

PCP WISE

PCP Implementation: How to involve and engage end-users and citizens?

Webstival 2 – Webinar 3

27 October 2026 – 13:30-15:00

Funded by the European Union

This project has received funding from the Horizon Europe Framework Programme (HORIZON) under grant agreement N° 101182917

Housekeeping rules

Here's how to make the most of the session:

🔕 **Stay Muted** – Please keep your mic off unless invited to speak.

💬 **Use the Chat** – Questions? Thoughts? Drop them in the chat anytime!

🙋 **Raise Your Hand** – Want to speak? Use the raise hand ✋ feature.

📸 **This session is recorded** – So we can share the magic with others later!

📹 **Cameras Optional** – Feel free to keep your camera on if you'd like—we love seeing your faces!

Welcome & strategic remarks

Mélissa Campagno, G.A.C. Group

13:30 – 13:35

PCP WISE ID Card

PCP WISE is a forward-looking European project developing smart, sustainable solutions to improve **water management** and **climate resilience**. Using **space technology and environmental data**, it focuses on tackling major challenges like floods, wildfires, and infrastructure risks in both **urban and rural areas.**

Through a **Pre-Commercial Procurement** process, public buyers, researchers, and innovators are working together **to create a new solution** that will help Europe better prepare for and respond to the impacts of climate change.

- Builds on the **PROTECT CSA** project
- 12 Public Buyers and 14 support organisations
- **Lead procurer**: hetWaterschapshuis
- **Project coordination:** Baliera
- **Duration**: 36 months
- **Overall budget**: €12M for suppliers



Agenda

13:30 – 13:35 (5 min)	**Welcome & strategic remarks**, Mélissa Campagno, G.A.C. Group
13:35 – 13:50 (15 min)	**Why end-user and citizen engagement matters for PCP implementation: insights from the PCP WISE co-production methodology**, Antonia Matthies, Climate KIC
13:50 – 14:05 (15 min)	**Legal framework and requirements for end-user engagement in PCP**, Ana Lucia Jaramillo Villacis, Corvers Procurement Services
14:05 – 14:35 (30 min)	**Lessons learnt from other PCP projects**, Nina Czyżewska (SHIELD PCP), Renske Martijnse-Hartikka (SPACE4Cities), Bernhard Jäger (iProcureSecurity PCP)
14:35 – 14:55 (20 min)	**Panel discussion: "From co-production to adoption – building trust and creating solutions people will use"**, moderated by Stefka Domuzova, Climate KIC
14:55 – 15:00 (5 min)	**Wrap-up & Outlook**, Mélissa Campagno, G.A.C. Group

Why end-user and citizen engagement matters for PCP implementation

Insights from the PCP WISE co-production methodology

Antonia Matthies, Climate KIC

13:35 – 13:50

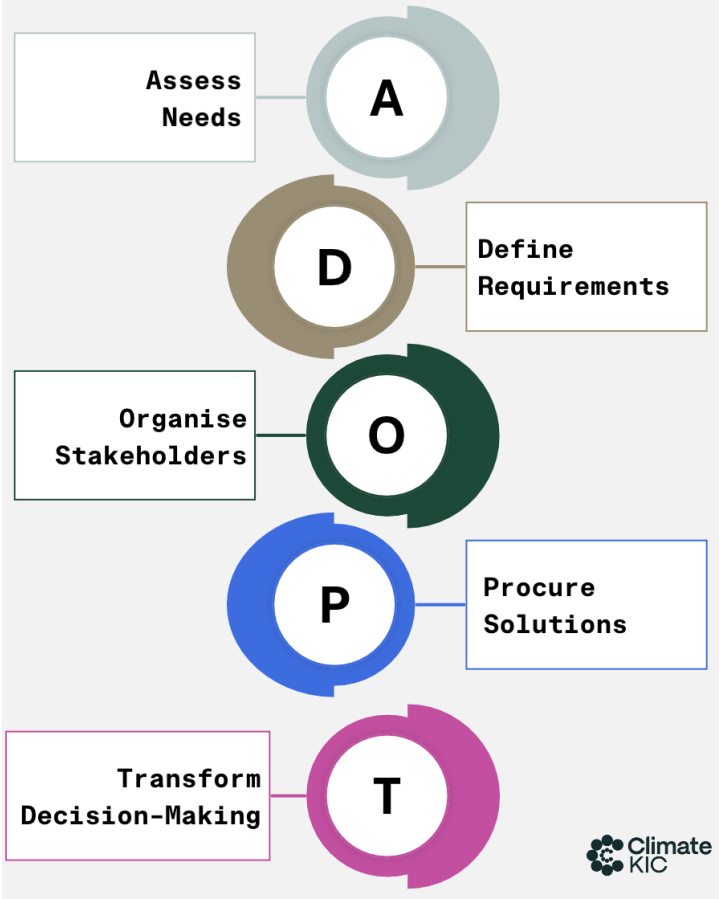
Co-producing demand-driven EO-based climate services for water resilience

- **Climate hazards are rising:** droughts, floods, heat stress and wildfires are more frequent and severe
- Water managers and decision-makers need **timely, location-specific climate intelligence**, yet uptake of EO-based climate services remains low across Europe
- PCP WISE uses the **pre-commercial procurement** tool to co-develop **EO-based Water Intelligence Services** that monitor and forecast soil-water-vegetation dynamics
- PCP WISE procures **interoperable products and a shared water intelligence system** to anticipate extreme events and plan long-term resilience
- **Co-production through the targeted engagement of end users** (water authorities, municipalities, emergency services, environmental agencies) keeps the solutions PCP WISE procures relevant, scalable and demand-driven
- The goal is to strengthen climate resilience and support adaptation to climate and water related risks across Europe

How co-production was integrated in PCP WISE

Climate KIC's CS ADOPT Framework

- Climate KIC led a **structured co-production process** across **five European use-case regions**
- The **CS ADOPT framework** structures participatory user-engagement steps that build **co-ownership and uptake** of climate services
- CS ADOPT was adapted to embed co-production in the **pre-commercial procurement instrument**
- Engagement runs through **quarterly PCP CONNECT webinars** and **workshops at the five lead sites**
- **Three cross-group workshops** bring together all stakeholder groups, including the **Stakeholder Observatory Group (SOG)**
- Input becomes **actionable insights**: user storylines feed **tender specifications**, and **end-user personas** ease user-provider work in PCP phases 2 and 3



The Co-Production Activities carried out during the 3-year PCP WISE project

Activities Year 1

- Multi-stakeholder workshops at use case lead sites
- User-storyline development based on information collected during workshops
- 'Ideal' service sketching to collect requirements and foster ownership
- Environmental data inventory, policy analysis, and climate-risk gap assessment
- Translation of requirements into tender specifications aligned with end user needs
- Quarterly CONNECT webinars

Activities Year 2

- Stakeholder workshop to exchange knowledge and best practices across use cases
- Mapping of adaptation decision contexts and workflows through a participatory workshop exercise
- Defining user-friendliness through a participatory workshop exercise
- Governance and policy analysis, feeding an adaptive capacity assessment of regional readiness to act on climate risks
- Quarterly CONNECT webinars
- Co-development of end user personas in an online CONNECT webinar

Activities Year 3

- Final stakeholder workshop with a focus on Phase 2 demonstration, capacity building, as well as on replicators, uptake, and project afterlife
- Table-top exercises to test the PCP WISE solutions in operational environments
- Validation and refinement of PCP WISE solutions based on end user feedback
- Quarterly CONNECT webinars
- Additional activities as needed

