup> of Open Administration and is structured around four main axes, namely:

- **Open Data**, promoting the availability and reuse of information generated by the AP (with 2 commitments);
- **Transparency and access to information**, promoting access to public sector information and administrative documents (with 7 commitments);
- **Use of Information and Communication Technologies and Digital Inclusion**, disseminating new relationship channels between the AP and citizens/companies (with 5 commitments);
- **Public Participation**, stimulating the use of public consultation processes and participatory democracy (with 6 commitments)<sup>6</sup>.

The first Portuguese National Open Administration Action Plan was [published](#)<sup>7</sup> in mid-December 2018 and consists of 8 commitments, divided into 4 main thematic axes, as presented in the table below:

Commitments	Thematic axes
#1: Follow my Data	Transparency and access to information Use of Information and Communication Technologies and Digital Inclusion Public Participation
#2: Open Administration Week	Transparency and access to information Public Participation
#3: Disclosure of Tax and Customs Information	Transparency and access to information Use of Information and Communication Technologies and Digital Inclusion Public Participation
#4: Tutorial videos on the use of open data platforms	Open Data Use of Information and Communication Technologies and Digital Inclusion Public Participation
#5: Organization of the Clear State	Transparency and access to information

<sup>5</sup>How about defining Open Government principles?:

<https://www.opengovpartnership.org/stories/how-about-defining-open-government-principles/>

<sup>6</sup> All of the I PANAA commitments fall under more than one of the four thematic axes simultaneously.

<sup>7</sup> News of the publication of the 1st National Action Plan for Open Administration on the OGP Portugal portal: <https://ogp.eportugal.gov.pt/noticia5>



#6: Consulta.LEX	Transparency and access to information Use of Information and Communication Technologies and Digital Inclusion Public Participation
#7: Implementation and monitoring of the scheme for access to administrative and environmental information	Transparency and access to information
#8: Enhancing transparency in public procurement	Open Data Transparency and access to information Use of Information and Communication Technologies and Digital Inclusion Public Participation

Table 1 - Thematic axes by I PANAA commitment

As Table 1 shows, these axes are aligned with the main pillars of the OGP - promoting transparency; empowering citizens; fighting corruption; using new technologies to enhance the relationship between the State and the Citizen - and with the Portuguese national context.

For more information on the co-creation and development process of the I PANAA, see the [Independent Evaluation Mechanism \(IRM\) Development Report](#), published on the [OPG Portugal portal](#), where other information on the [I PANAA](#), the [RNAA](#) and other Open Administration related initiatives in Portugal is also available.

## Overview of the implementation of the 1st Action Plan

The implementation of this Action Plan reflects the partnership between the Public Sector and Civil Society for the consolidation and normalization of the principles and values of Open Administration and civic participation. This Final Self-Assessment Report focuses mainly on the implementation phase of the I PANAA, presenting information on its implementation process and the implementation of its commitments and respective results, considering the 2018-2020 biennium. The process and implementation phase of this first Action Plan began in January 2019 and the monitoring of its implementation was monitored by MSF members through bimonthly<sup>8</sup> working meetings, which continued throughout the 2018-2020 biennium.

After almost two years, the evaluation of the implementation phase of the I PANAA is generally positive. Much of what this Action Plan was intended to achieve has been implemented, despite the challenges faced with some of its commitments.

<sup>8</sup> In addition to MSF, the monitoring of the implementation also took place through other activities presented in Image 4, in the section "Full description of the implementation process and main outcomes" of this document.



The main challenges arose from operational issues, in particular the way some commitments were included in the I PANAA, where issues such as the scope and/or tasks of the responsible entities were defined in a way that did not help their subsequent implementation and monitoring. This difficulty, combined with the absence of indicators of progress for some benchmark-activities, promoted less effective involvement by some key partners and stakeholders. Nevertheless, it should be noted that the completion rate of the I PANAA of 67%, translates into effectiveness in implementation capacity, particularly given that this was the first time that an Open Administration initiative with these characteristics and scope had occurred in Portugal.

From the point of view of the impact generated on Civil Society and AP, the feedback on the measures implemented by I PANAA is also significant, as many of these initiatives have brought about greater simplicity of data provision processes, as well as clearer and more transparent communication of data, as in the case of Commitments [#1](#), [#3](#); [#4](#); [#5](#); [#6](#) and [#7](#), but also the promotion of a more collaborative and participatory way of working by all stakeholders involved, in the case of Commitments [#2](#); [#6](#) and [#8](#).

It is also important to note that during the period of implementation of this Action Plan there have been changes in the AMA management team in charge of coordinating the work of the Network and monitoring the Action Plans. Thus, in September 2019, this responsibility passed to the Public Administration Experimentation Laboratory (LabX) team, which thus succeeded the International Relations team, which had coordinated the Network's work since Portugal joined the OGP.

In October 2019, the Legislative Elections also took place in Portugal. With the inauguration of the new Government<sup>9</sup>, new political programmes emerged, which resulted in a reorientation of some tutelages and their actors, particularly in matters related to Open Administration and Civic Participation. Thus, the work of the Network was accompanied by the Government Area of Modernisation of the State and Public Administration (previously it was accompanied by the Government Area of the Presidency and Administrative Modernisation<sup>10</sup>), and the Minister herself, Alexandra Leitão, gave a sign of interest and attachment to the mission of the Network by taking part in the [7th Meeting](#) of the RNAA in December 2019. The Network's activities continued to be closely monitored by the Office of the Secretary of State for Innovation and Administrative Modernisation (SEIMA). The Secretary of State, Maria de Fátima Fonseca, materialized her involvement by attending the [9th meeting](#) (May 2020) and [10th meeting](#) (July 2020) of the RNAA. The proximity between this tutelage and the work of the Network may provide new opportunities for coordination between the public sector and civil society, to be explored in the future.

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<sup>9</sup> XXII Constitutional Government - <https://www.portugal.gov.pt/pt/gc22>

<sup>10</sup> Government Area of the Presidency and Administrative Modernization of the XXI Constitutional Government <https://www.portugal.gov.pt/pt/gc21/area-de-governo/presidencia-e-modernizacao-administrativa/acerca>



**The Network consists of the following entities:**

1. Agency for Administrative Modernisation (AMA)
2. Government Area of the Presidency and Administrative Modernisation (MPMA) - represented by the Office of the Secretary of State of the Presidency of the Council of Ministers (GSEPCM)
3. Tax Authority (TA)
4. Ombudsman (PJ)
5. Commission of Access to Administrative Documents (CADA)
6. Council of Rectors of Portuguese Universities (CRUP)
7. National Association of Young Entrepreneurs (ANJE)
8. National Association of Portuguese Municipalities (ANMP)
9. Platform of Civil Society Associations (PASC)
10. Transparency and Integrity (IT)

Table 2 - Composition of the RNAA

Among the members of the Network, half have taken on the role of monitoring and supervising this Action Plan, not participating directly in the implementation of their commitments. The main reasons for this decision were the following:

- Absence of a direct correlation between the area of expertise of the entity and the scope defined by the commitments;
- Optimisation of governance and management of own commitments;
- Limited operational capacity;
- Mandate, mission or other internal matters to the organisations of the members of the Network.

In this way, the operational capacity for the implementation of I PANAA was guaranteed by the other half of the entities that make up the Network, which together with the implementing partners ensured the exclusive responsibility for the implementation of the commitments registered in the Action Plan (see picture 3, in the section "[Full description of the implementation process and main results](#)").

Considering the distribution of roles and responsibilities defined, the Network's ordinary meetings have assumed the role of main working sessions, being essential for monitoring the work and sharing information and also configuring the privileged space for deliberation. This dynamic required the involvement and proactive participation of all members of the Network, which was not always the case and is a matter for future meetings. The flow of information between peers that was promoted in the preparation and holding of these meetings allowed everyone to monitor, evaluate and scale the evolution and progress of each commitment in a continuous manner throughout the implementation phase.

In this respect, this document seeks to distil important lessons for the future by presenting information on the functioning of the Network itself, such as:

- The exchange between peers and stakeholders: the international support team - the *OGP Support Unit*, the coordinating entity, Civil Society Organisations (CSOs) and AP entities;



- 
- Results of involvement and participation: how members and partners of the Network got involved and participated in Open Administration initiatives.

The information listed in this report may also help inform a future discussion on the restructuring of the Network, its members and tasks, as well as its own organisation, mode of operation and statutes. There are also important lessons that have been learned from the follow-up, management and implementation of this 1st Action Plan. These lessons can be capitalised on in future action plans, as has been mentioned and articulated in various ordinary meetings<sup>11</sup> of the Network.

It is also essential to highlight and thank the members and partners of the Network for their constant effort and commitment, which played an essential role in the successful implementation of the commitments contained in this first Action Plan and, in particular, the members who were responsible for implementing the commitments, overcoming the challenges they faced and ensuring the necessary conditions for their implementation.

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<sup>11</sup> See minutes of RNAA ordinary meetings on the OGP Portugal portal - <https://ogp.eportugal.gov.pt/documentacao-rnaa>





## 2. Action Plan Process

### Description of the approach to monitoring and patterns of participation and co-creation

#### i. Dissemination of information and monitoring of the Action Plan

For the promotion and dissemination of RNAA activities, the OGP Portugal portal - [ogp.eportugal.gov.pt](http://ogp.eportugal.gov.pt) was created, which also allows to consult useful information such as the meaning of the OGP, how Portugal joined, who are the constituent members of the National Open Administration Network and what are the respective responsibilities in the Action Plans. This site is an essential point of contact for the Network itself, as well as for all those who follow its initiatives, since it is here that [updates](#) on the Network's activities and other relevant Open Administration initiatives are published on a monthly basis. The portal can be used to monitor the Action Plans, accessing information on the progress and development of their Commitments, which include progress rates, updates on completed marine and deliverable activities; but also an important area of [basic documentation of the RNAA](#), with the Action Plans, [RNAA by-laws](#), the minutes, presentations and next steps defined in the MSF, IRM reports or self-assessment reports (such as this one) or other relevant documents for monitoring the Network's activity.

#### ii. Spaces for dialogue, collaboration, co-creation and participatory decision-making

During the implementation phase of this 1st Action Plan, its monitoring was made by the Network, mainly through the regular working meetings, which took place bimonthly, with 10 meetings held during the I PANAA cycle. The exception to this recurrence occurred during the summer of 2019 (between May and September 2019), when the AMA internal team in charge of monitoring the activities of OGP Portugal transitioned, and the meetings resumed their bimonthly attendance in December 2019.

In 2020, in response to the COVID-19 pandemic, another space for dialogue was encouraged when the Portuguese MSF participated and organized a number of initiatives, which although not directly related to the implementation and execution of the Action Plan, translated into the practical application of the principles of Open Administration and made important contributions to its dissemination in Portugal. We would like to highlight:

- **Collection of national Open Administration initiatives and activities to address the COVID-19 pandemic:** the OGP platform for collection of Open Administration initiatives related to COVID-19 [has been disseminated](#). With the help of Network members, from whom contributions were requested directly, Portugal registered a total of 9 initiatives, which were disclosed on the <sup>12</sup>official website of the international OGP;

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<sup>12</sup>Collecting Open Government Approaches to COVID-19:  
<https://www.opengovpartnership.org/collecting-open-government-approaches-to-covid-19/>



- **Participation in the Open Recovery campaign | Open Response, created by OGP:** in addition to the dissemination of the [Digital Forum](#), a global webinar programme that took place from 5 to 7 May to 2020, the Network [promoted and organised](#) 3 webinars in Portugal, which took place from 6 to 14 May:
  - Webinar 1 - "**Civic Monitoring and Good Public Expenditure - The Integrity Pact at Alcobaca Monastery (Mosteiro de Alcobaca)**":
    - Promoters: Transparency and Integrity and Directorate-General for Cultural Heritage.
  - Webinar 2 - "**Transparent Hiring: Civic Monitoring & Open Data**":
    - Promoters: Transparency and Integrity and Directorate-General for Cultural Heritage.
  - Webinar 3 - "**Civic participation in turbulent times - Challenges and opportunities of Open Administration through the use of technology**":
    - Promoters: LabX / AMA.

Note: more information available in the "[Summary of Peer Exchange Activities](#)" section

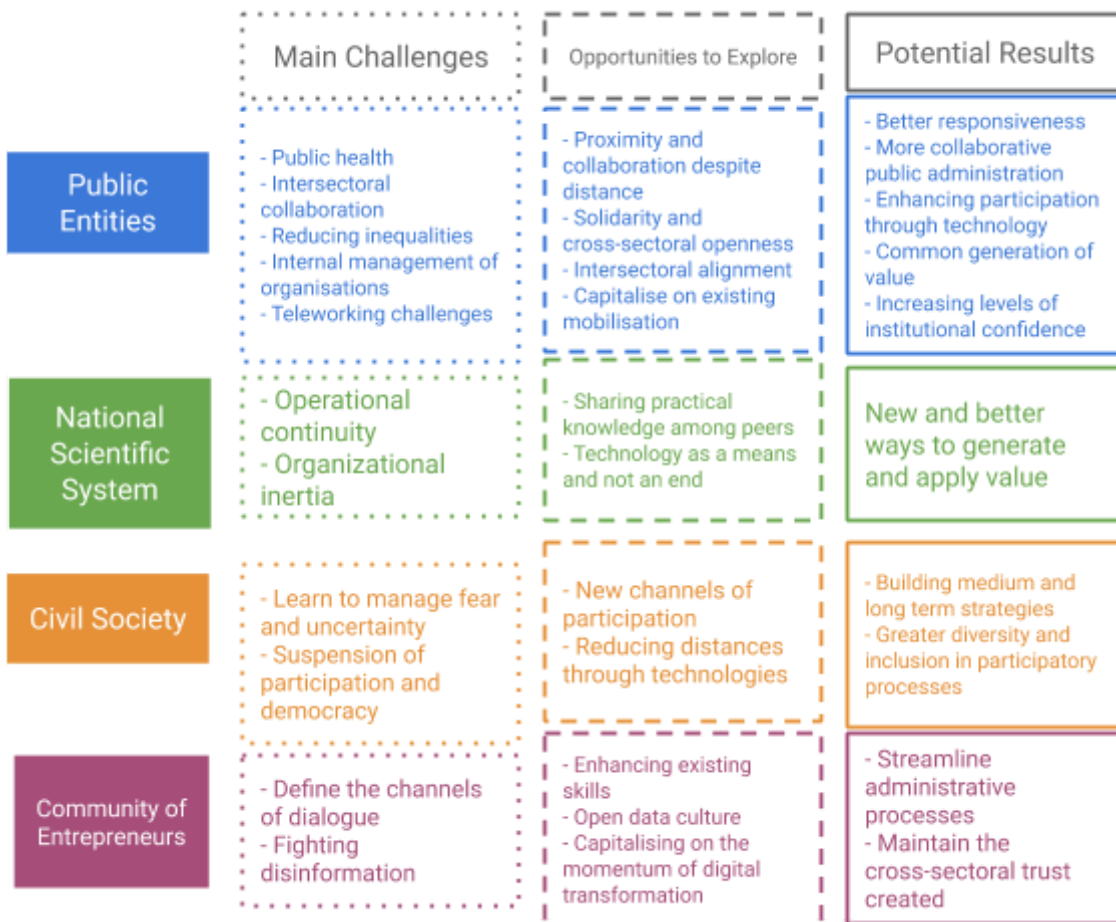


Image 1 - Key learning from the *webinar* panel discussion 3. Source: AMA, May 2020



### iii. Co-ownership and joint decision-making

In the transition process between the AMA teams, responsible for managing and coordinating the work of the Network and monitoring the Action Plans, during the period of October and November 2019, the new leaders - the LabX team - organised bilateral progress meetings with all Network members and implementing partners (see Table 3). The exception was those responsible for Commitment #6, as the parliamentary election period (concomitant with the transition of OGP coordination within the AMA) filled the agenda of the GSEPCM representatives.

Partners with responsibility for the implementation of the commitments' enrolled activities:	
Implementing partner	Commitment
Directorate-General for Public Administration and Employment (DGAEP)	#5: Organization of the Clear State
Institute for Public Markets, Real Estate and Construction (IMPIC)	#8: Enhancing transparency in public procurement

Table 3 - I PANAA implementing partners

The bilateral state of play meetings were used by the new AMA management team to present itself, but also to carry out a participatory diagnosis on the I PANAA and the Network itself. The main opportunities and barriers were thus identified in relation to the following topics:

- Open Administration in Portugal (OGP Portugal);
- State of the commitment for which it is responsible (if applicable);
- Composition and operation of the Network;
- Internal and external communication of the Network;
- What role the respective entity could play in the 2nd Action Plan.

