

ANNUAL REPORT 2017 / 2018





Preface	1
Opening remarks	2
Summary	4
Executive summary	5
1. Public Procurement Promoting Innovation (PPPI) in Austria	6
1.1. Public procurement promotes innovation	7
1.2. The PPPI service network	7
1.3. Austria's PPPI initiative showing the way in Europe	9
1.4. New procurement procedure: Innovation partnership	10
1.5. Outlook	10
2. PPPI success stories	12
2.1. PPPI project database	13
2.1.1. Time for a tree check-up	14
2.1.2. Innovation for clean kitchens	15
2.1.3. Alternative fleet management via the Federal Procurement Agency	16
2.1.4. Automatic coin handling	17
2.2. Challenges	18
2.2.1. Autonomous mulching now and in the future	19
2.2.2. On track with creative ideas: my U6 app	20
2.2.3. Digital visitor management for Schönbrunn Palace	21
2.2.4. Location tracking for rail-bound goods	22
2.2.5. Using incontinence products and conserving resources	23
2.3. PPPI project competitions	24
2.3.1. VivaBack – A new approach for back health	25
2.3.2. IT services for social insurance	26
2.4. PPPI connects: examples	28
2.4.1. telecontact: created to be found	29
2.4.2. View Elevator	29
2.4.3. Texible GmbH	30
2.4.4. Peschak Autonome Systeme	30
2.4.5. Keckex	31
2.4.6. Greenbird	31
3. The PPPI Service Centre and its service portfolio	32
3.1. Training and further education	33
3.2. Networking and events	36
3.3. Strategic consultation	39
3.4. Financial support	41
3.5. PPPI innovation platform	43
4. The PPPI service network	46
4.1. PPPI competence centres	47
4.1.1. Austrian Energy Agency	47
4.1.2. Federal Real Estate Agency (<i>Bundesimmobiliengesellschaft, BIG</i>)	47
4.1.3. GSV – The Platform for Mobility	48
4.1.4. Austria Wirtschaftsservice (AWS)	48
4.1.5. Austrian Research Promotion Agency (FFG)	49
4.2. PPPI contact points	50
4.2.1. Federal Provinces	50
4.2.2. Business and industry	52
4.3. PPPI international activities	53
4.3.1. Mutual learning exercise (MLE) on innovation procurement	53
4.3.2. EU project 'Procure2Innovate'	53
4.3.3. EU project 'InnoBrokers'	54
5. Expert opinion	55
Imprint	60

Preface

© Andy Wenzel, BKA



Elisabeth Udolf-Strobl

Federal Minister for Digital and Economic Affairs



© bmvit Johannes Zinner

Andreas Reichhardt

Federal Minister for Transport, Innovation and Technology

Austria is a country of innovators. Our companies develop progressive solutions which are often of the very highest calibre to be found anywhere in the world. Austria also has a modern and reliable public administration structure that is always looking to continuously improve.

A wide range of comprehensive measures have been taken as part of the Public Procurement Promoting Innovation (PPPI) initiative with the aim of bringing public procurement and providers of innovation closer together.

The goal is to have a larger share of public procurement funds, amounting to over EUR 45 billion every year, used for innovation. By procuring innovative products and services, the state is setting an example, being able to serve as a reference for new technologies or help raise the profile of new products and services. The public sector in turn benefits from innovative solutions that are at the very cutting edge of time.

A broad service network helps public customers in their efforts to procure in a way that promotes innovation, thereby contributing to

modernisation efforts in the public sector. The PPPI innovation platform, the only one of its kind in Europe, builds bridges between public administration and innovative companies, giving rise to a whole new set of solutions.

Today Austria is already one of the most advanced countries in Europe when it comes to the framework conditions relating to the public procurement of innovation, not least thanks to the work performed up to now within the PPPI initiative.

The evergrowing range of services provided by the PPPI Service Centre, a customised portfolio of funding and the new procurement procedure known as the 'Innovation Partnership' mean that public procurement activities have an even greater choice of ways in the future to implement procurement practices that promote innovation.

We encourage everyone involved to continue on this successful path together.



Public buyers now need to go further than ensuring fair competition for public contracts. Our citizens expect their public services to be environmentally friendly, socially responsible and innovative. More than ever, public buyers have to be agents of change and implement new approaches to meet the challenges they are facing.

It is the joint responsibility of public actors at all levels to ensure that public buyers are equipped and accompanied to fulfil their role. That is why I am pleased to introduce this Annual Report PPPI. It provides an excellent overview of the Austrian strategy to support buyers in their innovation procurement efforts. I am convinced that this strategy will make the most of the 2014 EU Directives on public procurement recently transposed into Austrian national law. Thanks to the new tools it contains, the strategy will give further impetus to public buyers to provide better goods and services to citizens.

The European Commission is fully committed to supporting Member States and public buyers in improving their public procurement practices. Our approach relies on partnership with all stakeholders and focuses on professionalisation. It builds on practical support, as illustrated by the Commission Guidance on in-

novation procurement. It provides funding for networks of public buyers willing to purchase innovation. It aims at experimenting with new approaches and solutions and demonstrating their relevance for future actions. By bringing the European perspective, the Commission complements national strategies that are essential for the success of our policies.

Looking forward, innovation procurement will remain at the top of the agenda. It needs to be better integrated in the EU programmes for 2021-2027, such as Horizon Europe and the Digital Europe Programme for instance. We will need to put in place new approaches to policy-making based on evidence and data collection systems, better monitoring, including on the innovation front. Strategic public procurement is one of the key instruments to deliver on ambitious policies for the European Union and its citizens.



© European Commission

Timo Pesonen
Director General
Internal Market, Industry, Entrepreneurship
and SMEs European Commission

Opening remarks

Andreas Nemec

Chief Executive Officer
Federal Procurement Agency
(Bundesbeschaffung GmbH)



© Foto Fally

Gerhard Zotter

Chief Executive Officer
Federal Procurement Agency
(Bundesbeschaffung GmbH)



© Foto Fally

Over the past few years, the Federal Procurement Agency (BBG) has been pursuing the aim of becoming the best purchasing service provider for their public clients. An important cornerstone here, both for BBG's processes and for the products and services offered to our clients, is to always think about innovations and how to make these available. This is why, in 2018, we developed a new innovation process to be used in the BBG and which ensures that we are able to respond quickly to product innovations and identify which customers need innovative solutions.

The PPPI Service Centre plays a key role for innovative companies, regularly contributing product innovations to the BBG's processes thanks to its ongoing contact with public procurement bodies. Examples here include initiating a survey to determine the need for 'digital food coupons' and preparing the tender of an innovation partnership for mulching robots by means of a PPPI Open Innovation Challenge. In 2019 BBG used this first innovation partnership to test the possibilities and challenges of the new procurement procedure in order to be able to assist its customers throughout this procedure.

BBG has also concentrated on a number of specific activities in recent years to stay at the cutting edge of innovative trends. An example of this is the fact that the BBG has taken a leading role, together with the PPPI Service Centre, in the Procure2Innovate project run by the European Commission to share its experience when it comes to public procurement promoting innovation in a European context.

The BBG also helped organise the very first 'Public Procurement Excellence' (PPE) course in cooperation with the Vienna University of Economics and Business with funding from the European Commission. 18 participants from 19 European countries took part in this course, which lasted several weeks.

It was also possible last year to lay the foundations for the continued and fruitful cooperation with the BMVIT and the BMDW through the PPPI Service Centre. The BBG is also pursuing new and innovative ways of working together with the ministries here, with the PPPI being run as a 'Public-Public Cooperation' (PPC) since 2019. This will enable the PPPI to further expand its scope of services for public procurement.



Stefan Maier

Head of the PPPI Service Centre

© Foto Fally

Some six years have passed since the Federal Government adopted the PPPI Action Plan, thereby paving the way for Public Procurement Promoting Innovation (PPPI). In 2018 the Federal Government also included a specific PPPI objective in its government programme. BMVIT and BMDW are the core sponsors of the PPPI initiative, which is now in a position to build on a broad network of competence and contact points. In this network, the PPPI Service Centre acts as a service provider and support centre to help ideas and innovations reach a critical mass.

Following the phase to develop and establish the PPPI Service Centre, which began in 2013, the focus of 2017/18 was on ensuring that our partners were firmly aware of PPPI's existing range of products and services on offer and on further developing these. This report summarises the key activities of the PPPI Service Centre. The past two years also saw a focus once again on increasing the level of public procurement promoting innovation in Austria, and thereby helping drive modernisation and innovation in the public sector. For PPPI, the last two years were characterised by a whole host of successful projects for public buyers. We succeeded both in being able to raise

awareness for the topic of public procurement promoting innovation and in facilitating numerous specific contacts between providers and buyers. For instance, the PPPI Service Centre launched its **Open Innovation Challenges** via a dedicated platform www.ioeb-innovationsplattform.at and gave support to numerous public buyers by offering innovation workshops, in order to identify specific challenges that could be overcome by procuring innovative products. In some cases, we were also able to direct buyers to one of the specific products included on the 'PPPI innovation marketplace' carrying the 'PPPI-suitable' seal.

We have also laid the groundwork for other important undertakings in the coming years. We have modernised and expanded our information channels, which include a new website and two social media channels, and this work will be followed in 2019 by a relaunch of the PPPI innovation platform with additional features and an improved interface. We are also working together with BBG to make the PPPI solutions on our platform directly available in the BBG's online shop.

1. Public Procurement Promoting Innovation (PPPI) in Austria



© Adobe Stock

The PPPI initiative has firmly established itself in Austria's innovation and procurement landscape, being regarded in Europe as a shining example of how to shape the political framework conditions for PPPI.

1. PPPI in Austria

1.1. Public procurement promotes innovation in business and public administration

Public Procurement Promoting Innovation (PPPI) is a cornerstone of demand-side innovation policy. The objective here is to increase the share of public procurement volume that is used for innovation. With a volume of over 45 billion euros and an estimated PPPI share of between two and three percent, the role of public procurement as a driver of innovation is evident.

The procurement of innovative products and services helps modernise the public sector. Citizens benefit from improved services that are provided in a more efficient way. For innovative companies, on the other hand, public-sector customers serving as references or pilot customers are an important factor when it comes to marketing their technologies in Austria and abroad.

The PPPI Service Centre located in the Federal Procurement Agency (Bundesbeschaffung GmbH, BBG) offers a comprehensive range of support services for public procurers, including strategic consultation, information and networking measures, customised training and certification courses and the PPPI innovation platform www.ioeb-innovationsplattform.at.

1.2. The PPPI service network

A holistic approach to PPPI management is needed to be able to promote the large-scale use of PPPI, which is reflected in the far-reaching 'PPPI Service Network'.

Together with the PPPI Service Centre, PPPI competence centres and contact points drive PPPI thinking forward in their respective areas of expertise and responsibility.

PPPI competence centres work in partnership with the PPPI Service Centre, introducing their know-how in the form of sectoral or thematic competence.

The following institutions are currently nominated as PPPI competence centres:

- Austria Wirtschaftsservice GmbH (Commercial PPPI)
- Austrian Research Promotion Agency (Pre-commercial PPPI)
- Austrian Association for Transport and Infrastructure (Mobility)
- Austrian Energy Agency (Energy)
- Bundesimmobiliengesellschaft [Federal Real Estate Company] (Building construction)

The function of PPPI contact points is firstly to publicise the subject of PPPI and support services of the PPPI Service Centre within their sphere of action and secondly to introduce interests from their sphere.

The BMVIT and BMDW, the ministries responsible for PPPI, have established a council for the coordination of PPPI measures.

Currently functioning as PPPI contact points are the Austrian Federal Economic Chamber, as an interface to the economy, the Federation of Austrian Industries as the interface to industry, and the Provincial Expert Conference on 'Public Procurement within the Federal Provinces' as an interface to the Federal Provinces of Austria. There are also direct PPPI contacts in some Federal Provinces: currently in the Office of the Provincial Government of Upper Austria, the City of Vienna and the ITG Salzburg.

The Council on the further development of public procurement promoting innovation (PPPI Council) has an advisory function and is in charge of providing ideas, serving as a central platform for advice and discussion and as an interface between policy-making and procurement in practice. To this end, the Council helps all players to find the right ideas and contributes to raising awareness of and the use of PPPI.



1. PPPI in Austria

1.3. Austria's PPPI initiative showing the way in Europe

Austria's participating in the European Commission's 'Mutual Learning Exercise (MLE) on Innovation Procurement' delivered a valuable exchange of experience and knowledge with other member states. Even during the MLE, it became apparent that Austria is often regarded as a positive example for the implementation of PPPI policy measures.

This was also confirmed by a Europe-wide benchmarking study commissioned by the European Commission, in which Austria was considered to be a leading example of how to shape political framework conditions for PPPI, characterised in particular by a broad approach with a wide variety of different measures. The comprehensive evaluation of the implementation status of the PPPI Action Plan carried out in 2017/2018 also confirmed Austria's leading international position. Further details about the results of the PPPI evaluation can be found in chapter 5 'Expert opinion'.

In addition to receiving a certification of recognition at the

2017 Austrian Public Sector Award for the PPPI innovation platform www.ioeb-innovationsplattform.at, the PPPI initiative also shone at the European level.

At the 2017 European Public Sector Awards, the PPPI initiative of the BMDW and BMVIT was presented with a best practice certificate in the category 'European and National Level'.