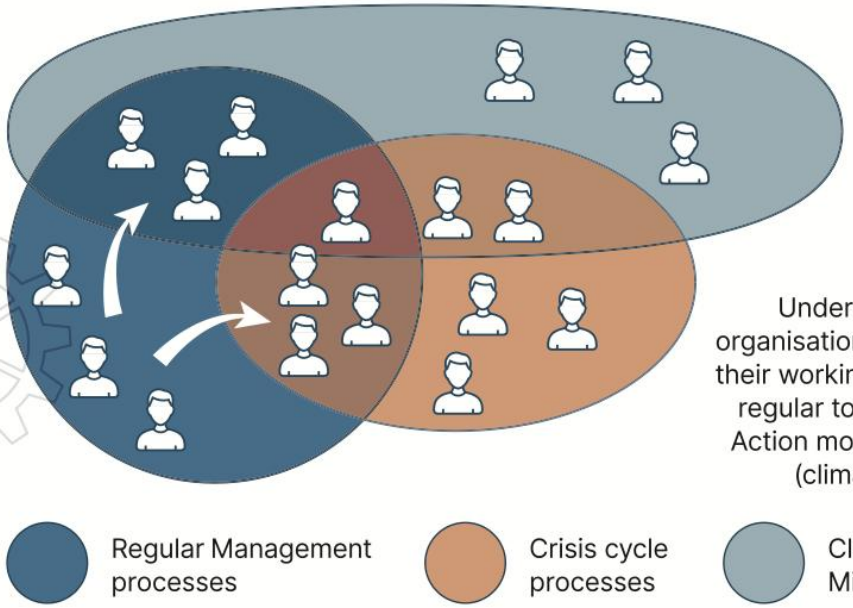
STAKEHOLDERS INVOLVED IN THE CO-PRODUCTION

PCP WISE stakeholders are categorized across three non-exclusive dimensions: Regular, crisis, and climate. Stakeholders may shift dimensions during events such as rapid-onset floods. Categories include:

- Water managers (regular)
- Nature managers (regular)
- Regional and city authorities (regular)
- Civil protection agencies (crisis)
- Fire brigades (crisis)
- Meteorological services (all dimensions?)
- Climate Adaptation Policy Makers (climate)

PCP WISE engages both technical and non-technical end users to broad usability.

UNDERSTANDING CHANGING STAKEHOLDER NEEDS



Under certain conditions, organisations (people) change their working procedures from regular to Short Term (crisis) Action mode or to Long Term (climate) Strategy mode

Regular Management processes

Crisis cycle processes

Climate Adaptation & Mitigation processes











Co-Production Highlight: Helsinki stakeholder workshop



- **Two-day workshop, 16–17 June 2026**, that brought together **nearly 70 participants**: public buyers, suppliers, researchers and technical experts
- **Supplier pitches with moderated Q&A** showed how each solution addresses known implementation barriers
- Targeted **training** and upskilling delivered by University of Twente
- Exercises in groups to discuss possible **barriers to implementations**, with the goal to raise these issues early during prototype development
- Sensemaking sessions defined what **user-friendliness** means for the PCP WISE buyers and **mapped adaptation decision contexts**
- Participants agreed a **shared definition of success for Phase 2**
- A key outcome of this workshop: **the need for End User Personas**

Co-Production Highlight: End User Personas

- Demand for a consolidated set of end-user personas emerged in Helsinki, some suppliers had already drafted their own version of personas → need for **uniform personas** designed by the PCP WISE consortium, and most importantly, from the Public Buyers
- Main Idea: The suppliers want to meet end user needs, but cannot realistically interact with all levels of end users in all 12 organisations/across all 5 use cases → how can we help them?
- Therefore, **10 representative end user personas** have been generated to streamline this interaction and ensure the suppliers are aware of the diverse needs and requirements of the PCP WISE end user community


Persona 1: Urban Planner


Persona 2: Adaptation Policy Maker



Persona 3: Crisis Manager


Persona 4: Citizen



Persona 5: Nature & Water Manager


Persona 6: Fire Department


Persona 7: Agricultural Community


Persona 8: Water Agency


Persona 9: Natural Resource Manager



Persona 10: Data Manager

Conclusions and Recommendations

- Embedding co-production in a PCP is not without **challenges**
  - Equal treatment to all consortia – in phase 1 this means any interactions must be replicated x5; in phase 2 x3; in phase 3 x2
  - Unclear priorities among very different use cases
  - Trying to create something with the maximum value for the maximum amount of people
  - This means having to manage expectations while at the same time trying to increase engagement – a difficult balance to strike

From our experience in PCP WISE, we highly recommend **prioritising co-development** when designing a PCP

- By dedicating time to engage the end users of PCP WISE during the tender preparation phase, a feeling of **ownership** for the procured Climate Services can be generated early. This will **support uptake and adoption** in the long run.
- End User, and Stakeholder Engagement is a **continuous process** that requires careful attention and effort during all phases of the PCP
- Co-Production reveals the need for key elements that contribute to the success of PCP WISE (e.g. End User Personas)
- Embedding end user needs and targeted engagement of key stakeholders is a **clear recommendation** from PCP WISE to future pre-commercial procurement projects

Legal framework and requirements for end-user engagement in PCP

Ana Lucia Jaramillo Villacis, Corvers Procurement Services

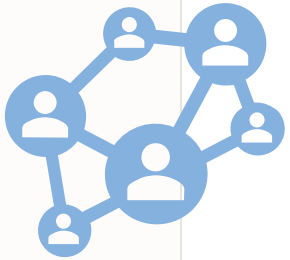
13:50 – 14:05

Why End-User Engagement Matters in PCP WISE

- **PCP WISE** is a Horizon Europe funded Pre-Commercial Procurement (PCP).
- **Objective**: develop innovative water-intelligence services for climate resilience using EO, Copernicus and related data.
- **Covers** droughts, floods, wildfires, infrastructure impacts and climate adaptation.
- **Targets** TRL 7-8 through three PCP phases

Why end-user engagement?

- PCP is demand-driven innovation.
- Solutions must address actual operational needs of:
  - Water authorities
  - Cities
  - Environmental agencies
  - Agricultural authorities
  - First responders and crisis managers.



Key legal principle: End-users are not passive recipients; they are embedded in design, testing, validation and evaluation activities throughout the PCP lifecycle.

EU Legal and Policy Framework

PCP is governed by:

- Commission Communication COM(2007) 799 on Pre-Commercial Procurement.
- Staff Working Document SEC(2007)1668.
- Horizon Europe PCP implementation guidelines.
- National law of the Lead Procurer (PCP WISE: Dutch law)

Core PCP Principles:

- Competitive development in phases.
- Demand-driven innovation.
- Continuous user feedback.
- Risk-benefit sharing.
- Market-oriented development and commercialization.

Relevance for User Engagement

The PCP model explicitly requires:

- Early customer involvement.
- Iterative testing.
- Feedback loops between procurers, users and suppliers in a co-creation process.
- Validation in operational environments before market deployment.

PCP WISE Governance and User Ecosystem

Public Buyers Group (PBG)

12 public buyers from 8 EU countries lead the procurement process.

Stakeholder Observatory Group (SOG)

- Followers and replicators.
- External stakeholders interested in future uptake and scaling.

End-User Communities

PCP WISE identifies:

- Water management agencies
- Environmental agencies
- Cities
- Agricultural agencies
- Crisis management and first responder organisations.



Legal objective: solutions must be validated by end-users and tailored to their operational needs.

End-User Engagement Across the PCP Phases

Phase 1 – Solution Design

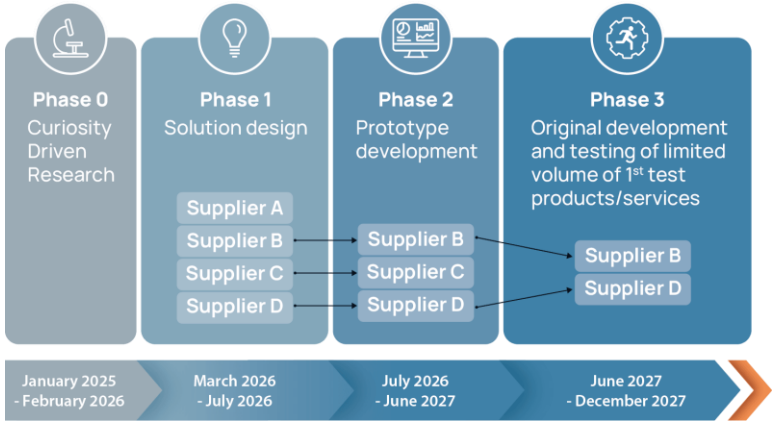
- User needs are translated into technical specifications.
- Contractors must demonstrate how solutions address the five PCP WISE use cases.

Phase 2 – Prototype Development

- User requirements refined through testing and reviews.
- Evaluation of operational relevance begins.

