



Purchasing Responsible AI:

Balancing Innovation, Risk, & Accountability

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Partners for Public Good

Training | Wed, July 22, 2026

Meet our PPG Moderators



Emily Royall
Assistant Director | PEN



Denise Reidl
Director | Public Sector Tech



In the chat, please share **your name and government!**

Today, we'll explore:

- ❑ **Setting the Stage:** *Why AI Matters in Public Procurement*
- ❑ **Purchasing Responsible AI as a Practice:** *Navigating AI Products with Confidence*
- ❑ **Panel Discussion:** *Insights from Government AI Experts*
- ❑ **Performance Over Promises:** *Creating Effective AI Evaluation Criteria*

How can you engage in this session?



Please use the
“Raise Hand”
function on Zoom



Look out for
**discussions and
resources**
in the Zoom chat



Join in the
**conversation via
chat** and connect with
a peer!

Setting the Stage:

Why AI Matters in Public Procurement

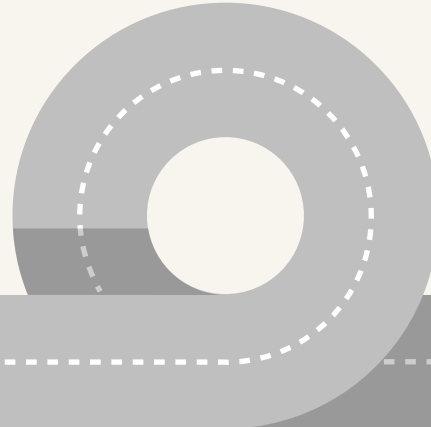
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Procurement... is for the public good.

As soon as we step out on the street, the impact of public procurement is everywhere

Procurement is the engine that powers communities daily, building the infrastructure...

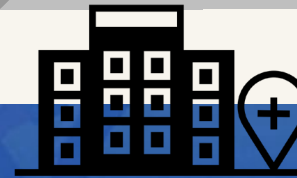


...and depends on **dedicated public service servants** who believe in its transformative power!



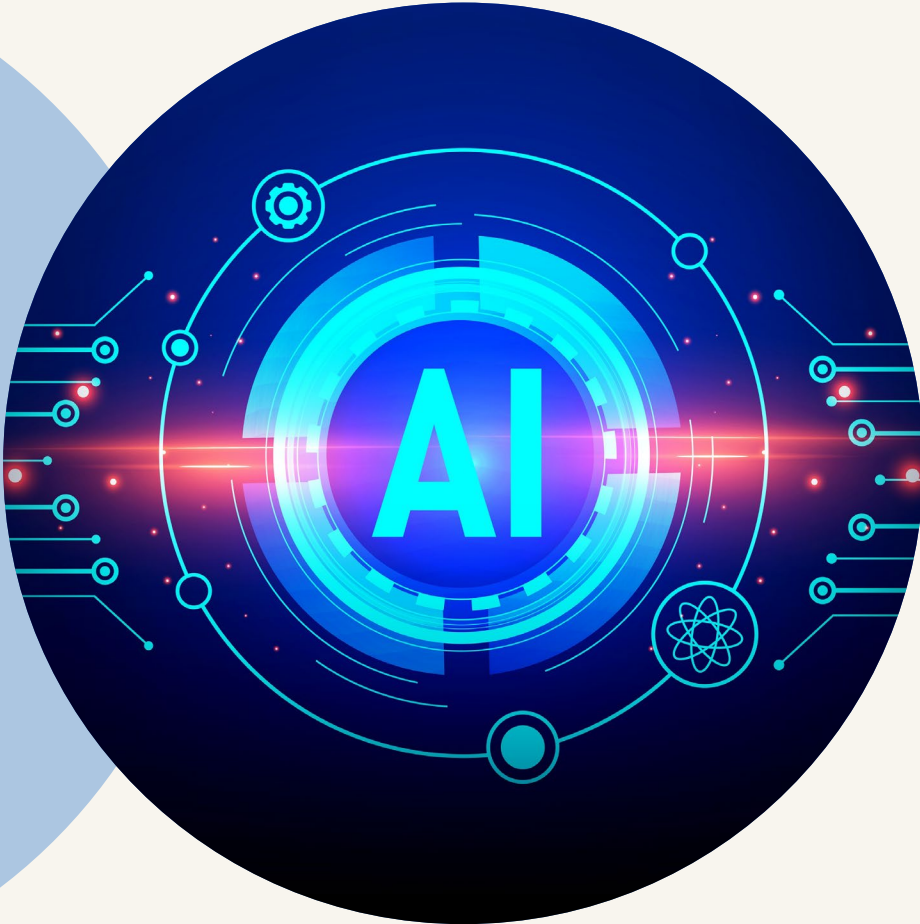
**EVERY
PUBLIC
DOLLAR**
tells a
STORY

...and **delivering critical services and supports** that help communities thrive...