This diagnosis allowed the new management team to become aware of the perception that the members had of the Network itself and its functioning, as well as to facilitate a moment of intermediate reporting and participation on the status of the Action Plan at that time. In this way, the main opportunities and challenges to be faced were identified in a collaborative manner, contributing so that the new management team could get to know and align with the members of the Network, in those that are its specific and collective objectives, but also continue to make informed decisions in the fulfilment of its mission of consolidating Open Administration practices in Portugal.

Considering the forums of the Network (ordinary meetings), as its main collaborative working sessions and deliberative moments, in order to ensure co-ownership and joint decision-making, the Network has inscribed in its own [by-laws](#) some aspects that not only define the organic functioning of these meetings but also attest to the importance of these working sessions:



- The definition of the agenda topics for these meetings is agreed collectively, on the basis of an initial proposal from the AMA, shared in advance with all members of the Network in order to gather their contributions and comments;
- The deliberations require a quorum of 2/3 of the members and are adopted by a majority of the members present at the meetings, even if this requires an additional effort on the part of the members of the Network<sup>13</sup>.

The self-assessment report itself presented here has been developed in a collaborative and participatory manner, ensuring two types of participation by Network members and partners involved in the implementation of I PANAA:

- The entities responsible for the execution and implementation of the commitments, conduct the process of self-assessment of their own commitment, making an analysis and critical comparison between what is in the plan and what has been implemented, highlighting the impacts generated and the results obtained, as well as pointing out the respective learning;
- All Network members review the contents of the self-assessment process of this report, contributing comments and suggestions to ensure that it reflects a shared and consolidated view of what has happened in the implementation phase of this Action Plan.

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<sup>13</sup> The [IX Meeting](#) had to be initially repeated due to the absence of a quorum, due to the need for a quorum to deliberate on [changes to the 2020-2021 calendar](#) and its chronology for the co-creation and development phase of the II National Action Plan, as well as on the implementation and termination of the action plan still underway.



### 3. IRM Recommendations

<sup>14</sup>The IRM’s key recommendations, which relate exclusively to the development and co-creation phase of the 1st Action Plan, have as their main objective to inform the development and co-creation phase of the next Action Plan, but also to provide practical guidance for the implementation phase of the current Action Plan.

The five key recommendations of the IRM are set out in Table 4 below.

#	IRM key recommendations
1	Establish more channels to incorporate citizens' suggestions into the co-creation process and ensure informed and timely feedback to all participants. A public consultation process or workshop at the beginning of the development phase of the plan could encourage greater citizen involvement.
2	Promote parity of governmental and non-governmental organisations in the multilateral forum. Different levels of participation for different organisations could be considered.
3	Give priority to commitments involving the justice sector, one of the areas of public administration where public confidence is lowest. Directly involve relevant actors in the sector to promote transparency and accountability.
4	Include commitments that have a balanced focus on the areas of accountability and civic participation in order to broaden the scope of the next action plans.
5	Improve public awareness of the OGP process through conventional media and targeted communications to promote greater public involvement in future action plans.

Table 4 - Five key IRM recommendations. Source IRM - Portugal Development Report (2018-2020)

Of the recommendations listed above, all are oriented towards the development and co-creation phase of the next Action Plan. Only Recommendation 5 provides potentially actionable guidance for the implementation phase, namely when it refers to the need to improve (and increase) public knowledge about Open Administration, with a view to greater involvement in future action plans.

To this end, actions have been adopted and activities developed that have contributed to this objective, namely the following:

#### I. Publications on OGP Portugal Portal:

Regular communication with the general public, through the publication of [news](#) about the work of the RNAA or the OGP process, as well as dissemination of the activities of the I PANAA, from its co-creation and development phase through the [public consultation](#) area, where citizens could suggest measures to include in the [monitoring of the I PANAA](#) itself.

<sup>14</sup>Independent Evaluation Mechanism (IRM) - Portugal Development Report (2018-2020):  
[https://www.opengovpartnership.org/wp-content/uploads/2019/10/Portugal\\_Design\\_Report\\_2018-2020\\_POR.pdf](https://www.opengovpartnership.org/wp-content/uploads/2019/10/Portugal_Design_Report_2018-2020_POR.pdf)



As can be seen in Image 2, in the period of the implementation phase of I PANAA (January 2019 to August 2020), the number of unique visitors ("users") and visits ("sessions") doubled (there was an increase of 208.6% of new users who visited the OGP Portugal portal and 193.5% of the number of visits).

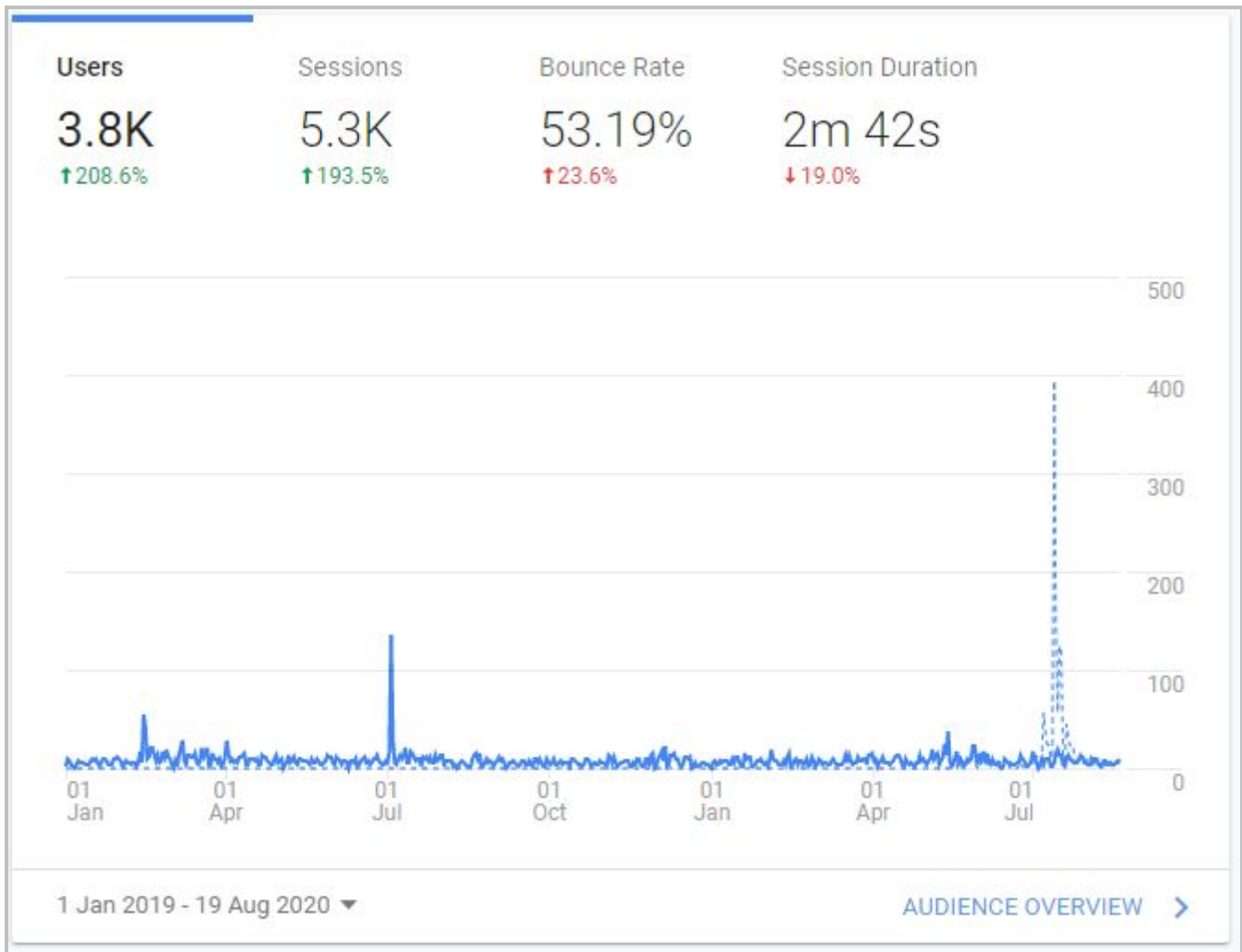


Image 2 - Overview of the OGP Portugal Portal audience . Source: Google Analytics



## II. Organisation of public initiatives:

As was the case with the 3 webinars organised by members of the RNAA, for the [Open Recovery | Open Response](#) campaign, which took place in May 2020 and which together mobilised the participation of 130 people<sup>15</sup>, thus contributing to the dissemination of the principles and values of Open Administration in Portugal.

## 4. Implementation of the commitments under the 1st Action Plan

### Full description of the implementation process and main results

In order to monitor the implementation of the Commitments in the 1st Action Plan, a monitoring methodology based on international good practices in Project Management was adopted, with reference to the "[Guide to the Project Management Body of Knowledge](#)"<sup>16</sup> (PMBOK®) of the Project Management Institute (PMI®).

In general terms, the methodology consisted of developing a Matrix of Responsibilities (see Image 3, below), defining basic principles of communication and articulation of the Network, a Project Plan and the elaboration of a Status Report for monitoring for each of the Commitments.

Initially, roles and responsibilities were defined through the development of a RACI - VS Matrix of Responsibilities where it was identified, for each of the Commitments:

- "R" - The entity responsible for implementing the Commitment (Responsible);
- "A" - The entity responsible for ensuring that the implementation of the Commitment is carried out according to plan (Accountable);
- "C" - The entities that have to be consulted before each action/decision (Consulted);
- "I" - The entities that need to be informed of each action/decision (Informed);
- "V" - The entities that validate the information produced in the development of the Action Plan (Verifies);
- "S" - The entities responsible for the final acceptance of the development of the Action Plan (Sign-off).

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<sup>15</sup> The webinar of 6 May had 13 participants, the one of 8 May had 25 participants and the one of 14 May had 92 participants.

<sup>16</sup> PMBOK® Guide - Sixth Edition: <https://www.pmi.org/pmbok-guide-standards/foundational/pmbok>



Deliverables / Phases	RNAA	MPMA/AMA	MPMA/PCM	AT	CRUP	PJ	PASC	ANJE	TI	CADA	ANMP	Entities External to RNAA	
												DGAEP	IMPIC
Commitment 1	I	R; A; C	I	I	I	I	I	I	I	I	I		
Commitment 2	A	R; C	R	R	R	R	R	R	R	R	R		
Commitment 3	I	I; C	I	R; A	I	I	I	I	I	I	I		
Commitment 4	I	I; C	I	I	R; A	I	I	I	I	I	I		
Commitment 5	I	I	I	I	I	I	I	I	I	I	I		
Commitment 6	I	I	I	I	I	I	I	I	I	I	I	R; A	
Commitment 7	I	I	R; A	I	I	I	I	I	I	I	I		
Commitment 8	A	I	I	I	I	I	I	I	I	R	I		
Development of II PANAA	A	I	I	I	I	I	I	I	I	I	I		R
Public consultation to the preliminary version of II PANAA	A; S	R; V	R; V	R; V	R; V	R; V	R; V	R; V	R; V	R; V	R; V	R; V	
	A	R	I; V	I; V	I; V	I; V	I; V	I; V	I; V	I; V	I; V		

Image 3 - Matrix of Network Responsibilities. Source: AMA, July 2019

From the point of view of the implementation of this Action Plan, we can group the different stakeholders that participate or are involved in it into three distinct groups: the AMA management team, the RNAA, the various entities responsible for implementing the commitments and, finally, the Civil Society Organisations (CSOs) and the general public. Table 5 presents the tasks of each stakeholder in the implementation process of the I PANAA.

Stakeholders	Assignments
Management team (AMA)	<ol style="list-style-type: none"> <li>1. It ensures continuous monitoring and support for the implementation of the Action Plan, monitoring the benchmark-activities of the commitments;</li> <li>2. Coordinates communication and interlocution with the responsible AP actors and civil society organisations;</li> <li>3. Promotes and organises regular monitoring and follow-up meetings</li> <li>4. It proposes the agenda and organises the meetings of the Network;</li> <li>5. It invites members of the Network as well as other public or civil society bodies relevant to the agenda of the meeting to the meetings;</li> <li>6. It provides the secretariat for the meetings;</li> <li>7. It promotes and facilitates access to all documents produced within the Network's activities, namely through the creation and updating of the OGP Portugal portal.</li> </ol>
National Open Administration Network	<ol style="list-style-type: none"> <li>1. It monitors the implementation of the Action Plan and validates its progress;</li> <li>2. Approves the progress rates of the benchmark-activities of the commitments and other reporting on the implementation of commitments;</li> <li>3. It is consulted and deliberates collaboratively on the decisions necessary to implement the Action Plan;</li> <li>4. It checks and validates documents reporting on the progress of the commitments;</li> <li>5. Writes and approves the final version of the Self-Assessment Report at the end of the implementation phase of the Action Plan;</li> <li>6. Discloses the Action Plan's Self-Assessment Report and promotes its public discussion;</li> <li>7. It collaborates on the development of the IRM and the subsequent release of the IRM final report;</li> </ol>





	8. Supports the updating of the OGP Portugal portal, suggesting or providing useful information for the monitoring, monitoring and accountability of the Network's work.
Entity responsible for implementing the Commitment	<ol style="list-style-type: none"> <li>1. Collaborates in defining the scope of the Commitment and its benchmark-activities, progress indicators and delivery time;</li> <li>2. It conducts the process of implementing the Commitment;</li> <li>3. It provides regular information on implementation, providing all the information necessary for its monitoring and validation in MSF;</li> <li>4. It liaises with the bodies and entities of civil society involved in the commitment;</li> <li>5. It leads the self-assessment of the Commitment by making the analysis and critical comparison between what is in the plan and what has been implemented;</li> <li>6. Supports the updating of the OGP Portugal portal, suggesting or providing useful information for the monitoring, monitoring and accountability of the Network's work.</li> </ol>
Civil society organisations and the general public	<ol style="list-style-type: none"> <li>1. It monitors the decisions of the Network meetings and the monitoring of the Action Plan;</li> <li>2. Access and analyse documents and reports published on the OGP Portugal portal;</li> <li>3. It participates in the final self-evaluation process, being consulted to learn the lessons and results of the Action Plan.</li> </ol>

Table 5 - Stakeholders, their roles and responsibilities in the I PANAA implementation process

In relation to the definition of basic principles of communication and articulation of the Network, in order to facilitate dialogue between the various entities that compose it, the following parameters have been defined (some also appear in the [By-laws of the RNAA](#)<sup>17</sup>, published on the OGP Portugal website):

1. Hold **ordinary meetings of the Network** with the participation of all members of the Network;
2. Hold **bilateral Progress Report meetings**, with the bodies responsible for the Commitments, where the state of implementation and rate of progress of the Commitments is discussed, and the summary of the progress report is subsequently submitted to the Network for approval;
3. **Document ordinary meetings of the Network** by means of [minutes](#)<sup>18</sup>, which are approved by the members of the Network after the meetings;
4. Fill in **Status Report** documents, where each entity responsible for implementing the Commitment indicates its progress as well as potential risks, and what the next steps are.

These activities provide permanent articulation between the entities responsible for implementing the Plan, promoting active involvement and sharing of information and obtaining continuous *feedback from the* different stakeholders.

<sup>17</sup> Statutes of the National Network for Open Administration:  
[https://ogp.eportugal.gov.pt/documents/48760/55198/AMA\\_Estatutos\\_RedeNacionalAdministra%C3%A7%C3%A3oAberta\\_20181114.pdf/01cc597f-3e1f-03ce-78cf-54310ce22477](https://ogp.eportugal.gov.pt/documents/48760/55198/AMA_Estatutos_RedeNacionalAdministra%C3%A7%C3%A3oAberta_20181114.pdf/01cc597f-3e1f-03ce-78cf-54310ce22477)

<sup>18</sup> National Open Administration Network Base Documentation Page: <https://ogp.eportugal.gov.pt/documentacao-rnaa>



#	What	Who	How	When	Rationale
C1	Extraordinary Meetings of RNAA	RNAA + Entities responsible for the implementation of the commitments (when necessary)	Face-to-face	Bimonthly	- State of play of implementation of PANAA; - Identify risks, assumptions, constraints.
C2	State of Play Meetings	AMA + Entities responsible for the implementation of the commitments	Face-to-Face Email	Biweekly	- Measure the progress of the commitments; - Present the tasks, allocations and deliverables; - Identify risks, assumptions, constraints and changes to the scope; - Identify the necessary actions to implement the commitments.
C3	Meetings' Minutes	AMA	Email	After Meetings	- Summary of topics and decisions taken.
C4	Status Report	Accountable for the implementation of each commitment	Email	Biweekly	- Identify risks, assumptions, constraints; - Identify the progress of the commitments; - Compiled and centralized information of the project; - Monitor the global progress of the project; - Monitor the commitment's progress level.

