GRASPINNO

Transnational model, strategies and decision support for innovative clusters and business networks towards green growth, focusing on green e-procurement in EE/RES for energy refurbishment of public buildings.

Deliverable: 3.10.2 User Evaluation Report

Prepared by:

Department for Development and International Projects of Zenica-Doboj Canton

Date: (31/01/2018)

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1. INTRODUCTION

1.1 Scope and objective of the deliverable

Department for Development and International Projects of Zenica – Doboj Canton collected questionnaires concerning the users of the GRASPINNO Unified e-GPP Platform, mainly those who were involved in the pilots' activities i.e. Public Authorities and Small and Medium Enterprises, and analysed their answers and feedback.

1.2 Structure of the deliverable

Chapter 2 presents the analysis of the Questionnaires fulfilled by the PAs and SMEs.

Chapter 3 provides the evaluation and summary based on the analysis of the Questionnaires, along with the main conclusions that were reached.

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2. QUESTIONNAIRES ANALYSIS

2.1 Analysis of the questionnaires of the PAs

I Overall evaluation

The Questionnaire for PAs was fulfilled by 5 users of the platform from the Public sector, and 5 evaluation forms were collected. The answers to the questions and their analysis are as follows:

The users of the GRASPINNO Unified Platform in the PA sector consider that they have improved their work by using the Platform, and would recommend the Platform to their colleagues.

The answers to the questions **I.1** and **I.2** are all 100% YES.

The comments given in the section **I.3** were mainly positive stating that the Platform is efficient, transparent, useful, innovative and so on.

The average score (**I.4**) that the users gave to the platform is 8,8.

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I.5 Overall evaluation

Overall evaluation	Low	% Low	Fair	% Fair	High	% High	Eval. Forms
I.5.1 Please rate your overall satisfaction after interacting with GRASPINNO Unified Platform.	0	0,00	1	20,00	4	80,00	5
I.5.2 How satisfied are you with this Platform's ease of use?	0	0,00	3	60,00	2	40,00	5
I.5.3 How satisfied are you with the Platform's graphics?	0	0,00	0	0,00	5	100,00	5
I.5.4 Please rate the experience of your browsing in terms of pleasure.	0	0,00	1	20,00	4	80,00	5
I.5.5 How satisfied are you with the feel of this Platform?	0	0,00	0	0,00	5	100,00	5
I.5.6 How satisfied are you with the registration procedure of this Platform?	0	0,00	4	80,00	1	20,00	5
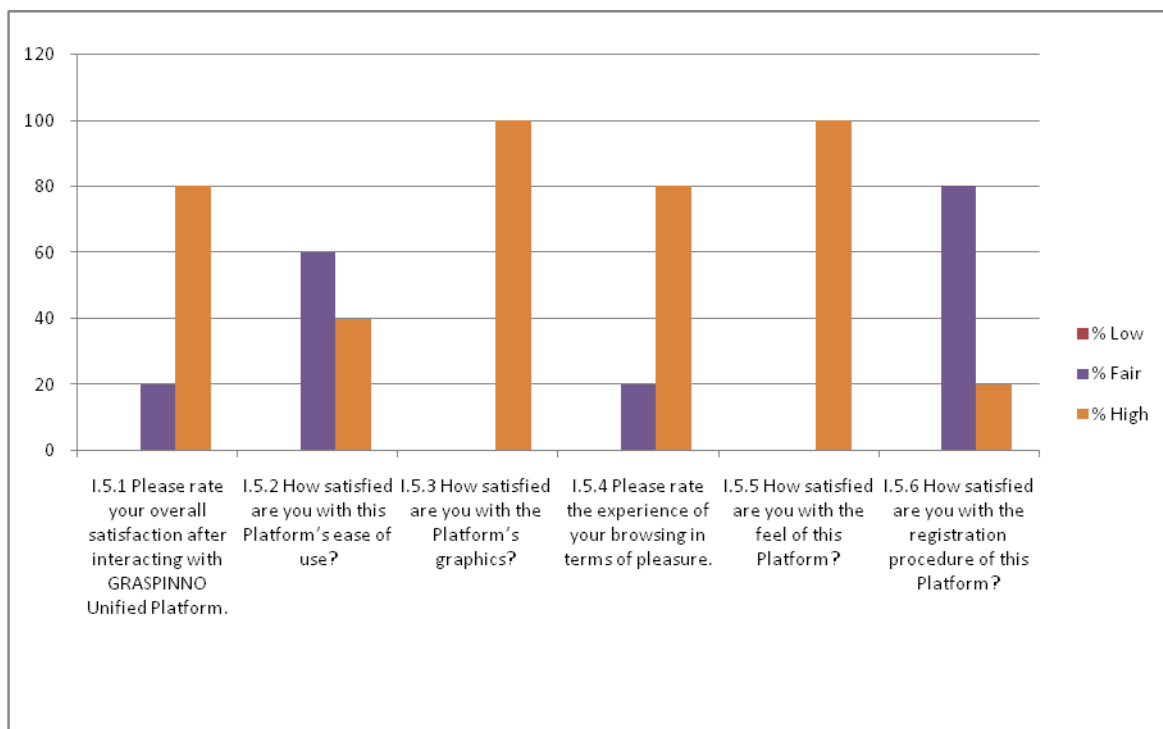
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Based on the analysis of Questionnaires completed by the users of the platform, in the first section of the questionnaire, it can be concluded that all users (100%) are satisfied with the GRASPINNO e-GPP Platform's graphics and are satisfied with the feel of the Platform. The users are the least satisfied with the registration procedure of the Platform (80%).

