

Fostering digital participation of the citizens in their municipalities

Summary

Profile type

Technology request

Company's country

Spain

POD reference

TRES20230918014

Profile status

PUBLISHED

Type of partnership

**Commercial agreement with
technical assistance**

Targeted countries

• World

Contact Person

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Term of validity

19 Sep 2023**18 Sep 2024**

Last update

19 Sep 2023

General Information

Short summary

Organization from Biscay (north of Spain) has launched an open-innovation challenge: How can we benefit from the information and from the most used and most interesting public services so that relationships and communication between citizens and the administration of medium-sized municipalities is improved? The type of cooperation is that of a commercial agreement with technical assistance

Full description

This is a non-profit organization created by the Provincial Council of Biscay. Its main aim is that of modernising municipal council and associations of municipalities with the incorporation of new technologies. In short, they want to attract technological innovation to the local administration. They provide products and services for public management. Currently, this service is highly rated as it allow users to comply with the different regulations on electronic access, transparency and the like.

This challenge was created in order to further and strengthen the relationship with the citizens as a first step for an active involvement and participation, seeking to engage those citizens not currently reached. The goal is to focus on offering solutions for medim-sized municipal councils (2.000 to 10.000 inhabitants) in the region of Biscay.

The subchallenges involved are:

How can we add up the services offered by the Town Halls of medium-sized municipalities in a single digital space?
How can we generate a digital space where information adapted to citizens' uses and interests can be viewed?
How can we automate the dissemination of content through different channels; physical and digital and formats: articles, social media posts, whatsapp messages, etc?

Solutions sought must meet at least two of the following objectives:

1. Attract citizens to a new digital space, aggregating services and information of their interest.
2. Use languages and visual formats that are easily understood by the majority.
3. Measure and evaluate which services and information are of interest to the citizens.

Other aspects will be taken into account:

1. A non-intrusive experience for users that does not place an additional burden on internal staff
2. Accessibility and simplicity: a solution sustainable for people with different levels of digital skills. (AA or higher accessibility level)
3. A solution that is interoperable and interconnectable with other existing applications
4. The application must be bilingual; the languages used must be Spanish and Basque.
5. The solution must be parametrical, deployable and allow for some customization.

This is an open-innovation challenge that involves undertaking a pilot project. Those interested in participating will have to submit their proposal via a platform link that will be provided upon generating an expression of interest. The link contains further information and indications on how to proceed.

Deadline: 31/10/23

The envisaged type of cooperation is a commercial agreement with technical assistance

Advantages and innovations

Technical specification or expertise sought

Digital solutions are sought by unconventional partners; start-ups, scale-ups and technological SMEs that work in the ICT field.

The partner must be a specialist in bespoke software / apps design / development. They must also provide maintenance and support services. Most important of all, they are required to work on a trust and effective cooperation basis.

Stage of development

Concept stage

Sustainable Development goals

• **Goal 9: Industry, Innovation and Infrastructure**

IPR Status

Partner Sought

Expected role of the partner

The partner must come from the ICT field and therefore, provide a digital technological and market-oriented kind of tool that is likewise user friendly and easy to implement. The value proposal must be clear and relevant to the challenge.

Experience with the administration will be highly valued.

Type of partnership

Commercial agreement with technical assistance

Type and size of the partner

- **SME 11-49**
- **SME <=10**
- **SME 50 - 249**

Dissemination

Technology keywords

- **01004005 - e-Government**
- **01003006 - Computer Software**
- **01003022 - Smart Appliances**

Market keywords

- **02007004 - Program development tools/languages**
- **02007007 - Applications software**
- **02006007 - Databases and on-line information services**
- **01006004 - Communications services**
- **02006005 - Big data management**

Targeted countries

- **World**

Sector groups involved