Image 4 - Basic principles of communication and articulation of the Network. Source: AMA, July 2019

In this way, an attempt was made to ensure that the entities complete the progress report on the Commitment for which they are responsible, so that their respective benchmark-activities are constantly monitored, preventing delays and mitigating risks during the implementation phase of the Action Plan.

Although a specific recurrence is defined for each of the communication and articulation activities between members of the Network, presented in Image 4, for reasons related to the operational and monitoring capacity of the teams involved in the projects included in the Commitments, there were some challenges in ensuring the regularity of some of these activities, namely, those of biweekly frequency. Thus, among the four activities described above, the meetings of the Network and its Minutes were the main point of contact and sharing of information among its members, as well as of accountability and monitoring of the implementation of the Commitments.

### Consolidated information on commitments

Based on the updates and monitoring carried out at the regular meetings of the Network, the bilateral follow-up meetings and the completed *Status Reports* presented by the entities responsible for the commitments throughout the period of implementation of I PANAA, consolidated information on the overall progress and performance of the Plan and each of its commitments are presented in this section. The levels of completion and progress rates presented were calculated using the percentages of implementation of each of the benchmark-activities (the weighting of which is assigned in proportion to their time of implementation) for the period from January 2019 to the end of August 2020.

It should be noted that in November 2019, the I PANAA, when calculating its 8 Commitments, showed an overall progress rate of 20%, reflecting the poor implementation of Commitments #3, #5, #7 and #8. Since then, an intensive collaborative effort has been made among management team, Network members and implementing



partners involved in the implementation of this I PANAA, to increase performance levels and progress in the development of the 8 Commitments and 27 benchmark-activities therein.

The overall performance of the 1st Action Plan is positive, with a completion rate of **67%, achieved despite some challenges**. First of all, the time constraint for the implementation phase. According to the guidelines in the OGP manuals<sup>19</sup>, activities in the I PANAA implementation phase were expected to run for 24 months (see figure 5 below), from August 2018 to August 2020. However, as the co-creation and development phase of the 1st Action Plan lasted until December 2018, the implementation phase only started in January 2019, leaving only 19 months for the implementation phase.

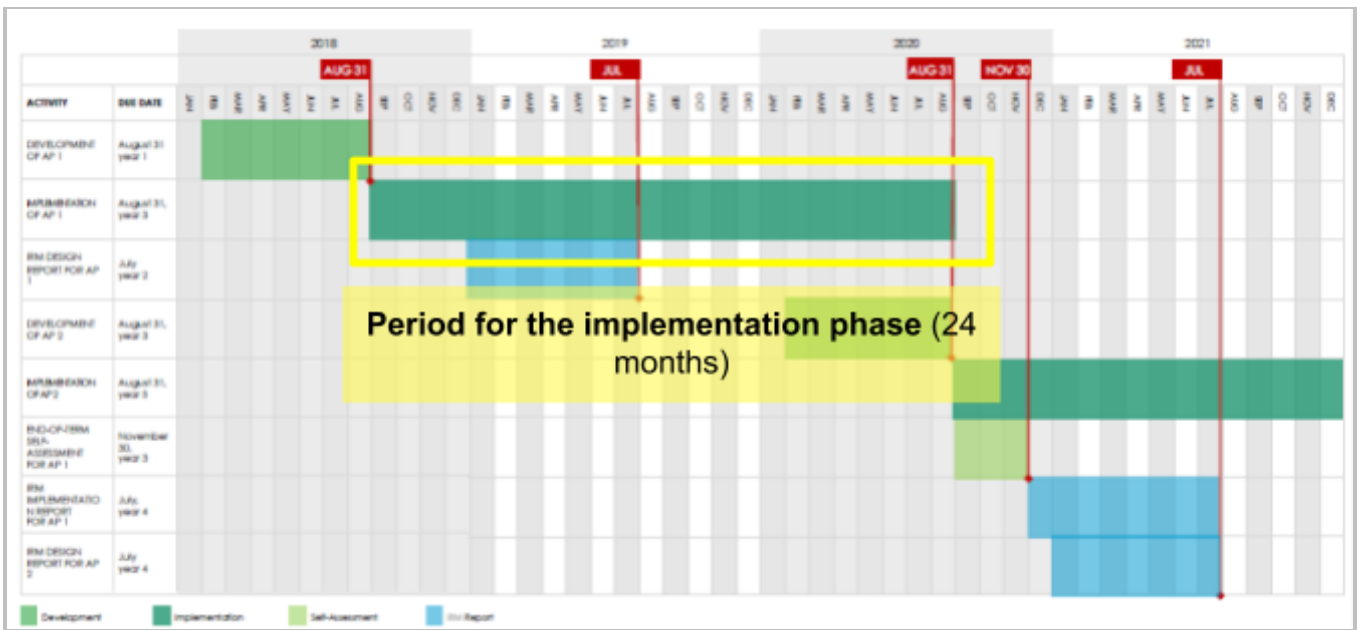


Image 5 - Schedule and calendar of the OGP process, for 2019. Source: "OGP HANDBOOK Rules + Guidance", 2019

Further challenges have arisen, already in 2020, in view of the response to the COVID-19 pandemic. Thus, in mid-March 2020, the Portuguese government decreed a State of Emergency, moving to a State of Calamity at the end of April<sup>20</sup>. These changes in the regular functioning of society and its institutions eventually led to adjustments in the way the Network operates. One of the most visible impacts on the ways the Network worked was to have the plan followed-up and monitored, as well as the ordinary meetings, fully online.

Therefore, based on this context and on the perspective of the AMA management team, the overall completion rate of the I PANAA meets the minimum expectations for an initiative of this nature in Portugal. According to the

<sup>19</sup> Consult "OGP HANDBOOK Rules + Guidance": <https://www.opengovpartnership.org/documents/ogp-handbook-rules-and-guidance-for-participants-2020/>

<sup>20</sup> XXII Government of Portugal - "End of the state of emergency is not the end of the health emergency": <https://www.portugal.gov.pt/pt/gc22/comunicacao/noticia?i=fim-do-estado-de-emergencia-nao-e-o-fim-da-emergencia-sanitaria>



information provided<sup>21</sup> by the OGP Regional Coordination Team, this figure is also in line with performance in other countries in the context of their inaugural action plans.

Overall performance of I PANAA - Commitment completion rates		
Commitments	Responsible Entity	Conclusion (%)*
#1: Follow my Data	PCM/AMA Government Area	100%
#2: Open Administration Week	PASC (supported by RNAA)	100%
#3: Disclosure of Tax and Customs Information	AT	91%
#4: Tutorial videos on the use of open data platforms	CRUP	100%
#5: Organization of the Clear State	DGAEP	89%
#6: CONSULTA.LEX	EPPCM Office	100%
#7: Implementation and monitoring of the scheme for access to administrative and environmental information	RNAA (close follow-up CADA)	19%
#8: Enhancing transparency in public procurement	RNAA (close IT-PT and IMPIC follow-up)	61%
<b>Overall performance / overall completion rate</b>		<b>67%</b>

Table 6 - Status of commitments in I PANAA \* Percentages reported on 28 August 2020

At today's date, of the four Commitments with the lowest implementation rates (#3, #5, #7, #8), only one shows a negative and lower than expected completion rate: Commitment #7, as can be seen from Table 6 above and consolidated in the detailed description of each of the Commitments.

Below are model tables for each of the Commitments. It should be noted that for this process of self-assessment of the implementation of I PANAA, the entities responsible for the commitments were asked to compile this information from the tables themselves, based on the activities that were implemented and signalling, if necessary, the respective changes in relation to what was included in the Action Plan.

<sup>21</sup>"Over 4000 commitments have been made, of which 66% of those in action plans which have ended have been implemented."

[https://www.opengovpartnership.org/wp-content/uploads/2020/02/SC\\_3YP-Implementation-Plan-for-2020-2022\\_Draft\\_February2020.pdf](https://www.opengovpartnership.org/wp-content/uploads/2020/02/SC_3YP-Implementation-Plan-for-2020-2022_Draft_February2020.pdf)



**Commitment #1 - Follow my Data**



Image 6 – Rate of execution of the Commitment #1 milestone activity

COMMITMENT #1: Follow my Data				
May 2018 - July 2019				
Entity responsible for implementing the measure	Ministry of the Presidency and Administrative Modernisation/Agency for Administrative Modernisation			
<b>Description of the commitment</b>				
What is the problem addressed by the commitment?	Promote the control/management of access to personal data by public and private entities, thus contributing to transparency and confidence in the use of digital services			
What is the commitment?	Develop a mobile application that allows citizens and businesses to monitor access to their personal and business data.			
How does the commitment contribute to solving the problem identified?	The mobile application, which will integrate secure authentication via Digital Mobile Key, will allow the data provider (the citizen) to manage access authorisation requests from public or private bodies, including creating, suspending and deleting access authorisations (e.g. the citizen will be able to allow "Entity X" to access "IAS, TAX ID, NAME, Employer" to date "Y", for "Bank Account Opening" purposes).			
Why is the commitment relevant to the OGP values?	The commitment fits in the axes of Transparency, ICT Use and Digital Inclusion and Public Participation.			
Additional information	This commitment also corresponds to measure #22 of the 2018 <a href="#">SIMPLEX+ Programme</a> .			
Level of completion	Has not been started	Limited	Substantial	Completed
				100%



	Description of results	The application was ready in July 2019 to go into production through a partnership with a financial system institution, Caixa Geral de Depósitos (CGD), which only completed its development in August 2020. It integrates secure authentication via the <a href="#">Digital Mobile Key</a> , allowing citizens to manage access authorisation requests from public or private bodies, including creating, suspending and eliminating access authorisations.		
	Next steps	1. Entry into production of the application prepared by CGD; 2. Conclusion of new protocols with other entities for the entry into production of applications with similar purposes.		
	State of benchmark-activities	Start date	Date of completion	Level of completion
	1. Functional analysis, User Interface development and prototyping	May 2018	Nov 2018	100%
	2. App available for testing	Nov 2018	Mar 2019	100%
	3. App in stores	Mar 2019	Jul 2019	100%
	<b>Contact Information</b>			
	Point of contact in the entity responsible for implementing the measure	AMA - André Vasconcelos		
	Title, Department	Advisor to the AMA Governing Board		
	Email and Telephone	<a href="mailto:andre.vasconcelos@ama.pt">andre.vasconcelos@ama.pt</a>		
	Other Entities Involved	N/A		
	Other Entities Involved <b>Additional Information</b> (on contact)	State entities	N/A	
		Civil Society Entities, Private Sector, Multilateral, Working Groups	Caixa Geral de Depósitos	
	<b>Additional Information (on contact)</b>			
	N/A			



**Commitment #2 - Open Administration Week**



Image 7 - Rate of execution of the Commitment #2 milestone activity

Model for commitment completion	
<i>Commitment #2 - Open Administration Week</i>	
<i>January 2019 - March 2019</i>	
Entity responsible for implementing the measure	PASC, Platform of Civil Society Associations - CASA DA CIDADANIA
Description of the commitment	
What is the problem addressed by the commitment?	Little information is available on the various aspects of Open Administration.
What is the commitment?	Stimulate constructive debate between public institutions and representatives of civil society by bringing together a group of experts and stakeholders in the development of a public administration each time more open, transparent, accountable, inclusive and citizen-centred.
How does the commitment contribute to solving the problem identified?	It has promoted the theme of open administration to about 40 civil society associations, which include about 50,000 members.
Why is the commitment relevant to the OGP values?	This commitment has contributed to all four axes of the I PANAA: <ul style="list-style-type: none"> <li>• Open Data;</li> <li>• Transparency;</li> <li>• Use of ICT and digital inclusion;</li> <li>• Public Participation.</li> </ul>
Additional information	<ul style="list-style-type: none"> <li>• The Open Administration Week took place from 13 to 15 March 2019</li> </ul>



	<ul style="list-style-type: none"> <li>• Posters were made and videos of the events were made, which were posted on the initiative's website, on all social networks and sent to all associations that make up the PASC – Casa da Cidadania;</li> <li>• The budget for the two initiatives has been reduced to a minimum, including facilities provided free of charge by the PCM and the EPA and a coffee station run by the AMA;</li> <li>• Questioned some government programmes in the area of transparency, open data, anti-corruption, civic participation, digital inclusion, citizen-centred digital services, among others.</li> <li>• 40% of women and 60% of men participated.</li> </ul>			
Level of completion	Has not been started	Limited	Substantial	Completed
				100%
Description of results	<p>PASC, the Platform of Civil Society Associations - CASA DA CIDADANIA, as a partner of the National Open Administration Network, organised two initiatives during the World Open Administration Week (<a href="https://ogp.eportugal.gov.pt/noticia7">https://ogp.eportugal.gov.pt/noticia7</a>) in collaboration with APDSI and AMA:</p> <ul style="list-style-type: none"> <li>• 12 March 2019 - WE'BIZ Talk: Open Data Innovation and Startups (<a href="https://www.anje.pt/tag/webiz/">https://www.anje.pt/tag/webiz/</a>), with the aim of identifying new business opportunities for companies resulting from the open data. The session, promoted in partnership with AMA - Agency for Administrative Modernization, aimed to explore how open data can be used by companies - be they SMEs or start-ups - to create new products or develop new strategies and included interventions from André Lapa, AMA, Carlos Brito, professor at the Faculty of Economics, U.Porto, Afonso Dias Coelho, manager at PwC and Ana Ferreira, CEO and Founders of B Create. To moderate the debate, the initiative will feature Leonid Kholkin, of Data Science Portugal, and the event will be opened by Hugo Vieira, National Director of ANJE.</li> <li>• 13 March 2019 - Workshop "Open Administration (<a href="https://pasc.pt/actividades/tertulias-debate/workshop-administracao-abetta/">https://pasc.pt/actividades/tertulias-debate/workshop-administracao-abetta/</a>), a challenge for the State and Society", with the aim of stimulating constructive debate between public institutions and representatives of civil society, bringing together a group of experts and stakeholders in the development of an increasingly open, transparent, accountable, inclusive and citizen-centred public administration. The work was carried out in five thematic discussion tables, sharing conclusions and concrete proposals for action in the following areas: <ul style="list-style-type: none"> <li>○ Transparency / Open Data</li> <li>○ Accountability</li> <li>○ Public participation</li> <li>○ Digital inclusion</li> </ul> </li> </ul>			





	<ul style="list-style-type: none"> <li>○ Citizen-centred governance <sup>22</sup></li> <li>● 15 March 2019 - Tertúlia "Open Administration, its Implications for the Fight against Corruption" (<a href="https://pasc.pt/atividades/tertulias-debate/tertuia-debate-administracao-aberta-suas-implicacoes-para-a-luta-contra-a-corrupcao/">https://pasc.pt/atividades/tertulias-debate/tertuia-debate-administracao-aberta-suas-implicacoes-para-a-luta-contra-a-corrupcao/</a>). This was an initiative open to society, which aimed to stimulate public and constructive debate between public institutions and representatives of civil society, bringing together specialists and those interested in the development of an increasingly open, transparent, accountable, inclusive and citizen-centred public administration.</li> </ul> <p>Other dissemination links of the initiative (milestone 3) for reference:</p> <ul style="list-style-type: none"> <li>● <a href="https://www.sgeconomia.gov.pt/destaques/semana-da-administracao-aberta-de-11-a-17-de-marco-2019.aspx">https://www.sgeconomia.gov.pt/destaques/semana-da-administracao-aberta-de-11-a-17-de-marco-2019.aspx</a></li> <li>● <a href="https://apdsi.pt/2019/a-apdsi-e-a-semana-da-administracao-aberta/">https://apdsi.pt/2019/a-apdsi-e-a-semana-da-administracao-aberta/</a></li> </ul>		
Next steps	<ol style="list-style-type: none"> <li>1. Organisation of similar initiatives focused on the resolution of citizens' life events, with the equal participation of relevant public bodies and representatives of civil society;</li> <li>2. Organisation of workshops and discussions on open data with the equal participation of relevant public authorities and representatives of civil society;</li> <li>3. Organisation of workshops and discussions on anti-corruption measures with the equal participation of relevant public bodies and representatives of civil society.</li> </ol>		
State of benchmark-activities	Start date	Date of completion	Level of completion
1. Define the overall structure of the initiative, including communication plan and event to be promoted by the FSAP	2 Jan 2019	6 Feb 2019	100%
2. Operationalise the programme of events to be promoted by the PASC and other initiatives to be carried out in the context of the Open Administration Week	6 Feb 2019	6 Mar 2019	100%
3. Implement the communication plan	18 Feb 2019	31 Mar 2019	100%
4. Implement the Open Administration Week	11 Mar 2019	17 Mar 2019	100%
<b>Contact Information</b>			
Point of contact in the entity responsible for implementing the measure	Luís Vidigal - Member of the Board of Directors of PASC Jorge Robalo - Member of the Board of Directors of PASC		
Title, Department	PASC Management		

<sup>22</sup> A [comment](#) originating during the [public consultation process](#) on this report of 5 November 2020 noted that the term "citizen-centred governance" might not be clear to "a layperson". Thus, we clarify that the term refers to the processes of citizen involvement to inform and take decisions within Open Government initiatives.



