



Public Procurement  
Promoting Innovation

# Emergency Call As A Service

This is a translation – for the original challenge description, contacts and submission got to:

[Notruf As A Service - IÖB Innovationsplattform \(ioeb-innovationsplattform.at\)](https://www.ioeb-innovationsplattform.at)



An initiative of

 Federal Ministry  
Republic of Austria  
Labour and Economy

 Federal Ministry  
Republic of Austria  
Climate Action, Environment,  
Energy, Mobility,  
Innovation and Technology

In cooperation with

 **BUNDES  
BESCHAFFUNG**

## Challenge Sponsor

ASFINAG | Autobahnen- und Schnellstraßen-Finanzierungs-Aktiengesellschaft



## Point of Departure

In the event of an emergency, vehicle drivers are provided with an emergency call pillar every two kilometres per directional lane along the highways and expressways. These can be used to contact the control center. For accessibility reasons, communication with the control center can also take place via SMS. The control center helps to locate the person correctly. Once every three months, employees of the electromechanical maintenance check and maintain each of the approximately 2500 emergency call pillars.

Up to now, even in the smartphone age, emergency call pillars are a safe method to call for help, if the phone is not usable. It is better to have one emergency call option more than less even if the emergency call pillars are used less and less. ASFINAG wants to make them fit for the future, without losing sight of the goal of helping vehicle drivers quickly in the case of emergency and starting the correct emergency call chain.

## Main Question

Which innovations enable the technical and organizational improvement of ASFINAG's emergency call service?

## Desired situation

This market research is looking for innovative approaches for an emergency call system of the future. ASFINAG would like to innovate its emergency call service and find out which technical and organizational approaches are possible and who could be future cooperation partners.

The main goal: Quick establishment of contact in the case of emergency and start of the correct emergency call chain for vehicle drivers.

These are the key challenges and functional cornerstones that must be met:

- No additional danger for potential users that arises from the emergency call system when it is used.
- Reduce the time between the start of the emergency and the alarm to zero if possible.
- Accessibility for all potential users, especially for people with hearing or speech impairments or physical disabilities.

- The solution must be accessible and functional for people traveling to or through Austria from abroad. The solution must be easy understandable, barrier-free, even without knowledge of German.
- Fast and accurate positioning of the location from which the emergency call is made must be possible.
- The location must be sent to the responsible traffic management center (the areas of responsibility are divided into regions).
- The solution must have a high level of failure safety and needs to be connected to the locally responsible regional ASFINAG traffic management center (or to the nine control centers).
- The entire ASFINAG network is connected to the virtual IP-based data network and the power supply is normally available.

Important: Innovative solutions without emergency call pillars are as well desired as innovative approaches for the continued use of emergency call pillars. An important parameter for ASFINAG is that the benefit for safety/quality in the ASFINAG network or customer satisfaction is in line with the effort or costs.

Non-objectives of this market exploration:

- Proposed solutions for the tunnel area
- Proposals that only include the operation of a "call center" (as well as referrals to the police).

Preliminary consideration:

The emergency call system used on freeways and expressways should link to/forward or cleverly integrate existing systems and services frequently used by customers, such as 112 or the breakdown service. The emergency call system could be embedded in other services, e.g., the ASFINAG app, but must not delay assistance or overload the core function (differentiation of the concerns of customers making contact and prioritization of those seeking assistance).

**The submission deadline is: November 22th, 2022**

## **Call for proposals**

With this challenge, the ASFINAG managers (see jury) are addressing companies or consortia that can contribute ideas for the technical and organizational implementation of an ASFINAG emergency call service for all drivers on the freeway and expressway network. ASFINAG is not only looking for overall approaches; specifically usable, innovative building blocks for an overall concept are also welcome.

Submissions can either build on ASFINAG's own preliminary considerations or be done in other ways while adhering to the functional cornerstones. Innovative and better ideas are desired and will be treated confidentially. In order for the jury to have a basis for selecting interviewees at the Innovation Dialogue, companies please submit online first:

- Description of your approach or your own services and those of cooperation partners, including an initial rough estimate of the costs for construction and operation for 5 years.
- Summary of innovation aspects (Which new developments or new technologies are included, which new findings are incorporated?)
- Presentation of reference projects that show meaningful analogies

Important: The public part of the submission must at least consist of a company profile (with reference projects) and a summary; the concrete approach can also be provided confidentially as a pdf to protect against imitation. The jury commits to confidentiality and protects genuine ideas of the submitters with unique selling proposition from exploitation by third parties.

### **Benefits of the Challenge and further course of the project**

The sponsor receives an overview of solutions to be considered and potential partners with the online submissions to the Challenge. The jury of internal experts then invites those companies to an innovation dialogue whose solutions stand out particularly positively in terms of the evaluation criteria. During the innovation dialogue, understanding can be sharpened, and ideas can be specified.

As a submitting company, please keep **January 19<sup>th</sup>, 2023**, free for the **Innovation Dialogue**.

For companies, this means: Participating in the Challenge puts you on the radar of the public purchaser. Your submission remains visible as your business card for other interested parties even after the Challenge is over. You put yourself in position for further public sector purchasing projects. If you are among the winners and are invited to the final innovation dialogue, you can present your solution at a market meeting. You will exchange ideas directly with the project managers.

This creates sensitivity and understanding on the part of the public client for suitable innovations and aspects that may have been neglected so far. This is important so that the public client can take innovative approaches into account in the possible purchasing project after the market investigation according to the Federal Procurement Act and initiate an implementation in line with the market.

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

If the market discussions suggest that implementation makes sense, the immediate goal is to commission a possible test system through the procurement process that makes sense and is permissible, depending on the findings of the market survey.

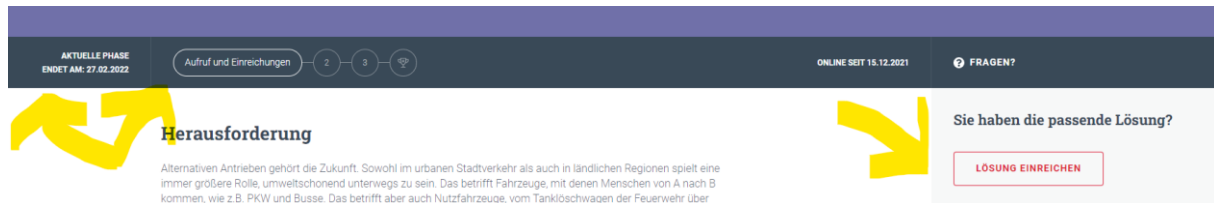
### **Your Questions**

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



## How to submit a solution/idea

Check the submission deadline (phase "Aufruf und Einreichungen"); click on the button "Lösung einreichen" on the top right side of the page.



- **Beschreibung**  
Post a meaningful description (make references to the description of the challenge and evaluation criteria on the right side of the challenge page)
- **Mehrwert**  
Highlight the benefits of your solution.
- **Titelbild**  
Upload a picture to be displayed on the landing page of the challenge.
- **Kooperationspartner**  
If you are handing in a joint contribution with other companies, this is where you make sure they are represented with logos and names.
- **Dateien & Infos**  
If necessary, in addition to the descriptions above: add pdf-files (e.g. existing product brochures). But: Keep your contribution manageable for the jury.
- **Vertrauliche Infos**  
If necessary, place a confidential information for the jury, the sponsor and moderator (e.g., indication of approximate price range). All other parts of the contribution will be public.

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

## Contact Information

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