I.6 – There were a few thoughts on how to generally improve GRASPINNO Unified Platform, and they are as follows:

a) Make the registration process simpler
b) Make the platform mobile friendly because the databases and platforms are mainly browsed on mobile phones, and are not very clear due to the small sizes of displays

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II GRASPINNO Databases

II.1 Overall evaluation

Overall evaluation	Low	% Low	Fair	% Fair	High	% High	Eval. Forms
II.1.1 How easy it was for you to search for the products you need?	0	0,00	0	0,00	5	100,00	5
II.1.2 How easy it was for you to manage and compare the databases' products?	0	0,00	3	60,00	2	40,00	5
II.1.3 How useful was the Help session for your browsing?	0	0,00	2	40,00	3	60,00	5
II.1.4 How helpful was the Frequently Asked Questions (FAQ) session of the Platform?	0	0,00	0	0,00	5	100,00	5
II.1.5 How useful was the Best Practices session of the Platform?	0	0,00	2	40,00	3	60,00	5
II.1.6 How useful was the session with the environmental questions?	0	0,00	2	40,00	3	60,00	5
II.1.7 How ease it was for you to manage your profile in our Platform?	0	0,00	2	40,00	3	60,00	5
II.1.8 How ease it was for you to browse in GRASPINNO Database?	0	0,00	0	0,00	5	100,00	5
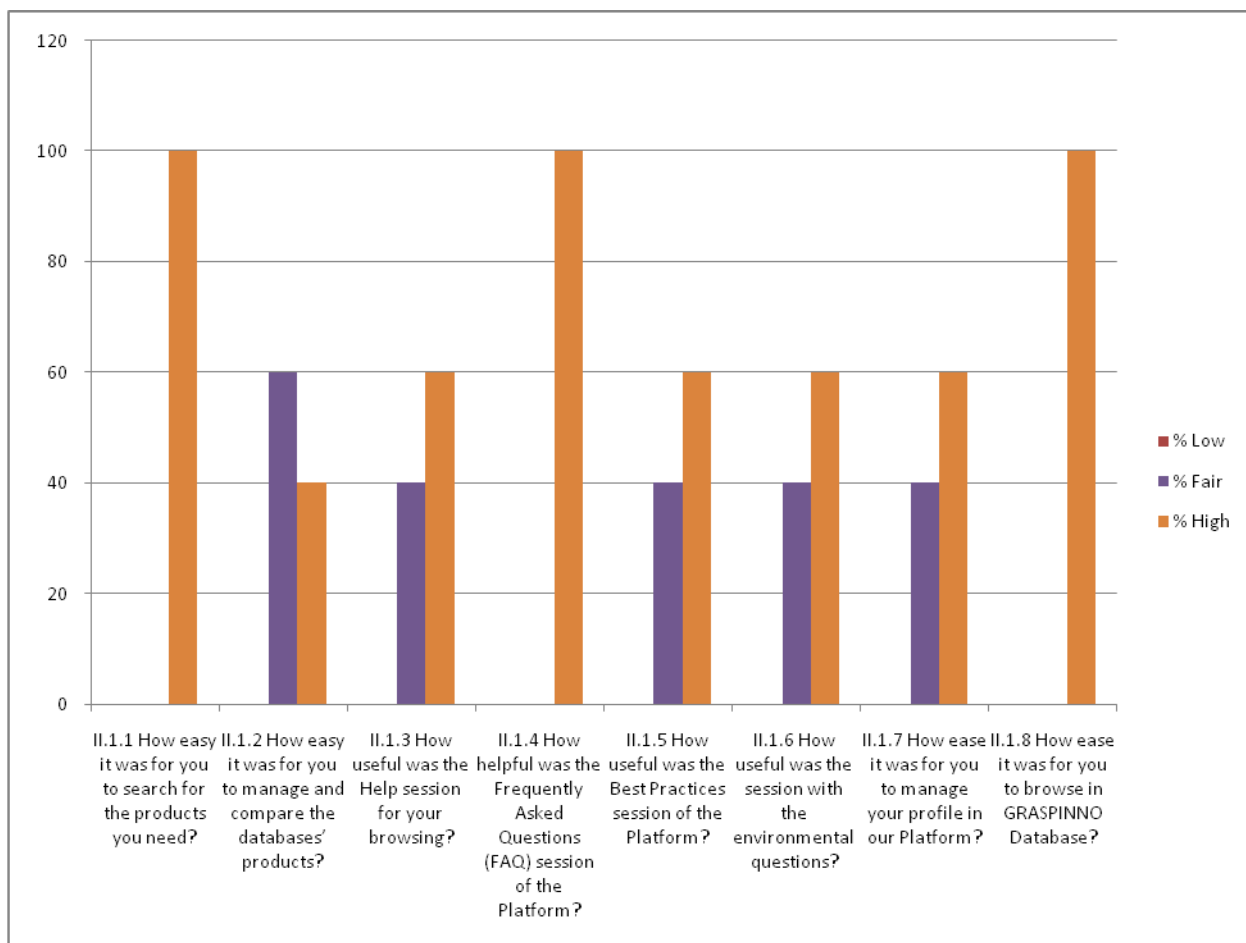
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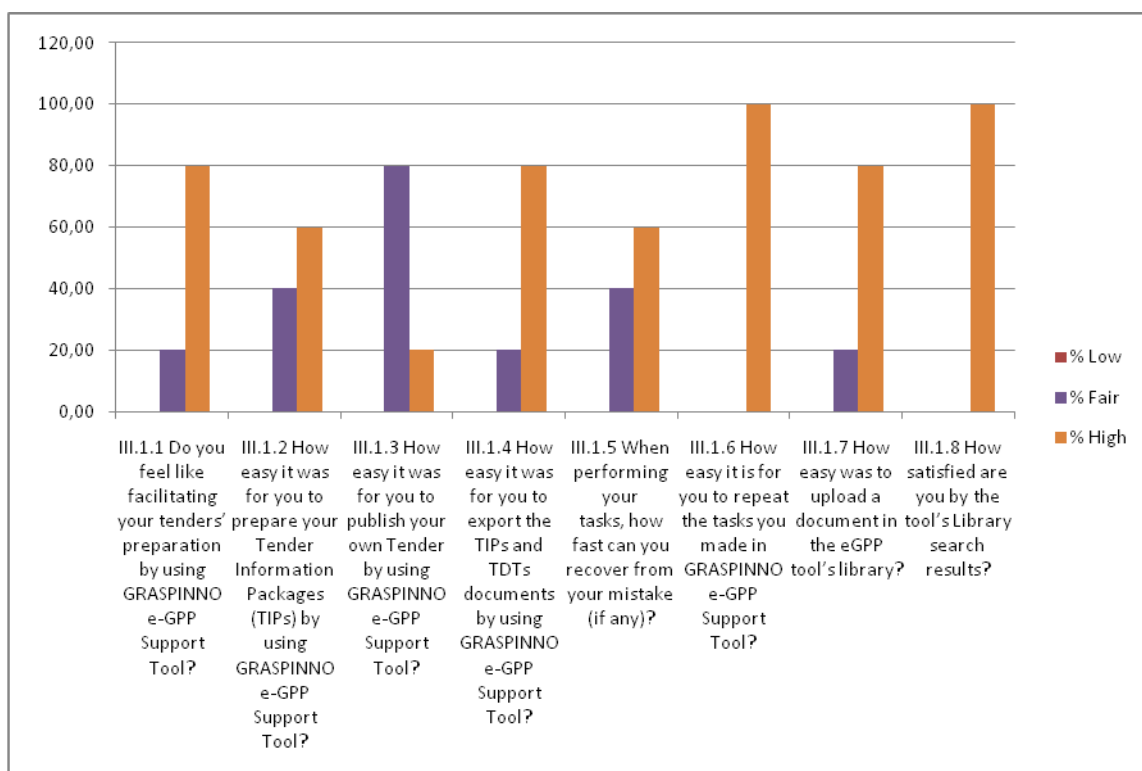of Zenica-Doboj Canton

Based on the analysis of Questionnaires completed by the users of the platform, in the second section of the questionnaire, it can be concluded that all users (100%) consider that it was easy for them to search for products that they need, it was easy to browse in the GRASPINNO Database and FAQ (Frequently asked questions) session was very useful.