The Big Idea: AI is a powerful tool for improving government operations--and purchasing teams can strategically leverage the procurement process to shape how AI is used and governed within their organizations.

What is AI?



“

“Any **machine-based system that can**, for a given set of human-defined objectives, **make predictions, recommendations, or decisions** influencing real or virtual environments.”

Common use cases of AI in government

Generative AI

“Creating”

- AI-powered 311 chatbots
- LLMs for Translation services

Computer Vision

“Identifying”

- Detecting debris on highway systems
- Identifying criminal behavior in the public right-of-way

Machine Learning & Predictive Analytics

“Forecasting”

- AI-assisted benefits eligibility evaluation
- Housing Shock Forecasting

There is no one-size-fits-all AI solution—understanding common use cases helps inform more effective evaluations.

11 Risks to Consider for AI Systems

**Highlighted items are unique to, or accelerated by, Artificial Intelligence (AI) systems, compared to other technology procurements.*

-
- 1. Legal & Regulatory Compliance:** AI systems operate outside of applicable laws and regulations.
 - 2. Data Governance & Data Rights:** Loss of control over public data or misuse of sensitive information.
 - 3. Privacy & Civil Liberties:** AI systems violate privacy rights or enable unlawful surveillance.
 - 4. Bias & Discrimination:** AI outputs produce discriminatory or inequitable outcomes.
 - 5. Transparency & Explainability:** Government cannot explain or justify AI-assisted decisions.
 - 6. Performance & Accuracy:** Failure to perform as represented or degrades over time.
 - 7. Safety & Operational Harm:** AI outputs cause physical, psychological, or social harm.
 - 8. Cybersecurity & Model Security:** AI systems introduce new attack surfaces.
 - 9. Vendor Lock-In & Exit:** Dependency on a single vendor or proprietary system.
 - 10. Ethical & Reputational:** Public trust is eroded due to AI misuse or controversy.
 - 11. Governance & Accountability:** Responsibility for AI decisions is unclear.

How can procurement team's influence responsible AI purchasing?



Convene important stakeholders

Legal, IT, Cybersecurity, Risk Management, Finance end users/ requesting departments



Define the problem

Guide departments in clearly articulating their needs & why AI approaches are preferable to other solutions..



Establish what success looks like

Partner with departments to define how success is measured through contract management outcomes.

Procurement teams also:

Align solicitations with existing AI advisory committees, policies, or frameworks.

Organize & train diverse Evaluation Committees.

Advocate for procurement representation in advisory committees.

Purchasing Responsible AI as a Practice:

Navigating AI Products with Confidence

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3 Strategies for Procuring the **Right** AI Solution

1

AI Procurement Toolbox

Leverage key aspects of the procurement process to evaluate AI solutions, manage risk, and support responsible purchasing decisions.

2

Responsible AI Dimensions

Use Responsible AI principles as a framework for evaluating vendors, developing requirements, and guiding procurement decisions.

3

Vendor Product Claims vs. Criteria

Evaluate vendor claims against established product criteria to identify solutions that align with your needs and flag those that do not.

Strategy #1: Leverage the AI Procurement Toolbox

Solicitation

- Clearly **define your procurement use case**
- **Use your SOW** to create clear requirements
- Require completion of an **AI Factsheet**
- Include **Explainability and Transparency** requirements

Evaluation

- Set **specific performance standards** for evaluation
- Build a **scoring rubric** with Responsible AI practices
- **Verify data ownership** and portability
- Assemble a **diverse Evaluation Committee**

Contract Management

- **Establish ongoing performance** monitoring and reporting
- Schedule **periodic contract reviews**
- **Retain the right to audit** or conduct independent testing
- **Require incident notification** and response timelines

PEN Pulse Poll



Which stage of your procurement toolbox do you most want to strengthen before your organization's next AI procurement?