Phase 3 – Validation & Demonstration

- Solutions tested in **operational environments**.
- Direct interaction between contractors and end-users.
- User feedback drives improvements.
- End-user evaluations become part of formal deliverables.



Binding Contractual Obligations for User Engagement

Framework Agreement Requirements

Contractors must:

- Cooperate with procurers and users.
- Participate in testing, demonstrations and monitoring activities.
- Support training and operational deployment.
- Participate in validation exercises and workshops.

Contract Performance Requirements

Contractors must:

- Introduce solutions at test sites.
- Work closely with procurers and end-users.
- Provide training.
- Collect evaluation questionnaires.
- Implement feedback mechanisms.
- Operate helpdesks and bug-reporting systems.

These are contractual obligations, not optional activities.

User Testing and Validation Requirements

Five Lead Validation Sites:

- Finland
- Slovakia
- Belgium/Netherlands
- Spain/Catalunya
- Denmark

Partner sites demonstrations:

- Region of Central Macedonia (GR)
- Rotterdam (NL)
- HDSR (NL)
- Oldenburg (DE)

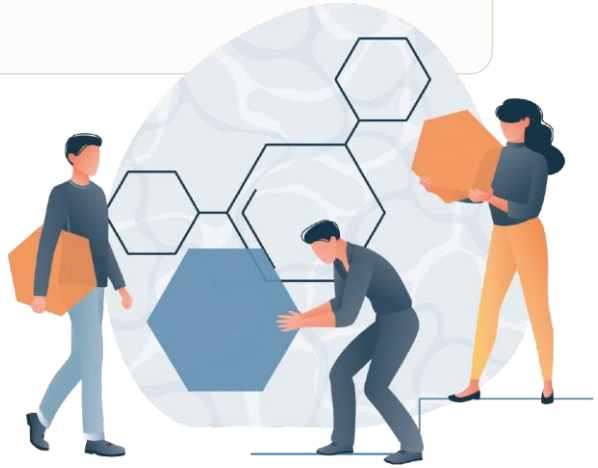
Validation Activities

- Benchmarking
- Verification
- Validation
- Operational demonstrations
- User acceptance testing.

End-User Evaluation

Phase 3 deliverables specifically require:

- End-user evaluation of solutions
- Assessment against KPIs
- User feedback for improvements
- Operational usability assessment.



Legal Requirements on Ethics, AI and Data Protection

GDPR

- Lawful processing of personal data.
- Data minimisation.
- Secure access and storage.
- EU/HE associated country localisation requirements.

Research Ethics

- Compliance with EU values.
- Research integrity.
- Human-centric innovation

AI Requirements

Where AI is used, solutions must ensure:

- Human oversight
- Fairness
- Transparency
- Accountability
- Privacy
- Technical robustness.



End-user engagement must comply with these requirements.

Specific User Feedback Mechanisms

During Pilot Deployments

- End-user questionnaires.
- Operational evaluations.
- User testing.

During Phase 3

- Direct feedback requests from end-users.
- Improvement requests communicated to contractors.
- Pilot maintenance and support.

Table Top Exercises (TTX)

- Flood and wildfire emergency simulations.
- Operational crisis environment testing.
- Validation of usefulness for decision-making.



PCP WISE creates multiple formal feedback channels.

What Makes User Engagement Legally Significant?

Successful Completion Criteria

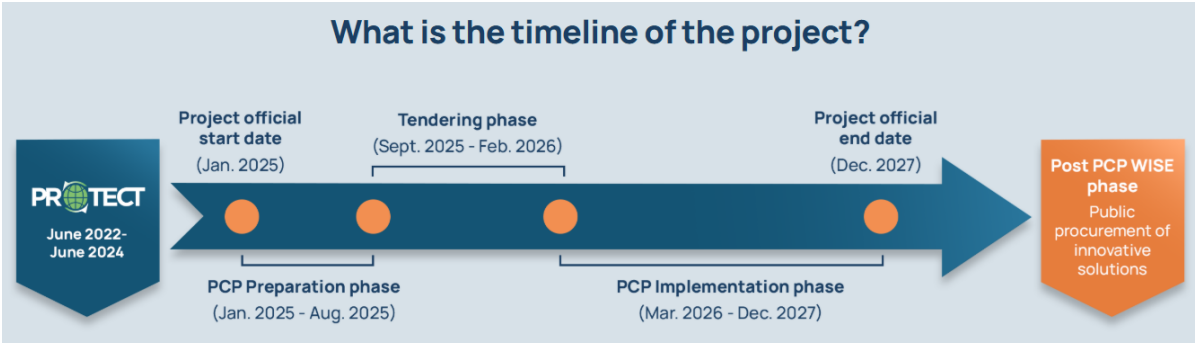
Progression between phases depends on:

- Meeting functionality requirements.
- Demonstrating operational relevance.
- Positive evaluation of solution potential.

User Feedback Influences:

- Technical evaluation.
- Acceptance of deliverables.
- Selection for next PCP phase.
- Final validation.





User engagement is therefore linked directly to contract performance and future contract awards.

PROTECT_Pain-point workshops set the starting point

As-is situation → Desired future situation → Five-step pathway → Keywords

Marine & coastal

Today

Mapping flooded areas can take weeks

Desired

Rapid high-resolution EO mapping to predict and respond

Sustainable urban communities

Today

Waste-storage sites catch fire 3+ times a year

Desired

Automated fire-risk alerts to agencies

Civil security & protection

Today

Illegal waste dumping is hard to trace

Desired

Timely alerts and court-admissible evidence

Energy & utilities

Today

Fresh-water demand is unpredictable; data hubs unconnected

Desired

AI-based matching of supply and demand in drought

Agriculture, forestry & land use

Today

Manual data, analysed only by field experts

Desired

EO + AI scenarios behind resilience plans

Result: use cases, functional descriptions and keywords that became the seed for the PCP WISE requirements.

PCP WISE_From 14 buyer use cases to 5 representative groups

1. **1:1 interviews** with each buyer to rework and redefine its use case
2. **Co-created scoping documents** on a standard template – 14 completed
3. **Six buyer workshops** steering a demand-driven process
4. **Clustering** of problem spectra into representative groups, with buyers' consent

URBAN

G1 · Flood & drought
Helsinki, Rotterdam, Haarlem

G2 · Drought
Slovakia (BA), Helsinki, Lemvig

RURAL

G3 · Drought & flood
Kalmthout (BE/NL), Slovakia (BB, SNV)

G4 · Drought & flood
Catalonia, Central Macedonia, Lower Saxony

G5 · Drought & subsidence
Lemvig living lab, HDSR (NL), Lower Saxony

Common thread: managing the soil–water–vegetation system before disaster strikes – too wet (floods) or too dry (droughts, fires, subsidence).

Needs become the tender’s functional/technical specifications

3 operating modes
Regular, crisis, climate

→

6 service categories
Each mode, urban and rural

→

Technical requirements
Per category

→

Technical specs
Plus test sites and datasets

→

Request for Tenders
§3.5 award criteria, Annex 8

What users need

Regular: soil-moisture and groundwater monitoring, short-term forecast

Crisis: weighted risk maps against sector limits

Climate: historical trends and long-term scenarios

Two demonstration scales

Scale I · test site, 1–10 m
Daily monitoring, 3-day forecast

Scale II · watershed, 100 m
20-year trend and scenarios

Built into the specs

90% soil–water–vegetation monitoring and sector risk

10% specific issues: subsidence, heat stress

Interoperable, built on Copernicus, ECMWF and WMO data

Key Takeaways

PCP WISE establishes a legally structured user-engagement model

- ✅ Required by the European Commission PCP approach
- ✅ Embedded in the Tender Documents and Framework Agreement
- ✅ Mandatory during design, testing and validation
- ✅ Supported through feedback loops, pilots and TTX exercises
- ✅ Governed by GDPR, AI ethics and research integrity standards
- ✅ Directly influences contractor evaluation and progression through PCP phases.

In PCP WISE, end-user engagement is not merely stakeholder consultation; it is a contractual, legal and operational requirement that underpins innovation, validation and future market uptake of the developed solutions.