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III eGPP Tool

III.1 Overall evaluation

Overall evaluation	Low	% Low	Fair	% Fair	High	% High	Eval. Forms
III.1.1 Do you feel like facilitating your tenders' preparation by using GRASPINNO e-GPP Support Tool?	0	0,00	1	20,00	4	80,00	5
III.1.2 How easy it was for you to prepare your Tender Information Packages (TIPs) by using GRASPINNO e-GPP Support Tool?	0	0,00	2	40,00	3	60,00	5
III.1.3 How easy it was for you to publish your own Tender by using GRASPINNO e-GPP Support Tool?	0	0,00	4	80,00	1	20,00	5
III.1.4 How easy it was for you to export the TIPs and TDTs documents by using GRASPINNO e-GPP Support Tool?	0	0,00	1	20,00	4	80,00	5
III.1.5 When performing your tasks, how fast can you recover from your mistake (if any)?	0	0,00	2	40,00	3	60,00	5
III.1.6 How easy it is for you to repeat the tasks you made in GRASPINNO e-GPP Support Tool?	0	0,00	0	0,00	5	100,00	5
III.1.7 How easy was to upload a document in the e-GPP tool's library?	0	0,00	1	20,00	4	80,00	5
III.1.8 How satisfied are you by the tool's Library search results?	0	0,00	0	0,00	5	100,00	5

Based on the analysis of Questionnaires completed by the users of the platform, in the third section of the questionnaire, it can be concluded that all users (100%) agree that it was easy for them to repeat the tasks that they have done using the e-GPP support tool and that they are satisfied by the tool's Library search results. The users are the least satisfied with publishing of their own tenders using the GRASPINNO e-GPP support Tool (80%).

III.2 The users gave two ideas on how to improve the GRASPINNO e-GPP Support Tool, and those are as follows:

a) The sessions (time) while publishing a tender should be longer,
b) The accent should be put on easier browsing of the Database.

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IV Life Cycle Cost (LCC) Tool

QUESTION	YES %	NO %
IV.1 Did you easily accomplish to calculate GRASPINNO the life cycle cost of a product by using LCC Tool?	100 %	0 %
IV.2 Was it easy for you to find all the individual parameters for calculating the life cycle cost of a product by using GRASPINNO LCC Tool?	60 %	40 %
IV.3 Do you think that the use of the GRASPINNO LCC Tool was time-effective?	100 %	0 %
IV.4 When performing your tasks, how fast can you recover from your mistake (if any)?	100 %	0 %
IV.5 It is easy for you to repeat the tasks you made in GRASPINNO LCC Tool?	100 %	0 %

In the section 4 of the analysis of the Questionnaires, concerning Life Cycle Cost (LCC) Tools, the users of the platform are very satisfied for being able to calculate GRASPINNO life cycle cost of a product, it being time-effective, and the ease to recover from their mistakes and to repeat the tasks done in the GRASPINNO LCC Tool. The only problem, that the users identified in this section is finding all the individual parametres for calculating the life cycle cost. They gave the comments that to complete these tasks, they needed advice and consultations from an expert in this field.

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V Personal data

Total number of PA questionnaires: 5

V.1 Organisation type

Type	Number	Percentage %
PI Health Care Centre	2	40 %
Municipality	2	40 %
Ministry	1	20 %

V.3 Gender structure

Gender structure	Number	Percentage (%)
Male	2	40 %
Female	3	60 %

2.2 Analysis of the questionnaires of the SMEs

I Overall evaluation

The Questionnaire for SMEs was fulfilled by 10 users of the platform from the Private sector, and 10 evaluation forms were collected. The answers to the questions and their analysis are as follows:

The users of the GRASPINNO Unified Platform in the SME sector consider that they have improved their work by using the Platform, and would recommend the Platform to their colleagues (**I.1**). They also agree that they gained value by using the Platform (**I.2**), and only a small percent (20%) state that it currently is not applicable.

The users of the Platform have very positive comments about the platform and some of them were as follows (**I.3**):

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a) Quality is more important than the low price
b) Excellently made, will bring positive outcomes
c) Energy efficient procurement
d) Better environment through improving energy efficiency
e) Useful and innovative platform
f) Green public procurement improvement
g) Introducing a green criteria in the public procurements

The average score (**I.4**) that the users gave to the platform is 8,8.