Furthermore, Austria's extensive experience in PPPI is also in high demand for EU projects: For example, the Federal Procurement Agency has partnered up with the PPPI Service Centre in the EU project 'Procure2Innovate', helping to expand and improve the network of competence centres for public procurement promoting innovation in Europe. The Austrian Institute of Technology (AIT) and the Province of Upper Austria are members of the EU's 'Innovation Procurement Broker' (InnoBroker) project, which focuses on building bridges between public procurers and innovative suppliers.



Austrian Public Sector Award 2017

Presentation of the award for the PPPI innovation platform

1.4. New procurement procedure: “Innovation partnership”

From innovation to procurement. The new ‘Innovation partnership’ procurement procedure was introduced when the Federal Procurement Act 2018 (*Bundesvergabegesetz, BVergG*) came into force. Within the framework of an innovation partnership, public procurers are able to have products and services developed that were previously not available on the market, and then procure them. This close cooperation helps bolster the development of know-how and is an important step towards further fuelling the innovative power of Austrian companies.

Building on the classic innovation partnership, there is also the R&D innovation partnership, which makes it easier to potentially obtain funding for development costs from the Austrian Research Promotion Agency.



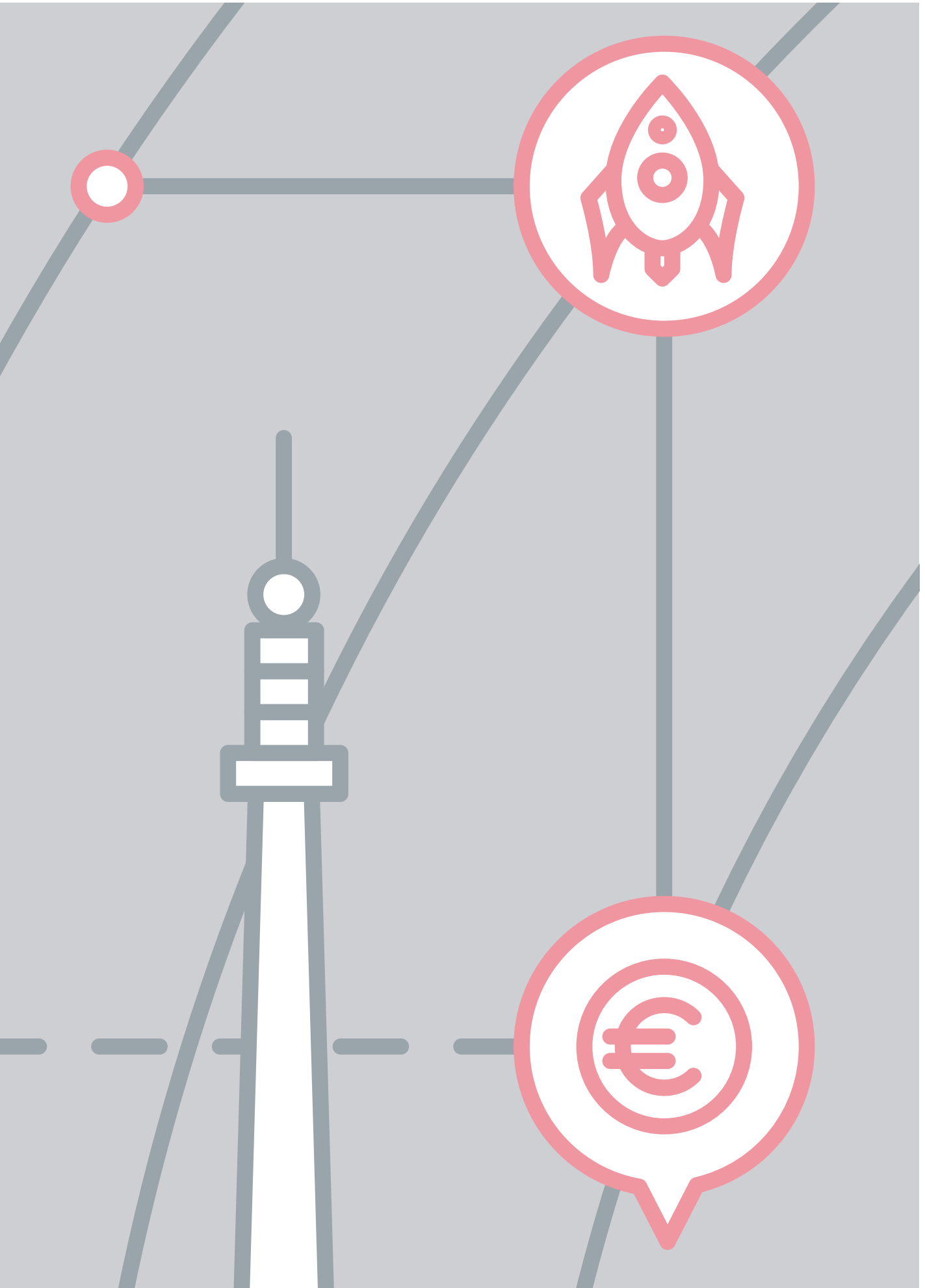
© Adobe Stock

1.5. Outlook

There are plans to have other innovative procurement projects funded in addition to the R&D innovation partnerships receiving financial support from the Austrian Research Promotion Agency. Public clients should receive support here both when implementing what are referred to as ‘challenges’ (i.e. the definition of innovative procurement projects) on the PPPI innovation platform www.ioeb-innovationsplattform.at as well as when implementing specific innovative procurement projects.

In addition to the incentive of receiving financial support, there will be further efforts to promote innovation in public procure-

ment by means of more in-depth certification measures. To this end, work is currently under way on a comprehensive certification package, in cooperation with the Austrian Federal Academy of Public Administration, in order to put public purchasing on an increasingly professional footing. Last but not least, the BMDW and BMVIT ministries responsible for the PPPI initiative have also embarked on a new, innovative path together with the BBG. From 2019, cooperation in the field of public procurement promoting innovation will take the form of a ‘Public-Public Cooperation’, in which the range of services offered by PPPI to public clients will be substantially enlarged.



2. PPPI success stories

**PPPI Service Centre
takes a look back with
you at the successes of
2017/2018:**



50 examples in the
PPPI project database



11 new challenges
on the PPPI innovation
platform



11 projects supported
within the scope of PPPI
project competition

Look through the
PPPI success stories
(pp. 12-31).



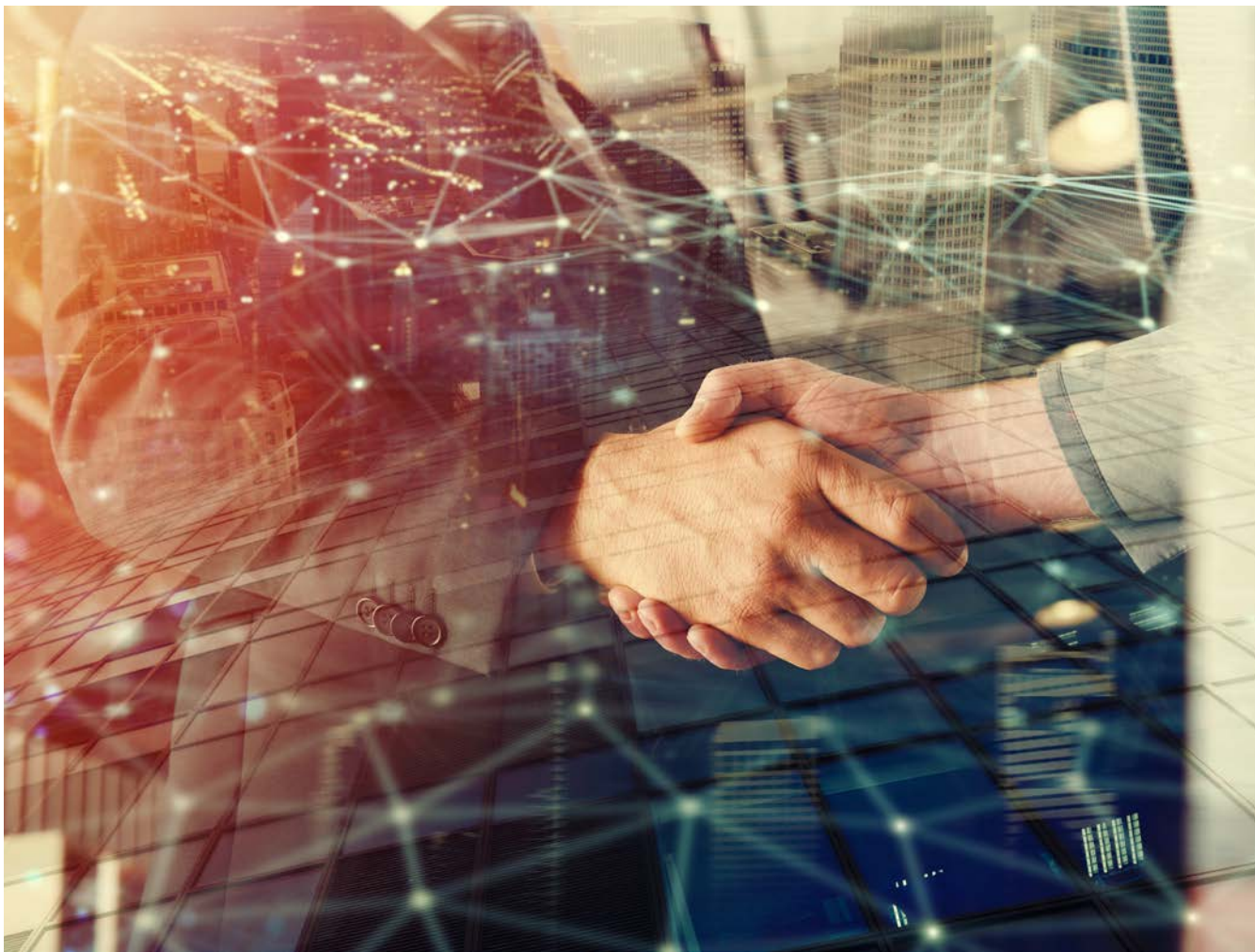
© Adobe Stock



2. PPPI success stories

2.1. PPPI project database Showcasing successful projects

Take a look at the **PPPI project database**.
Discover over 50 national and international public
procurement promoting innovation projects



© Adobe Stock

An overview of numerous
PPPI projects can be found at
www.ioeb.at/erfolgreiche-projekte
(in German).

2.1.1. Time for a tree check-up

Before the start of the main holiday season in summer, ASFINAG's primary focus is on the tens of thousands of trees along 2,200 kilometres of motorways and expressways as well as at rest areas and car parks.

Project sponsor:	ASFINAG
Project duration:	1.5 years
Procurement volume:	approx. EUR 2.5 million

Initial situation

In a joint project to inspect trees, the Austrian Federal Forests (ÖBf) and ASFINAG, as road maintenance company, are working to ensure greater 'natural' road traffic safety. Trees are inspected visually from the ground, on the basis of which an expert assessment of the tree is prepared, in accordance with the Austrian standard ÖNORM L1122. During this inspection, properties such as vitality and stability are assessed for each and every tree. Particular attention is paid to symptoms of disease, rot or pest infestation. Conducting an expert assessment of potential symptoms and considering aspects such as vitality, compensation capacity and statics, the risks posed by a sick tree to road traffic safety can normally be assessed without any additional technical work. The inspectors also determine what measures need to be taken to care for trees and ensure road traffic safety.

The project is probably the largest tree registration project in Europe, involving more than 20 employees and with a volume of around 2.5 million euros. ÖBf tree inspectors use a tablet and app to log almost one million items of tree-related data such as species, vitality or potential symptoms of disease in a digital tree register specially developed for ASFINAG.

Innovative character

This was the first time that, in cooperation with the Federal Office and Research Centre for Forests (BFW), important data such as stock, height classes and boundaries were included in the land register and analysed via remote sensing (ALS data). "This means we have all the information we need at the touch of a button and we know about the condition and

road traffic safety of tens of thousands of trees at any time," explains ASFINAG CFO Josef Fiala.

Procedure

The project and procurement procedure were carried out through a Europe-wide tender to find the best bidder. The criteria here included the qualification of the employees, reference projects in the area of tree inspection and forest management, company-related key performance indicators and the suitability of the key personnel (project manager and deputy project manager).

Added value for society

- 23,000 individual trees and 15,000 groups of trees were subject to an ÖNORM-based inspection to determine the risk they may pose to road traffic safety.
- The tree register enables the client to perform or tender care-related measures in a way that is more effective and cost-optimised
- Systematic documentation can be used to counter any potential claims for liability in the event of an incident.



© ÖBf W. Vogelhuber

Contact: PPPI service centre ioeb@ioeb.at

2.1. PPPI project database



© Fotolia

2.1.2. Innovation for clean kitchens

- 🚩 **Project sponsor:** Office of the Provincial Government of Upper Austria
- 🚩 **Project duration:** February 2017 – October 2018
- 🚩 **Volume retrieved:** EUR 50,000

Initial situation and description of the problem

Fat has a similar calorific value to diesel, which is why ÖNORM H6021, 2003.09.01 stipulates that the multiplication of micro-organisms in ventilation systems must be avoided. What this means for plant operators is that ventilation systems must be cleaned as far as possible without having an impact on their operation, potentially being dismantled, re-installed and put back into operation. This is a mammoth undertaking that is often neglected.

Procedure

A project study conducted by the Office of the Provincial Government of Upper Austria set itself the objective of finding new approaches to ventilation hygiene, preventive fire safety and the sustainability of operating ventilation systems for large kitchens. The project of the Office of the Provincial Government of Upper Austria was submitted to the 2016 PPPI project competition. The project earned a place on the podium,



thereby securing funding from the PPPI Service Centre. The project was awarded directly to the company VENT, with the kitchen in the Schloss Weinberg centre for education serving as a test bed since this time. Early indications show that it is well on the way to being a resounding success. Other kitchens have since been kitted out with VENT equipment (e.g. the agricultural training centre in Altmünster and the provincial youth centre in Wurzeralm).