Lessons learnt from other PCP projects

Multiple speakers

14:05 – 14:35

SHIELD PCP

Nina Czyżewska, Polish Platform for Homeland Security

SHIELD
PCP

SHIELD PCP

End-users engagement throughout PCP implementation

How the project started

From SHIELD4CROWD to SHIELD PCP

SHIELD4CROWD laid the foundation for a European approach to protecting public spaces through innovation and Pre-Commercial Procurement (PCP).

By identifying common vulnerabilities, mapping technology gaps, and uniting security practitioners across Europe, the project prepared the ground for **SHIELD PCP**—turning shared needs into concrete innovation actions.



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Challange

Public spaces often host large, dynamic crowds—from daily urban movement to major events. Ensuring safety in such environments requires real-time coordination between agencies, reliable communication systems, and accurate situational awareness.

SHIELD PCP focuses on four core capability areas:

- **Command centre coordination**: integrating data and control systems for real-time management.
- **Secure communication:** Ensuring reliable information flow between first responders and the public.
- **Crowd monitoring**: Analysing in real-time crowd density, movement and abnormal behaviours.
- **Movement monitoring**: Detecting movement patterns and, when needed, focusing only on specific individuals or groups to support a timely response.

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Consortium

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For Homeland Security



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User Observatory Group (UOG)

What is UOG?

- Group of external practitioners outside the consortium
- High level of security and/or public spaces protection know-how
- A network for exchange of information on security issues, technology, emergency preparedness and crisis management
- A consultative body to the project consortium



Law enforcement, **security** and **safety forces** representatives



Security operators in Soft target (such as stadiums, football fields, concert halls, etc.)



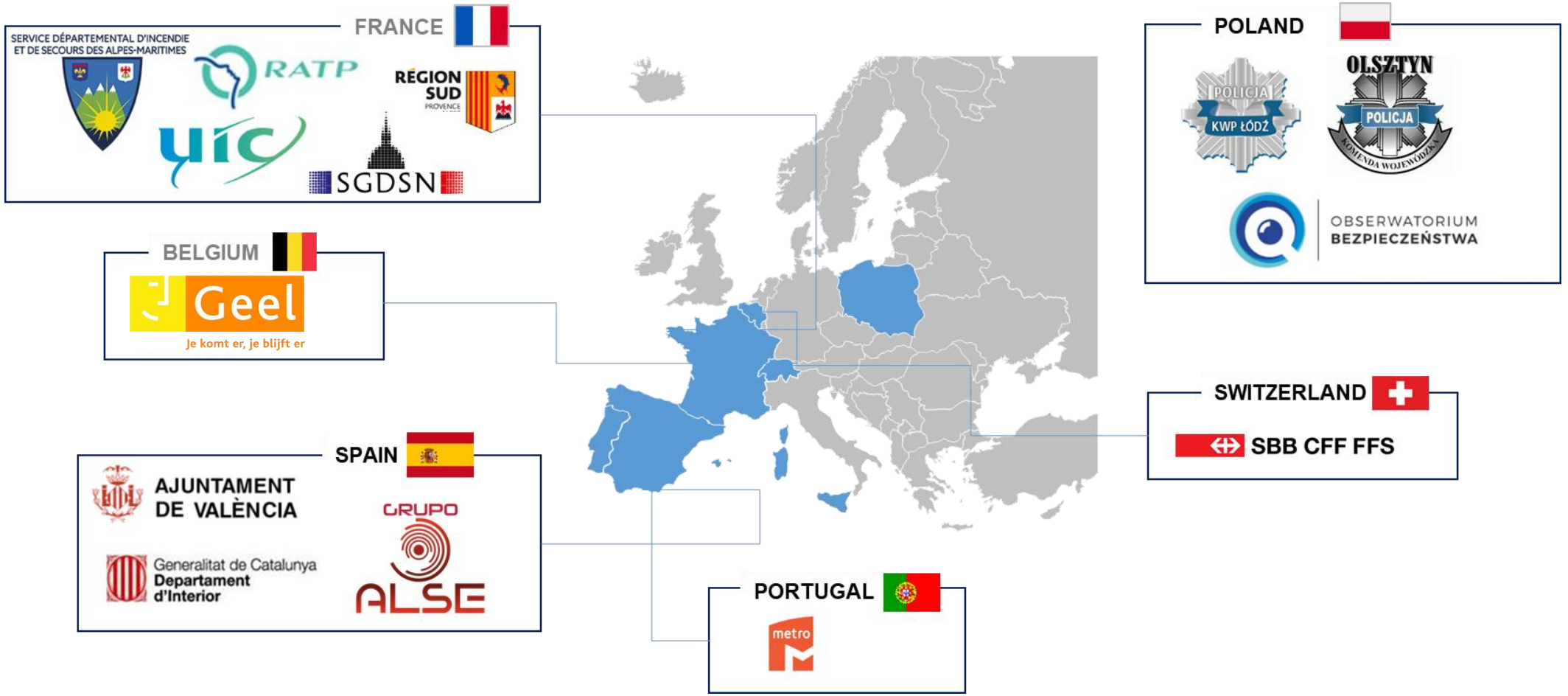
Local Authorities interested in improving their public spaces protection



Public **procurers** and **contracting** authorities

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SHIELD4CORWD UOG



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SHIELD4CORWD UOG

- **Define** the common needs and requirements
- **Elaborate** use cases that represent the business and operational realities
- **Participate** in surveys and workshops
- **Assess** the project results, concepts & solutions in an objective way
- **Discuss** the proposals and recommendations of the Consortium in order to help the project achieve the best possible outcomes
- **Contributing** to a roadmap of innovation needs
- **Promote** a shared-risk approach towards procurement of these jointly identified innovations
- **Support** the enlargement of the group of practitioners and public buyers

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SHIELD PCP UOG





















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SHIELD PCP UOG

- **Participate** in the SHIELD PCP User Observatory Group meetings, conference calls, and surveys
- **Elaborate** of functional and non-functional requirements of the future solution
- **Participate** in the evaluation and testing of the prototypes and provide feedback for further development
- **Assess** the project's results, concepts & solutions objectively and providing feedback on documents
- **Discuss** the proposals and recommendations of the consortium to help the project achieve the best possible outcomes
- **Contribute** to a roadmap of innovation needs
- **Support** the enlargement of the group of practitioners and public buyers
- **Promote** a shared-risk approach towards procurement of these jointly identified innovations

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Success factors for user engagement

- **Using consortium networks:** Draw on consortium members' existing networks to identify and engage relevant practitioners.
- **Promoting the UOG through project channels:** Use project communication channels to raise awareness and encourage participation.
- **Reaching practitioners at events:** Promote the UOG at conferences, meetings and seminars to attract new members.
- **Building strong relationships:** Maintain regular, personal contact between the UOG leader and members to support continued engagement.
- **Maintaining diverse participation:** Involve practitioners with overlapping expertise and varied perspectives so activities retain broad representation when some members are unavailable.

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Key challenges of user engagement

- **Limited practitioner time:** Operational duties can limit participation in workshops, consultations and testing.
- **Sustaining participation:** Long procurement cycles require regular updates and clear reasons to stay involved.
- **Restricted access to tender information:** Restricted access to tender information can limit end users' involvement and their ability to provide informed feedback.
- **Trust and confidentiality:** Participants need clarity on how sensitive operational information will be handled.

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Thank you for your attention!



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SHIELD PCP

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SPACE4Cities

Renske Martijnse-Hartikka, Forum Virium Helsinki

SPACE4Cities Pre-Commercial Procurement: lessons on end-user engagement

27.10.2026

Renske Martijnse-Hartikka

SPACE4Cities Coordinator

Forum Virium Helsinki

This project has received funding from the European Union for the Space Programme Agency (EUSPA) via the Horizon Europe research and innovation programme under grant agreement No. 101131955.

User engagement lifecycle

From Open Market Consultation (Phase 0) to Phase 3 Piloting

SPACE 4Cities

PHASE 0
Open Market Consultation

Market & need alignment

Key Activities

· Open webinars & city matchmaking events

· Co-designing public buyer needs with cities

· Supplier feedback on state-of-the-art tech

User Outcome

Validated demand, aligned city expectations, and refined PCP tender scope.

