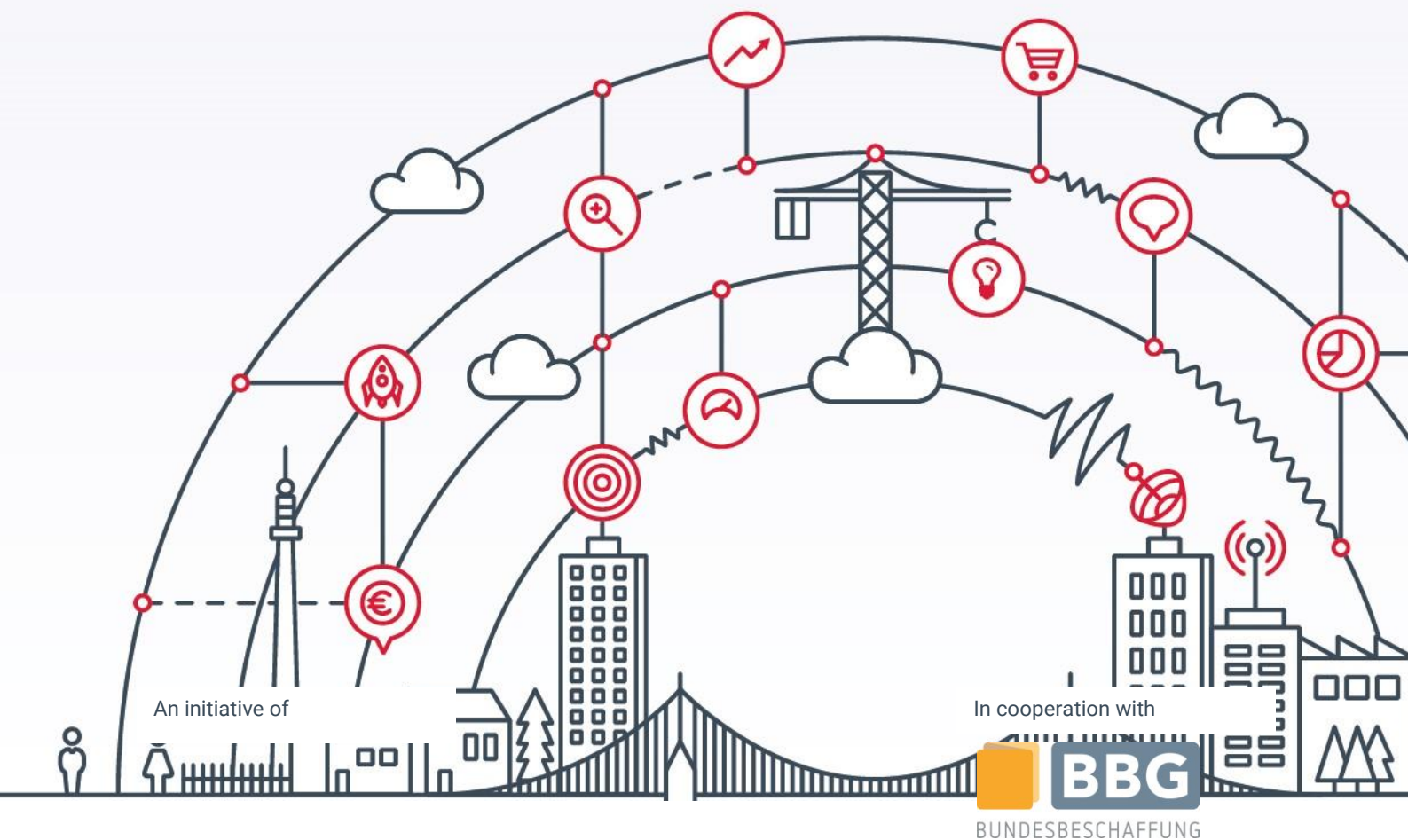# Shaping Vienna together: Toolbox for Participation

This is a translation only – for the original challenge description, contacts and submission got to: https://www.ioeb-innovationsplattform.at/challenges/detail/wien-gemeinsam-gestalten-instrumentenbox-fuer-partizipation/

An initiative of

In cooperation with

BBG
BUNDESBESCHAFFUNG

Federal Ministry
Republic of Austria
Digital and
Economic Affairs

Federal Ministry
Republic of Austria
Transport, Innovation
and Technology

Challenge Sponsors/ Jury Members

Stadt
Wien

Point of Departure

Vienna is an open and participatory city. As a Smart City, it is important to involve the Viennese people in many topics, also with digital possibilities.

Up to now, the city already uses a participation platform hosted in its own computer centre. The main functions of the current platform include brainstorming and simple (document) discussion. After several years, it is time for further development.

