Request for Partners (RFP)

Call-ID: ICT-34-2019 Pre-Commercial Procurement open
Type: PCP
Deadline: 28 March 2019
Budget: up to €6 mln

Acronym **AID-PS**
Title Artificial Intelligence Development for Public Services

Abstract **Search for Public Procurers who want to use artificial intelligence based solutions in complex access management and hospitality or other public services challenges.**

<u>Background</u>

Artificial intelligence

Artificial intelligence (AI) refers to systems designed by humans that, given a complex goal, act in the physical or digital world by perceiving their environment, interpreting the collected structured or unstructured data, reasoning on the knowledge derived from this data and deciding the best action(s) to take (according to pre-defined parameters) to achieve the given goal. AI systems can also be designed to learn to adapt their behaviour by analysing how the environment is affected by their previous actions.

How artificial intelligence can transform public services

AI is expected to have enormous impact in addressing many of the greatest societal challenges that face us today, e.g. ageing, transport, and the environment. AI can helps governments transform their work by improving effectiveness and efficiency and increase satisfaction of citizens, customers.

AI can improve productivity through for example automation of routine tasks, augmenting employees' capabilities and freeing them up to focus on more stimulating and higher value-adding work.

AI can enable predictive measures. AI bases solutions can monitor the condition of roads and bridges for predictive maintenance and alert officials to dangerous situations before accidents occurred. AI based solutions can track water pressure and alert workers to fix pipes before they burst. Using dynamic dashboards, government servants can evaluate collected data in one place to make better decisions. AI eliminates the guesswork and empowers governments to listen to take the right measures. AI offers a way to solve problems before it ever becomes a real problem for the users.

AI can empower decision-makers to see whether their policies are working as intended. Are the roads being fixed on time? Are inspections catching potential problems before they happen? Are measures for sustainable energy fruitful? Using AI, government leaders can answer these questions and close the gaps to ensure their governments operate as efficiently as possible.

AI can help providing high quality user experiences and support for citizens. Citizens judge their government the same way they judge everything else in their lives. If the government website is slow or difficult to navigate, they wonder why it doesn't just emulate the sites of their favourite consumer

brands. New tools can help citizens navigate governmental websites and receive more personalised notifications. In order to easily connect with citizens, who are often multi-device (mobile, website, social media, newsletter, in-person) consumers of information, AI powered solutions can improve response time and accuracy level towards citizens.

Key questions

In order for AI to fulfil its potential to improve public services there are a number of challenges ahead. The envisaged AI based solutions have several requirements, components & features that are currently not available. General key questions for this PCP are:

- How can we spur existing digitization efforts in public services that can form the foundation for AI solutions?
- How can we expand available data sets?
- How can trust and transparency by built into AI platforms and applications so that AI can explain its logic to lay person and is unbiased?
- How can data privacy and the use of personal information where users have the right to be forgotten and the right to object be addressed?

Objectives

- Create large scale data sets throughout Europe for AI solutions.
- Create coordinated demand for AI solutions in Public Services
- Validate AI solutions based on the x use-cases through real-life living lab scenarios.
- Demonstrate the solutions capacity to be transparent and trustworthy.

Use cases

Technology Base

Project office Technology Base, a joint cooperation of the province of Overijssel and municipality of Enschede, is responsible for the redevelopment of the former military air base Twenthe. The area is 228 hectares and consists of an airside and landside section. The ambition is to create a business park for innovative companies that want to push the boundaries in order to create new solutions. Technology Base uses innovation procurement to implement innovations in the area development to create an iconic area that optimally meets the needs and wishes of the users.

In order to meet the needs of the users, a new security and hospitality system is needed. The business park area has to be an area with controlled access and on site there are different zones with different security levels varying from public to strictly secured areas. Security has to be combined with hospitality: visitors and employees have to feel welcome and facilitated in their tasks. AI based solutions can help to fulfil different user's preferences during a day in different zones within the business park.

Expected impact (exact numbers tbd.)