Innovation character

The cleaning system provided by VENT cleans exhaust air ducts in an organic way, introducing high-pressure atomized enzymes and surfactants in the system during operation on a continuous basis via atomising nozzles. The exhaust air is mixed with the liquid cleaning agent, preventing adhesion to the inner surfaces of the exhaust air system and removing oil and grease from the exhaust air ducts. The risk of fire is reduced to a minimum and unpleasant, rancid odours are captured. The deposits are disposed of as organic waste in the normal way.

Added value by permanently cleaning the exhaust air system

- 🚩 **Kitchen operations not forced to stop**
- 🚩 **Investment and maintenance costs kept to a minimum**
- 🚩 **Risk of fire from grease minimised**
- 🚩 **One-off installation of the system minimises workload**
- 🚩 **Longer service life of filters and motors**
- 🚩 **Label-free cleaner VENT Liquid**
- 🚩 **Certification according to VDI and NSF**

Contact: PPPI service centre ioeb@ioeb.at



© Fotolia



2.1.3. Alternative fleet management via the Federal Procurement Agency

- ▶ **Project sponsor:** **Federal Procurement Agency
Raiffeisen-Leasing
Fuhrparkmanagement GmbH**
- ▶ **Project duration:** **October 2017 – October 2022**
- ▶ **Potential volume for retrieval:** **1,134 vehicles**

Initial situation

It has been difficult to acquire fleet vehicles powered by alternative sources of energy up to now. A new framework agreement created by the Federal Procurement Agency (BBG) means that it is now possible for any public-sector institution to obtain vehicles powered by alternative sources of energy in a legally safe way. All series-production vehicles currently available on the market can be acquired via the framework agreement.

Innovative character

A holistic solution for fleet management is offered, based on a concept of consultation and financing services, thereby minimising the risk associated with trying to sell objects made obsolete by rapid technological advances, and avoiding losses in residual value. The service and customer support teams are centrally located with a service provider, offering

advantages when there is a lack of experience as regards vehicles powered by alternative sources of energy.

Procedure

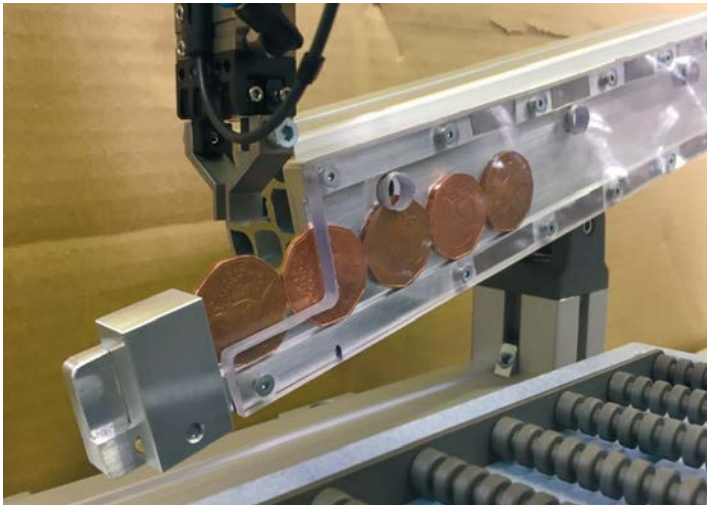
The contract was awarded to Raiffeisen-Leasing Fuhrparkmanagement GmbH by means of a public tender. 13 companies were interested in this fleet management tender, with the contract being awarded above all to the bidder with a concept focusing on the entire life cycle of the vehicle. A maximum of 1,134 vehicles powered by alternative sources of energy can be retrieved within the scope of the agreement (running from 2017 to 2022).

Result and added value at a glance

- ▶ **Holistic fleet consulting to match your needs and your requirement profile**
- ▶ **Up to 450,000 litres of fuel and 1,200 tonnes of CO₂ may be saved every year**
- ▶ **All series-produced vehicles powered by alternative sources of energy currently procurable in Austria are available**
- ▶ **No liquidation risk despite technological advances**
- ▶ **Regular analysis of energy efficiency and costs**
- ▶ **Funding management**
- ▶ **Maintenance services, tyre management and insurance all in one**
- ▶ **Innovative fleet app**

Contact: PPPI service centre ioeb@ioeb.at

2.1. PPPI project database



© Adobe Stock



2.1.4. Automatic coin handling

- Project sponsor: Münze Österreich AG
- Project duration: April 2016 – April 2019
- Procurement volume: EUR 250,000

Initial situation

One of the tasks of the production employees at the Münze Österreich AG (the Austrian Mint) is to work on the minting machines where the various collector coins are produced. A key step in the production process is to sort the coins coming out of the minting machine into the designated coin carrier systems. This step in the process had been performed manually up to now, despite the fact that it was too slow and inefficient. The idea was to speed up the sorting, making it more efficient and reliable, without damaging the surface of the high-quality coins during the sorting process.

Procedure

In 2015 the Austrian Mint started a preliminary project to determine the requirements for a new machine and to provide an initial estimate of the costs for budgeting purposes. It quickly became apparent that there was no technology available on the market which was able to meet the exacting demands. As a result, the Austrian Mint launched the 'Automatic coin handling' challenge together with the PPPI Service Centre to see what the market could produce. PPPI and the Austrian Mint developed the requirements of all stakeholders for the new system. On the basis of the findings from the PPPI challenge, the Federal Procurement Agency (BBG) announced and car-

ried out a tender as a negotiated procedure, before deciding to procure the solution offered by Economa.

Innovative character

The Austrian Mint opted for the 'Lean Production' innovative procedure to implement the new system, which involves identifying ways of saving social, economic and time resources. The process analysis recognised that sorting the coins by hand was too slow and inefficient, with the intermediate step via bulk material and trays in the coin production process no longer seeming necessary.

Results and added value

- Process optimisation by partially automating coin production
- Improved efficiency by means of the 'lean production' approach: reducing the number of steps when minting coins
- Providing physical relief for employees when performing manual work
- Minimising risks during innovative procurement by means of structured product development

Contact: PPPI service centre ioeb@ioeb.at

2.2. Challenges

The PPPI Service Centre announced eleven challenges for market exploration in the 2017/2018 reporting period. 130 ideas were submitted by innovative companies.



© Adobe Stock

**Are you currently faced
by a particular challenge?
Let's find a solution
together.**

Contact details:
ioeb@ioeb.at
or +43 1 245 70-817

2.2. Challenges

2.2.1. Autonomous mulching now and in the future

ASFINAG Service GmbH works to ensure that traffic on motorways and expressways flows as freely as possible. It cleans the rest areas and car parks, clears snow from the carriageway and makes repairs as necessary. Another task along the 2,200 kilometres of road is to look after green spaces.

Regardless of whether the area is flat or on a slope, the appropriate mulching machine is used several times a year. At the moment, it requires the full attention of one or more employees to operate one of these machines, meaning that they have to stop working on their core duties, instead having to spend time out under the beating sun, in sometimes dangerous conditions and exposed to other uncomfortable factors such as pollen. It is therefore quite clear what ASFINAG Service GmbH wants to achieve: robotic devices should be deployed in the near future to mow grass and cut back plants.

ASFINAG took its first step towards purchasing autonomous mulching machines with the PPPI challenge 'Autonomous

mulching now and in the future'. The description of the challenge was published in mid-2018, the PPPI Service Centre then eagerly provided market participants with further information, thereby enabling ASFINAG's jury to evaluate twelve submissions at the beginning of August.

The jury liked four submissions so much that it invited the people behind them to the innovation dialogue. The submissions in question range from projects to automate tried-and-tested mulching systems to advanced prototypes. The market for these sought-after machines is in motion and will soon be ready to supply them. It is evident that ASFINAG Service GmbH will be able to conduct initial test runs in the near future, but the final development steps are still pending.

We firmly believe that you will soon see the first robotic devices along the side of the road.

Sponsor

ASFINAG Service GmbH

Contact

PPPI Service Centre | Andreas Laux | andreas.laux@ioeb.at



© Asfinag GmbH



© Manfred Helmer

2.2.2. On track with creative ideas: my U6 app

The U6 underground lines runs between Floridsdorf and Siebenhirten.

When travelling from the north to the south, passengers first cross the Danube and then travel along Vienna's *Gürtel* ring road, passing the General Hospital (AKH), the Westbahnhof railway station and the famous housing blocks in Alt Erlaa. There are 24 stations along the 17.4-km long track.

A special feature of this line is that most of it is above ground, with parts of it running over the arches of the old city railway, which opened in 1889, and over the bars and shops located there. The U6 passes through very densely populated districts on its way from one point to the next, which means that it is used by a large number of people every day: 245,000 passengers contribute to the daily hustle and bustle of urban life here, passing many hotspots without knowing anything more about them.

The idea was to create a mobile app that informs passengers

about special features of the U6, significant districts and architecturally noteworthy structures along the route, calling for an engaging approach which was both entertaining and informative. Twelve agencies took up the PPPI challenge, coming up with a whole host of different and creative concepts.

The ideas ranged from quiz formats and augmented reality solutions to measures promoting interaction between passengers.

At the end of day, four of the highly diverse submissions captured the interest of Wiener Linien so much that they were invited to an innovation dialogue in November 2018, in the course of which the creators had the opportunity to add meat to the bones of their ideas and to discuss these with the jury.

Sponsor
Wiener Linien

Contact
PPPI Service Centre | Andreas Laux | andreas.laux@ioeb.at

2.2. Challenges

2.2.3. Digital visitor management for Schönbrunn Palace

Schönbrunn Palace was once intended to accommodate the imperial family and their court. Today, as a tourist attraction, it attracts some 10,000 people on a daily basis. This has led to measures being introduced by the management to ensure that visitors can explore the apartments of Empress Elisabeth and Emperor Franz Joseph I without having to face long waits. Such measures included allocating fixed time slots to tickets, thereby ensuring that the time when the guided tour takes place can be clearly seen when making a booking. Since a further increase in the annual 2.7 million guests is to be expected, it was clear to the management that it had to find a way to optimise the situation and do so in a trendsetting way.

Schloß Schönbrunn Kultur- und Betriebsgesellschaft used a PPPI challenge to call upon the input of innovative companies. The search for ideas was crowned with success, with one winner emerging from 21 submitted solutions at the innovation dialogue: The Austrian Institute of Technology with its solution for recording, simulating and optimising visitor flows. The solution was ultimately selected and commissioned for implementation.

This is how it works: the first step is to record and analyse visitor movements in the palace. The amount of information that visitors can read or listen to with an audio guide also has a significant impact on the length of time spent at certain points. The data collected is then imported into the visitor management system, where a simulation is used to help determine specific measures to manage flows. These measures will enable visitors to fully enjoy their time at Schönbrunn Palace.

The amount of media attention generated for the challenge was very high, giving reason to hope for numerous visitors to the PPPI innovation platform and other challenges.

Sponsor

Schloß Schönbrunn Kultur- und Betriebsgesellschaft

Contact

PPPI Service Centre | Andreas Laux | andreas.laux@ioeb.at



© Schloß Schönbrunn, Wiesenhofer SKB

Schloß **Schönbrunn**
Schönbrunn Palace



© pixabay

2.2.4. Location tracking for rail-bound goods

ÖBB's Rail Cargo Group operates around 511,000 trains, transporting goods throughout Europe, with an average of one train departing every minute. All the while, the dispatchers are the ones keeping an eye on the bigger picture.

Where is the carriage holding the goods? When will it arrive at the distribution centre? Is it on time? These are questions that rail freight transport customers also want to know at all times with an increasing degree of precision. ÖBB took advantage of a PPPI challenge to see what options were able to determine the location of consignments under difficult conditions: with no power, under cold, hot, wet and windy weather conditions, high air pressure, risk of theft, and maintenance cycles lasting years.

Technological solutions that had proven their mettle in other industries gave rise to hope of numerous submissions. With contributions from more than 25 companies, both small and large, new and renowned, the jury was finally able to work its way through them all and invited six innovative companies to the innovation dialogue. The ensuing discussions focused

on technical details about location accuracy, transmission frequency and the crux of the matter: the (lack of a) power supply. While doing this, the participating companies looked beyond the current project and talked shop with the jury about potential synergies as regards predictive maintenance, as location data can unlock a great deal of potential when combined with other data sources and sensory measures.

After the PPPI challenge was completed, ÖBB tested a number of devices over a period of several months, with the most interesting companies from the challenge being included here.

Sponsor

Rail Cargo Group (ÖBB)

Contact

PPPI Service Centre | Andreas Laux | andreas.laux@ioeb.at

2.2. Challenges

2.2.5. Using incontinence products and conserving resources

Conserve resources. Improve well-being. Incontinence products are indispensable in nursing homes and hospitals, helping incontinent people to cope with everyday life and protecting mattresses from wetting. High-quality products improve the well-being of users and are very comfortable to wear. However, adult incontinence products contain flammable plastics (superabsorbers), which can absorb large amounts of liquids but are not biodegradable.

More efficient, environmentally friendly and sustainable. Together with the SZL Seniorenzentren Linz retirement home, the Province of Lower Austria, the Vienna Association of Hospitals (*Wiener Krankenanstaltenverbund*) and the Federal Procurement Agency posed the following question to the PPPI Service Centre: "Which products and services for nursing institutions would make the production, use and disposal of incontinence products more efficient, environmentally friendly and sustainable?" They worked together to develop goals and

criteria to use incontinence products in a way that conserves resources.

