

Second Civic Innovation Challenge: FAQ

Purpose

Validate value, collect feedback and refine the solution through a timebound Proof-of-Concept pilot project.

Who's Involved?

- **Civic Design partners:** Government or education staff who join reviews, test, provide product feedback, and shape KPIs for Proof-of-Concept pilot project.
- **Participants:** Selected vendors who schedule and join reviews, adjust their product based off design partner feedback, and shape KPIs for Proof-of-Concept pilot project.
- **Project Coordinator Lead:** The Project Coordinator Lead will schedule Milestone meetings, process stipend payments, provide support during pilot escalations, and answer general Civic Innovation Challenge questions.
- **Advisors:** Volunteer advisors provide guidance and coaching to participants, helping refine solutions, validate assumptions, shape KPIs, and strengthen readiness for iterative testing, while drawing on deep experience across startups, academia, and/or business to inform effective mentorship.

Time Commitment

- **Participant:** ~3-5 hours/week with government entity and advisors
- **Design partners:** ~2-3 hours/week
- **Advisers:** 1-2 hours a week
- **Duration:** ~30-35 weeks

Participant Responsibilities

Co-design the solution, complete short surveys, schedule and join check-ins, report on milestones and KPI metrics and adjust issues or incorporate suggestions to the product.

Feedback Channels

Bi-weekly check-ins, Milestone meetings and program manager support via email.

Success Measures

Usability, feasibility, performance, satisfaction and scenario alignment.

Data & Privacy

All data stays within approved environments and follows Design partner policy.

Support

Email, check-in meetings (virtual or in-person) and program manager support for escalations. Issues will be triaged within 3-5 business days.

Known Limitations

Some features may be incomplete or have early-stage bugs. Known issues should be shared.

Opt-Out

You can leave anytime by notifying the program manager with 30 days' notice.

After the Pilot

The project coordinator lead will provide a summary of findings and recommendations. The Proof-of-Concept pilot project does not automatically lead to product adoption or further commitment of any nature. With permission from participants, the Exchange Northwest partners will publish findings and provide a summary. The exchange also creates opportunities for participants to showcase their products at the annual Exchange Northwest Event in May or June of 2027.