Challenge:

How might we increase the autonomy of farmers and livestock breeders by accessing information and managing procedures related to their farms?

Sub-challenges:

- How might we **centralize all existing information about their farms** so that it is accessible and consultable for every person in the agricultural and livestock sector?
- How might we **reduce the time and effort that farmers and livestock breeders dedicate to administrative tasks**?
- How might we **facilitate access to the procedures available on the Electronic Office (SEDE)** to streamline the processing workflow?
- How might we **ensure that information and procedures are presented in a clear and understandable way** for all profiles within the sector?

Context:

The Directorate-General for Agriculture of the Provincial Council of Bizkaia aims to advance towards a model that promotes the autonomy of people in the agricultural and livestock sector in accessing information and managing procedures, reducing their reliance on third parties and removing barriers that hinder self-management.

The analysis carried out reveals that information in the sector is not readily available to farmers and livestock breeders. When they need access, they must consult different sources; that is, the information is dispersed and fragmented, making it difficult to locate and understand. Although the Provincial Council holds all information regarding agricultural holdings in Bizkaia, it is currently not visible or accessible to farmers and livestock breeders, despite being required for certain procedures, such as animal movement permits. As a result, they turn to different intermediaries, such as Gertu offices or agricultural associations.

These channels are also used when they receive communications from the Provincial Council of Bizkaia that they do not fully understand. These notifications arrive by post and include everything: approval or rejection of grants and subsidies, livestock health-related restrictions, new sanitary regulations, etc.

This situation—combined with the complexity of accessing administrative procedures and the lack of clear communication channels—creates frustration, loss of time and a strong dependency on third parties to complete their formalities.

Moreover, people in the agricultural and livestock sector face the following barriers:

- Higher-than-average age due to the ageing population within the sector.
- A significant digital divide linked to low technological literacy.
- Potential internet connectivity issues in rural environments.
- Difficulties understanding the technical terminology used in communications.

From the analysis, we can conclude that farmers and livestock breeders rely primarily on mobile phones, both for communication and for accessing information ("it's faster and more at hand than a computer"). Accessing the Electronic Office (SEDE), however, presents many barriers due to the current identification system and the complexity of navigating to find relevant procedures.

All this limits autonomy and reinforces the need for in-person support to complete their procedures. In addition, there are many procedures (and very frequent ones) that must be completed for the proper development and management of their farms. Users express a desire for clearer, centralized processes that allow them to anticipate deadlines and regulatory requirements.

This scenario presents an opportunity to rethink how information is organized and communicated to ensure simple, transparent, understandable access, adapted to the needs of the sector.

The Livestock Service uses the internal MUGIDE application to manage all this information. The application has two main views for displaying information and performing actions: the farm view and the animal view. Below are the functionalities available in each view:

1. Farm View

Available Information:

- Sub-farms, their status, and whether they have entry or exit restrictions
- Animals located on the farm
- Animals owned
- Guides

  - Outgoing movement guides
  - Incoming movement guides
- Ear tags
  - Ear tags assigned to the farm

<u>Carry out the following Actions</u>: (The available online procedures)

- Request for transfer guides for live animals for the following species:
  - Bovines
    - Movement of animals under 45 days
    - Movement to grazing areas
    - Return from grazing areas
  - Sheep and Goats:
    - Movements within Bizkaia
    - Movement to grazing areas
    - Return from grazing areas
  - Equines:
    - - Movements within Bizkaia
    - - Movement to grazing areas
    - - Return from grazing areas
- Issuance of slaughterhouse transfer guides:
  - Bovines
  - Swine
  - Sheep
  - Goats
  - Rabbits
- Birth notification and issuing the DIB (for cattle)
- Duplicate ear tags (for cattle)
- Livestock record book request
  - Bovine
  - Ovine
  - Caprine
  - Equine

2. Animal View

Available information:

- Animal profile
- DFB animal history
  - Movement history
  - List of farms the animal has passed through
- Animal characteristics
- Special conditions
- Offspring
- Fattening countries
- Animal Health:
  - Health campaign record
  - Laboratory result reports
  - Immobilized animals and reason

Objectives:

- Ensure **simple and centralized access to all relevant information** about farms.
- **Reduce the operational burden and the time spent on administrative tasks**, so that they do not interfere with productive activity.
- **Facilitate understanding of information** by avoiding technical jargon and the absence of clear guidelines.
- **Improve the experience of accessing the electronic headquarters**, considering current identification and navigation barriers, so that the new solution can serve as a gateway to the electronic headquarters.
- **Reduce the digital divide**, ensuring that people with low technological literacy can participate without being excluded.
- **Encourage clear communication and advance notice**, enabling users to anticipate deadlines and regulatory requirements.
- **Reduce the need for in-person visits to Citizen Service Points** and reliance on third parties.