It quickly became clear that the PPPI community knows what to do, which is why the solution lies in a PPPI challenge. The stage was set on 8 February 2018 when the PPPI Service Centre announced the 'Using incontinence products and conserving resources' challenge via the PPPI innovation platform. 13 companies responded to the call and submitted 15 ideas of how incontinence products could be used in an environmentally friendly, efficient and socially oriented way. Four innovative companies were invited to present their impressive solutions at the innovation dialogue. The PPPI Service Centre is keen to see how things progress.

Sponsor

Federal Ministry of Sustainability and Tourism, the Province of Lower Austria

Contact

PPPI Service Centre | Andreas Laux | andreas.laux@ioeb.at



Challenge funded by:

 Federal Ministry
Republic of Austria
Sustainability and Tourism



© Adobe Stock

2.3. PPPI project competitions

Where there's innovation, there's a way.

Find out more about some of the exciting projects coming from the PPPI project competitions. Read about all the projects that received a PPPI award during the 2017 and 2018 project competitions in chapter 3.4.

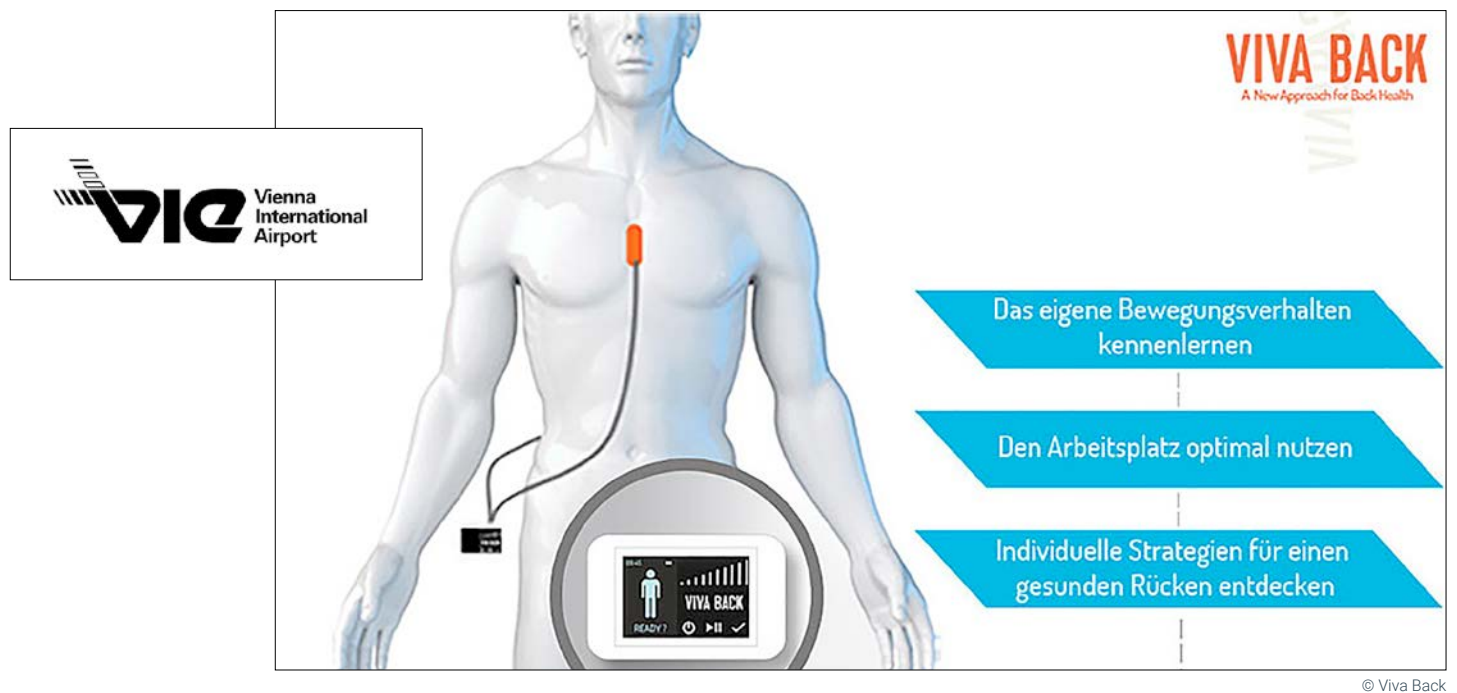


© Adobe Stock

Stay informed about current projects and tenders.

Subscribe to the
PPPI newsletter here:
www.ioeb.at/newsletter

2.3. PPPI project competitions



2.3.1. VivaBack – A new approach for back health

Flughafen Wien AG analysed the daily work of its employees in a project conducted with the company VivaBack. The focus was on the topic of back health.

Special challenges require innovative measures. Physical work and shift work are just some of the particular challenges faced by Flughafen Wien AG employees. It is difficult to find suitable health-related measures here that can be used universally, which is why the company VivaBack was an attractive option with its innovative, individual approach. Flughafen Wien AG submitted this innovative procurement project to the 2017 PPPI project competition and was able to win over the jury, securing financial support for the project through the PPPI initiative. Procurement was handled via a direct award procedure.

Collect – Analyse – Introduce Measures.

Ergonomic consultations are conducted with VivaBack on the basis of individual movement data. Movement and posture can be measured under real-life conditions for the first time away from a laboratory environment, serving as a basis for

training and other measures to improve back health. This involved measuring the amount of strain being placed on the back during a working day by three flat sensors glued to the skin. This technology makes it possible to track and record back movements and load in a precise and continuous way, with the data collected being analysed anonymously and in the strictest of confidence. The measurement data can then be used to provide targeted support to employees, helping them to work in a more balance and healthy way. VivaBack conducted an anonymous survey after two to eight months.

The feedback speaks for itself.

With VivaBack's support, Flughafen Wien AG found a training and consultation format for both sedentary and manual occupational groups that generated very good feedback from employees. 98 percent of participating employees found VivaBack helpful for their back health, with employees taking a particularly warm view of the individualised nature of the measures introduced.

2.3.2. IT services for social insurance

Around 5.4 million applications for cost reimbursement are submitted to social insurance providers every year – a substantial number. As a result, the social insurance IT services decided to take cost reimbursement as one of the first areas where artificial intelligence should be used. The aim of using artificial intelligence (AI) is to reduce waiting times for insured persons and relieve the burden on those processing the claims.

Showcase digitalisation project. ITSV GmbH came out top in the 2017 PPPI project competition to procure an innovative AI solution for assisting with cost reimbursement – a major achievement that proves that ITSV GmbH is a key pioneer of technological change in the Austrian social insurance sector.

Challenges and procedures in the procurement procedure. Following an initial market survey, ITSV launched the pro-

urement procedure and, in doing so, was faced with many challenges. For example, it was challenging to define criteria that ensure that bidder proposals involved using the latest AI technology, as both the technology itself and the corporate landscape in the area concerned is constantly changing. The tender also had to ensure that the solution served as a suitable basis for follow-up projects and other AI applications.

A proof of concept (PoC) was carried out with each bidder, in the course of which each bidder received a set of training data (real-life invoices from private doctors) to train their system. The PoC involved the bidder having to prove how well their system recognises the categories “Physician”, “Patient” and “Services rendered” using new, hitherto unknown, real-life invoices from private doctors. The winner of the tender will be announced in April 2019. In the first half of the year, the Austrian Social Insurance company and the service provider will put together a test phase as part of the implementation work.



© Fotolia

2.3. PPPI project competitions

Added value for citizens

The customer and service orientation of social insurance in Austria will be further boosted overall, with its image being improved by handling applications more quickly and ensuring greater transparency as regards the decisions made. There are many benefits for citizens:

1. Applicants get their money more quickly because the process can be handled more efficiently.
2. Fairer decisions are made. The system compares submission with earlier decisions, thereby treating the submissions in the same ways as past cases that are comparable. As the system receives new cases on an ongoing basis, it is able to learn and thereby establish a basis for comparison.
3. Specific information as to how and why a certain decision was made can be obtained upon request. This helps improve transparency surrounding the decision-making process.

Added value for the public sector

1. Cost savings
2. Relief for employees: monotonous activities are taken over
3. Support for complex activities

For the social insurance providers

1. Greater numbers of applications can be processed without the need for additional staff
2. Standardisation of decisions
3. Identification of trends and anomalies

With this project, Austria's social insurance system takes advantage of the opportunities offered by new artificial intelligence technologies, helping it prepare for the complex and unknown challenges of the future. The goal here remains clear, namely to ensure a sustainable social security system for all Austrians. ITSV GmbH believes it is well prepared for the future, and is already working on other, AI-related projects, with both proprietary AI and open source software being used.



© PPPI Service Centre



**Innovative companies can be found on our
PPPI innovation platform at (in German):
www.ioeb-innovationsplattform.at/lösungen.**

2.4. PPPI connects: examples

We build bridges...

between innovative enterprises and public-sector organisations.



© Adobe Stock

Discover six successful examples of PPPI in Austria, where the PPPI Service Centre was able to successfully bring innovative companies together with public clients.

How can we help you? Send us an email or call us: ioeb@ioeb.at or +43 1 245 70-817.

2.4. PPPI connects: examples

2.4.1. telecontact: created to be found

telecontact can be found on the new PPPI innovation platform with its new and innovative tc-frequency stocktaking and service management system. RFID labels provide a way of safeguarding mobile use and enable items to be detected within seconds from a distance of several metres. The unique software solution eliminates the need for tedious searching and immediately identifies where items are and should be – across company boundaries and regardless of location. NFC labels also help maximise added service value by making use of NFC-enabled smartphones and tablets around the world.

Appearing on the PPPI innovation platform meant that the company received a very specific enquiry shortly after being published on the innovation marketplace, which quickly led to a successful collaboration. They were able to win their first customer for the innovative tc-frequency stocktaking system, the Vienna Social Fund, as early as October 2018.

Another potential customer has also already made contact with the innovative company via the PPPI innovation platform.

telecontact is delighted by the fact that the high-quality PPPI innovation platform provides a unique opportunity for providers and those interested in PPPI to come together over the Internet and to facilitate contact.



2.4.2. View Elevator invented

If you've got to go, you've got to go ... and usually very quickly. However, it can be a challenge for people with a physical disability to find a toilet that meets their needs. After all, they can only use barrier-free toilet facilities. As part of its market exploration work, the City of Salzburg looked at the question of how barrier-free toilets must be designed so that people are able to find them quickly and easily, the idea here being to improve the efficiency and quality of public toilets.

The PPPI Service Centre provided the City of Salzburg with support during this phase of market exploration: VIEW Promotion GmbH is on the PPPI innovation platform www.ioeb-innovationsplattform.at and offers a diverse range of applications for lifts and public places such as public toilets. As such, the City of Salzburg decided to carry out the 'ONE for ALL' project together with VIEW, the aim of the project being to make the city's toilet facilities more modern, safer and cleaner. This is made possible by an integrated emergency call system that can also be used by people with speech and/or hearing impairments, with two buttons on a display enabling the user to call for help in an emergency. In addition to the emergency call function, current information can also be shown on the display, with the content and media being managed by the city council itself. There are already plans to procure more innovative toilet facilities.



2.4.3. Texible GmbH invented

Nursing is a topic that concerns us all. The Vorarlberg-based company TEXIBLE has dedicated itself to offering intelligent textiles for the medical and care sector. The young company has, among other things, developed a solution for incontinence, thus working on a topic that continues to be a social taboo today. This is surprising when you consider that one in three people aged between 55 and 65 suffers from incontinence.

The company's PPPI-suitable product TEXIBLE Wisbi comprises an intelligent bed cover that detects if the bed is occupied and wet. The innovative alert system makes it possible to provide targeted care. The smart underlay also detects whether a patient leaves their bed – meaning that using it not only ensures that care is provided at the right time, but also that the patient gets more rest at night. The employees of various public organisations have already had the opportunity to see for themselves the quality of this innovative product at PPPI events in the west and east of Austria. Do you run a retirement home? Do you work in nursing? Then check out the innovation marketplace of the PPPI innovation platform and get in touch with TEXIBLE.



2.4.4. Peschak Autonome Systeme

California is a pioneer when it comes to the topic of autonomous driving. Work in this field is focused in Magna's operations in Styria and AVL's in the Weinviertel,

as this is where PAS Peschak Autonome Systeme is developing, among other things, the autonomy kit (ASK) for the autonomous operation of special vehicles. This was first used for tractors in what is known as 'precision farming': A vehicle navigates unaided through the vines, determining the condition of them and adjusting the dose of the fertiliser to be applied.

The technology also works on completely different equipment. The PPPI Service Centre also came into contact with cleaning robots during a project with the Federal Procurement Agency (BBG). BBG would like to offer these to its customers for facility management and was able to get an overview of the market and its dynamics via a PPPI challenge. PAS took part and presented its product to the jury, which can turn existing cleaning equipment into veritable robots.

Just a few months later, the next opportunity arose to make the autonomy kit known to a public company: a PPPI challenge initiated by ASFINAG, which was looking for manufacturers to produce or develop autonomous machines for mulching work alongside motorways. PAS, which has now also been awarded the 'PPPI-suitable' seal, has chosen a different path this time, not submitting alone but instead together with Agria Werke GmbH. It is a simple formula: PAS has the autonomy kit, Agria the machine. A partnership has been emerged for the PPPI challenge that will continue to exist afterwards and for which we wish every success, both for the product that may be produced together and for future tenders.