Solicitation (*defining requirements, AI factsheets*)

Evaluation (*scoring rubrics, evaluation committees, verifying claims against evidence*)

Contract Management (*ongoing monitoring, vendor performance, audits*)

Strategy #2 - Understand Responsible AI Dimensions



Transparency

Can the vendor produce information about internal workings, i.e., the model architecture, training data, parameters, and decision logic?



Explainability

Can the vendor or product produce after-the-fact justifications for its outputs in human-understandable terms?



Accountability

Who is responsible when the AI produces a harmful or incorrect output? Is there a defined escalation path?



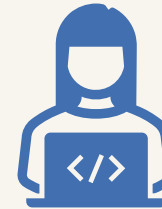
Privacy

How is training data sourced? Is agency data used to retrain models? What data retention and deletion policies exist?



Security

What adversarial testing has the vendor conducted? How are prompt injection and data exfiltration risks mitigated?



Human Oversight

What human-in-the-loop mechanisms exist? Can agency staff override, audit, or disable the system?

Strategy #3- Set Evaluation Criteria to Validate Vendor Claims

Vendors sometimes make claims about their products that can be hard to unpack for a non-technical audience.

Claims

VS

Criteria



“Our model is fully explainable”



“Access to logs showing inputs, outputs and process reasoning steps”



“Our AI is unbiased”



“Reported score on third-party bias testing”



“Human in the loop”



“Defined intervention points, named opportunities to override”

Example: Criteria to verify accuracy rate for a public safety detection system

Claim

ShotSpotter's [FAQ](#) states the technology has a 97% accuracy rate for detections across all police department customers nationwide for the last 4 years, a figure it says has been independently verified by data analytics firm Edgeworth Analytics.

Scenario:

A [Chicago Inspector General review](#) found that only 9% of alerts led to evidence of an actual gun crime, because **"accuracy" was defined as correctly detecting a loud impulsive sound as gunfire, not as leading to a valid law enforcement outcome.**

Recommended Criteria

- Vendor defines 'accuracy': is it (a) detection accuracy against ground-truth sensor data, or (b) operational accuracy against investigative outcomes?
- Vendor provides the rate at which agency responses using this tool resulted in the outcome *your department actually cares about* (e.g., recovered evidence, verified incidents).
- Accuracy figures broken out per deployment site/jurisdiction, since an aggregate figure across 180+ customers can mask wide site-to-site variance relevant to our environment.

Panel Discussion: *Insights from Government AI Experts*

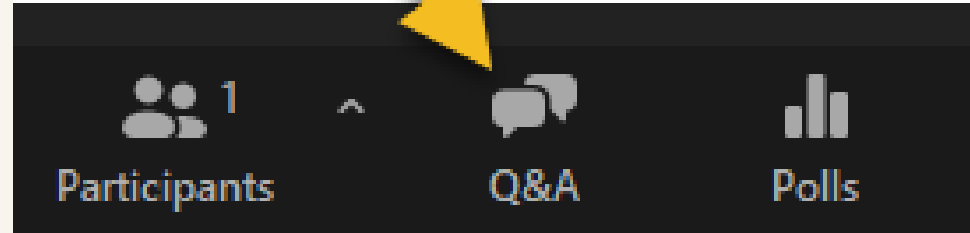
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Questions? Use the Zoom Q&A Feature!



How to Use this feature:



Select the Q&A button at the bottom of your Zoom screen – Input your questions, publicly or anonymously.

Upvote Questions! – Vote for existing questions that you would like to see answered.

Zoom chat will still be used to engage with other attendees in dialogue or to share resources.

Panel Discussion: Insights from Government AI Experts



Albert Glee

*City AI & Privacy Officer
San Jose, CA*

- *GovAI Coalition lead*
- *The City of San Jose & team are recognized as national leaders in privacy and AI governance*



Andrew Ngui

*Chief Digital Officer
Kansas City, MO*

- *MIT-trained and Prosci-certified change practitioner*
- *Named to Apolitical 2026 Government AI 100*



Ryan Maher

*Sr. Analyst
Santa Clara, CA*

- *Panelist at the GovAI Coalition Summits in 2024 and 2025*
- *Helped position the City of San Jose as a pioneer in privacy and AI governance*

Panel Questions

What kind of innovations or strategies are you using to design, develop, and execute procurements of AI tools and technologies?