- Contribution to building a strong European AI market and increase an European wide cooperation on AI demand.
- Contribute to increasing European industrial competitiveness on AI based solutions including small and medium-sized enterprises
- Effectively exploit the potential of AI for public services in the project and beyond.

Partner profile

Name	Country	Type	Activity / domain
TechBase	NL	PPP of province of Overijssel, municipality of Enschede	Lead public procurer
?	?	Public Procurer who wants to use artificial intelligence based solutions in complex access management and hospitality challenges or other public services.	Public procurer
?	?	?	Coordinator
?	?	RTD / university	Data analysis, data science
?	?	?	Dissemination and communication

Th!nk East Netherlands:

Techbase
Technology Base, a joint cooperation of the province of Overijssel and municipality of Enschede, is responsible for the redevelopment of the former military air base Twenthe. The area is 228 hectares and consists of an airside and landside section. The ambition is to create a business park for innovative companies that want to push the boundaries in order to create new solutions. Technology Base uses innovation procurement to implement innovations in the area development to create an iconic area that optimally meets the needs and wishes of the users. Investments are made, amongst others, in access management and hospitality, infrastructure, mobility, buildings, energy and water.

Overijssel (NUTS NL21)
With a regional GDP of €39b, Overijssel is responsible for 5.5% of the national GDP. The average annual growth rate of regional GDP in the period 2012-2016 was 2%, which was higher than the national average growth of 1.7%. SMEs play an important role in Overijssel's economy, as 25% of employment is situated in companies with fewer than ten employees and 60% in companies with fewer than 100 employees. Total research and development expenses for the province of Overijssel were €694m in 2015, which 1.87% of the GDP in the same year. The presence of the University of Twente supports focus on high tech systems and materials by the business community and public policy.
Overijssel has consistently scored as an Innovation Follower in the Regional Innovation Scoreboard in the regional innovation scoreboard 2014. In the regional innovation scoreboard 2017 however, Overijssel scored as a strong + innovator, meaning that the province outperforms the EU average on almost all innovation indicators.

Oost NL, Public company, www.oostnl.nl, www.oostnl.com

East Netherlands Development Agency (OostNL) is an agency that focuses its activities and projects on strengthening and stimulating the economy of the provinces of Gelderland and Overijssel in the Netherlands. We work with companies in the provinces of Gelderland and Overijssel and are commissioned by the Ministry of Economic Affairs and Climate Policy and the respective Provinces. Oost NL plays an important role in executing the economic policies of the Dutch government and the Provinces of Gelderland and Overijssel and its various city governments. To achieve this it is necessary to encourage a close cooperation between companies, regional institutes, knowledge institutes, and intermediaries. Oost NL acts as a bridge between these organisations. We focus on sectors Life Sciences and Health, Agri-Food, Cleantech & Energy and High Tech.

We focus on internationalization, innovation and investments within the four main sectors. Foreign Investment offers companies from outside the Netherlands, as well as from other regions of the country, a 'soft landing' in East Netherlands. Through us, international companies gain access to our regional networks as well as assistance with trade promotion. We support SMEs from East Netherlands to internationalize through matchmaking using our worldwide network of partners. Business development & Innovation supports the regional business environment by helping SMEs to bring innovations to market. This is done via a customized approach through access to funding (including Europeanwide funds), networking and one-on-one contacts. The results: fundable business cases (usually focused on market introductions), innovation projects and programs, open innovation centers and the establishment of campuses. Capital supports starting and growth-phase SMEs. We do this partly with risk capital from various innovation funds, and partly through our knowledge, networks and personal contacts. Through the revolving funds we provide for direct as well as indirect investment and take care of the fund management. In addition, we stimulate and support public and private investors. The result: SME sustainable growth through financing.

Relevant cooperation in BOOST(Regional Smart Industry Network of companies, knowledge institutes), active in the Vanguard Initiative and experienced in European projects. Currently running H2020 ACTTiVAte.