2.4. PPPI connects: examples

2.4.5. Keckex

The Rhine Valley in Vorarlberg continues to be a reliable source of successful ideas, reinforced again by the company Keckex, which has developed a pesticide-free weed killer for roads and outdoor areas. Using a combination of steam and hot water, Keckex systems manage to destroy weeds without any plant-destroying agents being used. The products are available in different versions, ranging from manual operation to attachments for municipal and forestry vehicles.

The products received the 'PPPI-suitable' seal in 2018. Keckex also presented itself as a partner on the PPPI innovation platform to experts in Vorarlberg during a tour of the Federal Provinces. Keckex has already been able to register some success on the municipal market in Austria and other European countries, an example being the municipality of Baden in Lower Austria, which is testing one of the Keckex systems.

Keckex serves as an example of technical innovation and conceptual prowess for the PPPI Service Centre. At the municipal level, this innovative approach can make a considerable difference to quality of life.



**Discover innovation solutions
on the PPPI innovation platform at
www.ioeb-innovationsplattform.at.**

2.4.6. Greenbird

GREENBIRD – a platform for the digitalisation of all infrastructural processes in your real estate. An interface for cleaning services, caretaker services, plant care, equipment tracking or simply just for the digital proof of performance. GREENBIRD contains many ready-made solutions, one of which is cleanbird, which you can use to digitalise the entire building cleaning work. The cleaning staff receive their daily cleaning tasks on tablets – in 32 languages. The provision of services is digitally documented 'on demand'. Sensors can also be used, by way of extension, to manage the amount of cleaning in line with the intensity of use. Areas that are not used much or at all are cleaned less, thereby creating considerable potential for optimisation. GREENBIRD optimises your costs, creates transparency for all the services rendered and ensures that these are automatically adapted to what is actually needed. Our pilot projects in district commissions in Lower Austria, hospitals and federal institutions (Austrian National Library) underscore the considerable degree of motivation in the public sector to pursue digitalisation.



GREENBIRD

3. The PPPI Service Centre and its service portfolio



The 2017/2018 performance period in figures:

- ▶ **PPPI innovation platform**
 65 PPPI-suitable solutions, 11 challenges,
 33,785 visitors
- ▶ **Networking and events**
 Participants from public organisations
 and innovative companies
- ▶ **Training and further education**
 1.42 average rating – ‘Very good’
- ▶ **PPPI pilot projects**
 16.6 million euros in funding support
 by PPPI (as of: December 2018)
- ▶ **Strategic PPPI consulting**
 46 appointments, consultations and
 workshops with public clients
- ▶ **PPPI community**
 7,149 PPPI contacts

3. PPPI service portfolio



© Adobe Stock

3.1. Training and further education

Seminars on 'Innovative and sustainable procurement'

11 September 2018, Laudon Palace near Mauerbach

Almost 30 public procurers visited the **Austrian Federal Academy of Public Administration** at Laudon Palace in excellent weather conditions to find out how 'innovation' and 'sustainability' can be taken into account when awarding public contracts. It became clear in the getting-to-know-each-other round that an exciting and creative seminar day was on the cards: the focus was on dealing with the topic of 'innovation management' in an interactive way.

Finally a definition of 'innovation'

The keynote speech by Michael Dell, an innovation consultant in the private sector for many years, is very lively and pointed. He encourages seminar participants to allow and pursue creative approaches through his understanding of innovation.

'Innovation does not always mean coming up with a completely new product; it is often imitating what is better or finding new ways to combine existing technologies that lead to an innovation.'

Michael Dell, innovation consultant

What is an absolute must: a dialogue with suppliers

A little theory is then certainly needed to make innovation tangible in public procurement. Manuel Schuler, project manager at the PPPI Service Centre, uses specific examples of innovative procurement projects. In particular, implementing a PPPI challenge opens the door for procurement to become familiar with innovative approaches as part of market exploration and to enter into dialogue with companies at an early stage.

Ranging from environmentally friendly criteria to successful PPPI projects

Angelika Tisch's presentation providing insights into sustainable procurement met with great interest, in particular the naBe action plan. The idea of accounting for environmentally friendly criteria in particular is intensively discussed among the procurement officers.

Projects presented by Andrea Zens, project manager at the PPPI Service Centre, range from innovative sensor solutions for the executive to digital cleaning applications in building operation, and sustainable wastewater treatment plants in automated production facilities.

"Best practice examples help me understand how other public organisations have implemented innovative procurement projects and what is important here." *Caroline Schmidt, Federal Ministry of Internal Affairs*

Option for innovation:

functional performance description

The interactive Jeopardy session by Markus Theiner, procurement law expert at the Federal Procurement Agency, was very



Trainings

well received, in which he answered the participants' legal questions in an interesting and fun way. While doing so, he also points out ways in which public procurement promoting innovation can be driven forward. He believes that a functional performance description allows for innovative solutions to be found.

During market exploration: PPPI challenge

Interactive exercises in which participants developed ideas for innovative procurement projects using innovative methods were particularly popular in the afternoon. Participants were keen to describe the abstract and complex challenges of their own public organisation using Lego bricks, modelling clay and drawing material in an understandable way, serving as inspiration to all participants of the PPPI seminar.

“It was a worthwhile experience to attend the PPPI seminar. I certainly think that the PPPI Challenge is an exciting tool for our organisation to get to know innovative solutions and new suppliers. I will definitely recommend the seminar.”

Michael Fritthum, responsible for legal affairs and HR at the UAS St. Pölten

International course ‘Public Procurement Excellence’

‘Public Procurement Excellence’ –

These three words are what represents the international procurement course organised for the first time in Vienna in 2018/2019.

Professional, commercially viable, transparent

There was already considerable interest in the run-up to the event. Well over a hundred registrations for the course, funded by the European Union, underline the need for a format that supports staff at central purchasing points to procure not only the best value products and services, but also the best ones.

More than 33 participants from 19 different countries, mainly from southern and eastern Europe, took part in the six-week course offered by Federal Procurement Agency (BBG) in cooperation with Vienna University of Economics and Business

(WU) for prospective procurement experts.

Professional procurement helps companies and citizens

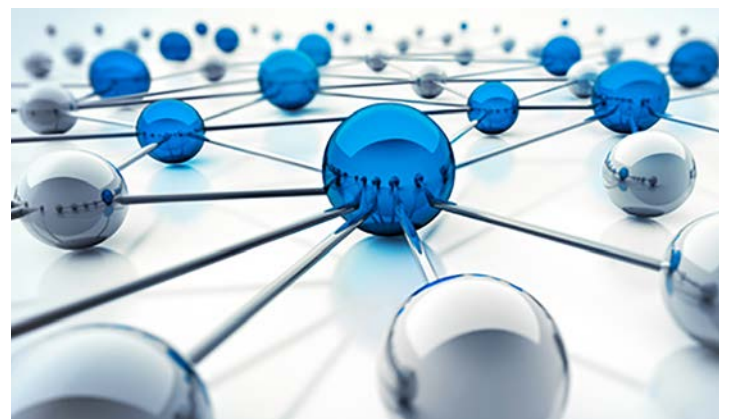
There was considerable enthusiasm among the participants for the concentrated approach to imparting know-how, methods and tools for modern public procurement, especially as regards the socio-political issues of ‘innovation’ and ‘sustainability’, which are playing an increasingly important role. Public procurement promoting innovation is of particular relevance in purchasing, since the aim is to offer citizens an improved range of products and services by procuring innovative products and services, thus making administration both efficient and fit for the future. The aim was to raise awareness of this in a PPPI workshop.

PPPI workshop: practical and interactive

The participants of the PPPI workshop were curious about how innovative procurement projects are implemented, something which also means encountering difficulties that can be avoided. Interactive exercises were used to test in practice which success factors help promote innovation in procurement. The lively exchange, especially among the participants, demonstrates the importance of learning from each other, which procedures are suitable when it comes to purchasing innovation or also learning to understand how needs can be designed in an innovation-friendly way.

Details of the course can be found at

<https://ppe.bbg.gv.at>



3. PPPI service portfolio

The PPPI legal guidelines

Procuring justice

The PPPI legal guidelines contain explanations and practical tips on the innovation partnership. This procurement instrument has been available for procurement purposes since the amendment to the Federal Procurement Act (*Bundesvergabegesetz, BVergG*) in 2018.

Moreover, the legal experts in procurement from the Research Promotion Agency and the Federal Procurement Agency involved here have included other changes in law in the guidelines. As such, public institutions can continue to have access to a practical and up-to-date source of information that helps them to make the right decisions before and during the procurement procedure.



© PPPI Service Centre, David Prem

Have a look through
the PPPI legal guidelines at
www.ioeb.at/wissensmanagement.



Networking & Events

3.2. Networking and events

In 2017 and 2018, the PPPI Service Centre successfully participated in numerous external events. The following is an insight into the activities of the PPPI Service Centre:

- 11/01/2017: PPPI Lab of the City of Vienna
- 25/01/2017: ICT convention
- 01/02/2017: EI Motion 2017
- 20/02/2017: Regular meeting for Austrian start-ups
- 22/06/2017: IIT procurement law
- 02/11/2017: Triologue e-Mobility
- 18/01/2018: Innovation lab symposium in Krems
- 31/01/2018: EI Motion 2018
- 01/06/2018: Open Innovation Practice Day ITG Salzburg
- 18/09/2018: Co-Creation Day Vienna Business Agency
- 22/10/2018: Innovate 2018

Nutzen.Leben 2018

One of the largest trade fairs in Austria for the public sector was held in Vienna on 22 March 2018, with exciting topics in the field of IT awaiting the visitors. Innovative companies labelled as 'PPPI-suitable' were invited to present themselves at the stand of the PPPI Service Centre. The following companies were selected and given the opportunity to exhibit at the stand of the PPPI Service Centre:

- Anyline® – Teaches smartphones how to read
- Schoolfox – School communication
- Spatial Services - Citizen cockpit
- refurbished - Online marketplace for overhauled electronic devices



3. PPPI service portfolio

Federal province tours in Salzburg and Vorarlberg

An important task of the PPPI initiative is to anchor and support procurement promoting innovation in the central federal procurement agencies.

We want the whole of Austria to know about what PPPI offers, which is why the PPPI Service Centre brings together procurers and innovative companies in all Federal Provinces and regions to embark on successful projects. To this end, the PPPI Service Centre both relies on its strong partners in the Federal Provinces and also works to raise its profile with tours throughout the Federal Provinces. In 2018, the PPPI Service Centre therefore organised two **tours of the Federal Provinces** with partners in Salzburg (ITG Salzburg) and Vorarlberg (Vorarlberg Environmental Association). With the Eco-procurement Service, the PPPI Service Centre brought regional procurers and innovative companies from the respective Federal Province together in order to think about innovative solutions and connect potential project partners in short workshops.



© Phototree, Patrick Kunkel



© Phototree, Patrick Kunkel

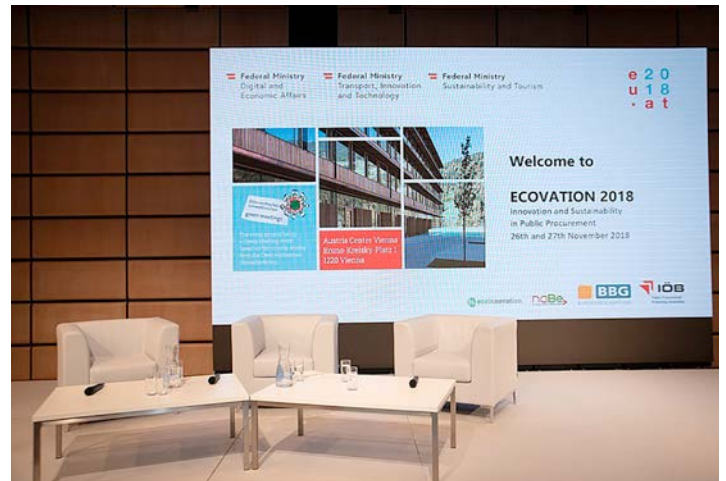


Networking & Events

ECOVATION 2018

ECOVATION 2018 took place on 26 and 27 November 2018 in Vienna with the participation of Elisabeth Köstinger, former Federal Minister for Sustainability and Tourism and Norbert Hofer, former Federal Minister for Transport, Innovation and Technology.

The participants were able to see how ECOVATION 2018 spanned the gap between procurement promoting innovation and sustainability, highlighted its potential and presented the solutions developed here. 220 national and international public clients, procurement managers, decision-makers and representatives of innovative companies, along with other experts, reported on and discussed the following topics of interest: 'Digitalisation and automation', 'Recycling economy', 'Designing innovative procurement practices', 'Successful implementation of innovative public procurement' and 'Horizon 2020'.



© PPPI Service Centre, Thomas Zonyga

"I came back with a lot of enthusiasm about the event. Great speakers, competent contact persons on the podium, some ideas to take away, courage taken...simply a great success."

Walter Reyman, Head of Department at the Tyrolean Regional Health Insurance Fund (Tiroler Gebietskrankenkasse)

3. PPPI service portfolio

3.3. Strategic consulting

It starts with a workshop. Lower costs, improved service, more sustainability – we want your challenge! Public organisations set store by public procurement promoting in-

novation. Familiarise yourself with the exciting consulting projects of the PPPI Service Centre carried out in 2017 and 2018.

Hospitals in the central region of NÖ Landeskliniken-Holding

The health sector is of central importance when it comes to the quality of life of each and every Austrian, placing high demands on the people who work in this field every day, which is why innovation plays a particularly important role in the development of our society as a whole. This ranges from making use of new equipment and medical products, and new technologies in the field of hygiene, to organising and checking cleaning services.