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Other Entities Involved	State entities	AMA
	Civil Society Entities, Private Sector, Multilateral, Working Groups	PASC APDSI
<b>Additional Information (on contact)</b>		
N/A		



**Commitment #3 - Disclosure of Tax and Customs Information**



Image 8 - Rate of execution of the Commitment #3 milestone activity

Model for commitment completion	
<i>Commitment #3 - Disclosure of Tax and Customs Information</i>	
<i>January 2019 - August 2020</i>	
Entity responsible for implementing the measure	Tax and Customs Authority
Description of the commitment	
What is the problem addressed by the commitment?	Legal information (national and European) on tax and customs matters often appears complex and full of legal jargon, making it difficult for final recipients, i.e. citizens and businesses, to fully understand it. It is therefore important to simplify this information and ensure that it is made available in an accessible way and through different channels, to enable the various economic decision-makers to clarify matters and take decisions more quickly.
What is the commitment?	Disclosure, on a wider and more accessible basis, of tax and customs information relevant to citizens and companies, such as binding information (legal/fiscal opinions issued by the AT at the request of the taxpayer and allowing to frame similar situations for a period of 4 years) and administrative instructions (circulars and letters produced by the AT to clarify doubts about the Tax and Customs Law). It is also intended to assess and define, in partnership with different stakeholders, issues of relevance to citizens in general in the field of tax and customs information, with a view to obtaining concrete contributions to possible technological developments that facilitate, simplify and promote access by interested parties to tax and customs information relevant to them.
How does the commitment contribute to solving the problem identified?	The redefinition of the practices used to communicate to citizens and businesses the tax and customs information produced by the State will make it possible to disseminate these matters more widely and efficiently to all interested parties. In addition, holding working meetings to discuss and co-create possible measures to meet the needs of citizens in their relationship with the Tax Administration will help



	to strengthen the relationship of trust between the State and the Citizen, as well as to support the development of more efficient public initiatives focused on the real needs of the target public.			
Why is the commitment relevant to the OGP values?	The commitment aims at an easier access of citizens and companies to fiscal and customs information, contributing to greater transparency and better use of Digital Technologies, as well as to foster Public Participation in these matters.			
Additional information	Collaboration with other public bodies will help to widen channels of access to tax and customs information, where public and freely accessible content is concerned.			
Level of completion	Has not been started	Limited	Substantial	Completed
				91% <sup>23</sup>
Description of results	<p><b>Activity 1:</b></p> <p>1.1 Plan for the dissemination of information made available by AT, using differentiated channels, includes the dissemination of <b>binding active information</b>, which can be used to support the analysis or clarification of similar issues raised by taxpayers. The following tasks were envisaged:</p> <ul style="list-style-type: none"> <li>1.1.1 Identification of all related content</li> <li>1.1.2 Confirmation, with the operational areas responsible for its production, of current affairs</li> <li>1.1.3 Definition of the sites (within AT web portals) and publication of contents</li> <li>1.1.4 Definition of the Governance Model regarding the content updating process.</li> </ul> <p>1.2 Plan for the dissemination of <b>administrative instructions</b>, which include circulars and circular letters, either public or restricted to AT, having the same tasks as the previous initiative (1.1).  <b>The plan can be found <a href="#">here</a>.</b></p> <p><b>Activity 2:</b> A report has been produced on the activities implemented, reporting on those that have been completed, for both media (binding active information and administrative instructions), from what is defined by "Activity 1".  <b>See report of activities already implemented <a href="#">here</a>.</b></p> <p><b>Activity 3:</b> Of the meetings planned under Activity 3 (4 quarterly meetings) only one took place in 2019. Considering that Activity 4 depends on the results of Activity 3 and that it is planned to start in 2020 and end in August, two meetings were held in 2020 to make up for the lack of meetings in 2019. Activity 3 is therefore considered to have been held at 75%. The reports of the meetings held can be found at the following links:</p> <ul style="list-style-type: none"> <li>• <a href="#">Report of the 1st quarterly working meeting</a> (March 2019)</li> <li>• <a href="#">Report on the 2nd quarterly working meeting</a> (March 2020)</li> <li>• <a href="#">Report on the 3rd quarterly working meeting</a> (July 2020)</li> </ul> <p><b>Activity 4:</b> The assessments, suggestions and proposals have been compiled in a <b>final report on the quarterly working meetings</b> which can be consulted <a href="#">here</a>.</p>			

<sup>23</sup> Only 3 of the 4 quarterly meetings were held, registered in benchmark-activity 3, but the commitment is given as concluded with a completion rate of 91%.



	See the <b>report with structured outputs from the quarterly meetings</b> <a href="#">here</a> . See the <b>Final Report - all benchmark/deliverable activities of Commitment #4</b> <a href="#">here</a>		
Next steps	N/A		
State of benchmark-activities	Start date	Date of completion	Level of completion
1. Develop a plan to disseminate the information made available by AT, using differentiated channels.	Jan 2019	Jun 2019	100%
2. Implement plan for the dissemination of information made available by AT.	Jul 2019	Dec 2019	100%
3. Hold quarterly working meetings within the RNAA (and other stakeholders identified as relevant) to assess issues/areas relevant to citizens in the field of Tax and Customs Information.	Jan 2019	Jul 2020	75%
4. Consolidate and structure the outputs of the meetings referred to in activity 3, identifying and operating up to 2 possible measures to be included in the 2nd National Open Administration Action Plan.	Jan 2020	Aug 2020	100%
Contact Information			
Point of contact in the entity responsible for implementing the measure	Helder Borges Lage		
Title, Department	Head of Organisation and Quality Division / Management Planning and Control Services		
Email and Telephone	<a href="mailto:helder.borges.lage@at.gov.pt">helder.borges.lage@at.gov.pt</a> 21 881 26 24		
Other Entities Involved	State entities	N/A	
	Civil Society Entities, Private Sector, Multilateral, Working Groups	National Open Administration Network.	
Additional Information (on contact)			
N/A			



### Commitment #4 - Tutorial Videos on the Use of Open Data Platforms



Image 9 - Rate of execution of the Commitment #4 milestone activity

Model for commitment completion				
<i>Commitment #4 - Tutorial Videos on the Use of Open Data Platforms</i>				
<i>January 2019 - August 2020</i>				
Entity responsible for implementing the measure	Council of Rectors of Portuguese Universities (CRUP)			
Description of the commitment				
What is the problem addressed by the commitment?	Despite the increase in the amount of open data from the public administration, the percentage of the population accessing them is still reasonably small, namely due to ignorance of their existence and/or the difficulty in working with such data.			
What is the commitment?	It consists of the creation of short video tutorials on the use of open data platforms and on some examples of operations and studies that can be carried out with this data.			
How does the commitment contribute to solving the problem identified?	The measure aims at providing a larger proportion of the population with the knowledge needed to use open data platforms. Initially, videos will focus mainly on the dissemination and use of the platforms. In a second phase, the main objective of the videos shall be the structure of open data and how to carry out operations and studies with them.			
Why is the commitment relevant to the OGP values?	The measure mainly targets the digital inclusion aspect by increasing public participation in access to open government data.			
Additional information	N/A			
Level of completion	Has not been started	Limited	Substantial	Completed
				100%



Description of results		Since the launch of the videos on the <a href="#">online platform</a> in July 2019, we have had 116 registrations of which 43 have completed all the training modules. On the "Reuse Data" page of the portal <a href="#">dados.gov</a> documentation on tools to work with and reuse large amounts of data has been made available.		
Next steps		N/A		
State of benchmark-activities		Start date	Date of completion	Level of completion
1. Definition of the contents and structure of the video tutorials		Jan 2019	Jul 2019	100%
2. Prior promotion of videos		Jul 2019	Dec 2019	100%
3. Implementation of the video tutorials		Jul 2019	Aug 2020	100%
<b>Contact Information</b>				
Point of contact in the entity responsible for implementing the measure		Jorge Rodrigues da Costa		
Title, Department		Vice-rector of ISCTE - Lisbon University Institute		
Email and Telephone		<a href="mailto:Vice.reitor.SIQ@iscte-iul.pt">Vice.reitor.SIQ@iscte-iul.pt</a> 217650585		
Other Entities Involved	State entities	ISCTE AMA		
	Civil Society Entities, Private Sector, Multilateral, Working Groups			
<b>Additional Information (on contact)</b>				
N/A				



**Commitment #5 - Clear State Organization**



Image 10 - Rate of execution of the Commitment #5 milestone activity

Model for commitment completion	
<i>Commitment #5 - Clear State Organization</i>	
<i>January 2019 - August 2020</i>	
Entity responsible for implementing the measure	Directorate-General for Administration and Public Employment
Description of the commitment	
What is the problem addressed by the commitment?	It is not clear to the ordinary citizen which different organisations and entities are part of the State, e.g. how many, of what kind, how they are organised.
What is the commitment?	Take advantage of the reformulation of the State Organisation Information System (SIOE - <a href="https://www.sioe.dgaep.gov.pt">https://www.sioe.dgaep.gov.pt</a> ) to: <ul style="list-style-type: none"> <li>• Ensure that an interface to the system is developed which would enable ordinary citizens to understand and "navigate" the global universe of State entities in their various institutional forms;</li> <li>• Allow citizens to select an entity or set of entities from the new interface and directly access relevant information about those entities in other portals. That is, to make SIOE an "anchor" portal for access to relevant data sources for accountability processes (such as base.gov.pt).</li> </ul>
How does the commitment contribute to solving the problem identified?	An interface that allows the citizen to interact intuitively with the SIOE allows him/her to get to know the entities and organisations that make up the State and the Public Sector in general.
Why is the commitment relevant to the OGP values?	This measure is part of the "Transparency and access to information" and "Accountability" pillars of the OGP.
Additional information	The SIOE was reformulated and expanded with the publication of Law 104/2019 of 6 September. The Public Interface provides the characterization of all Public Sector entities, sub-entities and local units and is universally accessible.





	<p>This new public interface provides simple and advanced search functionality, with multiple criteria selection and export possibilities.</p> <p>Webservices will also be made available with public information, characterising the entities, to be consumed by the public sector entities, which will be published in the IAP.</p> <p>This system responds to the existing need to identify geographically distributed jobs, which is a necessity for Public Employment Exchange procedures.</p> <p>The SIOE has a private access component reserved for entities with accredited users, for this purpose, from the Public Sector and which gives access to a set of application modules for data registration. Thus this new version of the SIOE, with the public and private components, when completed, will include the <b>general characterisation data of the entities, the social activity of the entities, workers, remuneration, entrances and exits of workers, service providers and the Staff Map.</b></p> <p>In the course of the project, it was also requested that information be collected to allow for gender analysis.</p>			
Level of completion	Has not been started	Limited	Substantial	Completed
			89%	
Description of results	<p>The delay in the project, external to the DGAEP team, relates fundamentally to two reasons that we will now mention:</p> <ul style="list-style-type: none"> <li>a) the complexity, in terms of business area, and the consequent delay in the time the company needed for its learning;</li> <li>b) the choice of the contracting company to develop the public and private interface simultaneously.</li> </ul> <p>In view of the above reasons and the development of the private interface, given its complexity, delays have resulted which have impacted on the production of the SIOE+ Public Interface.</p> <p>There have been important developments in the scope attributed to the new SIOE, which although it was not completed and went into production during the 1st Action Plan, as planned, presents in its test version important functionalities that meet the objectives of Commitment #5. The presentation of "<i>an interface that allowed ordinary citizens to understand and navigate the global universe of State entities, in its various institutional forms</i>" stands out. In this sense, a brief report has been developed with the aim of attesting to and demonstrating the developments made in SIOE+.</p> <p>See <a href="#">SIOE Status Report</a></p> <p>During the <a href="#">public consultation process</a>, on 30 October 2020, in order to provide updated information on the status of the SIOE, the DGAEP shared the following comment by email:</p> <p><i>"SIOE+ is in its final stage and there are still some normal adjustment and correction problems at this stage of the project. The teams interact daily so that the system can be completed in the course of next month (November 2020) and a pilot project can be carried out, with some entities, regarding the loading of data in the different modules that integrate SIOE+ (public access and private access)."</i></p>			



	<p><i>Two issues are being finalized, the one related to WebServices, namely their availability at the IAP and all the documentation associated with the project.</i></p> <p><i>As soon as the pilot project is completed the system will be made available to the general public".</i></p>		
Next steps	<ol style="list-style-type: none"> <li>1. Complete the system;</li> <li>2. Prepare content (interactive or informative, online tutorials, FAQ's ) for the business and technical areas;</li> <li>3. Publication of the Administrative Decree.</li> <li>4. Introducing the system.</li> </ol>		
State of benchmark-activities	Start date	Date of completion	Level of completion
1. Improve the SIOE interface	Jan 2019	Aug 2020	90%
2. Release the new version	2nd semester 2019	Aug 2020	80%
<b>Contact Information</b>			
Point of contact in the entity responsible for implementing the measure	Dr. Vasco Hilário		
Title, Department	Director-General		
Email and Telephone	<a href="mailto:vasco.hilario@dgaep.gov.pt">vasco.hilario@dgaep.gov.pt</a> , 213915300		
Other Entities Involved	State entities	<p>The main <i>stakeholders</i> of the project are</p> <ul style="list-style-type: none"> <li>● Modernisation of the State and Public Administration and other members of Government</li> <li>● Instituto Nacional de Estatística I.P. (INE),</li> <li>● Directorate-general for the Qualification of Workers in Public Functions (INA)</li> <li>● Social Services in Public Administration</li> <li>● Entities responsible for the human resource management system with particular relevance to eSPap, IP.</li> <li>● General Secretariats and similar bodies</li> <li>● Commission on Citizenship and Gender Equality (IGC)</li> <li>● Office of Strategy and Planning (GEP) of the MTSSS,</li> <li>● Directorate-General for the Budget,</li> <li>● Directorate-General for Health,</li> <li>● Administração Central do Sistema de Saúde, I. P,</li> <li>● Authority for Working Conditions,</li> <li>● Directorate-General for Employment and Labour Relations,</li> <li>● General Inspectorate of Finance,</li> <li>● Public Finance Council,</li> <li>● Budgetary Framework Law Implementation Unit,</li> </ul>	



		<ul style="list-style-type: none"> <li>• ISCED - Commission for Equality in Labour and Employment,</li> <li>• All other public sector entities</li> </ul> <p>Of the above-mentioned stakeholders some have participated in defining requirements</p>
	Civil Society Entities, Private Sector, Multilateral, Working Groups	International Institutions: Eurostat, International Labour Organisation (ILO), Organisation for Economic Cooperation and Development (OECD).
<b>Additional Information</b> (on contact)		
N/A		

**Commitment #6 - Consulta.LEX**

Commitment completion rate: 100%



Image 11 - Rate of execution of the Commitment #6 milestone activity

Model for commitment completion	
<i>Commitment #6 - Consulta.LEX</i>	
<i>September 2018 - October 2019</i>	
Entity responsible for implementing the measure	Office of the Secretary of State of the Presidency of the Council of Ministers
Description of the commitment	
What is the problem addressed by the commitment?	The measure is intended to combat the current alienation of citizens from participation in the legislative process and from decision-making.
What is the commitment?	Creation of a portal for legislative public consultations, accessible to all, allowing citizens to participate in the legislative process, through the consultation of diplomas and with the respective formulation of suggestions, permanently following the elaboration of that diploma until the final approval stage.