I.5 Overall evaluation

Overall evaluation	Low	% Low	Fair	% Fair	High	% High	Eval. Forms
I.5.1 Please rate your overall satisfaction after interacting with GRASPINNO Unified Platform.	0	0,00	0	0,00	10	100,00	10
I.5.2 How satisfied are you with this Platform's ease of use?	0	0,00	4	40,00	6	60,00	10
I.5.3 How satisfied are you with the Platform's graphics?	0	0,00	4	40,00	6	60,00	10
I.5.4 Please rate the experience of your browsing in terms of pleasure.	0	0,00	2	20,00	8	80,00	10
I.5.5 How satisfied are you with the feel of this Platform?	0	0,00	5	50,00	5	50,00	10
I.5.6 How satisfied are you with the registration procedure of this Platform?	0	0,00	2	20,00	8	80,00	10
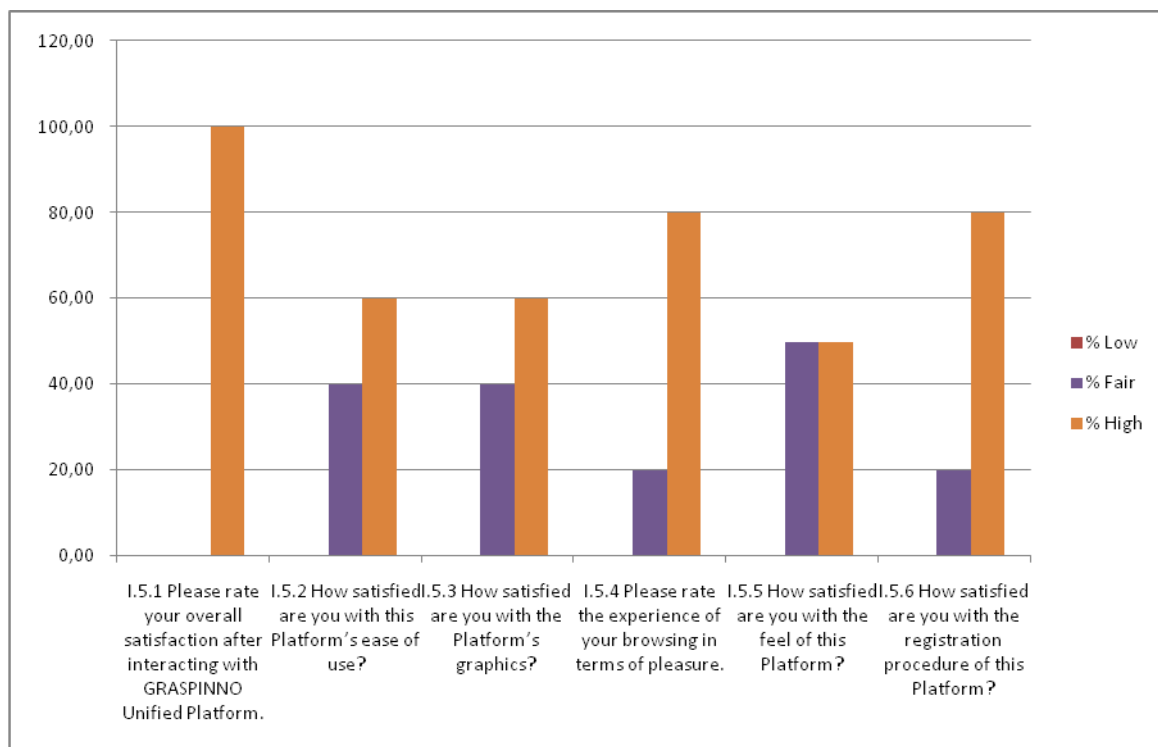
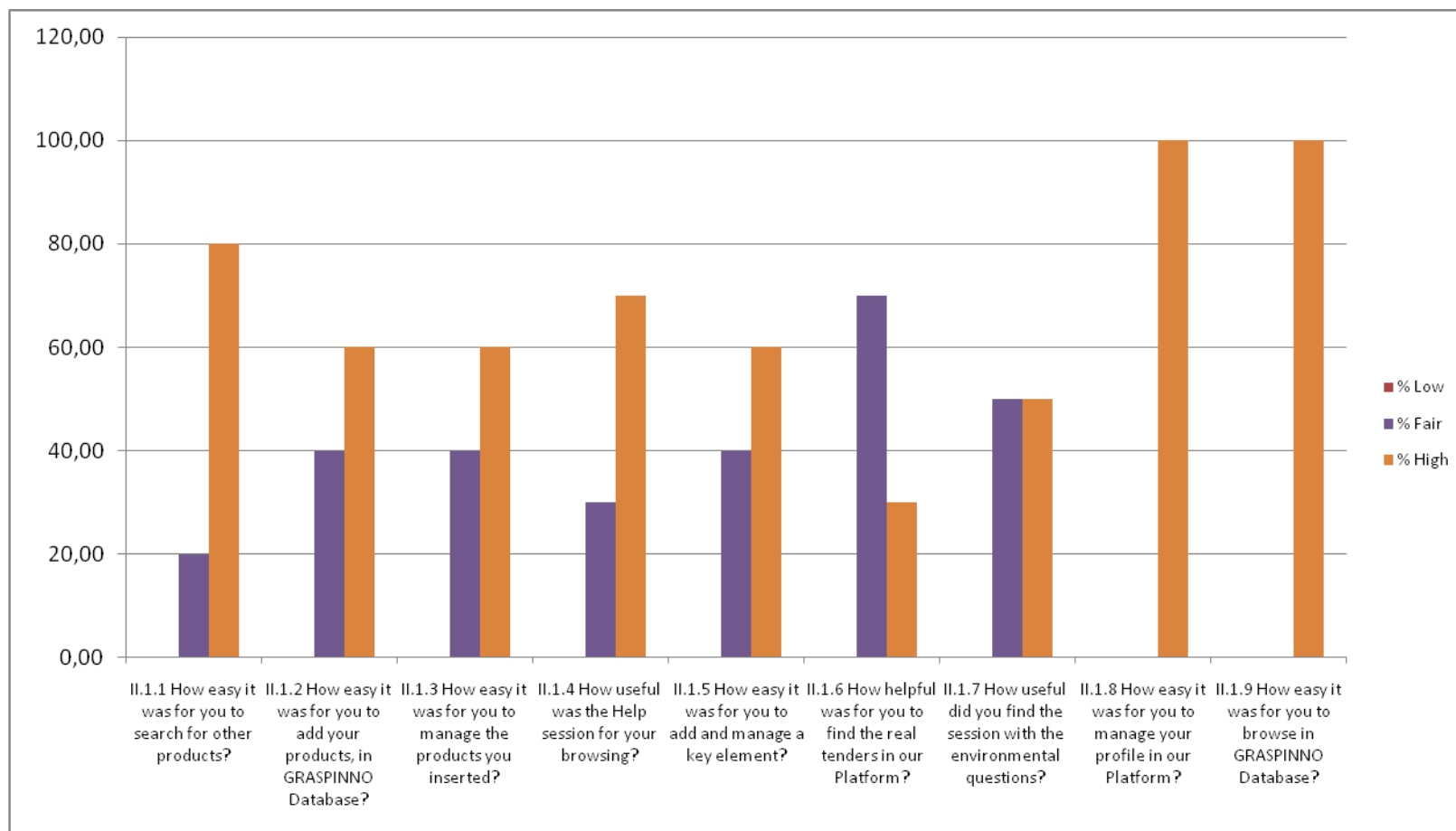Department for Development and International Projects of Zenica-Doboj Canton

