



## Country case: Example of user-centred processes in public procurement in Estonia



Public Procurement Principle: **Access, Participation**



Procurement Stage: **All stages**



Audience: **Policy makers, Procuring entity, Private sector**

### Description

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#### Tallinn's smart port (Estonia)

In Estonia, Tallinn's smart port is used to tackle the challenge of managing increasing traffic to the Tallinn Port Authority in Estonia. The port authority wanted to purchase a new electronic check-in system for both passenger and cargo vehicles. The public buyer identified the port's needs by conducting 40 interviews with passengers, 6 interviews with drivers, 4 interviews with representatives of ferry operators, 2 interviews with stevedore service providers and 4 interviews with employees of the port. An assessment of these user needs allowed the buyer to procure an innovative solution that addresses the whole travel process for cars and lorries, from online pre-registration to check-in, as well as a fully automated traffic management process that directs vehicles onto the ship.

Source: OECD (2020), [System Change in Slovenia: Making Public Procurement More Effective](#), OECD Publishing, Paris

