

Vlam-chat — the Netherlands' whole-of-government secure AI assistant for civil servants

AI in the Public Sector · Good practice · Netherlands

Quality score: 60/100

Evidence strength: Descriptive / self-reported

Summary

The Dutch government's SSC-ICT is rolling out vlam-chat, a secure generative-AI assistant using European open-source models hosted in a government data centre, to roughly 26,500 civil servants across eight ministries ahead of full production in the second half of 2026.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-13

[SSC-ICT \(Dutch national government\) — Vlam.ai Project](#) — accessed 2026-07-13

[NL Digital Government — Government departments opt for secure SSC-ICT AI chatbot](#) — accessed 2026-07-13

[Rijksoverheid.nl — Overheid verruimt standpunt inzet generatieve AI \(April 2025\)](#) — accessed 2026-07-13

[iBestuur — Rijksambtenaren krijgen in 2026 de beschikking over AI-chatbot](#) — accessed 2026-07-13

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