PHASE 1
Solution design

Concept & feasibility

Key Activities

· User-centered architecture definition

· Feasibility & technical specs review

· Public buyer & end-user review panels

User Outcome

Multi-supplier concept designs selected for prototype development.

PHASE 2
Prototyping

Development & testing

Key Activities

· Lab testing & sandbox validation

· UI/UX iteration with city operators

· Public buyer & end-user review panels

User Outcome

Tested, functional prototypes ready for operational field deployment.

PHASE 3
Solution validation

Live city deployment (piloting)

Key Activities

· Multi-city operational field testing

· Real-world citizen & buyer evaluation

· Impact assessment & scaling plans

User Outcome

Proven commercial readiness C public sector procurement transition.

Interaction with end users: OMC activities in S4C

- Procurer survey: 23 cities and regions across Europe evaluated the challenges. Over 75% expressed willingness to act as "replicator cities" to pilot solutions in Phase 3.
- Webinars and live events:
  - Operational city staff presented real-world needs, policies, and data gaps directly to suppliers across a three-part webinar series (engaging 52 public sector bodies)
  - Local national webinars, and a live event at Helsinki town hall.

- Buyer cities conducted an "internal state-of-the-art" analysis across departments, which helped refine specifications and drop redundant use cases.
- Suppliers emphasized the need for active civil-servant involvement, intuitive user experiences for GIS specialists and planners, and municipal training.

PHASE 3 PILOTING

Demonstrating satellite-enabled urban solutions through hands-on field engagement and user-centered design in 5 Lead Cities and 10 Replicator Cities.

Validating real-world operational impact with city stakeholders

End users actively test, evaluate, and refine the solution

SPACE 4Cities

1. Field interviews

Interviews with city officials, domain experts, urban planners and municipal operators to capture qualitative operational requirements, existing workflow bottlenecks, and satellite data integration needs.

2. Site visits

On-the-ground technical inspections across pilot locations to evaluate environmental conditions, verify spatial baseline data, and assess physical infrastructure readiness.

3. End-user co-design

Interactive workshops with end-users to co-create solution interfaces, refine decision-support dashboards, and ensure seamless adaptation into public sector routines.

PHASE 3 PILOTING

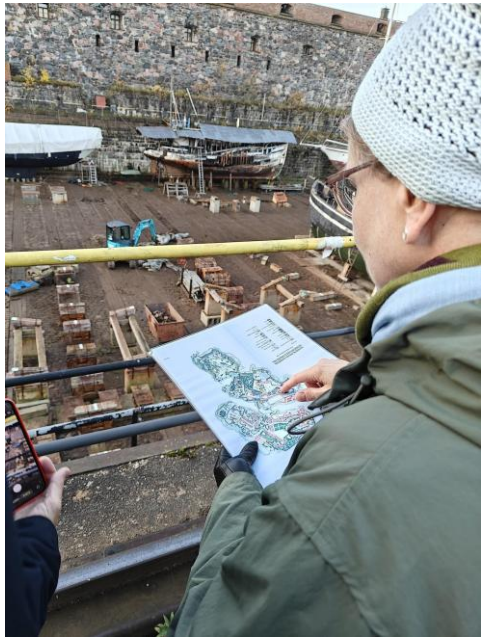
CHERISH Helsinki Case Study

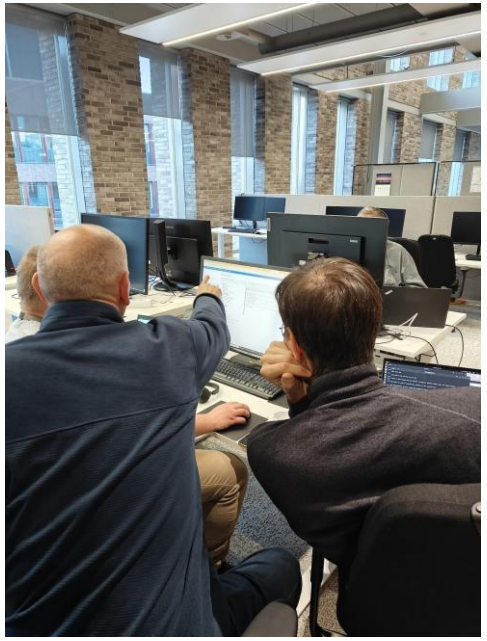
Validating real-world operational impact with city stakeholders.

Helsinki Pilot

Field Methodology







Hands-on field testing, structured evaluation, direct feedback loops

- Municipal staff run the space-based tool during daily operations
- Regular evaluation cycles comparing performance against functional KPIs, data accuracy, and usability metrics.
- IT departments evaluate interoperability, API standards and GDPR-compliant location data handling.
- Iterative developer-user feedback sessions to adjust dashboard interfaces and analytical reports.

Key challenges in engagement

SPACE 4Cities

Data sensitivity
Managing strict privacy requirements and legal frameworks across public sector buyers.

Software integration
Connecting modern innovative solutions with existing/legacy municipal IT infrastructure.

Organisational silos
Overcoming cross-departmental alignment barriers within public administration.

But also (and importantly):

Staff mind-set
Convincing busy end-users to make time for a not-yet finalised innovative solution can be challenging. Try to limit participation time needed; seek “Champions” in the organisation; explain the co-creation principle; use visual materials to show benefits of solution; leverage personal connections.

Core success factors for driving impact and public sector adoption

SPACE 4Cities

Tailored value propositions

Aligning satellite data solutions directly with specific public sector mandates and operational pain points.

Ensures localized relevance for municipal buyers and urban planners.

Hands-on demonstrations

Providing interactive, real-world testing environments for city representatives to evaluate tools directly.

Builds trust, reduces technical risk, and validates usability in practical municipal scenarios.

Continuous feedback loops

Establishing ongoing communication channels between buyers, technical teams, and end-users.

Drives iterative refinement throughout the Pre-Commercial Procurement process.

SPACE 4Cities

See you at the Barcelona Smart City World Expo?

Between 3-5.11, Forum Virium Helsinki & City of Helsinki have a table at the "European Twinning & Citiverse Plaza", Hall 3, stand D71

Contact:

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renske.martijnse-hartikka@forumvirium.fi

Project website
http://space4cities.eu/

LinkedIn:
http://linkedin.com/company/space4cities/

iProcureSecurity PCP

Bernhard Jäger, SYNYO

iProcureSecurity PCP

Pre-Commercial Procurement
of Innovative Triage Management Systems
Strengthening Resilience and Interoperability
of Emergency Medical Services



Pre-Commercial Procurement of Innovative Triage Management Systems Strengthening Resilience and Interoperability of Emergency Medical Services

27th of October 2026

Bernhard Jäger | SYNYO GmbH

office@iprocuresecurity.eu

pcp.iprocuresecurity.eu

@procuresecurity

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 101022061.

Coordination & Support Action

iProcureSecurity
SOLUTIONS FOR EMERGENCY MEDICAL SERVICES

Preparation of the PCP
2019 - 2020

Strategic pre-commercial procurements of innovative, advanced systems to support security
ID: SU-GM02-2018-2020 Subtopic 2

Pre-Commercial Procurement Project

iProcureSecurity PCP

Implementation of PCP
2021 - 2024

iProcureSecurity PCP

Type: PCP | Duration: 38M | PN: 101022061

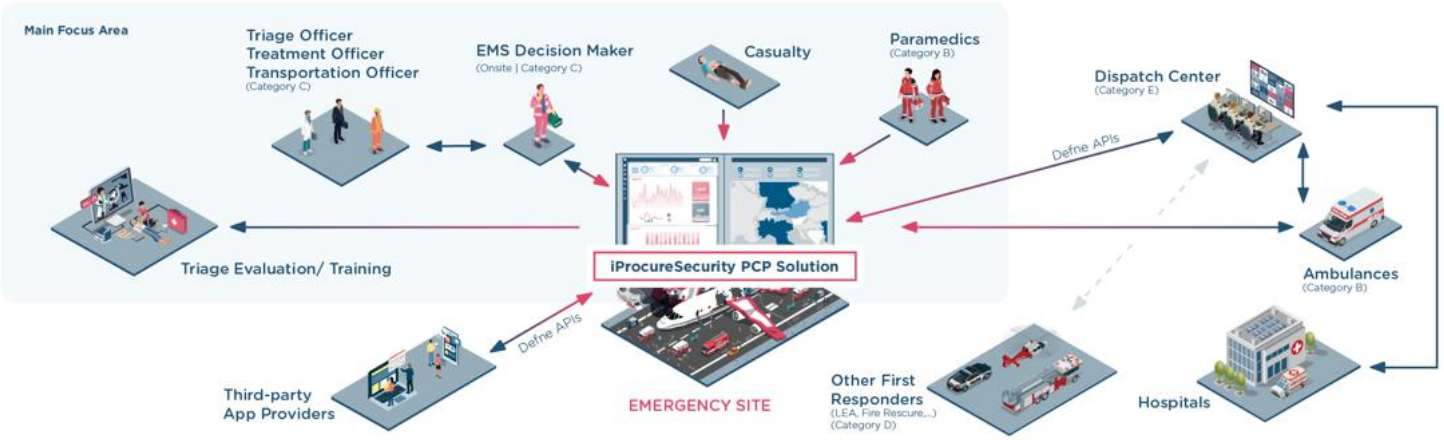
Pre-Commercial Procurement of Innovative Triage Management Systems Strengthening Resilience and Interoperability of Emergency Medical Services