Based on the analysis of Questionnaires completed by the users of the platform, in the first section of the questionnaire, it can be concluded that all users (100%) are overall satisfied after interacting with the GRASPINNO e-GPP Platform. The users are mainly satisfied (80%) by the registration process and their experience while browsing the platform. SME users are the least satisfied with overall feel of the Platform (50%).

I.6 – Only one user of the GRASPINNO Unified Platform from the SME sector suggested that the registration process should be improved and simplified.

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II GRASPINNO Databases

II.1 Overall evaluation

Overall evaluation	Low	% Low	Fair	% Fair	High	% High	Eval. Forms
II.1.1 How easy it was for you to search for other products?	0	0,00	2	20,00	8	80,00	10
II.1.2 How easy it was for you to add your products, in GRASPINNO Database?	0	0,00	4	40,00	6	60,00	10
II.1.3 How easy it was for you to manage the products you inserted?	0	0,00	4	40,00	6	60,00	10
II.1.4 How useful was the Help session for your browsing?	0	0,00	3	30,00	7	70,00	10
II.1.5 How easy it was for you to add and manage a key element?	0	0,00	4	40,00	6	60,00	10
II.1.6 How helpful was for you to find the real tenders in our Platform?	0	0,00	7	70,00	3	30,00	10
II.1.7 How useful did you find the session with the environmental questions?	0	0,00	5	50,00	5	50,00	10
II.1.8 How easy it was for you to manage your profile in our Platform?	0	0,00	0	0,00	10	100,00	10
II.1.9 How easy it was for you to browse in GRASPINNO Database?	0	0,00	0	0,00	10	100,00	10

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Based on the analysis of Questionnaires completed by the users of the platform, in the second section of the questionnaire, it can be concluded that all users (100%) are satisfied at the ease of profile management on the Platform and GRASPINNO Database browsing. 90% of the users are satisfied by the search of other products in the GRASPINNO Database. The SME users are the least satisfied with finding the real tenders on the Platform (70%).

