

AI Manager Introduction Proposal for Multicultural Families and Foreign Workers

1. Background

- The number of multicultural families and foreign workers is increasing, leading to a surge in demand for multilingual assistance with civil complaints, daily life information, labor, and health guidance.
- On-site staff are overburdened by language barriers, repetitive inquiries, and the need to respond to constant policy changes.
- Discrepancies in manpower, budget, and systems among local governments cause inconsistencies in civil services, response gaps, and a decline in public trust.
- The introduction of an AI Manager will provide 24-hour multilingual civil service support and improve administrative efficiency.

Business Objective	✓ To build an AI-based multilingual civil service consultation system for multicultural families.
	✓ The goal is to reduce the workload of staff and provide highly reliable assistance to citizens (including foreigners).
	✓ It also aims to achieve digital inclusion in administrative services and strengthen the foundation for social integration through an AI chatbot.

2. Overview

- 1) **Service Name:** AI Civil Service Manager for Multicultural Families and Foreign Workers
- 2) **Adopting Institutions:** Multicultural Family Support Centers / Local Government Multicultural Support Divisions
- 3) **Project Duration:** 1 month after contract signing (including pilot operation)
- 4) **Main Languages:** Korean, English, Vietnamese, Chinese, Russian, etc.
- 5) **Main Functions:** Multilingual automated responses, form-filling assistance, civil complaint Q&A management, and statistics
- 6) **Project Cost:** To be determined through separate negotiation
- 7) **Operating Method:** SaaS-based (EnjoyStreet provides technical support and maintenance)

3. Key Features

Feature Name	Details
Multilingual Auto-Response	Real-time guidance on key civil complaints, including residency, labor, and health matters.
Form Assistant	Supports the drafting of application forms and power of attorney documents, reducing rejection rates.
Omnichannel Response	Integrated support across various channels like websites and Kakao/WhatsApp/Slack/LINE, etc (SNS).
Statistics Dashboard	Analyzes and reports civil complaint patterns by language and time of day.
Security & Safety Measures	Does not store personal information, includes a workflow for restricted words and audit log approval.

5. Phased Operation Plan

Phase	Estimated Timeline	Details
Phase 1	Within 1 month	✓ Project initiation, knowledge base setup, language configuration ✓ System setup, testing, and staff training
Phase 2	2 months after completion	✓ Internal pilot operation and monitoring ✓ Public launch for citizens, performance measurement, and reporting

6. Procurement Plan

- 1) **Bidding Method:** Private contract
- 2) **Bidding Qualification:** Software development company
- 3) **Winner Selection:** Criteria for selecting a winner for contracts by negotiation, based on the Ministry of Interior and Safety's contract regulations

7. Operation Management and Maintenance

- 1) **Operating Entity:** Local Government Multicultural Support Division / Multicultural Center
- 2) **Operation:** Conducts monthly inspections, security patches, and content updates
Exclusively handled by EnjoyStreet. In case of an error, a response
- 3) **Maintenance:** will be provided for recovery within 24 hours based on SLA standards.

8. Public Participation and Dissemination Strategy

- 1) Promote through partnerships with multicultural centers and NGOs, and operate community workshops.
- 2) Hold hands-on events (demo days) for foreign communities.
- 3) Operate a multilingual survey and feedback system.
- 4) Document successful cases and promote their expansion to other local governments.

9. Future Plans & Suggestions

- 1) Standardize AI administrative services and establish a continuous management system for multilingual content.
- 2) Form a nationwide pilot consortium (3-5 local governments) for expansion.
- 3) Strengthen legal basis through revisions to the Framework Act on Electronic Government and the Administrative Procedures Act.
- 4) Establish a joint budget support system with the Ministry of the Interior and Safety, Ministry of Justice, and Ministry of Gender Equality and Family.

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