The new online portal should offer transparent, contemporary and, in the best case, innovative ways to make participation a reality. In addition, the aim is to expand the range of possible applications because participation in Vienna takes place at different levels:

- in the joint development of future strategies
- having a word in the budgeting process
- in the design of public spaces such as squares, streets, parks, gardens etc.
- in the field of district planning & urban development, from formal procedures (such as the official requirements) to informal procedures (according to the master plan of participatory urban development)
- in the field of community and neighbourhood work
- when working with children and young people (in youth parliaments, mobile and open youth work etc.)
- in the course of internal administrative participation of officials
- in the involvement of other stakeholders (e.g. research institutions, companies, etc.)

Everyone in Vienna should be able to participate - as already described in the Digital Agenda Vienna 2025 (p. 35), the Smart City Vienna framework strategy and various publications (manual on participation, masterplan participative urban development).

This is what the participants say:

> "Die Beteiligung von Bürgerinnen und Bürgern sind im Bereich der Stadtplanung und Stadtentwicklung von großer Bedeutung. Durch digitale Beteiligung erweitern wir die Möglichkeiten einer direkten Partizipation aller interessierten Akteurinnen und Akteure und können so einen Beitrag für eine moderne und zeitgemäße Planungs- und Beteiligungskultur leisten. Bei den Beiträgen der IÖB-Challenge bin ich besonders gespannt auf die Erweiterung der Anwendungsmöglichkeiten, der Verbindung von Online- und Offline-Beteiligung sowie attraktive Aktivierungssysteme." Thomas Madreiter, Planning Director of the City of Vienna

„Partizipation und die Einbindung der WienerInnen bei der voranschreitenden Digitalisierung der städtischen Serviceleistungen zählen zu unseren wichtigsten Aufgaben im Rahmen der „Digitalen Agenda Wien". Transparenz und Partizipation sind für uns wesentliche Merkmale einer serviceorientierten, proaktiven Stadtverwaltung. Um solche Prozesse abzubilden, setzt die Stadt Wien seit einigen Jahren auf digitale Beteiligungsmöglichkeiten. Unterstützt durch die IÖB begeben wir uns auf die Suche nach einer hochinnovativen, digitalen Partizipationsplattform, die uns hilft, auf die BürgerInnen-Perspektive zu fokussieren." Ulrike Huemer, Chief Information Officer (CIO) of the City of Vienna

Main Question

How can analogue and digital participation possibilities of the city administration be bundled on an online platform and which innovative and inclusive digital tools can further develop participation processes?

Desired situation

The new platform should become a romping place for participation in Vienna. For interested parties (citizens, companies, other organisations) all forms of participation are clearly shown. This includes current and past initiatives of the city as well as digital and non-digital ones.

All municipal departments of the City of Vienna should be able to use a set of methods for participation and digital support (eParticipation) available on the online participation platform.

The following tools and functions should build the basis:

- crowd mapping and georeferenced localisation
- idea generation
- surveys
- discussions
- voting (with delegation of votes if necessary)
- sequences
- clear and automated evaluation of contributions
- support for the processing of results and information

Desired aspects are:

- Motivation and activation of communities (e.g. via gamification, social media)
- Simple and intuitive usability for both sides: people who want to get involved and for the initiating departments of the City of Vienna (administration options with different authorization levels and moderation tools). This can mean, among other things: The platform makes it easier for the departments to select suitable tools. It takes just a few clicks to set it up, and support is also available without in-depth ICT knowledge.
- Vienna combines online and offline participation. The one complements the other. The intersection of digital and analogue formats (appointment announcements, etc.) and i.e. solutions for the gap between them (cross-

media access, e.g. participation in face-to-face events using mobile devices) are important.

- Clear and simple presentation of process information. This concerns, for example, the traceability of the process, the results and the subsequent actions.
- Interaction and communication possibilities.

The platform should be expandable, individual tools should therefore be modular.

ICT security and data protection are of particular concern to the City of Vienna and therefore play an essential role in both procurement and operation.

Basic compatibility with existing systems and processes is desired. This includes integration into the City of Vienna CMS (Liferay environment) on wien.at as well as consideration of basic e-government standards. In addition, web accessibility standards according to WCAG 2.1 Level AA must be complied.

Call for proposals

The purpose of market exploration is to get to know interesting new things. It is intended to show where the potentials lie that IT providers can contribute. It should make clear in which direction digitally supported participation can be further developed in Vienna. The Challenge is open for submissions:

- tailor-made tools for specific forms of participation (modules)
- comprehensive cross-sectional tools (plug-ins, applicable for several modules/ forms of participation)
- intelligent approaches for the platform itself as a one-stop shop with different modules and plug-ins

Click on the "Submit Solution" button and design your contribution to this market survey. Contributions should be submitted in German only or in English with a German translation. Please prepare:

A description

Above all, consider how you as a company could contribute to the desired result. Describe your existing solution (or your approach to a custom software development) The focus of the description should match the evaluation criteria. Convince with comprehensible use cases and references. Contribute to market conform project planning: Share your ideas and plans on the course of the project (your wishes, notes to the project managers).

A summary of the added value
Get to the heart of the unique selling proposition and the innovative content!

Confidential information (only for the jury)
Any confidential information such as pricing information.