OBJECTIVE: Improve triage through a flexible management system

1. Quick and accurate overview of casualties and their status.
2. Decision support for better allocation of available resources & quicker support for casualties.
3. Improved interoperability with other first responders and relevant actors.
4. Reduced handover times between ambulance transport and hospitals.
5. Insights for quality assurance and training measures.

MAIN ACTORS AND SYSTEMS IN A TRIAGE MANAGEMENT SCENARIO



CSA

PCP

PHASE 0
https://innovationprocurement.com/

PHASE 1

PHASE 2

PHASE 3

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PHASE I

iTRIAXEMS	i-TRIER	Ensure	Reply	INSTANT	OMNIATRIAGE	REACT2-CAS



PHASE II





Ensure

Ensure a triagE maNagement System sUppoRting Emergencies

i-TRIER

Innovative Triage management system strengthening Resilience and Intreroperability of EmeRgency Medical Service

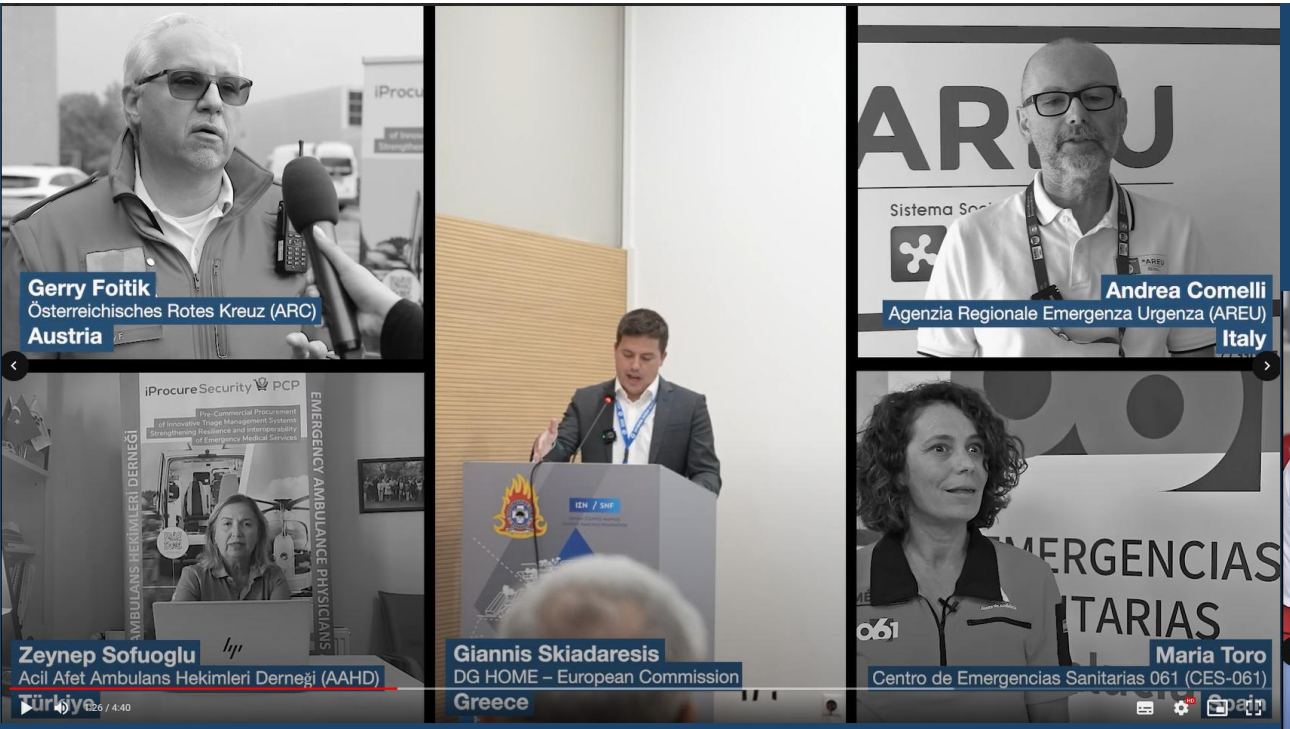
iTRIAXEMS

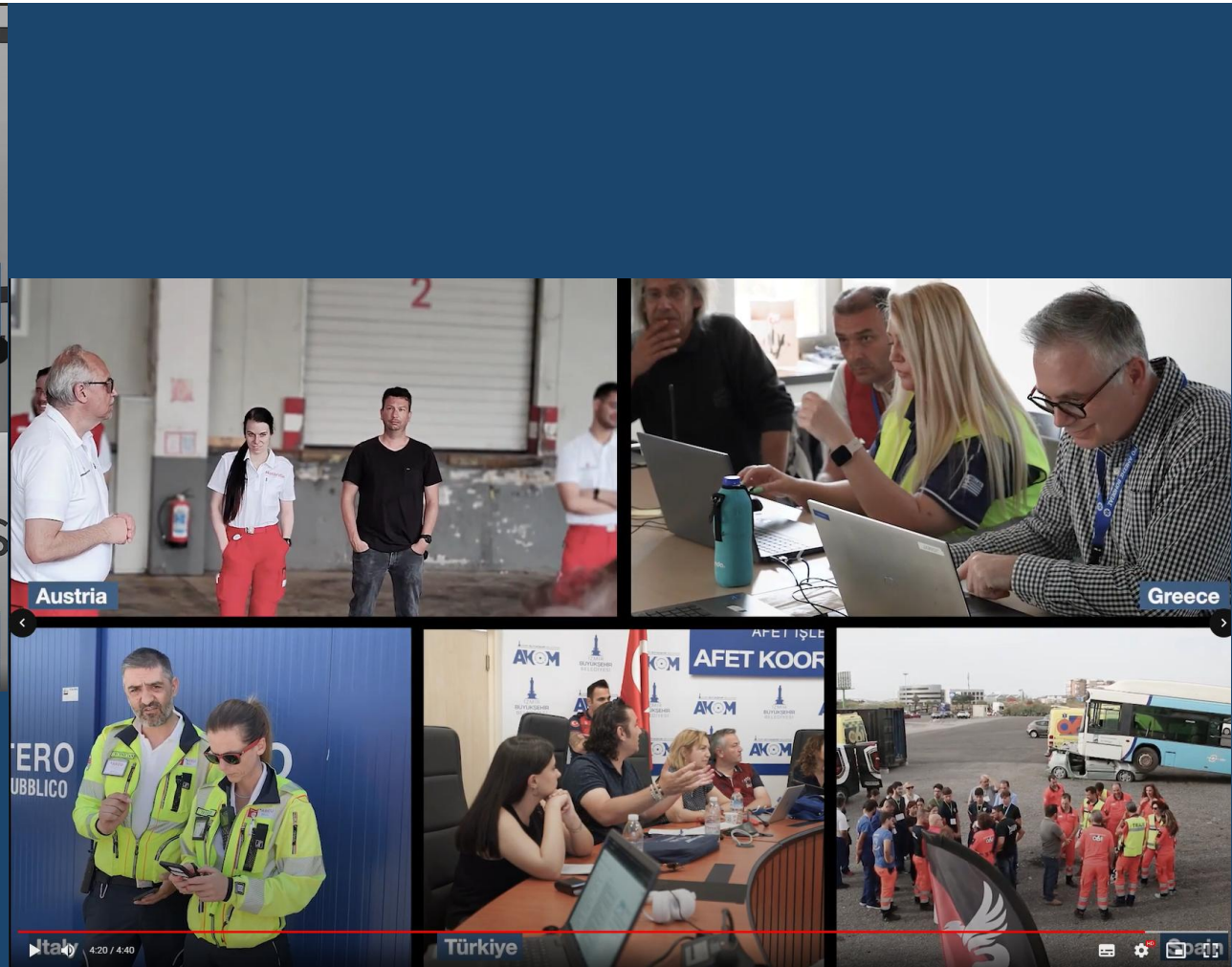
iTRAXEMS

Reply

Reply for Innovative SCenario in Emergency Development

PHASE III
PILOT IMPRESSIONS








Austria
Greece
ΠΥΡΟΣΒΕΣΤΙΚΟ ΣΩΜΑ
AMBULANCIA
061
Emergencias Sanitarias


Austria


Greece

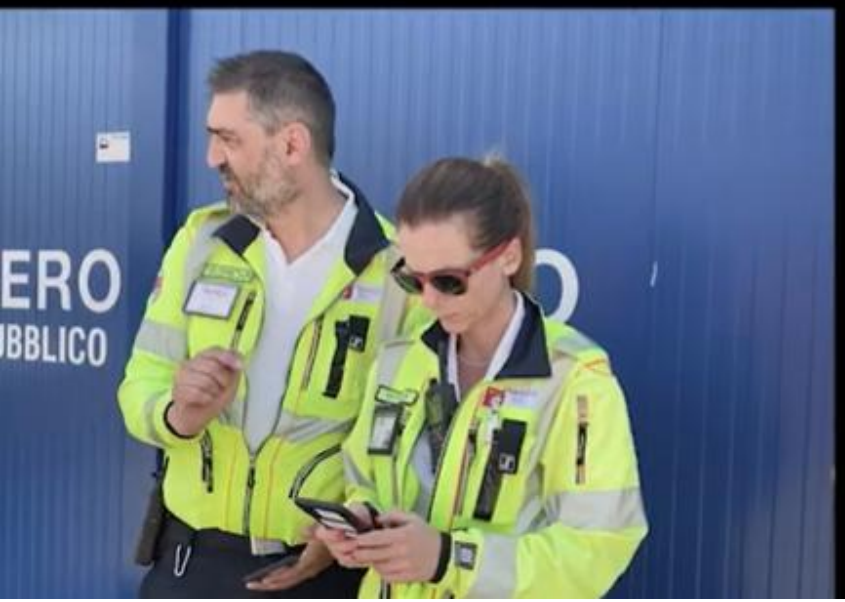







Austria


Greece




AKOM
AFET KOOR



Lessons Learned & Recommendations

iProcureSecurity PCP

LESSONS LEARNED

- **Improved Dialogue Between Public Buyers and Suppliers:** Streamlining communication channels between public buyers and suppliers will facilitate clearer understanding of needs and accelerate development processes. This will enhance cross-sector collaboration and ensure more precise alignment of solutions with EMS requirements.
- **Global Expansion Opportunities:** The project's outcomes hold potential for scaling beyond Europe. By integrating global perspectives, EMS procurement and innovation can be enriched with diverse, cross-continental insights.
- **Extended Time Allocation for Key Phases**: Allocate more time for both the development and testing phases of future PCP processes. This will allow for better solution refinement and more thorough testing by public buyers.