It was therefore a particularly exciting and inspiring challenge for the PPPI Service Centre to work together with one of the largest public hospital providers: NÖ Landeskliniken-Holding, the holding company for hospitals in Lower Austria. As part of a workshop with the commercial managers of the hospitals grouped into the 'Central Region' and representatives of the holding company, we organised a half-day workshop in December 2018 to identify special challenges in hospital operations. In addition to identifying a number of different problem areas, we were also able to develop some specific and promising ideas for future PPPI projects in the workshop which can make a positive contribution to the Austrian health care system.

Federal Ministry of Transport, Innovation and Technology

The PPPI workshop of the Federal Ministry of Transport, Innovation and Technology (BMVIT) was conducted with a particular focus on the topic of digitalisation. In March 2018, 25 employees turned the ceremonial hall of the ministry's building into a creative space. The search for starting points began with a race: as many ideas as possible had to be recorded on cards in three minutes. The results of this initial phase were then explored, discarded and supplemented in five small groups and, at the end of the half day, each group looked proudly on a pinboard full of ideas,

showing a wide range of topics that demonstrated the potential for improving efficiency through innovative solutions. The underlying principle here was that, as in the case of the PPPI workshop, the ministry should also lead by example when it comes to harnessing innovation in the public sector.

Landeskliniken-Holding 

 Federal Ministry
Republic of Austria
Transport, Innovation
and Technology



Strategic PPPI Consultancy

ASFINAG Service GmbH

25 individuals from all areas of ASFINAG Service GmbH impressed the two facilitators from the PPPI Service Centre:

a lively interaction, dedicated teams and pinboards full of ideas. And the best part is that, even after the workshop, the organisers continued to receive all manner of different project ideas. It was not easy to systematise and prioritise in view of the level of activity here, yet it was nevertheless possible to swiftly implement the ASFINAG pilot projects with the PPPI Service Centre. Fleet management launched the first challenge to optimise the utilisation of e-charging stations. Operational Maintenance sponsored another challenge in order to get an overview of the market for autonomous mulching machines. And because that was not all, we can already reveal that you will be able to read about some of the highlights of ASFINAG's PPPI activities in the following annual report

Austrian Patent Office

Companies usually submit their innovations to the Austrian Patent Office, yet in December 2018 it was the employees of the Patent Office themselves who were developing innovative project ideas. The goal was to identify the potential for innovation projects together with the experts from the PPPI Service Centre. Approaches to public procurement promoting innovation in the Austrian Patent Office were developed within the framework of a workshop, including exciting ideas that make administration better, faster and more sustainable.

One of the approaches concerns the chatbot 'Albert', with him being made even more intelligent in order to be able to answer customer enquiries more efficiently.



© Adobe Stock

3. PPPI service portfolio

3.4. Financial support

In 2017 and 2018, the PPPI Service Centre continued to provide financial support to innovative procurers for the process costs of innovative procurement.

Winners of the 2017 PPPI project competition

1. IT services for social insurance (IT-SV) – Using artificial intelligence for cost reimbursement

IT-SV receives around 5.4 million applications for reimbursement each year, which is why it decided to take cost reimbursement as one of the first areas where artificial intelligence should be used. The aim of using artificial intelligence is to reduce waiting times for insured persons and relieve the burden on those processing the claims.

2. Provincial Government of Upper Austria – Barrier-free emergency call system

Tablets provided by the company VIEW ensure accessibility at all levels. This system also enables operating costs to be reduced as a result of longer service intervals and the tablets to be used for information and advertising purposes. VIEW can also be found on the innovation marketplace of the PPPI innovation platform.

3. Municipal Department (MA) 33 of the City of Vienna – LoRa network

The MA 33 of the City of Vienna would like to establish a LoRa (Long Range Wide Area) network in the city with the support of the Central Institution for Meteorology and Geodynamics

(Zentralanstalt für Meteorologie und Geodynamik, ZAMG). Among other things, this would help improve the technical monitoring of the lighting infrastructure, as the network enables failures, misuse or other anomalies in city lighting to be detected at an early stage. In the future, however, the network could also be used for other purposes within the context of a smart city concept.

4. City of Vienna – Digital food coupons

The aim of digital food coupons is not only to reduce the amount of administrative work on the part of the City of Vienna in the future, but also to save costs. The entire process is being digitalised with a link to electronic billing; the city is currently examining whether blockchain technology can also be used here. This will also make life easier for restaurants, whose billing costs will be significantly reduced.

5. UAS Kufstein – Virtual reality training

UAS Kufstein intends to focus on virtual reality trainings in the future when it comes to teaching coaching and leadership skills. The users should be able to benefit from the training and take on different roles through experience-based learning with an avatar. UAS Kufstein is further developing the product together with users and the company innerspace.

6. Vienna International Airport – VivaBack

Vienna International Airport attaches great importance to ensuring that its employees have healthy backs, especially in areas where heavy loads are carried and lifted, which is why the loads carried by individuals are measured and recorded using the PPPI-suitable VivaBack system. This enables measures to be taken to ensure a healthy back, thereby prolonging employability and reducing the amount of illness-related absences.



© PPPI Service Centre



Financial Support

Winners of the 2018 PPPI project competition

1st place: ASFINAG – Autonomous mulching

As part of a PPPI challenge, ASFINAG sought and found innovative solutions to pursue autonomous mulching for green areas next to motorways and expressways. Now the autonomous mulchers are set to be procured. Advantage: ASFINAG employees will in future be able to focus on other activities in the vicinity while the mulching robots work autonomously, thereby ensuring a greater degree of efficiency and safety for our employees.

2nd place: APG (Austrian Power Grid) – DC Substation Component Control

High-voltage systems use components with a DC-fed drive, the functionality of which is essential for these systems to operate safely and for preventing power cuts. The functionality of these components is to be monitored centrally in the future. Advantages: Permanent and centralised monitoring, rapid response in case maintenance is needed or problems arise.

3rd place: Office of the Provincial Government of Upper

Austria, Office of the Provincial Government of Burgenland, Office of the Provincial Government of Carinthia – ‘Alt-Uni’

SYN-TRAC GmbH from Bad Goisern is developing a universal equipment carrier that can be used in a more flexible way than the existing equipment carriers on the market, enabling them to be used in a variety of different ways in communities, agriculture and forestry as well as civil protection and disaster control.

4th place: Technical Museum Vienna – Innovative cooling

The Technical Museum Vienna and Burghauptmannschaft Austria were looking for innovative ways to cool the historic building within the framework of a PPPI challenge and which is also in line with laws on protecting buildings of historical significance.

5th place: Wien IT – Big data science lake

The aim of consolidating all data of the City of Vienna into a single data silo is to enable more detailed analyses in the future in order to bring innovative products to the market for end consumers (such as in the fields of energy and public transport).

Looking ahead: aws IÖB-Toolbox

The PPPI project competition took place in this format for the last time in 2018. There will be new ways of obtaining financial support available from 2019: an aws subsidy created with funds from the Austria Fund (*Österreich-Fonds*) in cooperation with the PPPI Service Centre was established in order to support innovative procurement projects over a longer period of time.

Do you have any questions about the aws IÖB-Toolbox? Please contact us on:
viktor.holler@ioeb.at or +43 1 245 70-522.



3. PPPI service portfolio

3.5. PPPI innovation platform

Agile development, prototyping, UX testing, iterative feedback loops –

the PPPI Service Centre was intensively involved in all of these activities in 2018. Why? Because the PPPI team put their heart and soul into the relaunch of the PPPI innovation platform www.ioeb-innovationsplattform.at.


Taking stock of the past to look to the future

The PPPI innovation platform has been supporting public clients and innovative companies alike in entering into dialogue with each other as early as possible for more than four years. Public clients can launch open innovation challenges online, thereby actively and efficiently shaping how they explore the market; innovative companies can raise their profile with digital product display windows. After launching almost two dozen challenges and receiving several hundred solutions from innovative companies, it was time to review the PPPI innovation platform.

Usability review

When it comes to digital platforms, the key is to reach a critical mass. The main prerequisites for this include creating clear added value for the users of the platform and an intuitive, user-friendly design. Both of these were scrutinised for the PPPI innovation platform.

The project started with a usability evaluation and an accessibility review of the PPPI innovation platform in cooperation with the renowned company USECON, which specialises in the analysis and design of user interfaces. The aim was to analyse clearly justifiable usability problems from an expert's point of view and to develop specific proposals for how the PPPI innovation platform could be improved.



“The usability evaluation was a considerable help. Just as it is the case when launching innovative procurement projects, we went back to the beginning and first determined which problems existed. Involving PPPI customers and users of the PPPI innovation platform at an early stage provided many helpful insights here.”

Manuel Schuler, PPPI Service Centre project manager



Innovation Platform

“Don't make me think!”

The usability test produced a very long list of improvements and new functions that were to be considered when relaunching the PPPI innovation platform. The challenge in the next step was to tackle the relevant improvements and to create a clean design – to simply focus on the essentials.

The cooperation with the Vienna-based agency digitalwerk breathed new life into the undertaking, being able to present the best concept for the relaunch. The work to relaunch the platform was first characterised by a design phase in which the focus was on understanding the individuals using the platform. Following an agile development (“lean startup”), prototypes of the innovation platform were quickly built, tested with customers of the PPPI Service Centre as well as with users of the platform in order to learn from them and use their feedback to further develop the PPPI innovation platform.

New functionality ‘News and Events’

PPPI challenges and the innovation marketplace have taken on a new and dynamic look. The PPPI innovation platform has also been furnished with a new functionality that has been included as a result of customer feedback: Public clients and innovative companies can now publish their news and events relating to innovation and procurement on the PPPI innovation platform, thereby making it possible for important topics, such as innovative tenders, innovative projects in development or events with an innovation focus, to reach their target group more effectively.

A final push to become a digital ‘procurement match maker’

Despite stringent project management, the last weeks of development and before the relaunch were very busy; after all, the aim was to surprise people with an intuitive and clear PPPI innovation platform.

Why not take a look for yourself?
www.ioeb-innovationsplattform.at





4. The PPPI service network

**Take a look at the
big picture with us.**



© Fotolia

The PPPI competence centres and contact points (pp. 47-52) are driving PPPI forward in Austria. Learn more about the international PPPI network (pp. 53-54).

4.1. PPPI competence centres

4.1.1. Austrian Energy Agency

“The Austrian Energy Agency (AEA) is the PPPI competence centre for the energy sector, with the focus being on energy efficiency, renewable energies and new technologies. Within the scope of its activities, it supports events on various topics, and provides information on current developments and trends in markets and technologies.”

The Austrian Energy Agency acts as a point of contact for public procurers on technical issues. It also provides support for contacts and collaborations with Austrian companies. A number of events were organised by the PPPI Service Centre, in which the AEA actively participated and also hosted. The AEA took advantage of the opportunities to converse with participants on how to transfer know-how on PPPI-specific topics.

In order to contribute content in the form of challenges or solutions, the PPPI innovation platform was increasingly promoted directly and proactively to both providers and customers. During the reporting period, the AEA identified more than fifty suitable companies, predominantly from the start-up sector, with products or services that have an innovative character. These companies were shown the advantages of the PPPI innovation platform and encouraged to submit their products and services to the innovation marketplace. Content in the form of expert contributions and best practice contributions was also made available for the PPPI website. Another focus in the reporting period was on raising awareness among the target groups for the potential of procurement promoting innovation, with the AEA having expert contributions made on selected topics for the PPPI Service Centre and holding presentations and workshops for selected specialist events.

Contact: Christian Praher
Mariahilfer Straße 136 | 1150 Vienna
43 1 586 1524-0
christian.praher@energyagency.at



4.1.2. Federal Real Estate Company (Bundesimmobiliengesellschaft, BIG)

“As one of the largest property owners in Austria, the Federal Real Estate Company (BIG) also has a considerable responsibility towards society and the environment. BIG wants the company to have a positive impact by integrating sustainable and innovative measures in construction and refurbishment such as resource conservation and efficiently oriented planning and management activities.”

In terms of the environment, for example, the focus is on everything from energy efficiency to space efficiency. Educational spaces of the future are multifunctional and flexible enough that future generations should also be able to use them and feel comfortable in them. The challenges of the future, which are also reflected in mission#2030 or the European climate targets, will be a particular focus of ours in the coming years. It is only together with policy-makers, our customers and partners, creativity and a healthy dose of determination that the necessary framework conditions will be created and solutions implemented on a step-by-step basis. BIG manages real estate that has to fulfil a wide variety of functions today and tomorrow. Innovative products and services in the company's core business need to be further developed on an ongoing basis in order to have sustainable future-oriented buildings and to preserve the company's own ability to compete. This is why BIG is keen to promote new technologies and innovations in cooperation with its stakeholders. Its priorities are set in line with the strategic objectives: energy efficiency and the educational space of the future. Cooperation and project enquiries are reviewed by the specialist departments and participation is recommended internally following a strategic evaluation. In consultation with the tenants, for example, space is made available for research purposes or BIG takes on coordinating activities. Digitalisation is also increasingly affecting the real estate industry: New technologies and digital networking are essential factors for ensuring long-term successful and sustainable real estate management.

Contact: Winfried Lahme
Trabrennstraße 2c | 1020 Vienna
+43 5 0244-0
winfried.lahme@big.at



4.1.3. GSV – The Platform for Mobility

“The Austrian Association for Transport and Infrastructure (GSV) is a platform for all relevant transport carriers. As an economically and politically neutral association, the organisation is solely dedicated to the interests of its members and the beneficial further development of the Austrian location.”