<p>How does the commitment contribute to solving the problem identified?</p>	<p>This measure will bring citizens closer to decision-making through the existence of a single place, accessible to all, where diplomas in preparation or in consultation will be available. Citizens will be able to create a profile by being notified of all the legal diplomas that in their areas of interest are placed in public consultation and will be able to follow the entire process of preparation and approval in its various stages. In this way, citizens can send their contributions and become part of the normative procedure, receiving information on changes to the legislation, as well as on the assessment of the contributions they have made. Even after the diploma has been approved, there is still the possibility for the citizen to have access to relevant information on the contributions sent, making it possible to know which contributions have been received and which have not.</p>			
<p>Why is the commitment relevant to the OGP values?</p>	<ul style="list-style-type: none"> <li>• By facilitating access to consultation processes for citizens and stakeholders, greater transparency and access to information is ensured;</li> <li>• By encouraging informed participation, the measure goes towards greater and better public participation;</li> <li>• Finally, through electronic processing and improved efficiency in the management of processes, the use of ICT and a strengthening of digital inclusion are guaranteed.</li> </ul>			
<p>Additional information</p>	<p>Measure #42 of the 2018 Simplex+ programme</p>			
<p>Level of completion</p>	<p>Has not been started</p>	<p>Limited</p>	<p>Substantial</p>	<p>Completed</p>
				<p>100%</p>
<p>Description of results</p>	<p>The redesign of the Public Consultations portal (which already existed) has made this process more intuitive, operational and close to the citizens, bringing them closer to the legislative process, which thus becomes more transparent and effective.</p> <p>This commitment was considered by the <a href="#">Independent Report Mechanism</a> - an independent evaluation of the Portuguese participation in OGP - as a star commitment, i.e. a potentially transformative one.</p> <p>The portal - <a href="https://www.consultalex.gov.pt/">https://www.consultalex.gov.pt/</a> - was launched in July 2019 and 157 public consultations were held and 581 comments were produced by the date of completion of the 1st National Action Plan, August 2020. It is possible to filter consultations into 28 thematic areas, or search by types of diploma or types of consultation.</p>			
<p>Next steps</p>	<ol style="list-style-type: none"> <li>1. Monitor the operation of the Portal;</li> <li>2. Collate improvements to be implemented;</li> <li>3. Implement improvements considered differentiating.</li> </ol>			
<p>State of benchmark-activities</p>	<p>Start date</p>	<p>Date of completion</p>	<p>Level of completion</p>	
<p>1. Definition of the requirements and structure of the Portal</p>	<p>Dec 2018</p>	<p>Jan 2019</p>	<p>100%</p>	
<p>2. Technological Development of the Platform</p>	<p>Feb 2019</p>	<p>Jun 2019</p>	<p>100%</p>	



3. Launch of the portal		Jul 2019	Jul 2019	100%
<b>Contact Information</b>				
Point of contact in the entity responsible for implementing the measure		Cristina Marques		
Title, Department		Technician Specialist in the Office of the Secretary of State of the Presidency of the Council of Ministers		
Email and Telephone		<a href="mailto:cristina.f.marques@pcm.gov.pt">cristina.f.marques@pcm.gov.pt</a>		
Other Entities Involved	State entities	CEGER - Management Centre of the Government Computer Network		
	Civil Society Entities, Private Sector, Multilateral, Working Groups	N/A		
<b>Additional Information (on contact)</b>				
N/A				

**Commitment #7 - Implementation and Monitoring of the Scheme of Access to Administrative and Environmental Information**

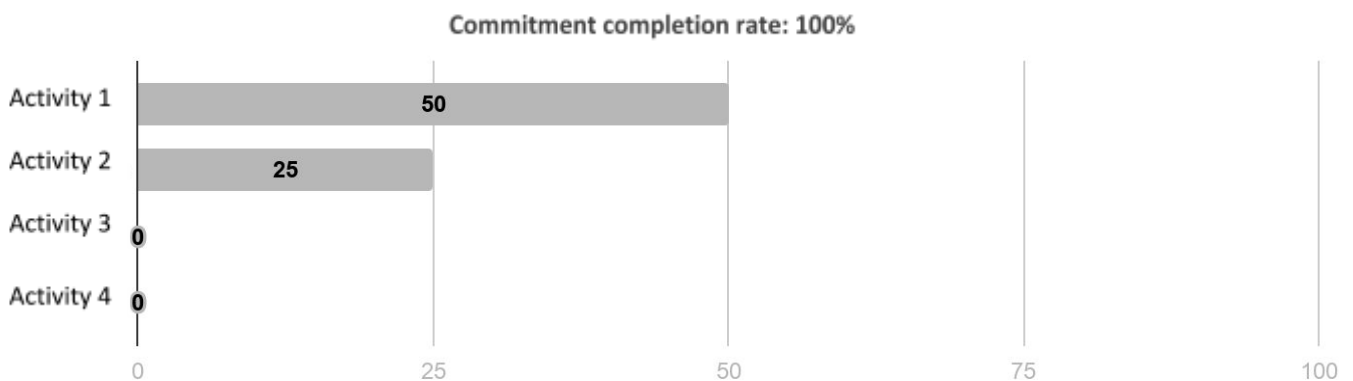


Image 12 - Rate of execution of the Commitment #7 milestone activity



Model for commitment completion	
<i>Commitment #7 - Implementation and Monitoring of the Scheme of Access to Administrative and Environmental Information</i>	
<i>January 2019 - August 2020</i>	
Entity responsible for implementing the measure	National Open Administration Network (close monitoring of CADA and TI-PT)
Description of the commitment	
What is the problem addressed by the commitment?	Access and re-use of administrative data is a challenge and an opportunity for all social, economic and political actors. In Portugal, Law 26/2016 of 22 August regulates access to administrative information. The bases of a structured and properly regulated offer are therefore established. Its operationalization is the central problem. Entities producing administrative and environmental information have not yet implemented the necessary measures to strengthen the supply of such information. An important amount of socially, economically, environmentally and civically relevant information is being removed from the public domain.
What is the commitment?	<p>The implementation and monitoring programme for the access scheme to administrative information (IAA) provides for the integrated implementation of the following measures, without prejudice to subsequent additions:</p> <ol style="list-style-type: none"> <li>1. Appointment and identification of the worker responsible for access to administrative and environmental information on the institutional website of all eligible public entities or, alternatively, the availability of an aggregated list, in machine-readable format and updated on a quarterly basis, on the data.gov portal;</li> <li>2. Listing and advertising of the types of information and data produced and managed by each eligible public entity on the dados.gov. portal;</li> <li>3. Availability of legally available metadata associated with each document, namely the issuing entity, the date of the request, the date of availability and the person responsible for the proper continuation of the access request;</li> <li>4. Implementation of a list with public authorities and public agents with good practices in the field of access to information, in particular the quantification of the number of days between the request and the availability.</li> <li>5. Availability of information on policies and practices on access to information concerning public bodies and public agents with good practices in the field of access to information, and the average time for which information is made available.</li> </ol>
How does the commitment contribute to solving the problem identified?	<p>The measure identified promotes the robustness of the access scheme to administrative and environmental information and will increase the volume of data supply.</p> <p>With regard to the expected results, and in the absence of prior diagnostic studies or <i>benchmarks</i>, it is expected that the system of access to administrative and environmental information will undergo measurable robustness.</p>



<p>Why is the commitment relevant to the OGP values?</p>	<p>The measure presented here basically falls under the "Transparency and access to information" pillar. It seeks to increase the volume and quality of administrative and environmental information made available, proposes to address the problem of lack of access to information on the supply side. It also promotes proactive transparency by strengthening the already regulated access to information scheme.</p>			
<p>Additional information</p>	<p>The CADA considers that the right of access to administrative documents has been gradually implemented. Thus:</p> <ol style="list-style-type: none"> <li>1. Most of the Opinions issued by the CADA relate to and are in favour of access to administrative documents;</li> <li>2. Most of the bodies against which a complaint is lodged or which seek the opinion of this Commission comply with the CADA's opinion;</li> </ol> <p>CADA is aware that an increasing number of entities actively provide administrative information on their website.</p> <p>The following meetings and workshops were held as part of this commitment:</p> <ul style="list-style-type: none"> <li>● Working Session: 14 May 2019</li> <li>● Bilateral meeting: 16 October 2019</li> <li>● Working session: 27 January 2020</li> <li>● Working session: 14 February 2020</li> </ul>			
<p>Level of completion</p>	<p>Has not been started</p>	<p>Limited</p>	<p>Substantial</p>	<p>Completed</p>
		<p>19%</p>		
<p>Description of results</p>	<p>As regards the <b>Responsible for Access to Information (RAI)</b>, the CADA is currently <b>registered in 194</b>. It should be noted that:</p> <ol style="list-style-type: none"> <li>1. In order to meet the objectives of <b>Activity 1</b> (<i>identification of the RAI on the website of all public entities, or publication of a list in the dados.gov</i>) and <b>Activity 2</b> (<i>publication of the typologies of data produced by each public entity in the dados.gov</i>), the possibility of hosting a form on the CADA institutional website was studied, in order to register the RAIs already appointed and/or identified and their respective public entities. On this hypothesis we register the following developments:             <ol style="list-style-type: none"> <li>a. CADA has already prepared the database model to be implemented regarding the information regarding RAI, which may later be exported to the portal dados.gov;</li> <li>b. The CADA considers, however, that the process should be implemented gradually, not least because there should always be a validation mechanism in place prior to the registration of RAI;</li> </ol> </li> <li>2. According to information provided by IT, which reported on the implementation of Commitment #7 and which was <a href="#">released</a><sup>24</sup> on the OGP Portugal Portal, "it is not yet possible to access an aggregated provisional list of RAI". The CADA website and the portal dados.gov do not provide information concerning this activity, so it is not possible to gauge its</li> </ol>			

<sup>24</sup> [https://ogp.eportugal.gov.pt/documents/48760/244860/TI-PT\\_Feedback\\_PNA4](https://ogp.eportugal.gov.pt/documents/48760/244860/TI-PT_Feedback_PNA4)



	<p>progress, however, CADA has developed the list of RAIs organised in an aggregated database, which may be exportable to data.gov.</p> <ol style="list-style-type: none"> <li>3. The report completes the above information by stating that "however, non-systematic research makes it possible to identify RAI in several eligible public institutions, in particular entities within the SNS perimeter. However, the SIOE update process, showing that not all entities covered by the LADA are properly identified, also suggests that the appointment and identification of the worker responsible for access to the LAA is not yet monitorable".</li> <li>4. There were no changes to be recorded with regard to <b>Activity 3</b> (<i>Availability of legally available metadata associated with each document, namely the issuing entity, the date of the request, the date of availability and the person responsible for the proper continuation of the request for access</i>);</li> <li>5. With regard to <b>Activity 4</b> (<i>Provision of information on good practices in the field of access to information</i>), the training and awareness-raising activities in which the CADA would participate together with IT did not take place given the present pandemic context. It should be noted that, beyond the current circumstance, the CADA will always be available for this purpose. The actions that were defined by IT, with the support of the CADA, were the following:             <ol style="list-style-type: none"> <li>a. Awareness raising campaign on transparency and access to administrative and environmental information:                 <ol style="list-style-type: none"> <li>i. Colloquium "Transparency in administrative and environmental activity: opportunities and challenges";</li> <li>ii. Open Administration Week Workshop;</li> <li>iii. Awareness via E-Learning</li> </ol> </li> </ol> </li> <li>6. It should also be noted that CADA's 2010 and 2019 activity reports, which contain published statistical data, as well as the opinions issued regarding the IAA's activity, can be consulted on its website.</li> </ol> <p>The CADA is of the opinion that its activity, namely through the issuance of Opinions (which have a pedagogical content), has contributed to strengthen the right of access. There are situations in which a public administrative body did not allow access, and with the consolidation of the CADA doctrine it now does. CADA is always available to collaborate in training actions within its competences.</p> <p>The <a href="#">Application Form for access to administrative documents</a> was also made available for consultation and download on the OPG Portugal portal.</p>
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<p>Next steps</p>	<ol style="list-style-type: none"> <li>1. The CADA has now ready the database model to be implemented regarding the RAI information.</li> <li>2. The CADA considers, however, that the process should be implemented gradually, not least because there should always be a validation mechanism in place prior to the registration of RAI.</li> <li>3. CADA is working on the possibility that the various entities to which the Law on Access and Re-use of Administrative and Environmental Information applies (Law 26/2016, of 22 August - LADA) may register their respective RAI by filling in a form on its institutional website. This is, however, conditioned by the validation mechanism - which is also being prepared. In this way, a single entry point is created, containing aggregated and updated information on the RAIs. It will also soon be possible to export and publish the aggregated list of existing RAIs on the portal dados.gov. It is understood that only after the preparation of the validation mechanism should the list be made available online.</li> <li>4. Finally, as this Commitment presents only limited progress, it is necessary to evaluate the possibility of its benchmark-activities being included in a next action plan, creating viable conditions for its realisation, with clearly defined responsibilities and assignments and indicators to be used to monitor its progress.</li> </ol>		
<p>State of benchmark-activities</p>	<p>Start date</p>	<p>Date of completion</p>	<p>Level of completion</p>
<p>1. Appointment and identification of the employee responsible for access to administrative and environmental information on the institutional website of all eligible public entities or, alternatively, the availability of an aggregated list, in machine-readable format and updated on a quarterly basis, on the portal dados.gov;</p>	<p>Jan 2019</p>	<p>Aug 2020</p>	<p>50%</p>
<p>2. Listing and publishing the types of information and data produced and managed by each eligible public entity on the dados.gov. portal;</p>	<p>Jan 2019</p>	<p>Aug 2020</p>	<p>25%</p>
<p>3. Availability of legally available metadata associated with each document, in particular the issuing entity, the date of the request, the date of availability and the person responsible for ensuring that the request for access is properly pursued;</p>	<p>Jan 2019</p>	<p>Aug 2020</p>	<p>0%</p>
<p>4. Availability of information on policies and practices on access to information concerning public bodies and public agents with good practices in the field of access to information, and the average time for which information is made available.</p>	<p>Jan 2019</p>	<p>Aug 2020</p>	<p>0%</p>
<p style="text-align: center;"><b>Contact Information</b></p>			
<p>Point of contact in the entity responsible for implementing the measure</p>	<p>Rui Ribeiro</p>		



Title, Department		Secretary, Commission for Access to Administrative Documents (CADA)
Email and Telephone		<a href="mailto:rribeiro@cada.pt">rribeiro@cada.pt</a> 21 391 35 70
Other Entities Involved	State entities	N/A
	Civil Society Entities, Private Sector, Multilateral, Working Groups	Transparency and Integrity
<b>Additional Information</b> (on contact)		
N/A		

### Commitment #8 - Enhancing Transparency in Public Procurement

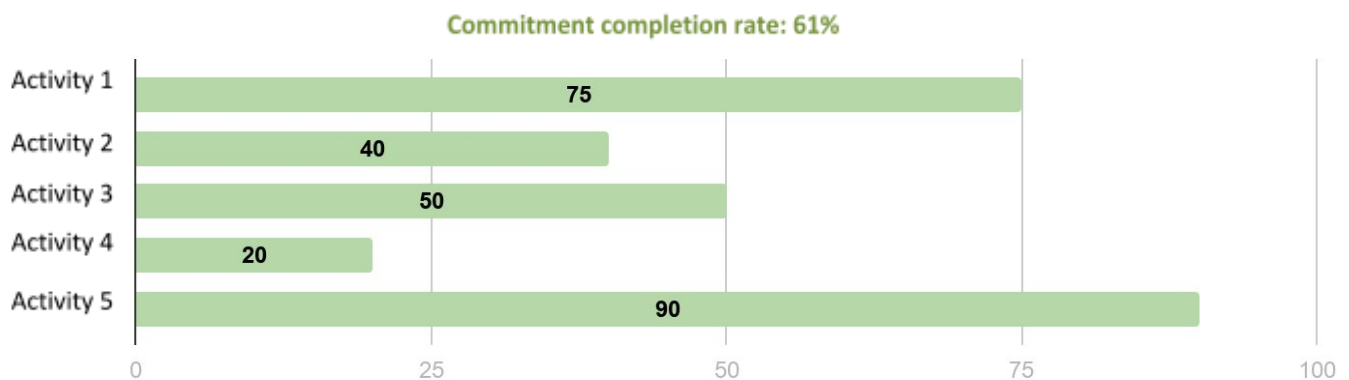


Image 13 - Rate of execution of the Commitment #8 milestone activity

Model for commitment completion	
<i>Commitment #8 - Enhancing Transparency in Public Procurement</i>	
<i>January 2019 - August 2020</i>	
Entity responsible for implementing the measure	National Open Administration Network (close monitoring of IT-PT and IMPIC - external implementing partner)
Description of the commitment	
What is the problem addressed by the commitment?	Portugal has made important progress in the field of public procurement, in particular with the creation of the public procurement portal ( <a href="http://www.base.gov.pt/">Portal BASE</a> ) <sup>25</sup> , containing information on all contracts concluded under the Portuguese Public

