



Improving existing public services in New Zealand through innovation



Public Procurement Principle: **Balance**



Procurement Stage: **Pre-tendering, Tendering**



Audience: **Policy maker, Procuring entity**

Description

The Innovation Fund in New Zealand, born out of the All-of-Government banking tender, set up a joint initiative involving one of the winning bidders, Westpac New Zealand, and the New Zealand Government. The Innovation Fund invests in proposals that are expected to drive value for both the public sector and Westpac. The aim of the fund is to help create services and experiences that help grow a better and more innovative country.

The fund can be accessed by contracting authorities across the New Zealand government sector, and has encouraged collaborative approaches in the form of innovation labs, hackathons and accelerators. The fund has been used to help several projects, including:

- An artificial intelligence bot to assist Ministry for Primary Industries staff with simple biometric questions. The Virtual Assistant Interface (Vai) has been initially stationed at the Auckland International Airport's biosecurity arrivals area to answer visiting passengers' questions that do not require human interaction.
- To help the New Zealand Government deliver on its Cyber Security Strategy, a Cyber Security Safety Audit service, designed using innovation methodology with public procurement woven in to address the problem of security breaches in the country's small businesses.
- The expansion of smart customer onboarding software to help small business in New Zealand by making compliance with anti-money laundering measures easier through co-funding.



Improving existing public services in
New Zealand through innovation

- Enabling a team from the University of Auckland to investigate historical and anonymised bank transaction data, to see if they can identify spending patterns in a community following a disease outbreak

Source: OECD (2019), [Reforming Public Procurement: Progress in Implementing the 2015 OECD Recommendation](#), OECD Publishing, Paris