The Austrian Association for Transport and Infrastructure (Österreichische Gesellschaft für Straßen- und Verkehrswesen, GSV) is active for its members in many different ways when it comes to roads, railways, waterways, aviation and pipelines. An example is that specialist mobility events are regularly organised which, in addition to passing on information, also serve as way of giving impetus to harnessing potential synergies and innovations in companies and institutions.

In 2017 and 2018, GSV actively promoted PPPI activities in the mobility and energy sector, organised several events and actively participated in ECOVATION 2018. In terms of content, the focus was on the topics of ‘Innovative Fleet Management’ and the new ‘Innovation Partnership’ procurement procedure. The high number of people attending the above-mentioned events is evidence of the broad interest in pressing ahead with innovative solutions,

which is why, in autumn 2018, it was agreed to expand the cooperation between GSV, BMVIT, BMDW and PPPI Service Centre: the aim in particular was to promote the innovation marketplace to a greater extent and encourage innovative procurers and suppliers to provide access to their expertise and creativity through the use of best practice examples. This can ultimately increase the proportion of innovative procurements.

The GSV is looking forward to being able to continue helping shape this important topic in the coming years.

Contact: Mario Rohrer
Marxergasse 10/20 | 1030 Vienna
+43 1 713-6296
mario.rohrer@gsv.co.at



4.1.4. Austria Wirtschaftsservice (AWS)

“Austria Wirtschaftsservice GmbH (aws) has experience in financing commercial and marketable innovations developed by private companies. In addition to technological innovations, these also include innovations from the creative sector or innovative business models, while there is a special focus on supporting innovative start-ups.”

With a comprehensive package of PPPI measures, the aws contributes significantly to increasing the share of public procurement volume used for innovation. All activities at the aws are aimed at linking trends in technology and innovation with the needs of innovative procurers. Their judging of the PPPI project competition and the innovation marketplace (www.ioeb-innovationsplattform.at) is particularly noteworthy here. An important task involves forwarding information about PPPI activities within the aws network to applicants for funding, as well as multipliers such as banks and the funding agencies of the Federal Provinces. In the 2017/18 reporting period, particular emphasis was placed on informing representatives of banks and Federal Provinces within the framework of regular information events. Furthermore, information on PPPI events, the PPPI project competition and the innovation marketplace was disseminated via the communication channels of aws (newsletter, social media), with the social media channels of aws being increasingly taken into account. Finally, intensive talks between the PPPI competence centre of aws, together with the BMVIT, the BMDW and the PPPI Service Centre, resulted in a subsidy for innovative procurers being developed and submitted to the National Foundation for Research, Technology and Development / Austria Fund (Österreichfonds). Approval was granted by the Austria Fund in autumn 2018. By the end of 2018, the aws PPPI toolbox funding programme had been further developed and prepared for launch in the first half of 2019.

Contact: Petra Huber
Walcherstraße 11A | 1020 Vienna
+43 1 50175-0
petra.huber@aws.at



4.1. PPPI competence centres

4.1.5. FFG

“The Austrian Research Promotion Agency (FFG) is the government’s national funding agency for company-related research, development and innovation. Within the role of a PPPI competence centre, its main field of responsibility is pre-commercial procurement (PCP).”

With the amendment to the Federal Procurement Act (*Bundesvergabegesetz*) 2018, the PCP was extended to include another attractive instrument: the innovation partnership. FFG has developed a specific funding instrument from this legal requirement: the R&D innovation partnership: The R&D innovation partnership builds on the classic innovation partnership, adding to it the possibility of facilitating the financing of development costs by means of FFG funding. The final offers of an R&D innovation partnership can also be used here as funding applications and concluded together with the innovation partnership contracts, funding contracts with the FFG or its funding bodies. This can significantly reduce the development risk.

The ASFINAG’s ‘Road Power Plant’ innovation partnership in cooperation with FFG is the first R&D innovation partnership in Austria, starting on 31 October 2018 (announcement) following an intensive phase of preparatory work.

In addition to these pilot projects, FFG actively informs and advises procurers, political players and sister agencies on the subject of public procurement promoting innovation. Effective aids here include a separately established sub-page on the FFG website (www.ffg.at/beschaffung), information, advice and analyses on the EU Programme for Research and Innovation, Horizon 2020, personal expert contributions, presentations and events from the TAFTIE (international network of research promotion) Academy, which is run by FFG.

Contact: Gertrud Aichberger
Sensengasse 1 | 1090 Vienna
+43 5 7755-5043
gertrud.aichberger@ffg.at

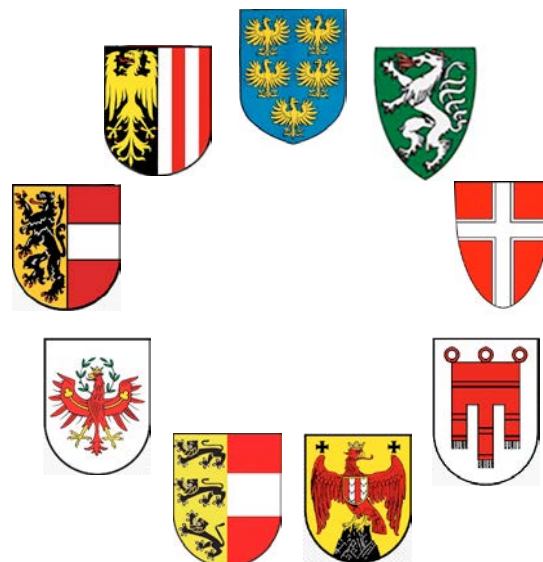


4.2. PPPI contact points

4.2.1. Federal provinces

“2017 and 2018 were characterised by the establishment and expansion of PPPI activities in the Federal Provinces, with the focus here being on initiating and bundling public procurement activities in the Federal Provinces in order to gain further drivers from the common environment.”

It is pleasing to see that, by the end of 2018, seven Federal Provinces had already shown great interest in the topic of PPPI, having signed up for the joint conference in spring 2019 in order to promote PPPI in the respective Federal Province.



Upper Austria

The PPPI concept in **Upper Austria** continued to be implemented, with a highlight being the adoption of a unique national holding resolution to offer all innovative and sustainable companies a platform with possible reference orders within the framework of procurement law. The two-pronged approach of the Upper Austrian concept (on the one hand the ongoing registration of innovative companies by the innovation holding company and the subsequent screening by the ‘innovation broker’, on the other hand what are known as match-point meetings, the specific aim of which is to produce product-area-specific demand analyses at the decision-maker level) meant that it was again possible to launch a number of trend-setting reference projects in the last two years, both of which were also recognised in both years in the PPPI project competition.



Contact:

Johannes Pöcklhofer
PPPI contact point for Upper Austria
Bahnhofplatz 1 | 4021 Linz
+43 732-77 20-123 16
johannes.poecklhofer@ooe.gv.at

4.2. PPPI contact points

Salzburg

PPPI activities in Salzburg were launched through joint workshops with the PPPI Service Centre. The services of the PPPI Service Centre were presented to its target groups, i.e. the innovative and regional companies and the offices within the Provincial Government of Salzburg on two dates in June and July 2017.

This was followed on 30 January 2018 by the 'Anders Innovativ' (innovating differently) initiative with around 100 participants during the PPPI Federal Provinces tour.

Salzburg has also become a permanent member of the PPPI Council and a supporter of the PPPI Federal Provinces team. Salzburg served as the host for the first official meeting in August 2018. Another event took place on 21 June 2018 with the presentation of the PPPI Service Centre as part of the Open Innovation Practice Day.

Contact:

Bernhard Lehofer
PPPI contact point for Salzburg
Südtirolerplatz 11 | 5020 Salzburg
+43 662 254 300-17
bernhard.lehofer@itg-salzburg.at



Vienna

The **Municipal** Department (MA) 23 in Vienna has been carrying out a wide range of activities to implement the 'Innovative Vienna 2020 – Innovative City Administration' initiative with several experts since 2016. Following on from these preliminary activities, further events focusing on public procurement promoting innovation were held in 2017, examples of which include the 'innovation-inside - G'scheite Projekte kopieren' (copying clever projects) event to improve the visibility of innovation in the city administration, including procurement, and the 'PPPI Lab' workshop for the broad decision-making of corporate management as well as executives, decision-makers and procurers.

For 2018, MA 23 has set the following priorities for the City of Vienna: Urban questions and problems were addressed in a trans- and interdisciplinary way in workshops, such as between administrative areas or with research institutions; e.g. the 'agile team micro-hub'.



A number of pilot projects were submitted as 'challenges' to the PPPI Service Centre of the Federal Government and the 'Co-Creation Lab' of the Vienna Business Agency. (e.g. KAV: Challenge regarding incontinence solutions, MD-BD: Challenge regarding innovative protection elements for public spaces, Wien Energie: Challenge regarding a virtual assessment centre).

As already mentioned in the reports by the individual Federal Provinces, the increased level of activity in the Federal Provinces was also reflected in the submissions to the PPPI project competition, in which four Federal Provinces took part. Some projects were also recognised again in 2017 and 2018 (e.g. 2SEC – barrier-free multi-sensory emergency call system and AltUni – municipal vehicle with fully automatic device coupling).

Contact:

Gerrit Thell
PPPI contact point for Vienna
Meiereistraße 7 | 1020 Vienna
+43 1 400 830-86
gerrit.thell@wien.gv.at





© Adobe Stock

4.2.2. Business and industry

“The Austrian Federal Economic Chamber and the Federation of Austrian Industries see themselves as strong partners when it comes to public procurement promoting innovation in Austria, helping to raise the profile of this issue.”

As ‘contact points for business and industry’, the Austrian Federal Economic Chamber (WKÖ) and the Federation of Austrian Industries (IV) serve as an important interface between the PPPI Service Centre and companies. Both organisations are involved as partners in the work to plan and coordinate activities of the PPPI Service Centre, hold a position on the PPPI Council and support PPPI activities such as challenges or project competitions, by actively communicating these through their media (e.g. website or newsletter) as well as in networking activities and specially themed events.

Public procurement promoting innovation (PPPI) is an essential instrument in efforts to boost demand-side innovation policy in Austria. The potential offered by PPPI is particularly high in places where public clients represent a high proportion of total demand, where innovative products or services are sought to solve a problem and where these can be used as a reference market. In order to increase the share of the public procurement volume that is used for innovation, the WKÖ and IV believe that even more emphasis should be placed on PPPI.

The innovativeness and adaptability of companies and public administration play a key role when it comes to economic success as well as the development of society as a whole, and must be further expanded and strengthened. The IV and WKÖ are strong partners when it comes to pushing PPPI agendas in political discourse and thus help spread the PPPI initiative in their networks.

Contact:

Karin Sommer
PPPI contact point for business
Wiedner Hauptstraße 63
1045 Vienna
+43 5 90 900 - 4264
karin.sommer@wko.at

Contact:

Iris Fischl-Ruhland
PPPI contact point for industry
Schwarzenbergplatz 4
1031 Vienna
+43 1 71135 - 2398
iris.fischl-ruhland@iv.at

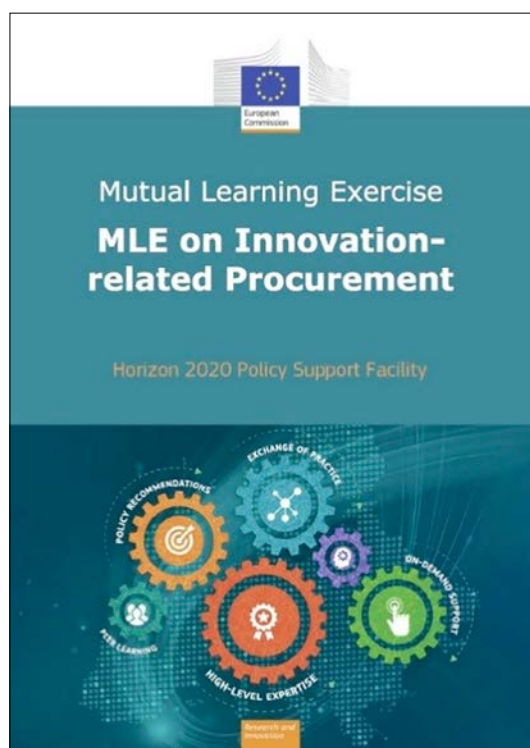


4.3. PPPI international activities

4.3.1. Mutual learning exercise (MLE) on innovation-related procurement

In 2017/2018, a 'Mutual Learning Exercise (MLE) on Innovation-related Procurement' organised by the European Commission took place. This was an exchange of experiences between 15 EU Member States with regard to public procurement promoting innovation, including Austria (represented by the BMDW, BMVIT and the PPPI Service Centre). The MLE addressed the issue of PPPI through four topics: Topic A 'Developing a strategic framework', Topic B 'Capacity building', Topic C 'Financial mechanisms' and Topic D 'Monitoring, evaluation and impact assessment'. Austria served as the host for the workshop on monitoring, evaluation and impact analysis and invited the participants to Vienna on 20/21 September 2017 to exchange knowledge and work together to make progress with the topic.

Further information about MLE can be found at <https://rio.jrc.ec.europa.eu/en/policy-support-facility/mle-innovation-related-public-procurement>.



4.3.2. EU project 'Procure2Innovate'

The Federal Procurement Agency is a project partner in the EU project 'Procure2Innovate'. The 'Procure2Innovate' project focuses on expanding and improving the network of competence centres (CC) for public procurement promoting innovation in ten countries of the European Union.