<sup>25</sup> <http://www.base.gov.pt/>



	<p>Procurement <a href="#">Code of Public Procurement</a> (CCP)<sup>26</sup> and also with the Observatory of Public Works<sup>27</sup>, a statistical information system on public procurement.</p> <p>Nevertheless, perceptions of corruption in this area remain very high: according to the Special Eurobarometer on Corruption<sup>28</sup> published in October 2017, 92% consider that there is widespread corruption in Portugal, 55% of the Portuguese interviewed consider that public officials who award public contracts are corrupt, and 21% believe that corruption has prevented them or their company from winning a public tender or awarding a public contract in the last 3 years.</p> <p>This is largely due to the massive use of the Direct Adjustment procedure, but also to the opaqueness about the public procurement cycle that neither the Public Administration nor the BASE Portal can answer.</p>
<p>What is the commitment?</p>	<p>Strengthening transparency in public procurement through:</p> <ol style="list-style-type: none"> <li>Publication of open data on the entire procurement cycle;</li> <li>Drastically reduce the use of the Direct Adjustment procedure to ensure competition and the best value for money procurement;</li> <li>Development and implementation of civic monitoring mechanisms.</li> </ol>
<p>How does the commitment contribute to solving the problem identified?</p>	<p><b>A.</b> The following actions will help to ensure the dissemination of timely, accessible and usable data at all stages of the procurement cycle, promoting the transparency and quality of electronic procurement systems:</p> <ul style="list-style-type: none"> <li>Adoption of <a href="#">Open Contracting Data Standards</a> (OCDS)<sup>29</sup>, ensuring that all contracts are open by default;</li> <li>Elaborate a Manual and Guide of Procedures for the Publication of Contracts on the BASE portal that reinforces the principle of open and public contracts by standard and clarifies in more detail which are the cases of exception;</li> <li>Follow and adopt the European Commission's recommendations and determinations on Public Procurement and e-procurement<sup>30</sup>;</li> <li>Strengthening the principle of freedom of choice of electronic platforms.</li> </ul> <p><b>B.</b> Publishing and disseminating the following additional information, for example, will help to reduce the use of Direct Adjustment contracts:</p> <ul style="list-style-type: none"> <li>Detailed justification for the choice of this type of procedure in "plain Portuguese", language accessible to ordinary citizens and avoiding, whenever possible, legal jargon;</li> <li>Identification of the business structure of the entities to be tendered, with disclosure of the effective beneficiaries.</li> </ul> <p>In addition, complementary measures should be taken such as:</p> <ul style="list-style-type: none"> <li>The authors of any kind of advice or technical support in the formulation of public procurement procedures should be identified and prohibited from participating in the award phases;</li> <li>The jury of the procurement procedure must be identified, and the top decision-makers of the contracting authorities must be excluded from any decisions concerning the award.</li> </ul>

<sup>26</sup> <https://dre.pt/web/guest/legislacao-consolidada/-/lc/view?cid=114291580>

<sup>27</sup> <http://www.base.gov.pt/Base/pt/Noticia?A=326>

<sup>28</sup> [https://ec.europa.eu/home-affairs/news/eurobarometer-country-factsheets-attitudes-corruption\\_en](https://ec.europa.eu/home-affairs/news/eurobarometer-country-factsheets-attitudes-corruption_en)

<sup>29</sup> <https://www.open-contracting.org/>

<sup>30</sup> [https://ec.europa.eu/growth/single-market/public-procurement/e-procurement\\_pt](https://ec.europa.eu/growth/single-market/public-procurement/e-procurement_pt)



	<p><b>C.</b> Trust in public procurement cannot be achieved without the active participation of all stakeholders. Creating clear and useful channels for communication between governments and social groups, professionals, associations and communities affected by a specific procurement process helps to ensure that participation is translated into good government action, and therefore the development of tools and methodologies that stimulate participation and civic monitoring should be pursued. This can be done through the application of recognized impact tools, such as the Integrity Pacts<sup>31</sup> developed by <i>Transparency International</i>, but also through initiatives that use open procurement data to engage citizens, businesses and organizations.</p>			
<p>Why is the commitment relevant to the OGP values?</p>	<p>The commitment is aligned with the pillars:</p> <ul style="list-style-type: none"> <li>● <b>Transparency:</b> enhances transparency about one of the government's most economically and socially impacting core activities, and corresponding accountability;</li> <li>● <b>Civic participation:</b> the public and open provision of information on public procurement catalyses the participation of non-governmental stakeholders (civil society organisations, journalists, academics and companies) by using such data in a multitude of circumstances of high social value - research journalism, scientific research, market research, etc. - and enables such feedback to be properly integrated into public policy by increasing levels of confidence in public decision-makers;</li> <li>● <b>Use of new technologies and digital inclusion:</b> it includes the adoption of the <i>Open Contracting Data Standard (OCDS)</i>, one of the most powerful tools for benchmarking and social innovation.</li> </ul> <p>In addition, the commitment promotes responsibility throughout the public sector by supporting the conditions of integrity in the day-to-day running of the Public Administration. On the other hand, open data accessible to a more broad stakeholders within government, including policy makers, administrators and regulators, contribute to strengthening functions such as oversight and auditing.</p>			
<p>Additional information</p>	<p>N/A</p>			
<p>Level of completion</p>	<p>Has not been started</p>	<p>Limited</p>	<p>Substantial</p>	<p>Completed</p>
			<p>61%</p>	
<p>Description of results</p>	<p><b>Activity 1 - Implementation of Open Contracting Data Standards in the BASE Portal:</b></p> <ul style="list-style-type: none"> <li>● On 28 November 2019, IMPIC made public procurement data available<sup>32</sup> on the Dados.Gov platform<sup>33</sup> on the BASE portal in the OCDS: <i>Open Contracting Data Standard</i> format, an instrument developed by the Open Contracting</li> </ul>			

<sup>31</sup> <https://transparencia.pt/pacto-de-integridade/>

<sup>32</sup> <http://www.impic.pt/impic/pt-pt/noticias/ocds-portal-base>

<sup>33</sup> <https://dados.gov.pt/pt/datasets/ocds-portal-base-www-base-gov-pt/>





Partnership (OCP)<sup>34</sup> with the aim of ensuring the transparency and quality of *e-procurement* systems at each stage of the public procurement cycle;

- According to information provided by IT, which compiled a brief report on the implementation of these Commitments #8, it was [released](#)<sup>35</sup> where it made an analysis of how the OCDS were implemented in this context, highlighting that there was no evidence of "quantified data on the migration from this base to the OCDS and it was not possible to extract structured data according to the OCDS". He also stressed that "the availability of a 495 megabyte .zip file on the data.gov portal is the only evidence of ongoing work in this area", but that the file "has a defect which prevents it from being consulted";

**Activity 2 - Making all contracts open by standard and public by making them available online on the BASE Portal:**

- On 27 December 2019, IMPIC published the Annual Report on Public Procurement in Portugal<sup>36</sup> for the year 2018. On the same page of the portal it is possible to find identical reports since 2010 (with the exception of the years 2014 and 2015);
- On the same portal, you can find the publications related to the Monthly Summary of Public Procurement<sup>37</sup>;
- In the [report developed by IT](#)<sup>38</sup>, on the state of this Commitment, it is mentioned that a "basic analysis of the content in base.gov suggests that the insertion of data is manual and does not follow concrete criteria, making the contracts not public by default, and persisting problems already identified at the level of publication, which, in the light of a restrictive reading of the CCP, results in its inapplicability";

**Activity 3 - Making e-procurement platforms truly supportive of free competition and competitiveness:**

- In the already mentioned [report developed by IT](#), it is mentioned that "the correlation between e-procurement and free competition, competitiveness and transparency is not properly clarified in the public procurement system in force, as well as the advantages of using Electronic Platforms for Public Procurement accredited by the Portuguese State to provide support services for the implementation of public procurement training procedures";
- It adds that "not all e-procurement platforms make documents available adequately or completely. With the exception of Vortal, where this is the most common practice".

**Activity 4 - Publication and public availability of all procedural documents relating to all phases of contracts signed by Direct Adjustment:**

- In relation to this activity, the IT report highlights that there is no evidence of "a documented or monitorable practice of publishing and making publicly available all procedural pieces of all stages of direct awarding (on a general or simplified basis)", as "a significant proportion of BASE.gov's stocks have no associated documents".

<sup>34</sup> <https://www.open-contracting.org/>

<sup>35</sup> [https://ogp.eportugal.gov.pt/documents/48760/244860/TI-PT\\_Feedback\\_PNAA](https://ogp.eportugal.gov.pt/documents/48760/244860/TI-PT_Feedback_PNAA)

<sup>36</sup> <http://www.base.gov.pt/Base/pt/Relatorios/Relatorios>

<sup>37</sup> <http://www.base.gov.pt/Base/pt/Relatorios/SinteseMensalDaContratacaoPublica>

<sup>38</sup> [https://ogp.eportugal.gov.pt/documents/48760/244860/TI-PT\\_Feedback\\_PNAA](https://ogp.eportugal.gov.pt/documents/48760/244860/TI-PT_Feedback_PNAA)



	<p><b>Activity 5 - Develop and apply tools to stimulate civic participation and civic monitoring (e.g. Integrity Covenants, hackatons, etc.):</b></p> <ul style="list-style-type: none"> <li>• It is not possible to find evidence of systematic and aggregate registration on the development and application of tools to stimulate civic participation and monitoring of public procurement procedures and stages;</li> <li>• However, IT-PT is developing and implementing an <a href="#">Integrity Pact</a><sup>39</sup> together with the Directorate-General for Cultural Heritage (DGPC) on two European funded works at the Monastery of Alcobaca.</li> </ul> <p>In the context of parallel activities that have contributed to the objectives of this commitment, the "<a href="#">Date With Data #42: Public Procurement</a>"<sup>40</sup> initiative was held on 14 December 2019.</p>		
Next steps	<ol style="list-style-type: none"> <li>1. Evaluate the possibility that benchmark-activities not fully executed in this Commitment could be included in a next action plan, defining concrete scopes, with clear responsibilities and assignments, establishing the objectives to be achieved and what indicators to use to monitor their progress. In this sense, an articulation between AMA, IT-PT and IMPIC is necessary to study the possibility of the benchmark-activities of this commitment being included in a next action plan.</li> <li>2. Request the correction of the invalid file in data.gov about the public procurement data on the BASE portal</li> </ol>		
State of benchmark-activities	Start date	Date of completion	Level of completion
Implementation of Open Contracting Data Standards on the BASE Portal	Jan 2019	Aug 2020	75%
2. Make all contracts open by standard and public by making them available online on the BASE Portal	Jan 2019	Aug 2020	40%
3. Making e-procurement platforms truly conducive to free competition and competitiveness	Jan 2019	Aug 2020	50%
4. Publication and public availability of all procedural documents relating to all phases of contracts signed by Direct Adjustment	Jan 2019	Aug 2020	20%
5. Develop and apply tools to stimulate civic participation and civic monitoring (e.g. Integrity Covenants, hackatons, etc.)	Jan 2019	Aug 2020	90%
<b>Contact Information</b>			
Point of contact in the entity responsible for implementing the measure	RNAA João Osório (IMPIC) Karina Carvalho <sup>41</sup> (TI-PT)		

<sup>39</sup> <https://pactodeintegridade.transparencia.pt/home/>

<sup>40</sup> <https://datewithdata.pt/blog/date-with-data-42-contratos/>

<sup>41</sup> Although RNAA is responsible for this commitment, IT-PT and IMPIC contact points are suggested, as they have followed up its implementation phase more closely.



Title, Department		Institute for Public Markets, Real Estate and Construction (IMPIC) Executive Director, Transparency and Integrity (IT-PT)
Email and Telephone		<a href="mailto:karina.carvalho@transparencia.pt">karina.carvalho@transparencia.pt</a>
Other Entities Involved	State entities	IMPIC
	Civil Society Entities, Private Sector, Multilateral, Working Groups	Transparency and Integrity (IT-PT)
<b>Additional Information</b> (on contact)		
N/A		



## 5. Peer exchange and learning

### Summary of peer exchange activities

Throughout the I PANAA implementation cycle, the AMA management team maintained a close relationship with the international OGP, through contacts and monthly working sessions with the regional OGP coordinator (OGP SU), [Helen Turek](#)<sup>42</sup>. These meetings served mainly to follow up the work of the Network, in particular the activities related to the implementation of I PANAA, as well as to plan the next action plan. As action plans are at the core of a country's participation in the OGP, these working sessions also served as a moment of alignment, presentation of questions or concerns and sharing of guidance on what is expected from participants, ensuring that decisions taken and lessons learned are captured and transmitted to all stakeholders.

During these meetings there were also contacts with other OGP teams, to clarify issues on particular matters, as was the case with the sessions with [Tinatin Ninua](#), director of the team coordinating the IRM Team, where the aim was to clarify specific issues related to implementation, as well as to know the main recommendations of the team coordinating this independent investigation mechanism.

The AMA management team also participated in two working sessions, promoted by OGP SU, with the National Contact Points (POCs) of other OGP members. One of the sessions was dedicated exclusively to the "Open Response | Open Recovery" campaign. The other was the first meeting of the European POCs of 2020, with the exceptional participation of Canada. The aim was to promote the sharing of knowledge and experience on how the different members of the OGP are making adjustments to their respective Action Plans in response to COVID-19.

In order to get to know the reality of other OGP participating countries, the regional coordination team suggested and promoted contacts among peers, as was the case of the meeting with [Carolina Cornejo](#), director of OGP Argentina, a country that has participated in OGP since 2012, having already developed four action plans and shared with the management team important orientations on key issues such as structuring a network with action plan implementing partners, or key issues to consider during the co-creation of an Action Plan, or how to capture and scale the involvement of various stakeholders in Open Administration programmes. With colleagues from OGP Brazil, led by [Otávio Neves](#), the exchange focused on an overview of the entire OGP process and also on the accumulated experience of one of OGP's founding countries, this knowledge having been particularly valuable in supporting the structuring of the RNAA.

During the life cycle of this first Action Plan (2018-2020), other initiatives have been implemented, which although not covered by the First National Action Plan, generate impact and advocate for the principles of Open Administration:

- Municipal Transparency Portal: <https://www.portalmunicipal.gov.pt/> The Municipal Transparency Portal is an initiative of the 19th Constitutional Government to increase the transparency of local public

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<sup>42</sup> The OGP Support team deployed to Portugal also included, for about a year, Regional Coordinator Peter Varga.





administration management to citizens. The portal uses *open source* technologies, in accordance with the provisions of the Council of Ministers Resolution no. 12/2012, namely "Pentaho" as a *business intelligence* platform and FusionCharts for graphical presentation of indicators. All data presented by the portal are uploaded to the platform [www.dados.gov.pt](http://www.dados.gov.pt).

As mentioned in the section "[Spaces for dialogue, collaboration, co-creation and participatory decision-making](#)", in order to respond to the pandemic caused by COVID-19 and to apply the main values of Open Administration, namely, accountability, transparency and inclusion, the RNAA organized 3 webinars as part of the campaign, [Open Response | Open Recovery](#): an open forum, which allows its 78 countries and 20 local members, thousands of civil society organizations and several multilateral partners to share the resources they have created and the initiatives they are promoting to respond to the pandemic. Thus, between 6 and 14 May 2020, 3 webinars were held with the following features:

- Webinar 1 - "***Civic Monitoring and Good Public Expenditure - The Integrity Pact at Alcobaça Monastery***":
  - **Objective:** sharing experiences and good practices arising from the implementation of the first Integrity Pact in Portugal;
  - **Description:** At a time when we are witnessing an extraordinary increase in public spending motivated by the emergency, it is important to ensure transparency and relevance for the community in its implementation. Civic monitoring consolidates levels of confidence and strengthens the role of public institutions. This is why an Open Administration is essential and necessary;
  - **Recipients:** Access to the webinar is restricted to Contracting Entities of Central and Local Public Administration;
  - **Promoters:** Transparency and Integrity and Directorate-General for Cultural Heritage.
- Webinar 2 - "***Transparent Hiring: Civic Monitoring & Open Data***":
  - **Objective:** Sharing civic monitoring tools, explaining the resources that can be mobilised by citizens to detect and prevent corruption and irregularities associated with public procurement procedures.
  - **Description:** Europe is going through the biggest crisis since World War II, with COVID-19 affecting all European countries. We must ensure that this extraordinary spending is made on effective control and monitoring measures.
  - **Recipients:** General Public and Civil Society Organisations
  - **Promoters:** Transparency and Integrity and Directorate-General for Cultural Heritage.
- Webinar 3 - "***Civic participation in turbulent times - Challenges and opportunities of Open Administration through the use of technology***":
  - **Objective:** Sharing knowledge and good practices, illustrating examples of civic participation and building confidence in the relevance of Open Administration.
  - **Description:** Explore examples that illustrate the opportunities for ensuring involvement, diversity and inclusion of civic participation in Public Administration activities in times of emergency, focusing on the demonstration of results of collaboration between the public sector, civil society and experts.



