

Challenge:

How might we ensure that people arriving at a Citizen Service office can successfully resolve their request (processing, procedures, information search, etc.)?

Sub-challenges:

- How might we ensure that people who have an appointment and/or have checked information in advance **arrive with all required information and documentation prepared**, so their request can be handled quickly and successfully?
- How might we ensure that people without an appointment and/or who have not checked information prior to visiting the office **can find the information they need clearly and quickly**?
- How might we **optimize the journey** of a person who has a request across the different channels of the Citizen Service?

Context:

This project stems from the opening of the new office that will be located in Plaza San Vicente. However, it will be valuable for the solution to be applicable to other citizen touchpoints within the Citizen Services offered by the Provincial Council of Bizkaia.

Currently, citizen assistance is provided through different channels:

- **Web channel:** Users can access bizkaia.eus as an information point, and the electronic headquarters as both an information and processing point, where they can also request assistance if needed.
- **In-person channel:** Assistance is available at physical offices (the central office in Bilbao or the Gertu offices located in several municipalities of Bizkaia), with or without an appointment made through bizkaia.eus, by phone, or directly at the office.
- **Telephone channel:** Through the contact information shared by the service.

When people request assistance by phone or in person, it is the Citizen Service staff who attend to them. To do so, the team relies on a set of information sheets covering all details about the

service for which the person has questions or wishes to complete a procedure. However, if they do not have an answer to a specific question, Citizen Service staff contact the corresponding service area as second-level support. At times, this contact may be delayed if the right person is not immediately available. In any case, Citizen Service always guarantees a response to the user, even if it requires contacting them later once the inquiry has been resolved.

Focusing on in-person assistance specifically, several situations arise that represent opportunities for improvement in the service provided to citizens.

Currently, users may attend the Citizen Service offices either with or without an appointment. Upon arrival (with or without an appointment), they are redirected at the entrance—either with the help of a kiosk or by security personnel—to the appropriate service desk. It may even happen that a person arrives to carry out a procedure that does not correspond to the Provincial Council of Bizkaia, in which case security may direct them to the correct administration's office. The new office will include a team of ushers responsible for managing this initial reception. With this project, the aim is to find a solution that enables this triage to be done in advance and without relying on security staff or ushers.

Additionally, even users who do arrive with an appointment have not always selected the correct procedure. This may occur for several reasons:

- Not knowing how to find the correct procedure due to a lack of understanding of how the Provincial Council of Bizkaia is organized administratively.
- Wanting to complete a procedure that requires substantial processing time and cannot be carried out on the desired date, leading them to select a different procedure or a generic, shorter one simply to secure an appointment—although this may later slow down service for others.

All of this results in the in-office service experiencing a heavier workload than planned.

With the opening of the new office, the objective is to address these issues by testing new innovative solutions that help users easily identify how to complete the procedure they need (requirements, documentation, representation, channel, etc.), while also optimizing and streamlining the work carried out by Citizen Services. Ultimately, the goal is to improve the user experience.

Objectives:

- Reduce the number of times a person visits the information office without the necessary documentation or with incorrect documentation.
- Optimize service times by ensuring correct triage across the different service touchpoints with citizens.
- Improve the flow of in-person service to optimize the time spent in the office from arrival until their query is resolved.

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.**



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Specific technical requirements:

The following aspects will be valued:

- Traceability of the source (in the case of RAG architectures).
- Logs that enable forensic auditing.
- Multimodal user interaction: text, audio, video.
- Omnichannel state synchronization (the user session must persist across multiple channels).
- Configurable prioritization criteria without requiring reprogramming.
- Support for communication protocols with peripheral devices (OPOS/JPOS, WebSockets, web services, ...).
- Preference for integration with systems via OpenAPI / REST.
- Document analysis capabilities for content validation.

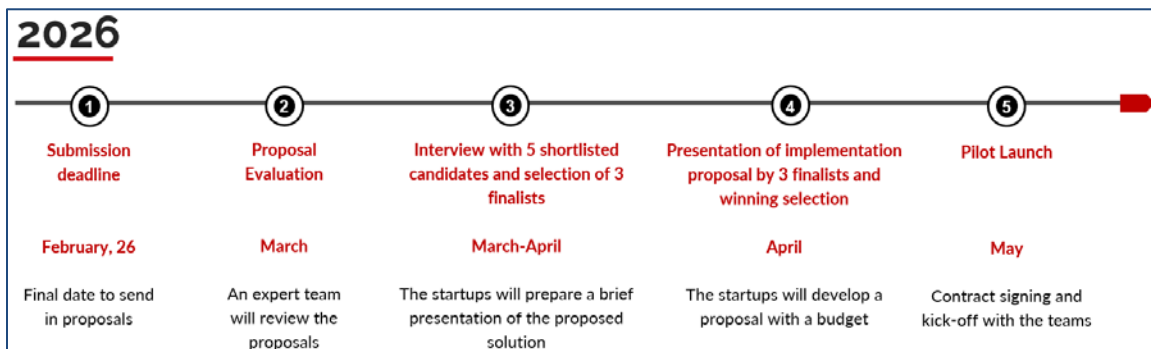
Process and Key Dates:

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 [Serikat](#)
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