The idea is to establish a permanent network between these competence centres in order to simplify cooperation, build up expertise and exchange best practice examples. Developing expertise to facilitate cross-border cooperation and tenders is the desired outcome. In addition new services should be developed in the five existing competence centres in Austria, Germany, Spain, Sweden and the Netherlands. Another goal of the project is to set up five new competence centres in Portugal, Italy, Greece, Estonia and Ireland.

Following the kick-off meeting in February 2018, the first tasks were addressed by the project partners and the partners were buddied up. Each existing competence centre helps with the implementation of a new one every year. The PPPI Service Centre had Portugal as its first buddy. The cooperation was very successful and it was possible to answer many open questions, meaning that the first steps towards the establishment of a competence centre in Portugal were taken.

At the two project partner meetings in June 2018 in Cork and in November in Vienna, the existing competence centres exchanged information about their services, current topics and project tasks in the peer-to-peer sessions. Stakeholder maps were created. It should be mentioned that the PPPI Service Centre also organised a 'Service Design Thinking' workshop during the project partner meeting in Vi-

enna. The aim of this workshop was to refresh knowledge so that the competence centres can develop new services or build on their existing ones.

The Procure2Innovate project organised a workshop during the EcoProcura Conference in Nijmegen and another workshop during the international conference ECOVATION 2018 in Vienna.

Further information about the project can be found at www.procure2innovate.eu.

4.3.3. EU project ‘InnoBrokers’

The EU project ‘InnoBrokers’ (Innovation Procurement Brokers) brings together public procurers and suppliers and supports them during the process of procuring innovation. This happens at the regional and national level, as well as at the European level by means of individual consultations, matchmaking workshops, and web-based analysis and initiation tools. The focus of the seven project partners is on the innovation needs of public institutions, facilitating SME access to the correspond-

ing tenders and the topic of ‘sustainability’. The project will result in the creation of procurement roadmaps for at least 20 public institutions and 40 suppliers, as well as serving as a European business model for the brokerage of public procurement promoting innovation. The project was commissioned by the European Commission, DG GROW (Directorate General for Internal Market, Industry, Entrepreneurship and SMEs) and will run from 2018 to 2020. Austria is represented in the project consortium by the Province of Upper Austria and the Austrian Institute of Technology AIT.

Further information is available here www.innobrokers.eu.



5. Expert opinion



© Adobe Stock

In 2017, a consortium led by KMU Forschung Austria was tasked with evaluating the implementation of the Action Plan for public procurement promoting innovation (PPPI) in Austria (PPPI evaluation).

The PPPI Action Plan in Austria

The aim of this evaluation was to determine the extent to which the PPPI Action Plan and the corresponding measures had been implemented at the time of the evaluation. The consortium also examined whether the institutional setting and reality of governance would enable efficient implementation and support the necessary leadership function and ability of the federal ministries entrusted with lead management to steer PPPI. Below is a summary of the results of the PPPI evaluation completed in spring 2018.

The PPPI Action Plan in Austria

Austria has become an international pioneer in the field of public procurement promoting innovation with the PPPI Action Plan and the implementation of the measures it contains. The Action Plan and its implementation have correctly identified the key importance of raising awareness, changing attitudes, qualifications and appropriate support and have shifted the focus of the Action Plan accordingly.

What this means is that there is particular focus on long-term development prospects and considerable progress has already been made when it comes to implementing the defined measures and activities. Although the fully systematic use of PPPI cannot yet be seen, the groundwork has certainly been laid thanks to the implementation steps already taken.

The main reason, as the PPPI Service Centre itself has repeatedly stated in its progress reports, is the lack of mandatory elements that would ensure a corresponding demand. Political support does exist, but not to the extent anticipated or required, which is reflected at the time of the evaluation in the lack of coordination possibilities and steering approaches by means of ministerial PPPI coordinators and PPPI plans. However, some preparations and consulting services for PPPI plans do exist, and it can be expected that they will be implemented, at least for key players, in the medium term. By the same token, the systematic earmarking of procurement budgets can only be found in part and primarily in connection

with pilot PPPI projects. PPPI is also taken into account in the activities of the two central funding agencies, the Austrian Research Promotion Agency (FFG) and aws, including their effect as multipliers vis-à-vis their beneficiaries. However, this interface has not yet reached its optimum.

“Particularly in view of the limited funds available, the activities of the PPPI Service Centre can be regarded as very successful. However, it has so far been the exception rather than the rule that the measures taken have led to specific procurement activities. This is due on the one hand to the considerable emphasis placed by the PPPI Service Centre on providing information, which is particularly necessary during the initial phase, and on the other hand to the fact that services which are more focused on (strategic) consulting and project support and development were not used to the same extent.”

Sascha Ruhland, KMU Forschung Austria

5. Expert opinion

The PPPI Action Plan in Austria

The measures of the PPPI Action Plan continue to be limited in their effectiveness, when compared to their objectives. The target group of public procurers and customers, at both strategic and operational levels, is not yet ready or able to embrace the core principle of PPPI. In some cases, attitudes are still characterised by the notion of immediate and, above all, short-term commercial viability. In some cases, the strategic impetus needed to trigger or accelerate a corresponding change of attitude at the operational level is missing. At the same time, there are currently no pull factors, i.e. there are no mandatory elements in the procurement of most public organisations, such as (internal) targets, designated/targeted PPPI budgets, strategic PPPI procurement plans, etc. What this means is that, despite all the successes (such as including PPPI in strategy documents or the PPPI projects already carried out or in progress), this leads to a situation in which a systematic use of PPPI, even among players who demonstrate interest, is currently an exception rather than the rule, both from a strategic and an operational point of view.

“Key signals for the overarching political significance of the PPPI exist, on the one hand, through the two presentations by the Council of Ministers on the development and implementation of the Action Plan and, on the other hand, the extensive anchoring of PPPI in relevant strategy documents, including in the government programme of the current governing coalition. However, the established governance mechanisms, incentive systems, and resources made available to carry out promotional activities or actual PPPI projects do not necessarily keep pace.”

Sascha Ruhland, KMU Forschung Austria

Function of the PPPI Council

The PPPI Council in its current form has an advisory role and serves primarily as a platform for exchanging ideas and information among individual members, as well as taking into account member interests and ensuring their active participation in PPPI activities. The PPPI Council has no formal basis for making decisions that would be binding on its members. This is due, however, to the selected principle of self-organisation, which deliberately avoids formalising relationships and tasks to a significant extent and the lack of possibilities for direct control.

The service network and the PPPI Council based on it are determined by a strongly pluralistic understanding of coexistence on equal terms, in which roles and functions are only partially fixed or financed. It also follows from this, however, that members of the Advisory Board/service network feel committed above all to elements of PPPI which are in their interest or for which there are corresponding (contractual) agreements or incentives.

Steering possibilities for PPPI

There are currently hardly any ways for the two leading ministries to directly control PPPI or the players active in it; the focus is more on persuasion through indirect taxation. Being able to control PPPI across ministries in particular is subject to a whole host of different conditions. What complicates matters is the fact that there are currently no centralised approaches to undertake even softer steering attempts, i.e. the establishment of procurement coordinators for PPPI, originally planned and now in place, would allow such an approach, but they did not exist at the time of the evaluation. Another reason for the so far only limited steering effect of the players and measures lies in the limited resources available for implementation. The corresponding agendas are only a small part of the topics for which the persons are responsible.

PPPI always comes up against the limits of full implementation or practicability when, for example, a steering effect (i.e. implementing the principles and measures established in the PPPI Action Plan by the players involved) would be necessary, something which is either not possible at all due to a lack of hierarchical relations (for example in the horizontal relationship between the leading ministries and other federal ministries) or not possible to the necessary extent due to a lack of financial and personnel resources.

“Last but not least, the extent to which competence centres and contact points contribute to the activities in order to achieve the objectives formulated in the PPPI Action Plan depends on how many resources the respective organisations can commit to PPPI activities in view of their own organisational objectives.”

Sascha Ruhland, KMU Forschung Austria

5. Expert opinion

Against the background of these findings and the measures identified in an international comparison that are particularly relevant to success, recommendations were developed that build on the strong conceptual foundation of the PPPI Action Plan, the services provided by the PPPI Service Centre and the existing governance system.

The most important of these recommendations are explained below.

1. The PPPI should be more prominently anchored in strategic planning.

The responsibility for strategic procurement promoting innovation should occupy such a position in the hierarchy across all federal ministries, but in particular the two leading ministries, that procurement is a central component of the strategic decision-making of the ministries.

2. The PPPI plans for procurement promoting innovation should become mandatory for all departments.

These plans should include specific ideas on the need for innovation and objectives, being formulated interactively in the respective ministry so that both users and procurers are involved (e.g. via departmental workshops with the PPPI Service Centre).

3. PPPI procurement coordinators should, as originally planned, be set up in the various ministries to optimise PPPI activities.

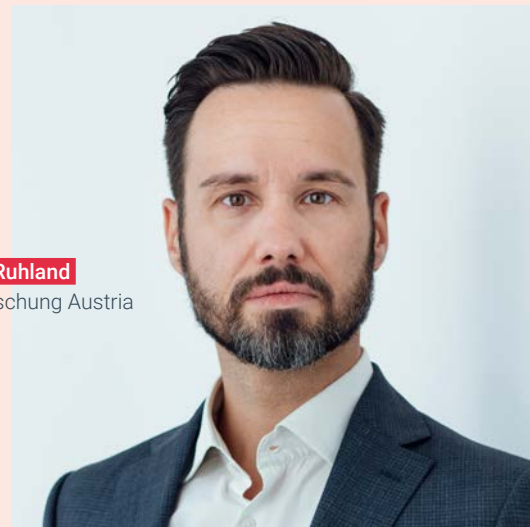
However, it is recommended to reshape the role of the PPPI coordinator, i.e. it is more important to nominate PPPI-relevant tasks within the respective ministry for the appointed individual, rather than nominating persons with direct procurement responsibilities.

4. The PPPI Service Centre should be given additional personnel and financial resources

While awareness-raising and mobilisation measures will be pursued, this could make it possible for the PPPI Service Centre to proceed with expanding, as recommended, direct project-related services (i.e. project initiation, development and support). Additional specialist and personnel capacities could potentially be made available on a flexible basis by having corresponding budgets for external experts.

5. The PPPI Council / the service network should be further expanded as a place for the further development of PPPI.

There is a need to define the roles and responsibilities of all members to achieve a greater degree of coordination in development tasks. This should be done through the lead ministries in consultation with the current members. In addition to this, it is recommended to involve explicit external, even international, expertise to a greater extent so as to be able to benefit from new and empirical knowledge on an ongoing basis during efforts to improve PPPI.



Sascha Ruhland

KMU Forschung Austria

© LuxundLumen

6. Review the performance indicators used to measure the impact of the PPPI Service Centre's activities in terms of their relevance and validity

The performance indicators currently in use for the purposes of providing an overview should be reduced to an even greater extent and consist of those that are most indicative (i.e. the cumulated indicators of awareness or matchings should be reconsidered as they cannot be valid as 'aggregate indicators'). They could still be used, however, to monitor the activities of the PPPI Service Centre.

7. Systematic use of PPPI

The question of the obligation of public procurement agencies to carry out PPPI projects, i.e. procurement processes, has already been discussed in the past. As far as everyone involved is concerned, reaching a point where PPPI (and also of the services of the PPPI Service Centre) is systematically used can only be achieved by means of creating an obligation: as such this constitutes a core recommendation of the present evaluation. The basis for this can be found in the development of the PPPI plans.

8. Systematic co-financing during project development

The extent to which the high level of costs needed to conceptualise and implement PPPI projects, and the associated higher risk, can be seen, in financial terms, in the (limited) funds available for the project competition in particular. It would therefore be conceivable to systematically co-finance such costs by means of a corresponding funding programme, the amount of which would depend on the respective (innovative) leverage of the projects (i.e. not just on the complexity of the process and the procurement volume).

IMPRINT

Publisher and media owner:

Federal Ministry of Transport, Innovation and Technology (1030 Vienna) and Federal Ministry of Digital and Economic Affairs (1010 Vienna)

All rights reserved. Reproduction of all or part of this document must be accompanied by clear citation of the source. All the information contained herein is subject to change. The Federal Ministry of Transport, Innovation and Technology and the Federal Ministry of Digital and Economic Affairs are excluded from any liability.

Responsibility for the content:

PPPI Service Centre at the Federal Procurement Agency;
Federal Ministry of Transport, Innovation and Technology;
Federal Ministry of Digital and Economic Affairs
PPPI competence centres and contact points
Austria Wirtschaftsservice GmbH (aws)
Austrian Research Promotion Agency (FFG)
Austrian Energy Agency (AEA)
Federal Real Estate Agency (BIG)
Austrian Association for Transport and Infrastructure (GSV)
Austrian Federal Economic Chamber
Federation of Austrian Industries
Expert Conference of the Federal Provinces
Office of the Upper Austrian Provincial Government
City of Vienna
ITG Salzburg

Contact addresses for questions and comments:

Michael Brugger, Michael.brugger@bmvit.gv.at
Bernd Zimmer, Bernd.zimmer@bmdw.gv.at

Ordering printed copies:

PPPI Service Centre at the Federal Procurement Agency
ioeb@ioeb.at, Vienna, 2019

Layout:

Rittler & Co



We build bridges.

Between public procurers and innovative companies.

An initiative of

 Federal Ministry
Republic of Austria
Digital and
Economic Affairs

 Federal Ministry
Republic of Austria
Transport, Innovation
and Technology

With the support of


BUNDESBESCHAFFUNG