- **Recipients:** Members of the National Open Administration Network, civil servants, representatives of civil society and the general public.
- **Promoters:** LabX / AMA.
  - Note: For those who did not have the opportunity to attend the webinar, it was fully [publicized](#) after it was held. A [summary of the webinar](#) was also made available, describing the topics and subjects discussed.

Although it has not yet materialised, due to a lack of participants' agenda, a webinar session organised by the AMA management team and Helen Turek will be held in the last quarter of 2020 to promote direct contact between the OGP coordination team and the members of the Network and thus meet the following objectives:

- Moment of sharing and closeness between OGP SU and all members of RNAA;
- Prepare the establishment of the 2nd Action Plan and learn about other countries' approaches in this field;
- Find examples of how Open Administration values and principles are being applied in other countries;
- Share questions and learning among all participants.



## 6. Conclusion, other initiatives and next steps

### Description of lessons learned, of other initiatives not registered, what are the next steps for Open Administration in Portugal and conclusion

This report presents the action plan that opens the Open Government and OGP in Portugal, its main results and impacts, as well as the lessons learned. As mentioned, this 1st Action Plan was developed and implemented based on the promotion of **close, active and transversal collaboration** between the **Public Administration entities and the Civil Society Organisations that make up the National Open Government Network**, but also the implementing partners whose contributions were essential to the successful implementation of this Action Plan.

This first experience served to gather learning both at the **level of the management model** for the development, co-creation and implementation of the Action Plan, and at the **level of defining the role, responsibilities and performance of Network members**. These lessons learnt can already be applied in the strategic definition work of the RNAA and the 2nd Action Plan that are planned to take place in the last four months of 2020.

This first experience served to gather learning about the development process, co-creation and implementation of the Action Plan both at the **level of the management model and** at the level of **defining the role, responsibilities and performance of Network members**:

1. In order to facilitate the implementation process, the need was identified to **more clearly state the commitments**, the **creation of indicators of progress of benchmark-activities** and the promotion of a **more dynamic involvement** by some key partners and stakeholders;
2. With regard to **communication and liaison activities** between members of the Network, it is concluded that the meetings of the **Network and its Minutes have become the main point of contact and sharing of information** between its members, as well as of accountability and monitoring of the implementation of the Commitments;
3. As a way to accelerate progress in implementation, an intensive **collaborative effort** was made between the management team, Network members and implementing partners involved in the implementation of this I PANAA, **to increase performance levels** and progress in the development of the 8 Commitments and 27 benchmark-activities therein;
4. The **exchange and peer learning** allowed specific implementation issues to be clarified and decisions taken and lessons learned to be captured and passed on to all stakeholders.

These lessons learnt, together with the [recommendations established by the IRM](#), can already be applied in the strategic definition work of the NNAA and the 2nd Action Plan, which are planned to take place in the last four months of 2020.

**Opportunities** also arise in the **restructuring dimension of the Network itself**, which can be taken advantage of in the last four months, namely by promoting the **integration of new partners linked to priority areas** or willing to **participate more actively** (and by reviewing the presence of partners who have shown, in this First Action



Plan, that they have difficulties in accompanying the activities of the Network) and by encouraging the assumption of **more involved roles** (with the status of performers) by accompanying partners.

The results achieved by this Action Plan are the fruit of the Network's efforts, in particular by those organizations that have taken on responsibility for implementation and become directly involved in making commitments (see Box 7 below). This direct involvement was due to the following reasons:

- The scope of the commitments was directly related to the body's area of action or expertise;
- The bodies had operational capacity and a mandate to implement the commitment;
- The scope of the commitment was already included in the body's internal work plans;

Members responsible for implementing commitments, supervision and monitoring		Members responsible only for supervision and monitoring
AMA PASC AT	CRUP GSEPCM	PJ ANMP IT ANJE EACH
Entities outside the Network responsible for implementing commitments		
DGAEP	IMPIC	

Table 7 - Comparison between implementing entities and entities responsible only for supervision.

However, a **possible increase in the Network's executive capacity could contribute to an even more positive rate of implementation in the next action plans**. In this sense, for the last four months of 2020, a phase of definition and preparation for the 2<sup>nd</sup> Action Plan is included in the Network's activities plan, where themes such as the strategic definition and possible new composition of the Network will be worked on, as well as a structured plan for the promotion and communication of the Network's activities, thus giving continuity to the [recommendations](#) made by the IRM.

Of the **27 benchmark-activities registered** in I PANAA, **15 have been fully implemented**, resulting in a positive **final completion rate of 67%**. Overall, from the point of view of the management team, **the evaluation of this 1st Action Plan is satisfactory**. Despite the difficulties faced, the performance of the 8 commitments is positive, all the more so considering the "implementation gap" that OGP action plans present on a global scale, where only about one third of commitments are fully met at the end of each action plan<sup>43</sup>.

Therefore, as a first overview, the management team highlights the following aspects of the I PANAA :

- 4 commitments were fully implemented, 100%, in less than 24 months. However, by the end of December 2020, one more commitment ([#5](#)) could achieve full implementation;
- 2 of the commitments were implemented at or above 89% ([#3](#), [#5](#)), although they did not achieve full implementation;

<sup>43</sup> "Only about a third of OGP commitments are fulfilled by the end of each action plan" - [https://www.opengovpartnership.org/wp-content/uploads/2001/01/IRM\\_Technical-Paper\\_Failure\\_Dec2017.pdf](https://www.opengovpartnership.org/wp-content/uploads/2001/01/IRM_Technical-Paper_Failure_Dec2017.pdf)



- Only 2 commitments ([#7](#), [#8](#)) had limited implementation, with a completion rate of less than 50%.

Retrieving the information presented in the section "[Consolidated Commitment Information](#)", the overview of completion rates per commitment is as follows:

Commitments	Responsible Entity	Duration (weighting)	Conclusion (%) <sup>44</sup>
#1: Follow my Data	PCM/AMA Government Area	107 days	100%
#2: Open Government Week	PASC (supported by RNAA)	64 days	100%
#3: Disclosure of Tax and Customs Information	AT	456 days	91%
#4: Tutorial videos on the use of open data platforms	CRUP	261 days	100%
#5: Organization of the Clear State	DGAEP	456 days	89%
#6: CONSULTA.LEX	EPPCM Office	132 days	100%
#7: Implementation and monitoring of the scheme for access to administrative and environmental information	RNAA (near follow-up CADA)	456 days	19%
#8: Enhancing transparency in public procurement	RNAA (near IT-PT and IMPIC follow-up)	456 days	61%
<b>Overall performance / overall completion rate</b>			<b>67%</b>

Table 8 - Status of commitments in I PANAA

It is important to note that the **12 unfulfilled benchmark-activities** point in particular to the commitments which implementation has been most challenging, as they **focus mainly on two particular commitments** (which have 9 of these 12 benchmark-activities unfulfilled):

- [Commitment #7 - Implementation and Monitoring of the Scheme of Access to Administrative and Environmental Information](#) - had its 4 benchmark-activities incomplete, with a level of completion classified as "limited" and a completion rate of 19%;
- [Commitment #8 - Enhancing Transparency in Public Procurement](#) - despite having its 5 incomplete benchmark-activities (one of them with a "limited" level of completion), still achieved a completion rate of 61%.

However, these two **Commitments** also present themselves as an opportunity for the future, as there is the possibility of **re-introducing Commitment #7 into a new Action Plan**, taking advantage of the ongoing work to

<sup>44</sup> Percentages reported as of 28 August 2020



transpose the new European Directive [[DIRECTIVE \(EU\) 2019/1024](#)] and the revision of the current Law on Access to Administrative Documentation [[Law 26/2016](#)].

Similarly, **Commitment #8, which had the second lowest completion rate (61%), could be re-incorporated into a new Action Plan**, taking advantage of the opportunity to involve partners in a more engaging way, assessing and defining concrete scopes of action, with clear responsibilities and assignments, establishing the objectives to be achieved and the indicators to be used to monitor their progress. In this sense, it will be necessary to promote a more effective articulation among stakeholders to study this possibility and include it in the development and co-creation work of the 2nd Action Plan. Another noteworthy aspect is that the thematic area of Commitment #8 tends to be an area of intervention privileged by the OGP - **the transparency of public procurement** - which led to this commitment being classified as the "Star Commitment" by the IRM<sup>45</sup>.

These two commitments incorporated the challenges that transversally affected, more or less concretely and with varying degrees of intensity, the implementation of I PANAA. The way these commitments were described during the co-creation and development phase of this Action Plan allows for the identification of evidence that influenced their performance during the implementation phase, among which we highlight:

- Lack of clarity as to who is responsible and what their tasks are;
- Some ambiguity regarding the scope of its activities;
- Absence or opaqueness of indicators to monitor progress in their implementation.

The above framework evidence had already been recorded during the bilateral meetings with the management team, but remained virtually unchanged for Commitments #7 and #8 until August 2020, the date of completion of I PANAA.

In view of the analysis made in this report and the facts presented regarding the implementation of the Action Plan, it is possible to identify the existence of a set of opportunities, in number and gender, for Open Government matters in Portugal. Important steps have been taken towards the creation of open channels for collaboration and participation between the Public Administration, Civil Society Organisations and the National Scientific System and, above all, the companies and citizens who are the main beneficiaries of what was achieved by the I PANAA in the set of commitment proposals.

It is also stressed that despite the challenges and difficulties presented, some related to the operational reality of the organisations, others related to the context of crisis such as the one we are going through, it is possible to continue to challenge all stakeholders to build a new reality. This new paradigm where the principles of Open Government, such as openness, transparency, integrity, responsibility and participation, go beyond giving a conceptual dimension to provide strategic guidelines and, above all, practical guidance on how to transform Open Government into a living and dynamic organism, with an increased guarantee of effectiveness for a project to build a fairer, more open and more participatory society.

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<sup>45</sup> <https://ogp.eportugal.gov.pt/noticia10>





Image 14 - The 1000 days of Portuguese OGP participation were celebrated on 8 September 2020



# Annex I





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## Annex 1

### Indicators and metrics from the public consultation on this self-assessment report

The performance indicators and metrics identified to evaluate the Public Consultation on this report are divided according to the different actions carried out in the promotion and dissemination of this public consultation, which are described below:

- A webinar on "Civic Participation in Open Administration Processes" was held on 22 October. This webinar had **90 registered participants and 34 participants**;
- **Direct mailing campaigns**
  - Outreach campaigns were carried out in the context of sending emails directly to direct and indirect stakeholders, and to citizens and civil society organisations that have expressed an interest in these areas, and the AMA distribution list was created to ensure that information is sent to an audience that is receptive to these issues, in compliance with the directives of the General Data Protection Regulations. E-mails were sent to a group of **134 organisations/individuals**, which resulted in **22 individuals being registered on the distribution list**;
- **Social Network Campaigns**
  - Three campaigns were carried out on AMA's social networks (Facebook, Twitter and LinkedIn) on 15 October, 20 October and 2 November this year. On average, per campaign, **2,996 people viewed the information**;
- **Visits to OPG Portal**
  - All these actions, which were requested by consulting the [OGP](#) website, allowed the presence of **483 users** between 15 October and 6 November, who carried out **925 visits to the website**.



As a result of these actions, **41 comments** were obtained, made by **6 individuals**, and sent through **2 channels** (by email and placed directly in the PDF of the report), the details of which are presented in the table on the following page. Of the total of comments, **4 were integrated into the original text**.

### Comments made during the public consultation on this self-assessment report

#	Date	Channel	Message	Type of action / Response
1	30-10-20	Comment received via e-mail	<p><b>Comment:</b> <i>SIOE+ is in its final stage and there are still some normal adjustment and correction problems in this phase of the project. The teams interact daily so that the system can be completed in the course of next month (November 2020) and a pilot project can be carried out, with some entities, regarding the loading of data in the different modules that make up SIOE+ (public access and private access). Two issues are being finalized, the one related to WebServices, namely their availability at the IAP and all the documentation associated with the project. As soon as the pilot project is completed the system will be made available to the general public.</i></p>	<p><b>Action:</b> Email response and its integration into the text of the report, in the section on "Commitment #5 - Organisation of the Clear State", on page 39 of the document.</p> <p><b>Reply:</b> <i>Following the email sent regarding the progress of PANAA Commitment #5, we inform you that it will be integrated in the report on page 39 of the document.</i></p>
2	02-11-20	Comment received via e-mail	<p><b>Comment:</b> <i>Overall, and lacking the time to read the long report I have been presented with, I recognise an effort and merit in the paths to faster and more efficient access to public administration. However, often the sites are "off", the site to talk to government representatives did not allow, days ago, us to get a copy of our interaction and, worse than that, it has no practical results, since the rule is not to respond to the citizen. As for emails sent to the public administration, it still takes months to say that they have received them and that they will be evaluated and dealt with, which takes more months and often use a typical response,</i></p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report</i></p>



			<p><i>which does not respond to the citizen's participation or enquiry. In the 21st century such a lack of efficiency and impunity in public administration is intolerable.</i></p> <p><i>Only a few days ago, the Ombudsman's report was clear in the relationship between AP and Citizens, accusing AP of disrespecting citizens' rights, either in its performance or in the collusion between peers in the State to cover up and feed the monster of bureaucracy and impunity.</i></p> <p><i>To train people for the sense of service, to serve, to humbly serve the citizen who pays his/her taxes to pay the salaries of the AP should be the mantra to prioritize and to internalize.</i></p>	<p><i>of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation.</i></p>
3	02-11-20	Comment placed in the PDF	<p><b>Document section:</b> Introduction and framework</p> <p><b>Page:</b> 3</p> <p><b>Reference:</b> The promotion of initiatives for the reuse of software and the adoption of Free and Open Source Software in the AP, launching the Public Software portal.</p> <p><b>Comment:</b> <i>It would be interesting to include here the percentages of AP's adhesion to Free and Open Source Software.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Response via and respective integration into report text</p> <p><b>Response:</b> <i>Following the comment on statistical data on the use of free and open source software in public administration, we inform you that it will be integrated in the report in a footnote on page 3 of the document.</i></p>



4	02-11-20	Comment placed in the PDF	<p><b>Document section:</b> Introduction and framework</p> <p><b>Page:</b> 3</p> <p><b>Reference:</b> The focus on co-creating public services through projects such as the SIMPLEX + Programme, the Public Administration Experimentation Laboratory (LabX), as well as the National Open Data Portal and the TIC2020 Strategy.</p> <p><b>Comment:</b> <i>It would be important to have the presence of local authorities as well.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>Thank you for your comment, which has received our best attention and analysis. We inform you that ANMP (National Association of Portuguese Municipalities) is a member of the National Network of Open Administration. The comment will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, concerning the results of the Public Consultation.</i></p>
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5	02-11-20	Comment placed in the PDF	<p><b>Document section:</b> Introduction and framework  <b>Page:</b> 4  <b>Reference:</b> Public Participation, stimulating the use of public consultation processes and participatory democracy (with 6 commitments).  <b>Comment:</b> <i>This should be effective not only by adding comments that no one reads or have no impact on the final documents, but also by penalising State and local authority bodies that fail to comply with them.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We appreciate your comment, which has received our best attention and analysis, and its content is relevant in the context of Open Administration. We would like to stress that the National Open Administration Network has as its objective the continuous improvement of the processes of public consultation and participatory democracy used in the Open Administration initiatives it promotes. We also inform you that your comment will be registered and published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation.</i></p>
6	02-11-20	Comment placed in the PDF	<p><b>Document section:</b> Introduction and framework  <b>Page:</b> 5  <b>Reference:</b> The implementation of this Action Plan, reflects the partnership between the Public Sector and Civil Society for the consolidation and standardization of the principles and values of Open Administration and civic participation.  <b>Comment:</b> <i>crucial to involve ANAFRE and the ANMP.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comments, which we note and will take into account in the context of future initiatives developed by the National Open Administration Network. This will be registered and published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation.</i></p>



7	02-11-20	Comment placed in the PDF	<p><b>Document section:</b> Recommendations of IRM  <b>Page:</b> 13  <b>Reference:</b> could encourage greater involvement of citizens  <b>Comment:</b> <i>The greater the effect, the greater it is. It is essential for citizens to receive notes on the impact of their participation. Currently nothing exists. Not even an automatism.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation.</i></p>
8	02-11-20	Comment placed in the PDF	<p><b>Document section:</b> Commitment #2 - Open Administration Week  <b>Page:</b> 24  <b>Reference:</b> PASC, Platform of Civil Society Associations - CASA DA CIDADANIA  <b>Comment:</b> <i>Vizinhos em Lisboa, an association of which I am president and a member of the PASC.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation.</i></p>
9	04-11-20	Comment placed in the PDF	<p><b>Document section:</b> Introduction and framework  <b>Page:</b> 3  <b>Reference:</b> The promotion of initiatives for the reuse of software and the adoption of Free and Open Source Software in the AP, launching the Public Software portal.  <b>Comment:</b> <i>This is an important point which should be made explicit.</i></p>	<p><b>Action:</b> Email response and its integration into report text</p> <p><b>Response:</b> <i>Following the comment on statistical data on the use of free and open source software in public</i></p>



