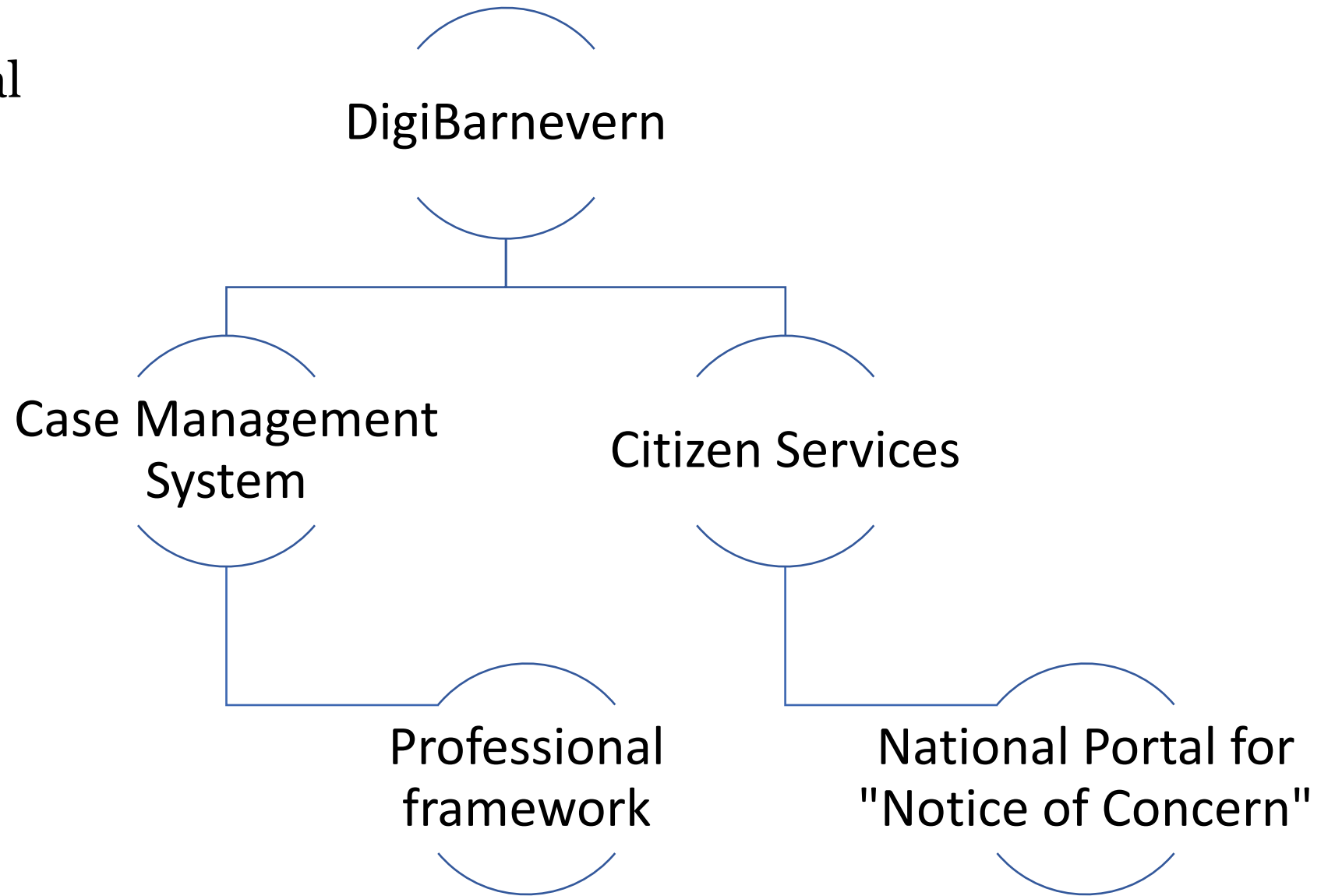# Participation in a Public Procurement Process

A Case of Digitalization of Norwegian Child Welfare Services

Authors: T. C. Dahl-Jørgensen & E. Parmiggiani

Data collection: T. C. Dahl-Jørgensen & A. W. Aasback

◻ NTNU

Components

- National vs. municipal
- Procurement vs. developed 'inhouse'

DigiBarnevern

Case Management System

Citizen Services

Professional framework

National Portal for "Notice of Concern"

Expected outcomes

- Participating in own case

- Fast and secure communication

- Better documentation leading up to case assessment

- Offloading caseworkers

Scaling up

- Many governmental entities = traditional contracts

- Interviews and hearings with (smaller) municipalities

- Subprojects – citizen services and case management systems

Negotiating Participation

- The importance of mapping needs

- Requirement specification

    - Participation in development

- Embedding CWS workers

Implications

- Loads of coordination!

- A need for innovative approaches to procurement

- Allocating enough resources for participation of end-users

- Opportunities for mutual learning

Key literature

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