Panel Questions

How are you using the procurement toolbox (Solicitation, evaluation, contract management) to ensure you purchase AI responsibly?

Panel Questions

Do you have examples of procurements you think have been successful? If not (or not yet), can you share what you think is the most important thing to prioritize for success?

An aerial, high-angle view of a dense city skyline, likely New York City, featuring numerous skyscrapers and buildings. The image is faded and serves as a background for the text.

Let's answer your questions!

Please continue to use the Q&A feature in Zoom

Continue the Conversation on AI with these resources!



Gov AI Coalition

Gov AI Vendor Fact Sheet

Templates & Resources | City of San José



Innovate US

InnovateUS Course: AI for Public Sector Procurement

AI for Government Procurement - Workshop Series - InnovateUS



Open Contracting Partnership

Buying AI: Tips and tools for public procurement



Jessica Tillipman

Buying Blind: A Framework for AI Procurement Integrity



Center for Civic Futures

Here Are Some of the States (& Vendors) on the Cutting-Edge of Gov AI Implementation

Performance Over Promises:

Creating Effective AI Evaluation Criteria

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PEN Pulse Poll



**How confident are
you in your
organization's ability
to evaluate AI
products or tools?**

Very confident — *we have criteria and technical staff to evaluate AI*

Somewhat confident — *we rely on asking questions but lack formal criteria*

Not very confident — *this is an area where we could use more guidance*

Unsure — *we haven't encountered this challenge yet*

Recommendations for Creating Evaluation Criteria

Responsible AI Dimensions

- Transparency
- Explainability
- Accountability
- Privacy
- Security
- Human Oversight



Structure Responsible AI dimensions as evaluation criteria for a solicitation:

1. Define the problem you are trying to solve.
2. Draft SOW language that accurately captures the use case.
3. For each responsible AI dimension, identify:
 - ***Evaluation Question***
 - ***Required Evidence***
 - ***Scoring Method***
 - ***Weight***

Key considerations when creating evaluation criteria for AI dimensions

Transparency

- What models are being used in the product?
- What is the model architecture (open-weight, proprietary, frontier, fine-tuned) and the version currently offered?
- What data is used to train or fine-tune the model(s) used in your product, including data sources and collection methods?

Accountability

- If your AI product produces a harmful or incorrect result, who is responsible?
- If your AI makes a decision that harms someone, can a person step in and reverse or correct it?
- If your AI produces a harmful or incorrect output, what are the exact steps that happen next?

Privacy

- Where will the data used to build and train your AI come from & do you have permission to use it?
- Will your data be used to train or improve your AI model? Can you opt out?
- Will any of our data get shared with, or processed by, third parties?

Key considerations when creating evaluation criteria for AI dimensions

Security

- If a new security weakness is discovered in your product how do you find out, how do you fix it, and how do you notify us?
- Has your AI product been tested by security experts specifically trying to trick, manipulate, or break it

Explainable

- After your AI produces a result, can you show us why it reached that result in plain language?
- Do you run independent audits to validate the explanations your AI provides? If so, what are the results?

Human Oversight

- At what specific points in the process does a human review or approve the AI's work, versus the AI acting on its own?
- If one of our staff disagrees with the AI's output, can they override it? Who has that authority, and how difficult is it to do?

Example: Evaluating Transparency

	Evaluation Question	Required Evidence	Scoring	Weight
Model Architecture & Origin	What AI model powers this product? Did you build it yourselves, or is it based on someone else's model (like OpenAI's or Google's)? What changes did you make to it?	• An explanation of the model: whose it is, and what version • If based on another company's model: which one, and what the vendor changed or added • A promise to notify if models or versions are switched during our contract	<i>Pass/Fail with narrative justification</i>	10%
Training Data	What data was used to "teach" this AI? Where did that data come from, and is any of it outdated? Would our agency's data be used to train it further?	• An explanation of where the training data came from (e.g., public internet, purchased data, government data, synthetic data) and roughly how much of each • The date the training data was last updated • A clear yes/no on whether your agency's data would be used to train the AI further, and on what terms	<i>Pass/Fail with narrative justification</i>	15%

Introducing Procurement Practice Labs: *Applied Learning Workshops*

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PROCUREMENT PRACTICE *Labs*

PEN APPLIED LEARNING WORKSHOPS

What are Procurement Practice Labs?

Procurement Practice Labs (PPLs) are applied learning workshops where PEN members apply best practices to real procurement challenges, experiment with new strategies, and learn alongside peers.