			<a href="#">Direct link</a> to see the comment.	<i>administration, we inform you that it will be integrated in the report in a footnote on page 3 of the document.</i>
10	04-11-20	Comment placed in the PDF	<p><b>Document section:</b> Action Plan Process  <b>Page:</b> 9  <b>Reference:</b> Dissemination of information and monitoring of the Action Plan  <b>Comment:</b> <i>This dissemination of information should be the fruit of promotion on the various digital channels not only of the AMA but also of the RNAA partners.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation.</i></p>
11	04-11-20	Comment placed in the PDF	<p><b>Document section:</b> Action Plan Process  <b>Page:</b> 10  <b>Reference:</b> Webinar 3 - "Civic Participation in Turbulent Times - Challenges and Opportunities for Open Administration through the Use of Technology"  <b>Comment:</b> <i>I think it is important to mention the importance of establishing open protocols between the Administration and the OSC, which allow to take advantage of agility and knowledge, with commitment, in times of emergency.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation.</i></p>



12	04-11-20	Comment placed in the PDF	<p><b>Document section:</b> XYZ  <b>Page:</b> 13  <b>Reference:</b> Establish more channels to incorporate citizens' suggestions in the co-creation process  <b>Comment:</b> <i>And make more use of existing channels which are often underused.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation.</i></p>
13	04-11-20	Comment placed in the PDF	<p><b>Document section:</b> Recommendations of IRM  <b>Page:</b> 13  <b>Reference:</b> To improve public awareness of the OGP process through conventional media and targeted communications to promote greater public involvement in future action plans  <b>Comment:</b> <i>Do not forget here the new channels of communication, where a younger, less political but more civically active population can be attracted to this initiative.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation.</i></p>





14	04-11-20	Comment placed in the PDF	<p><b>Document section:</b> Recommendations of IRM  <b>Page:</b> 14  <b>Reference:</b> 208.6% increase in new users visiting the OGP Portugal portal and 193.5% in the number of visits  <b>Comment:</b> <i>I think it would be interesting to have more data available on the Analytics platform about the profile of these users.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation.</i></p>
15	04-11-20	Comment placed in the PDF	<p><b>Document section:</b> Full description of the implementation process and main outcomes  <b>Page:</b> 17  <b>Reference:</b> promoting active involvement and sharing of information  <b>Comment:</b> <i>Is there a knowledge repository, even if unstructured, where all entities can upload documents or links with good practices and bad practices?</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation.</i></p>
16	04-11-20	Comment placed in the PDF	<p><b>Document section:</b> Commitment #2 - Open Administration Week  <b>Page:</b> 26  <b>Reference:</b> Transparency / Open Data  <b>Comment:</b> <i>I do not think we should mix transparency with open data. These are different subjects. For example, being able to access an SNS API to obtain raw data is a totally different topic from having access to specific documentation on a topic.</i></p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>Following the comment on transparency and access to information, on page 5, we inform you that the table referred to establishes the correspondence between the thematic axes and the commitments</i></p>



			<a href="#">Direct link</a> to see the comment.	<i>defined and that the explanation of the thematic axes is in the text above.</i>
17	04-11-20	Comment placed in the PDF	<p><b>Document section:</b> Commitment #4 - Tutorial Videos on the Use of Open Data Platforms  <b>Page:</b> 34  <b>Reference:</b> Next steps N/A  <b>Comment:</b> <i>In such an important area it would be important to continue focusing especially on topics such as new data formats and languages, open source applications for use, conversion, and data processing, etc.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation.</i></p>
18	04-11-20	Comment placed in the PDF	<p><b>Document section:</b> Commitment #5 - Organization of the Clear State  <b>Page:</b> 39  <b>Reference:</b> International Institutions: Eurostat, International Labour Organisation (OIR), Organisation for Economic Cooperation and Development (OECD).  <b>Comment:</b> <i>In an initiative that aims to create a space where citizens can better understand the apparatus of the state, the lack of participation of any type of civil society organisation is worrying from the point of view of what the final result will be.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation.</i></p>



19	04-11-20	Comment placed in the PDF	<p><b>Document section:</b> Commitment #6 - Consulta.LEX  <b>Page:</b> 41  <b>Reference:</b> <a href="https://www.consultalex.gov.pt">https://www.consultalex.gov.pt</a>  <b>Comment:</b> <i>Important initiative but one that needs to be further strengthened. It has several usability and accessibility problems that should be solved. The data needed for participation, especially the physical address - in a purely digital context, can create various resistance to participation.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</i></p>
20	04-11-20	Comment placed in the PDF	<p><b>Document section:</b> Commitment #7 - Implementation and Monitoring of the Access Scheme to Administrative and Environmental Information  <b>Page:</b> 46  <b>Reference:</b> its progress, however, the CADA has developed the list of RAIs organised in an aggregated database, which could be exportable for data.gov.  <b>Comment:</b> <i>What format was used for this data?</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</i></p>



21	04-11-20	Comment placed in the PDF	<p><b>Document section:</b> Commitment #7 - Implementation and Monitoring of the Access Scheme to Administrative and Environmental Information</p> <p><b>Page:</b> 46</p> <p><b>Reference:</b> CADA has developed the list of RAIs organised in an aggregated database, which could be exportable for data.gov.</p> <p><b>Comment:</b> <i>The work of CADA is increasingly important as citizens become more aware that data and documentation produced by public administration should be public. It would be important to publicise its work more widely, including its opinions, or to provide mechanisms for external parties to make the opinions public.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</i></p>
22	04-11-20	Comment placed in the PDF	<p><b>Document section:</b> Commitment #7 - Implementation and Monitoring of the Access Scheme to Administrative and Environmental Information</p> <p><b>Page:</b> 47</p> <p><b>Reference:</b> It is understood that only after the preparation of the validation mechanism should the list be made available online.</p> <p><b>Comment:</b> <i>What is the rationale?</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</i></p>



23	04-11-20	Comment placed in the PDF	<p><b>Document section:</b> Commitment #8 - Enhancing Transparency in Public Procurement</p> <p><b>Page:</b> 50</p> <p><b>Reference:</b> of the mass use of the Direct Adjustment procedure</p> <p><b>Comment:</b> <i>Not only the massive use of this procedure, but the lack of complementary information to most contracts, such as protocols, non disclosure agreements when applicable, and when public data passes to the private sector - or private agents have access to public data via direct agreement for their processing - the definition of custody, data controller, data security and integrity protocols, etc. Also the fields for the justification of the direct award should require more information from the contractor.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</i></p>
24	04-11-20	Comment placed in the PDF	<p><b>Document section:</b> Commitment #8 - Enhancing Transparency in Public Procurement</p> <p><b>Page:</b> 53</p> <p><b>Reference:</b> In the aforementioned report developed by IT</p> <p><b>Comment:</b> <i>The report mentions that the zip file made available contains errors. Test done the integrity of the data shows that the file does not find errors and that, contrary to what is said in the report, it runs on a personal computer and can be aggregated in a local database system. This more technical aspect does not invalidate, of course, that the format provided is far from ideal.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</i></p>



25	04-11-20	Comment placed in the PDF	<p><b>Document section:</b> Commitment #8 - Enhancing Transparency in Public Procurement</p> <p><b>Page:</b> 53</p> <p><b>Reference:</b> Activity 5 - Develop and apply tools to stimulate civic participation and civic monitoring (e.g. Integrity Covenants, hackathons, etc);</p> <p><b>Comment:</b> In a project born within @hello@vost.pt and then developed by @joao.pina@vost.pt, an account publishing Direct Adjustments in the context of a pandemic is available on Twitter: <a href="https://twitter.com/BaseCovid19">https://twitter.com/BaseCovid19</a></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</p>
26	05-11-20	Comment placed in the PDF	<p><b>Document section:</b> Introduction and framework</p> <p><b>Page:</b> 5</p> <p><b>Reference:</b> Transparency and access to information</p> <p><b>Comment:</b> What information? A more direct explanation is needed, in line with what is stated in the idea's development text.</p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</p>



27	05-11-20	Comment placed in the PDF	<p><b>Document section:</b> Introduction and framework  <b>Page:</b> 6  <b>Reference:</b> In October 2019, the Legislative Elections also took place in Portugal. With the inauguration of the new Government, new political programmes emerged, which resulted in a reorientation of some tutelages and their actors, particularly in matters related to Open Administration and Civic Participation. Thus, the work of the Network was followed by the Government Area of the Modernisation of the State and Public Administration (previously it was followed by the Government Area of the Presidency and Administrative Modernisation), and the Minister herself, Alexandra Leitão, gave a sign of interest and attachment to the mission of the Network by taking part in the 7th Meeting of the RNAA in December 2019. The Network's activities continued to be closely monitored by the Office of the Secretary of State for Innovation and Administrative Modernisation (SEIMA). The Secretary of State, Maria de Fátima Fonseca, materialized her involvement by attending the 9th meeting (May 2020) and 10th meeting (July 2020) of the RNAA. The proximity between this tutelage and the work of the Network may provide new opportunities for articulation between the public sector and civil society, to be explored in the future.  <b>Comment:</b> <i>The existence of future governments of a different political colour should not limit or condition the main axis of action, nor give space to disinvestment in this fundamental area.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</i></p>
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28	05-11-20	Comment placed in the PDF	<p><b>Document section:</b> Recommendations of IRM  <b>Page:</b> 13  <b>Reference:</b> Give priority to commitments involving the justice sector, one of the areas of public administration where public confidence is lowest. Directly involve relevant players in the sector to promote transparency and accountability.  <b>Comment:</b> <i>This should be a core priority. Not only for the potential to evolve towards a better perception of the work of justice in all its dimensions, but also for what it calls accountability, which obviously goes hand in hand with a better image of justice.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</i></p>
29	05-11-20	Comment placed in the PDF	<p><b>Document section:</b> Recommendations of IRM  <b>Page:</b> 14  <b>Reference:</b> 208.6% increase in new users visiting the OGP Portugal portal and 193.5% in the number of visits  <b>Comment:</b> <i>And its more regular dissemination, to accompany the programme.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</i></p>





30	05-11-20	Comment placed in the PDF	<p><b>Document section:</b> Full description of the implementation process and main outcomes  <b>Page:</b> 16  <b>Reference:</b> AMA Management Team  <b>Comment:</b> <i>Ensuring the much needed articulation with the rest of the Public Administration and decision-makers, because the message sometimes does not get through.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</i></p>
31	05-11-20	Comment placed in the PDF	<p><b>Document section:</b> Commitment #1 - Public Access Manager  <b>Page:</b> 22  <b>Reference:</b> The application was ready in July 2019 to go into production through a partnership with a financial system institution, Caixa Geral de Depósitos (CGD), which only completed its development in August 2020. It integrates secure authentication via the Digital Mobile Key, allowing citizens to manage access authorisation requests from public or private bodies, including creating, suspending and eliminating access authorisations.  <b>Comment:</b> <i>There should be no mention of any resistance from private bodies in the adoption of this technology, namely in the dissemination to all home banking, promoting not only the use of the app but also the security of access itself.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</i></p>



32	05-11-20	Comment placed in the PDF	<p><b>Document section:</b> Commitment #2 - Open Administration Week  <b>Page:</b> 25  <b>Reference:</b> The Open Administration Week  <b>Comment:</b> <i>We should not limit ourselves to a single open administration week, because it should and could be a plan periodically recalled to everyone.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</i></p>
33	05-11-20	Comment placed in the PDF	<p><b>Document section:</b> Commitment #2 - Open Administration Week  <b>Page:</b> 26  <b>Reference:</b> Citizen-centred governance  <b>Comment:</b> <i>A lay person will not understand what they mean by this.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Response via and respective integration into report text</p> <p><b>Response:</b> <i>Thank you for your comment, which has received our best attention and analysis. We consider the content relevant in the context of Open Administration and in the specific scope of the report. We inform you that the comment will be integrated in the text of the report, on page 27, and published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation.</i></p>



34	05-11-20	Comment placed in the PDF	<p><b>Document section:</b> Commitment #3 - Disclosure of Tax and Customs Information</p> <p><b>Page:</b> 30</p> <p><b>Reference:</b> The commitment aims at an easier access of citizens and companies to tax and customs information, contributing to greater transparency and better use of Digital Technologies, as well as to foster Public Participation in these matters.</p> <p><b>Comment:</b> <i>If the aim was to improve access to information, it was not achieved. There was a revamp of the portal, but the structure remains identical, heavy, old. A good innovation was the fast search inserted, but the information remains very scattered, and a citizen is easily lost in the portal.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</i></p>
35	05-11-20	Comment placed in the PDF	<p><b>Document section:</b> Commitment #5 - Organization of the Clear State</p> <p><b>Page:</b> 38</p> <p><b>Reference:</b> 1. completing the system; 2. preparing content (interactive or informative, online tutorials, FAQ´s) of the business area and the Technical area; 3. publishing the Administrative Decree. 4 Present the system.</p> <p><b>Comment:</b> <i>Point out that a very wide and strong use of social networks will enhance the use of this system.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</i></p>



36	05-11-20	Comment placed in the PDF	<p><b>Document section:</b> Commitment #6 - Consulta.LEX  <b>Page:</b> 41  <b>Reference:</b> <a href="https://www.consultalex.gov.pt">https://www.consultalex.gov.pt</a>  <b>Comment:</b> <i>I add that, taking advantage of the open source, open data wave, the code should be public, in a GitHub type repository.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</i></p>
37	05-11-20	Comment placed in the PDF	<p><b>Document section:</b> Commitment #7 - Implementation and Monitoring of the Access Scheme to Administrative and Environmental Information  <b>Page:</b> 45  <b>Reference:</b> CADA is aware that an increasing number of entities actively provide administrative information on their website.  <b>Comment:</b> <i>A lot of attention to municipalities. Even if there is some useful information, due to lack of resources, lack of knowledge, or superior decision, there is still a "suppression" of information to the public, regarding administrative information.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</i></p>



38	05-11-20	Comment placed In the PDF	<p><b>Document section:</b> Commitment #8 - Enhancing Transparency in Public Procurement</p> <p><b>Page:</b> 54</p> <p><b>Reference:</b> Make all contracts open by standard and public by making them available online on the BASE Portal</p> <p><b>Comment:</b> <i>Important condition for transparency... but the Portal sometimes cannot cope with the huge amount of access. Review this together with the fundamental adoption of this macro activity.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation.</i></p>
39	05-11-20	Comment placed In the PDF	<p><b>Document section:</b> Peer exchange and learning</p> <p><b>Page:</b> 57</p> <p><b>Reference:</b> Important condition for transparency... but the Portal sometimes cannot cope with the huge amount of access. Review this together with the fundamental adoption of this macro activity.</p> <p><b>Comment:</b> <i>You use open source and very well, why not make your code available on a collaborative platform like GitHub?</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</i></p>



40	05-11-20	Comment placed in the PDF	<p><b>Document section:</b> Peer exchange and learning  <b>Page:</b> 57  <b>Reference:</b> Webinar 1 - "Civic Monitoring and Good Public Expenditure - The Integrity Pact at Alcobaça Monastery":  <b>Comment:</b> <i>This type of initiative is becoming increasingly important as we will have more and more misinformation surrounding civic, electoral and political participation, it is necessary to know where it is spent, not to be used by misinformation platforms, namely using social networks, and in particular private groups, which are proliferating, many of them by invitation.</i></p> <p><a href="#">Direct link</a> to see the comment.</p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>We welcome your comment, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation</i></p>
41	06-11-20	Comment received via e-mail	<p><b>Comment:</b> <i>I am aware of the 8 Commitments of the First National Open Administration Action Plan, as I participated in the meeting (at my only meeting, and could not attend the others due to various impediments) where the contents of some of these commitments were presented and discussed. I have read the Self-Assessment Report in its entirety, and it is structured, well-founded, well written, mirroring reality, so I have nothing to add or comment on.</i></p>	<p><b>Action:</b> Answer via email</p> <p><b>Response:</b> <i>Thank you very much for your comments, which we note as relevant within the Open Administration. In the specific context of this report, we inform you that this comment and response will be published, under anonymity, in the annex to the Self-Assessment Report of the 1st National Open Administration Action Plan, regarding the results of the Public Consultation.</i></p>

