The Public Sector Tech Watch (PSTW) observatory announces the **2025 edition of the 'Best Cases Award',** an award launched in 2024 (discover here the awardees from last year!) to recognise innovative public administrations implementing emerging tech adoption in Europe.

The Award seeks **to spotlight solutions using emerging technologies** such as Generative Artificial Intelligence, Blockchain, Digital Twins, Quantum Computing, among others, in public administrations at all levels to **enhance public services for citizens (G2C) and businesses (G2B)** or to **improve their internal processes (G2G).**

Through the Best Cases Award, the PSTW aims to create a positive cycle of sharing and celebrating inspiring uses of emerging technologies to create value within the public sector, while giving visibility to Europe's most innovative public administrations.

Seize your opportunity!

We invite all public administrations to share their innovative and impactful projects that use emerging technologies such as **AI, Generative AI, Blockchain, Digital Twins, Quantum Computing**, and more.

This is your opportunity to share how your work is transforming your administration and public services!

Participating in the Best Cases Award, you will

- *have your solution published in the PSTW cases viewer, reaching a wide audience and inspiring others,*
- *be in the running for recognition at a dedicated award ceremony hosted by the European Commission,*
- *gain visibility through a professional video showcasing your solution if you are awarded.*

We welcome submissions that clearly show improvements in:

- **Best Government-to-Government (G2G) solutions** that boost efficiency within the submitting administration.
- **Best Government-to-Citizen (G2C)** or **Government-to-Business (G2B) solutions that** improve public services for citizens or businesses.

Based on the number of applications, the Evaluation Committee might nominate more candidates for additional categories if their solutions demonstrate innovation, strong interoperable dimension, or excel in their domain of application.

The deadline for submissions is the **31st of August 2025**. The awarding Ceremony will be held in Copenhagen during the SEMIC 2025 Conference on the 25th and 26th of November 2025. More detailed information on the Ceremony will be given in the future weeks.

Detailed eligibility criteria and participation guidelines are available below.

Admissibility criteria

The following admission criteria define the rules for participating in the 2025 Best Case Award:

- **European implementation:** The submitted solution must have been implemented in an European country.
- **Public sector impact:** The submitted solution must have been implemented by a public administration, either at national, regional, or local level. The solution can be either developed in-house or supplied by external providers such as GovTech Innovators, but the Award will be received solely by the Public Administration implementing and using the solution.
- **Public sector category:** The submitted solution must be categorisable under the Classification of the Functions of Government (COFOG), which includes the categories of *general public services, defence, public order and safety, economic affairs, environmental protection, housing and community amenities, health, recreation, culture and religion, education and social protection*.
- **Development phase**: The submitted solution should have progressed beyond the initial stages of development, indicating that it is implemented, either being tested or functioning within a public sector context.
- **Interoperable Europe Portal member account:** The applicant organisation must be registered on the Portal. This is a requirement as only registered users will be able to fill in the submission form.

Evaluation and selection process

How will the evaluation process be conducted?

1. **Shortlisting:** The PSTW team will evaluate all the submitted cases, assigning a score between 1 and 5 to each evaluation criterion presented below based on the information provided. The number of shortlisted cases will depend on the total number of submissions received. The shortlisted cases will be submitted to the Evaluation Committee, formed by DG DIGIT and JRC policy officers.
2. **Evaluation Committee's assessment and deliberation:** Each member of the Evaluation Committee will evaluate the shortlisted cases against the evaluation criteria outlined. The Evaluation Committee will review the top-rated cases and determine the recipients of the Awards. Special mentions may be defined on an ad hoc basis as well. Decisions will be made by consensus, when possible, or by voting.