A cover picture
Your visual flagship on the Challenge-

Optional: Upload a file
The file should supplement the description but not replace it! Use it e.g. for infographics or existing brochures.

The submission of partial aspects (platform only; only individual tools to be integrated on the platform or e.g. gamification elements) is possible - possibilities and limitations with regard to the modularity of the platform should also be pointed out.

Benefits of the Challenge and further course of the project

With this challenge the City of Vienna and other interested parties will get an overview of the market

- on the possibilities of designing an online participation platform
- on innovative (digital) tools for participation processes
- of potential partners for implementation or suppliers and their perspective on the upcoming procurement project.

The jury, representatives of the sponsors, invites those companies whose solutions stand out particularly positively for you to participate in an innovation dialogue. The evaluation criteria serve as a guideline.

For companies, the challenge means: By participating, you will get on the radar of public contractors. Even after the Challenge is over, your submission remains visible as your business card to interested procurers and decision-makers. You put yourself in a position for public sector purchasing projects. If you are among the winners and are invited to the subsequent innovation dialogue, you can present your solution to the Challenge sponsor at a market discussion. You will exchange ideas directly with the jury members. **The event is planned for June 25 - please save the date!**

This creates sensitivity and understanding for suitable innovations on the part of public clients. This is important, so that after the market exploration, the public clients can consider innovative approaches in possible procurements according to the Federal Procurement Act (BVergG 2018) and know how the purchasing projects can be designed.

Depending on the results, the further project plan provides for the following:

The City of Vienna is planning an awarding procedure (direct award/tender). The PPPI Service Center promotes the results of the challenge in other organisations and expects a great deal of interest.
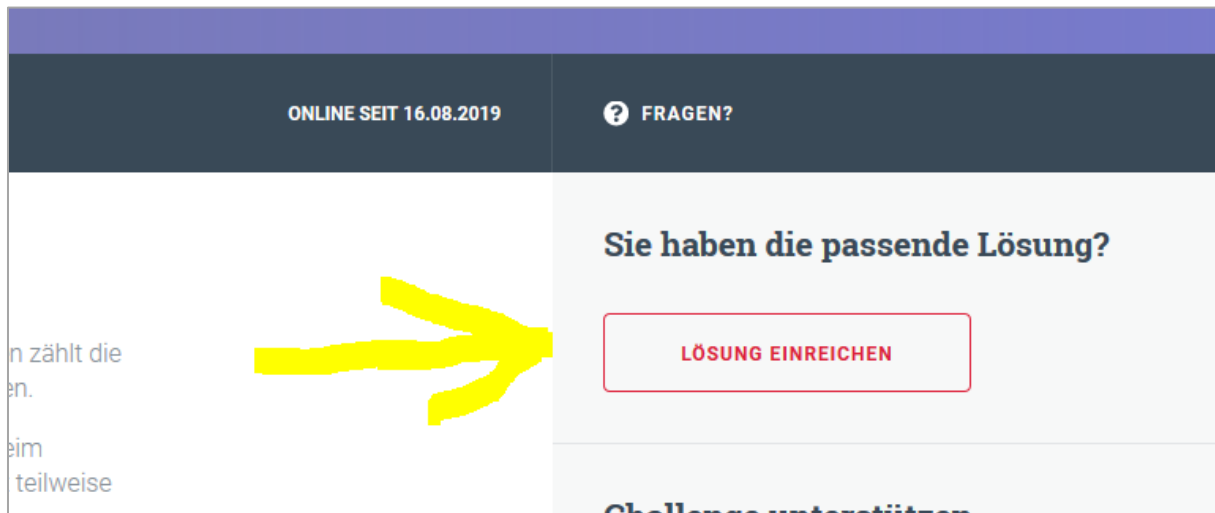
Your Questions

Contact the moderator or post your question about the Challenge. Our moderators will check, research and publish your question together with the answer. This way, all potential participants are certain to receive the same information.

How to submit a solution/idea

Go to the challenge page: https://www.ioeb-innovationsplattform.at/challenges/detail/wien-gemeinsam-gestalten-instrumentenbox-fuer-partizipation/

Click on the button "Lösung einreichen" on the top right side of the page.

- **Beschreibung**
  Post a meaningful description (make references to the description of the challenge and evaluation criteria on the right side of the challenge page)

- **Mehrwert**
  Highlight the benefits of your solution.

- **Titelbild**
  Upload a picture to be displayed on the landing page of the challenge.

- **Kooperationspartner**
  If you are handing in a joint contribution with other companies, this is where you make sure they are represented with logos and names.

- **Dateien & Infos**
  If necessary in addition to the descriptions above: add pdf-files (e.g. existing product brochures). But: Keep your contribution manageable for the jury.

- **Vertrauliche Infos**
  If necessary, place a confidential information for the jury, the sponsor and moderator (e.g. indication of approximate price range). All other parts of the contribution will be public.

Please be aware of the fact, that a challenge is market research / market engagement prior to a possible procurement. The challenge will not decide upon a contract award nor will it lead to any unfair advantage in a tender. Please balance your time and effort.

Contact Information

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