- **Training as a Priority in Final Phases:** Comprehensive training, particularly during the later phases of the PCP process, is crucial to ensuring that users are equipped to maximise the impact of the new technologies. Training must be a priority for future projects to enhance solution usability and adoption.
- **Real-World Testing is Essential:** The value of real-world, pilot testing cannot be overstated. The pilot operations highlighted the need to test solutions in realistic environments, providing vital feedback for further development and refinement.
- **Continuous Stakeholder Engagement:** Ongoing involvement of end-users, experts, and stakeholders throughout the evaluation process ensures that solutions are not only technically sound but also practical, user-friendly, and aligned with the operational realities of EMS providers.

iProcureSecurity PCP

Stay in touch

Stay in touch through our social media channels

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Find more information here →

office@iprocuresecurity.eu

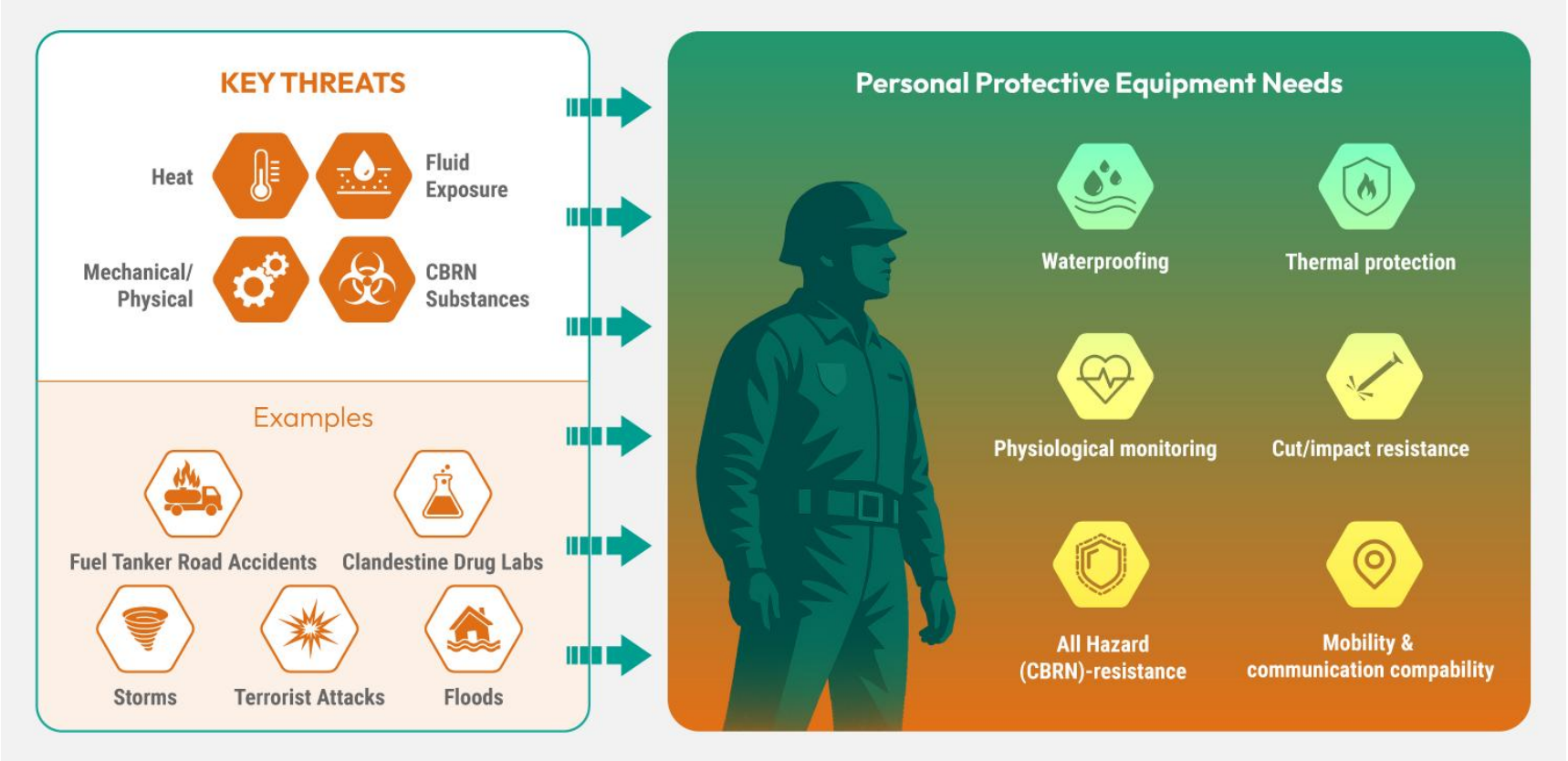
pcp.iprocuresecurity.eu

@procuresecurity

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ACTIVE PCP - Pre-CommerciAl ProCuremenT of Innovative Personal ProtectiVe Equipment for First REsponders

The **ACTIVE PCP Project** addresses critical shortcomings of **Personal Protective Equipment (PPE) for first responders,** aiming to enhance their safety, operational efficiency, and adaptability in the face of evolving threats, including **Chemical, Biological, Radiological, and Nuclear (CBRN) incidents.**



Funded by the European Union

Observer Board (for Practitioners and Preferred Partners)



The Observer Board:

For Public Buyers & Practitioners

We are inviting **public authorities, firefighters, law and enforcement agencies, and emergency management services** to take a front-row seat in the evolution of PPE. As an Observer, you will help de-risk future procurements by gaining early insights into cutting-edge PPE solutions, including CBRN-E risks. Whether you want to provide feedback/get insights on the technical requirements of new gear or master the **Pre-Commercial Procurement (PCP)** process for your own organisation, this is your platform to lead.

www.activepcp.eu/join-our-boards

Why Join the Observer Board?