General technical requirements:

The following technical requirements will be valued:

- **Technological maturity level:** TRL ≥ 7, solution validated in a real operational environment and currently in an advanced stage of development.
- **Security and privacy:** The solution must comply with the National Security Scheme (ENS in spanish) or, alternatively, justify the adoption of equivalent measures. It must also ensure the protection of personal data, the traceability of operations, and provide auditing mechanisms that guarantee control and integrity of information.
- **Integration and interoperability:** The solution must allow, when necessary, integration with existing systems through the exposure and consumption of APIs or standardsbased web services. It must also ensure interoperability between systems and data, enabling efficient, secure, and consistent information exchange.
- **Scalability:** The architecture must be scalable, allowing capacity, performance, and resources to be increased flexibly according to service needs, without affecting system availability or performance.
- **Accessibility:** Compliance with the accessibility regulations applicable to the public sector, ensuring that all functionalities can be used by people with disabilities and by users with different levels of digital literacy, in accordance with established standards and legal requirements.
- **Simplicity:** An agile, simple, and minimally intrusive solution that does not create additional workload for internal personnel.
- **Multilingual:** Mandatory support for Spanish and/or Basque (Euskera).
- **The solution must be fully responsive.**

Specific technical requirements:

The following aspects will be valued:

- Specifically, the solution must be able to integrate with the Giltza Identification Systems and the Electronic Office (offical web).
- Preference for integration via Web Services: REST with JSON formats.

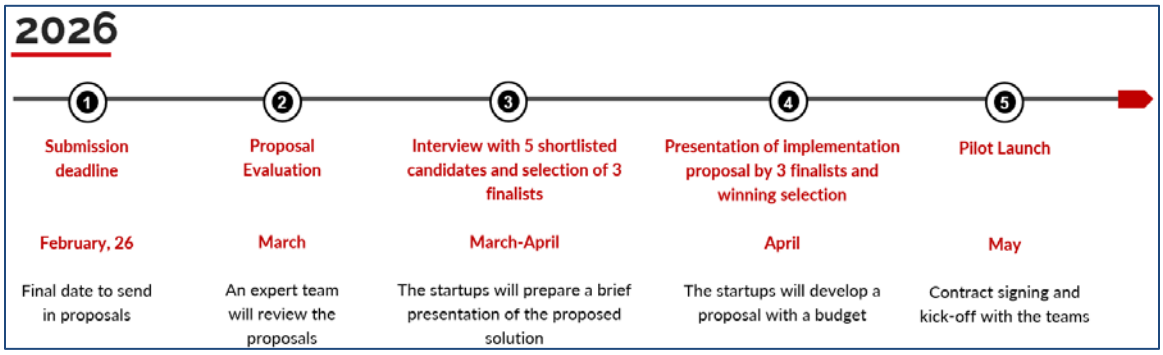
Process and Key Dates:

Deadline to submit proposals: **26/02/2026.**

The selection process consists of the following steps:

1. Selection of **up to five candidate** companies based on the relevance and suitability of their solution to the challenge presented.
2. Interviews will be conducted with the five companies to learn about their operations and distinctive value.
3. Three companies will be chosen as finalists.
4. In-person presentation of the pilot proposal by the three finalists.
5. Selection of the winning company and solution.

The pilot to implement the winning solution will begin in **May 2026** and will last between five and six months:



What do you gain access to?

1. The opportunity to carry out a **5 to 6-month pilot**, remunerated up to a maximum of **€35,000**, through the signing of a private contract with corporation Ayesa

2. Access to an 8-week Acceleration Programme by Beaz at B Accelerator Tower, which offers support in the following areas:
   a. Training
   b. Mentoring
   c. Networking
   d. Financial advice