Notes:

- Each PPL will be based on a recent PEN event
- Sessions will not exceed a total of 3 hours

NEW

Procurement Practice Lab Series [August 2026]

Theme: Developing Evaluation Criteria for AI Procurements

Apply to join PEN's interactive two-session workshop to develop customized evaluation criteria for a real AI procurement use case.

AUG
6

Session 1: Foundations of Responsible AI Purchasing in Public Procurement
2:00–3:30 pm ET

AUG
20

Session 2: Development of AI Use Case Evaluation Criteria
2:00–3:30 pm ET

What is an Eligible Use Case?

- A current or anticipated **AI use case** your agency is considering (even if early-stage)
- An existing **SOW with AI requirements**
- **Draft evaluation criteria** for refinement
- **Critical questions** before signing an AI vendor contract

Who Should Attend?

Form a team of 2–4 from your government, considering the following roles:

- **Contract managers** & contracting officers on AI-related procurements
- **Program managers** who own AI solution requirements
- **IT & data leaders** evaluating AI vendors technically
- **Legal support** for contract review and negotiations

APPLY BY
MONDAY, JULY 27, 2026

Apply today to access and complete PEN’s **RAI Dimension Evaluation Criteria Template** for your use case!

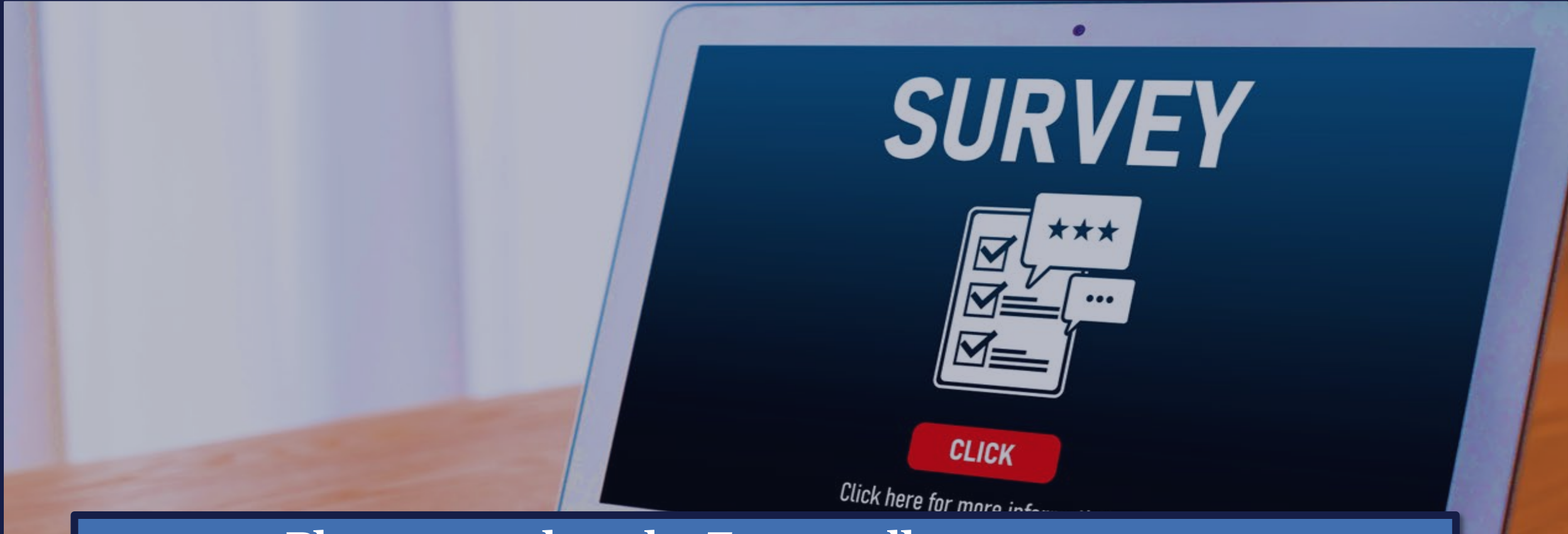
Use Case	<i>Insert description of your RFP’s use case here.</i>			
SOW	<i>Insert draft SOW language or draft the language live alongside your criteria below.</i>			
RAI Dimension	Evaluation Question	Required Evidence	Scoring Method	Weight
Transparency	<i>Describe how the system explains its outputs to end users. Include examples of explanation formats for your proposed use case.</i>	<i>Detailed explanation from vendor with screenshots of examples.</i>	<i>Pass/Fail with narrative justification</i>	<i>15%</i>
Accountability				
Privacy:				
Security:				
Human Oversight				
Explainable				

PEN Feedback Survey

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Your Feedback Matters: Event Experience Survey



**Please complete the Zoom poll on your screen.
Your feedback is anonymous!**

PEN Takeaways & Opportunities



Christiana Kim

Community &
Membership
Coordinator

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Why join PEN?

