

## Digital Single Market

Call for tenders 27 June 2012 to 31 August 2012

# Call for tenders: Study on 'eGovernment and the reduction of administrative burden' (SMART 2012-0061)

This study has two main objectives: (1) to raise awareness among the stakeholders on the best practices and the costs and benefits of implementing the 'once only' principle while designing eGovernment services; (2) to help Member States on how to implement this 'once only' principle and on how to make electronic procedures the dominant channel for delivering eGovernment services. These objectives are to be understood in the context of the broader changes introduced by ICT on new ways of working in the public sector, major organisational changes and new ways of producing public services (collaborative production of services and user-driven services). Call for tenders open from 27/6/2012 to 31/8/2012 16:00

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