Influence the Tech

Provide direct feedback to ensure new innovations meet *your* specific operational requirements.

Master Innovation Procurement

Gain hands-on insights into the Pre-Commercial Procurement (PCP) framework to streamline your future acquisition processes.

Expert Networking

Connect with a pan-European network of first responders, tech providers, and policy experts.

Real-World Evidence

Attend live pilot tests to see how next-gen PPE performs under realistic, high-pressure conditions.

Contact

FOLLOW US
& FIND OUT MORE
ABOUT OUR LATEST
DEVELOPMENTS

www.activepcp.eu

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@ACTIVEPCPProject

ACTIVE PCP



Panel discussion:

“From co-production to adoption – building trust and creating solutions people will use”

Moderated by Stefka Domuzova (Climate KIC), multiple speakers

14:35 – 14:55



Joost Buntsma
Het Waterschapshuis



Nina Czyżewska
Polish Platform for Homeland Security



Renske Martijnse-Hartikka
Forum Virium Helsinki



Bernhard Jäger
SYNYO

PCP WISE

SHIELD PCP

SPACE 4Cities

iProcure Security
SOLUTIONS FOR EMERGENCY MEDICAL SERVICES

Q1. From user needs to meaningful co-production

In PCP WISE, how do you ensure that end-users' operational needs are genuinely reflected in the solutions being developed, rather than simply collected at the beginning of the process?

Q2. Turning feedback into better solutions

Can you share a concrete example of how feedback from end-users or citizens can influence the development or testing of a solution during a PCP? What happens when that feedback challenges the supplier's original approach?

Q3. Building trust and addressing competing expectations

What are the main barriers to building trust and acceptance among end-users and citizens when introducing innovative solutions? How can project teams address concerns such as usability, data privacy or resistance to change?

Q4. From successful testing to real-world adoption

Even when a solution performs well technically, adoption is not guaranteed. What needs to happen during PCP implementation to ensure that the solution can be integrated into end-users' existing workflows and adopted after the project ends?

Q5. Beyond the buyers' group: engaging replicators and their end-users

Beyond the buyers' group, how did your project identify and engage other public procurers – replicators – who might buy the solution once the PCP ends? At what stage did you bring them in, and what kept them involved?

Wrap-up, Q&A & Outlook

Mélissa Campagno, G.A.C. Group

14:55 – 15:00

Save the Date – Webinar 4: What to Expect?

Join our Community Networking & Matchmaking platform

New rules, new markets: from PCP to purchase

📅 Date: November 2026 (exact date to be confirmed)
🕑 Time: to be confirmed

What to expect

✓ **The EU procurement reform decoded:** what the proposed Public Procurement Act and European Innovation Act (9 September 2026) mean for PCP and for buying innovation.
✓ **The road to market:** what it takes for PCP prototypes to become products public buyers can purchase – the supplier and investor view.
✓ **Practical routes to follow-up procurement** under today's rules, ahead of the new framework.

Stay connected through the PCP WISE Community Platform for registration updates and agenda details.

Thank you for joining the PCP WISE 2nd Webstival – Webinar 3!

PCP WISE 2nd Webstival – Mark your calendars!

Webinar N°	Title	Date
Webinar 1	PCP WISE 2nd Webstival Kick-Off: From Procurement to Implementation	26 May 2026
Webinar 2	Technology Foresight for Climate-Resilient Water Management	17 September 2026
Webinar 3	PCP Implementation: How to involve / engage end-users and citizens	27 October 2026
Webinar 4	New rules, new markets: from PCP to purchase	Nov. 2026 (tbc)
Webinar 5	Buyers' & Replicators' Forum: from PCP results to follow-up purchase	Dec. 2026 (tbc)
Webinar 6	Closing event: PCP WISE Scale-Up Forum & Replicators' Network launch	Jan. 2027 (tbc)

More information and registration on the PCP WISE Community Platform.

Call for Replicators: join the Network!

PCP WISE Replicators' Network – building Europe's pool of future buyers

📢 **Expressions of interest open from today**
🚀 **Official launch: Webstival 2 closing event, February 2027**

Join our Community Networking & Matchmaking platform

Who can join?

✓ Public procurers – water boards and utilities, municipalities, environment agencies, river-basin and civil-protection authorities, nature-site managers – interested in buying EO-based solutions for drought, flood and wildfire risk.

What do you get?

✓ A seat in the Scalability & Replicability Workshops (Feb-Dec 2027), peer exchange with the 12 PCP WISE buyers, and procurement and funding support to prepare a follow-up purchase.

How to join?

✓ Fill in the short, non-binding expression of interest (link in the chat) or write to info-PCP-Wise@group-gac.com

Be among the founding members of the PCP WISE Replicators' Network!

PCP WISE Stakeholder Observatory Group (SOG)

WHAT IS IT

The **Stakeholder Observatory Group** is a **network** within the PCP WISE community that brings together:

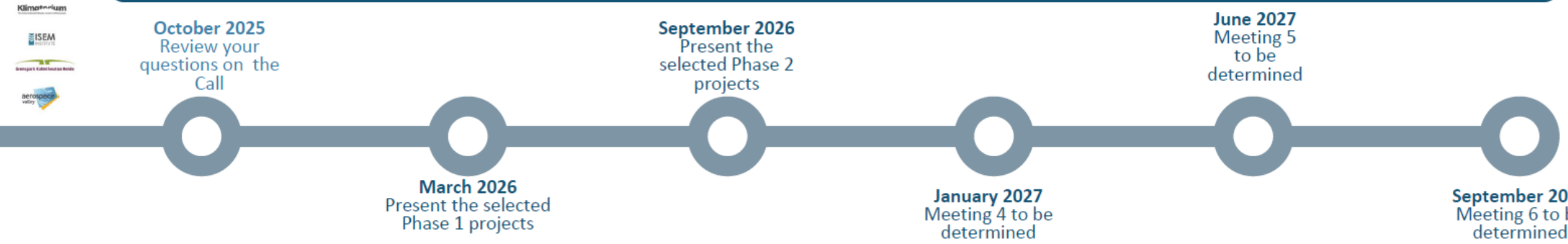
- **Followers:** organisations interested in project updates
- **Replicators:** potential future buyers

Members can follow **progress**, share **feedback**, and gain early access to **results**.

HOW TO CONTRIBUTE

- **Reading and reviewing** call documents and project reports to ensure alignment with ecosystem objectives on the Community of Practice of the PCP WISE project.
- **Providing input** on selected consortia applications after each phase to assess their relevance to the ecosystem.
- **Participating in SOG meetings** every 6 months and other relevant consortium events.
- **Disseminating and communicating** project updates and results through your organisation's channels.

WHEN



Interested in joining the SOG? Please contact the PCP WISE team at info-PCP-Wise@group-gac.com

PCP WISE



PCP WISE

Thank you for joining!

See you at Webinar 4!

info-PCP-Wise@group-gac.com | www.pcp-wise.eu

Funded by the European Union

This project has received funding from the Horizon Europe Framework Programme (HORIZON) under grant agreement N° 101182917