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PEN is an online community for procurement professionals that brings together learning opportunities, peer connections, and practical tools to support innovation and excellence in public procurement.

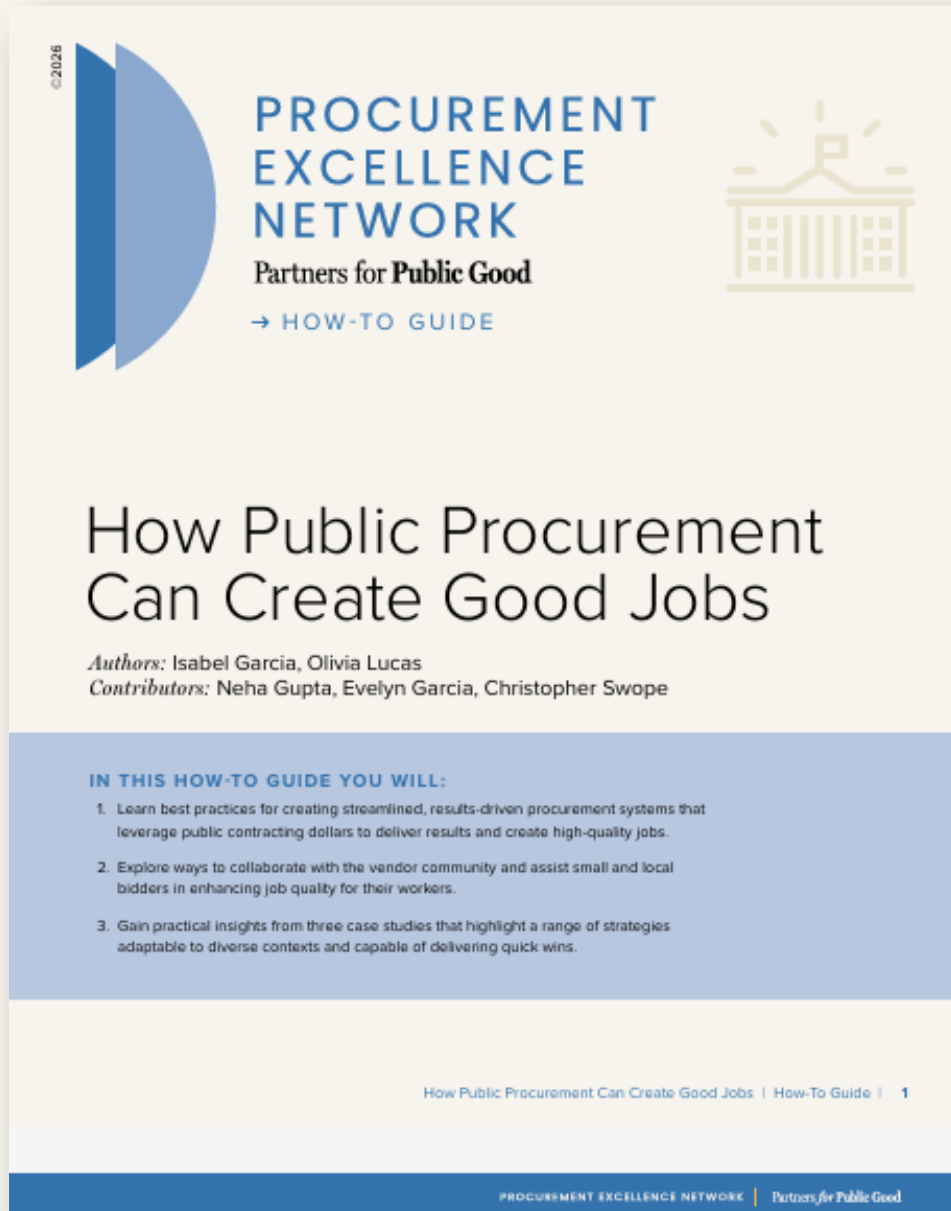
“But procurement is more than just a job or a gig; it is a profession focused on integrity and competition. Our work is bigger than just what we do for our agency. We really appreciate PEN filling a space to bring procurement reformers together that is necessary for us.”