Evaluation criteria

Weight (%)	Criteria	Key evaluation aspects
20	**Impact and value creation** The criterion explores the degree to which the solution contributes to public value, focusing on its impact—both achieved and anticipated—on existing internal processes and/or public services. Emphasis is placed on solutions that are already implemented, thereby demonstrating tangible results.	• Why and how the solution was implemented to address the identified needs. • How the solution improved public services (e.g., new, more responsive, accessible services) or administrative efficiency (e.g., cost reduction, better processes). • If and what metrics are used to assess the efficacy of the solution. • Strong quantitative data is presented, including impact figures on the solution's effectiveness and value creation, and information on the level of user satisfaction. • To what extent has the solution achieved its intended objectives.
20	**Technology** This criterion looks at how innovative the chosen technology is in relation to the existing landscape of similar technologies and to the specific organisational context.	• The comparative advantage of the technology chosen over other solutions assessed to solve the identified problems. • The organisational context and capabilities, including its overall adoption readiness in relation to the implemented solution. • *Note:* Examples of innovative solutions can be found in PSTW stories.
20	**Interoperability** This criterion assesses the four levels of interoperability of the solution with other systems, including services at the national and transnational levels. The levels, according to the European Interoperability	• If and how the solution was designed following interoperability principles, in particular the EIF (if applicable) or national interoperability frameworks or policies. • Description of the four levels of interoperability with other internal systems and services.

Weight (%)	Criteria	Key evaluation aspects
	Framework (EIF), covers legal, organisational, semantic and technical interoperability.	• Information on the level of interoperability with other national, subnational and transnational services, when applicable.
10	**Transparency and openness** The criterion considers how the solution enhances the openness and transparency of the decision processes and operations after its implementation. Transparency should be considered both from an internal point of view (e.g., communication of changes to internal employees) and external (e.g., communication of changes to citizens and external stakeholders). When relevant, it also considers the level of use and publication of data in an open format to increase transparency.	• If and how the solution has contributed to the openness (e.g., producing open data) of the administration/organisation in a particular service or process, i.e. increased transparency of public sector operations, increased public participation in policy making or improved public control and influence on government actions and policies. • If and how communication and awareness campaigns on the adoption of the technology and consequent changes were conducted, to inform and engage both employees and external stakeholders. • How is information about the impact of the solution communicated to the citizens and all relevant stakeholders and if it is easily accessible.
10	**Scalability and reusability** The criterion gauges the potential and feasibility of the solution to be scaled and replicated in other public administrations, application sectors or service types, administration levels, etc. It considers reusability and availability in open-source formats, or if the solution was	• If and how the solution is scalable, indicating to what extent scalability would be feasible and cost-effective. • If the solution is open and based/made available as OSS, or other open components (e.g., AI model, etc). In particular: • If it was constructed based on reused building blocks or Open-Source Software from other administrations.

Weight (%)	Criteria	Key evaluation aspects
	replicated from other open-source software or models. Particular emphasis is on solutions shared and reused available in the Interoperable Europe Portal (IOP) catalogue.	• If it is using/producing open components (software, data, AI models, etc) • If the solution was reused by other administrations already. • If the solution was retrieved or was made available on the IOP catalogue.
20	**Implementation process** This criterion evaluates the overall innovation process, from testing to deployment. For instance, it considers if and how the solution has prioritised the user needs, from the solution design to the process of involvement, consultation and feedback loops with the target users of the service for its development, implementation and improvement. In addition, this criterion considers if external actors were involved and the procurement process, with a focus on the engagement of GovTech actors such as SMEs and startups, innovative collaboration processes (e.g., EU community of buyers etc.) or the academia.	• Detailed steps on the overall innovation process should be clearly provided. • Information on the development and deployment processes. • Details on the degree of citizen involvement in the development and/or implementation process. • Information on the procurement process, if applicable, and/or on the involvement of GovTech SMEs and startups. • How the solution was designed, including any co-creation processes, such as open innovation challenges or collaborative EU or national projects. • If the technological solution was developed using user-centred design principles. • If user research was conducted to understand the needs, preferences, and challenges of the intended users. • If the solution has been designed following accessibility principles (e.g. EU's Web Accessibility Directive).