III Personal data

Total number of SME questionnaires: 10

III.2 Organisation type

Type	Number	Percentage %
SME – ICT technologies, lighting	3	30 %
SME – Installation of solar pannels	2	20 %
SME – Production and selling of the construction materials and PVC joinery	2	20 %
SME – Insulation materials	2	20 %
SME – Production and installation of PVC joinery	1	10 %

III.3 Gender structure

Gender structure	Number	Percentage (%)
Male	6	60 %
Female	4	40 %

3. CONCLUSIONS

Taking into consideration the above mentioned and shown analysis of the Questionnaires it is important to emphasize that the users of the GRASPINNO Unified e-GPP Platform are satisfied with the possibilities that the Platform gives them and also the benefits that will be achieved by using new tools when preparing public calls for proposals, on one hand, and the use of these tools for participation in the calls for procurement relating to the refurbishing of public buildings, on the other hand. The users are particularly pleased with fact that they can approach the database GRASPINNO, especially in order to present their products.

3.1 Proposals for improvement

The users of the platform were very satisfied by the Platform's possibilities and task, and only a few remarks have been given by a very small number of users, who gave some directions and ideas for improvement of the Platform. Some of those ideas were to make the sessions (time) while publishing tenders longer without timing out, to make the registration process simpler and the approval of the registration faster and to make the Platform mobile friendly.

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Annex I_Questionnaires

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GRASPINNO

Transnational model, strategies and decision support for innovative clusters and business networks towards green growth, focusing on green e-procurement in EE/RES for energy refurbishment of public buildings

GRASPINNO UNIFIED PLATFORM EVALUATION BY USERS

QUESTIONNAIRE FOR PAs

The questionnaire analysis scope is the evaluation of the functionalities of GRASPINNO Unified platform. This questionnaire addresses to the users of the Platform and mainly those who were involved in the pilots' activities.

More specifically, you will evaluate all the individual parts of the Platform (eGPP, Databases & LCC tool), by answering the following set of questions. It is really important for us to investigate if you are able to accomplish your tasks and goals, by using our platform!

I. Overall evaluation

I.1 Would you recommend GRASPINNO Unified Platform to your colleagues?

🔲 YES

🔲 NO

If NO, please explain:

I.2 Do you feel like you gain value by using GRASPINNO Unified Platform?

🔲 YES

🔲 NO

If NO, please explain:

I.3 How would you describe GRASPINNO Unified Platform in one or more words?

I.4 If you were to overall review GRASPINNO Unified Platform what score would you give it out of 10?

Transnational model, strategies and decision support for innovative clusters and business networks towards green growth, focusing on green e-procurement in EE/RES for energy refurbishment of public buildings

I.5 Rate your overall satisfaction from browsing our Platform, according to the following rating system

(vote 1 to 3, with 1= low, 2= fair, 3= high)

Overall evaluation	**1**	**2**	**3**
I.5.1 **Please rate your overall satisfaction after interacting with GRASPINNO Unified Platform.**			
I.5.2 **How satisfied are you with this Platform's ease of use?**			
I.5.3 **How satisfied are you with the Platform's graphics?**			
I.5.4 **Please rate the experience of your browsing in terms of pleasure.**			
I.5.5 **How satisfied are you with the feel of this Platform?**			
I.5.6 **How satisfied are you with the registration procedure of this Platform?**			

I.6 Do you have any thoughts on how to improve GRASPINNO Unified Platform?

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II.   GRASPINNO Databases

II.1 Please rate your experience on GRASPINNO Databases, according to the following rating system.

(vote 1 to 3, with 1= low, 2= fair, 3= high)

Overall evaluation	1	2	3
II.1.1 How easy it was for you to search for the products you need?			
II.1.2 How easy it was for you to manage and compare the databases' products?			
II.1.3 How useful was the Help session for your browsing?			
II.1.4 How helpful was the Frequently Asked Questions (FAQ) session of the Platform?			
II.1.5 How useful was the Best Practices session of the Platform?			
II.1.6 How useful was the session with the environmental questions?			
II.1.7 How ease it was for you to manage your profile in our Platform?			
II.1.8 How ease it was for you to browse in GRASPINNO Database?			

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III. eGPP Tool

III.1 Please rate your experience on GRASPINNO eGPP Tool, according to the following rating system.

(vote 1 to 3, with 1= low, 2= fair, 3= high)

Overall evaluation	**1**	**2**	**3**
III.1.1 Do you feel like facilitating your tenders' preparation by using GRASPINNO e-GPP Support Tool?			
III.1.2 How easy it was for you to prepare your Tender Information Packages (TIPs) by using GRASPINNO e-GPP Support Tool?			
III.1.3 How easy it was for you to publish your own Tender by using GRASPINNO e-GPP Support Tool?			
III.1.4 How easy it was for you to export the TIPs and TDTs documents by using GRASPINNO e-GPP Support Tool?			
III.1.5 When performing your tasks, how fast can you recover from your mistake (if any)?			
III.1.6 How easy it is for you to repeat the tasks you made in GRASPINNO e-GPP Support Tool?			
III.1.7 How easy was to upload a document in the eGPP tool's library?			
III.1.8 How satisfied are you by the tool's Library search results?			

