



Challenge:

How could we improve communication and information from departments where incidents occur that are potentially subject to coverage by an insurance policy taken out by Bizkaia Provincial Council (BPC)?

Sub-Challenges:

- How could we **collect information** with a **holistic vision**?
- How could we **structure the information** coming from different channels?
- How could we ensure **chronological traceability of communications** and data/changes made by different users and departments (with different permissions/roles)?
- How could we **facilitate the search for the content** of previously collected and structured communications and information?

Context:

One of the functions of the Assets Service, to which Bizkaia Provincial Council's (hereinafter BPC) Legal Framework and Insurance Section is attached, is to manage the various BPC insurance policies (civil liability, damage, etc.) for the various assets covered (buildings, vehicles, employees, etc.). In particular, it acts as an intermediary between the departments and the insurance broker, among other things.

Thus, in its day-to-day activities, the department interacts with other departments where incidents have occurred that are potentially subject to coverage by an insurance policy taken out by BPC. These departments send queries and exchange information through different channels (telephone, insurance mailbox, e-mails from employees, etc.) and continuously over time until the claim is closed.

For this task, the department has a document manager where it manually enters the documentation transferred by the departments. However, there is no tool where they can record the conversations, the moment at which they take place, the response provided, etc. So, there is no traceability of the interactions with the departments.



Consequently, it is considered that the GovTech programme can be a way, using technology, to improve the information they have on interactions with departments. This would improve the efficiency of the team, reduce workloads and ensure the traceability of information, as well as promote better communication with departments.

Objectives:

In order to make the insurance team more efficient and reduce workloads, we seek solutions that make it possible to:

- Collect interactions with departments in a simple and organised manner
- Request information from the departments in such a way that there is traceability of the request and of the documentation provided
- Easily consult all the information / interactions collected and filtering by file, date, department, type of policy, etc.
- Show part of this information to the departments and the mediator, so that they can consult the follow-up information.

What are we looking for?

The following aspects will be assessed:

- A value proposal that is clear and relevant to the challenge.
- A technological solution with traction in the market.
- Integrable with existing systems and with all parties involved in the process.
- Ease of adoption and implementation.
- Accessibility and simplicity: A solution suitable for people with different levels of digital skills.
- Scalability of the solution.



Process and key dates:

The **deadline** to receive the response to the proposal is: **31/10/2023**.

The selection process consists of the following steps:

- The selection of up to 5 candidate companies depending on their relevance and how their solution fits in with the challenge proposed.
- Interviews with the 5 companies to learn about their activity and differential value.
- Selection of 3 finalist companies.
- Presentation of the pilot programme proposed by the 3 finalists.
- Selection of the winning company and solution.

The pilot programme to implement the winning solution in January 2024 and will have a duration of 5 months.



What do you get?

Pilot programme remunerated with a maximum of 15,000 euros.