– PEN Member

“It’s been a pleasure being part of the PEN community, and I truly value the connections, learning, and collaboration it offers. I look forward to continuing to engage and contribute as the community grows.”

– PEN Member

PEN Resource Spotlight



In this guide, you will...

1. Learn best practices for creating streamlined, results-driven procurement systems that leverage public contracting dollars to deliver results and create high-quality jobs.
2. Explore ways to collaborate with the vendor community and assist small and local bidders in enhancing job quality for their workers.
3. Gain practical insights from three case studies that highlight a range of strategies adaptable to diverse contexts and capable of delivering quick wins.

NEW

Introducing Procurement Insights Roundtables



PROCUREMENT INSIGHTS Roundtables

COMMUNITY-POWERED CONVERSATIONS
THAT MOVE PROCUREMENT FORWARD.

Community-powered conversations where
PEN members come together to share
experiences, exchange ideas, and move
procurement forward!

SPACES ARE LIMITED

Registration closes after 40 participants!

Tue, July 28, 2026 | 2:30 PM–4:00 ET

July Theme: Contract Management Conversations

A signed contract isn't the finish line—it's where the real work to achieve impact begins. Join fellow PEN members to discuss contract management challenges in public procurement, share what's working, exchange ideas, and leave with practical ideas you can put into practice.

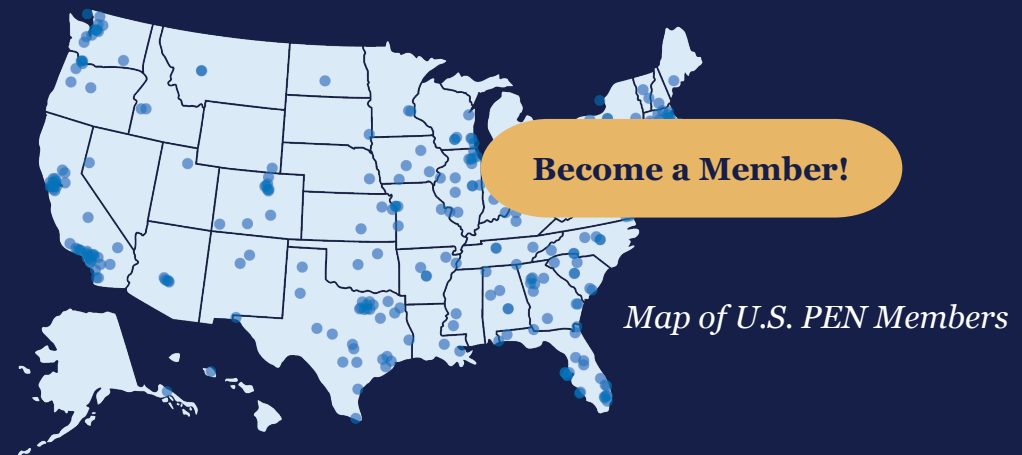
Who Should Attend: If you develop, manage, administer, or support public procurement contracts, this session is for you!

Procurement Excellence Network: Become a Member!



The Procurement Excellence Network has connected **3,000+ government staff from 1000 unique jurisdictions** to procurement resources, best practices, and community support.

- ✓ Attend monthly **virtual webinars**
- ✓ Access over **80+ resources**
- ✓ Connect with peers in our **Member Directory!**
- ✓ **Community Conversations** Dashboard





Stay Engaged with PEN!

✓ Schedule a Coaching Call with PEN!

Help shape the future of your government!

Ready to elevate your AI procurement strategy? Whether you're building your AI procurement toolbox, exploring new use cases, or tackling a procurement challenge, PEN is here to help!

✓ PEN Connect Chat

Want some guidance to explore what the PEN Community has to offer?

The PEN team can help you & your colleagues navigate the PEN website, review resources, and discuss how PEN can support you in your procurement journey!



Interested in either of these opportunities?

Contact Christiana Kim (*PEN Membership Coordinator*) via email at:

✓ PEN@partnersforpublicgood.org!