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III.2 Do you have any thoughts on how to improve GRASPINNO e-GPP Support Tool?

IV. Life Cycle Cost (LCC) Tool

IV.1 Did you easily accomplish to calculate GRASPINNO the life cycle cost of a product by using LCC Tool?

- YES

- NO

If NO, please explain:

IV.2 Was it easy for you to find all the individual parameters for calculating the life cycle cost of a product by using GRASPINNO LCC Tool?

- YES

- NO

If NO, please explain:

IV.3 Do you think that the use of the GRASPINNO LCC Tool was time-effective?

- YES

- NO

If NO, please explain:

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IV.4 When performing your tasks, how fast can you recover from your mistake (if any)?

🔲 YES

🔲 NO

If NO, please explain: _____

IV.5 It is easy for you to repeat the tasks you made in GRASPINNO LCC Tool?

🔲 YES

🔲 NO

If NO, please explain: _____

V. Personal Data

V.1 Body/Organisation _____

V.2 Organisation Type_____

V.3 Gender   🔲 Male   🔲 Female

V.4 Email_____

V.5 Within the energy/GPP sector, would you consider yourself to be:

🔲 Operator with specialized experience (ICT, informatics, other)

🔲 Public operator

🔲 Private operator (company interested in providing services and goods by e-procurement system)

🔲 Other

(please specify)_____

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GRASPINNO UNIFIED PLATFORM EVALUATION BY USERS

QUESTIONNAIRE FOR SMEs

The questionnaire analysis scope is the evaluation of the functionalities of GRASPINNO Unified platform. This questionnaire addresses to the users of the Platform and mainly those who were involved in the pilots' activities.

More specifically, you will evaluate GRASPINNO Platform and GRASPINNO Databases, by answering the following set of questions. It is really important for us to investigate if you are able to accomplish your tasks and goals, by using our platform!

I. Overall evaluation

I.1 Would you recommend GRASPINNO Unified Platform to your colleagues?

🔲 YES

🔲 NO

If NO, please explain:

I.2 Do you feel like you gain value by using GRASPINNO Unified Platform?

🔲 YES

🔲 NO

If NO, please explain:

I.3 How would you describe GRASPINNO Unified Platform in one or more words?

I.4 If you were to overall review GRASPINNO Unified Platform what score would you give it out of 10?

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I.5 Rate your overall satisfaction from browsing our Platform, according to the following rating system

(vote 1 to 3, with 1= low, 2= fair, 3= high)

Overall evaluation	1	2	3
I.5.1 Please rate your overall satisfaction after interacting with GRASPINNO Unified Platform.			
I.5.2 How satisfied are you with this Platform's ease of use?			
I.5.3 How satisfied are you with the Platform's graphics?			
I.5.4 Please rate the experience of your browsing in terms of pleasure.			
I.5.5 How satisfied are you with the feel of this Platform?			
I.5.6 How satisfied are you with the registration procedure of this Platform?			

I.6 Do you have any thoughts on how to improve GRASPINNO Unified Platform?

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II.   GRASPINNO Databases

II.1 Please rate your experience on GRASPINNO Databases, according to the following rating system.

(vote 1 to 3, with 1= low, 2= fair, 3= high)

Overall evaluation	1	2	3
II.1.1 How easy it was for you to search for other products?			
II.1.2 How easy it was for you to add your products, in GRASPINNO Database?			
II.1.3 How easy it was for you to manage the products you inserted?			
II.1.4 How useful was the Help session for your browsing?			
II.1.5 How easy it was for you to add and manage a key element?			
II.1.6 How helpful was for you to find the real tenders in our Platform?			
II.1.7 How useful did you find the session with the environmental questions?			
II.1.8 How easy it was for you to manage your profile in our Platform?			
II.1.9 How easy it was for you to browse in GRASPINNO Database?			

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III. Personal Data

III.1 Body/Organisation_____

III.2 Organisation Type_____

III.3 Gender   🔲 Male   🔲 Female

III.4 Email_____

III.5 Within the energy/GPP sector, would you consider yourself to be:

🔲 Operator with specialized experience (ICT, informatics, other)

🔲 Public operator

🔲 Private operator (company interested in providing services and goods by e-procurement system)

🔲 Other

(please specify)_____