

Multi-package Procurement: AI-powered Digital Twin

Introduction & Overview

The City of San José (“City”) in coordination with the GovAI Coalition is developing a solicitation for a multi-package procurement which will allow providers to propose AI tools and/or platforms for one or more of the following packages:

1. Data Cleaning and Transformation
2. Predictive Analytics Platform
3. AI Tool for Business Automation

Through this procurement, the City is seeking to (i) enhance data management practices, predictive capabilities, and process automation, thus ensuring readiness for future AI-driven initiatives, and (ii) develop a best-in-class set of solicitation documents and processes for use by other public entities when procuring AI tools and platforms. Interested public entities can leverage the results of the solicitation including one or more of the three packages outlined above.

Problem Statement

Many public entities have developed goals of which include using innovative technologies and data-driven decision-making to manage continuous improvements in how they serve their communities and to promote concrete benefits in safety, sustainability, economic opportunity, and quality of life for their constituents. To this end, the City of San José adopted the Smart City Vision in 2016. To meet and sustain those goals, the City and other public entities requires modern solutions to facilitate efficient data management, predictive analytics, and automation of administrative processes.

Expected Outcomes

- Deployment of a **data cleaning and transformation tool** to true-up the entity data to improve integrity, governance and AI-readiness.
- Implementation of a **predictive analytics platform** to support planning and decision-making in infrastructure operations such as flood risk assessment, traffic flow analysis, and economic forecasting.
- Adoption of an **AI-powered business automation / robotic process automation tool** to enhance efficiency in administrative functions like document processing, permit applications and approvals, and meeting planning.
- Establishment of a **Digital Twin** — a dynamic, AI-enabled virtual representation of entity operations, processes, and data ecosystems. The Digital Twin will be composed of integrated tools and platforms across the three packages (data cleaning and transformation, predictive analytics, and business automation).

Together, these tools will enable adopting public entities to simulate real-world scenarios, analyze trends, and forecast outcomes, thereby improving the efficiency, accuracy, and responsiveness of services. The Digital Twin will serve as a living model that evolves with incoming data, supporting data-informed policy decisions, proactive infrastructure management, and continuous operational improvement aligned with entity goals.

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