**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
# Users Evaluation Reports
# Department of Public Works (PP8)

*Prepared by* Department of Public Works –

Ministry of Transport, Communications and Works

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# 1. INTRODUCTION

## 1.1 Scope and objective of the deliverable

The present report is developed to evaluate GRASPINNO's Unified Platform by Public Authorities (PAs) and SMEs that used it for the purposes of the pilot of the Department of Public Works. More specifically, the target group of this evaluation was the Department of Public Works, the Energy Department, the Cyprus Energy Agency and the SMEs that got involved in the pilot or showed interest in adding their products in the platform. Two questionnaires were delivered by the LP (one for the PAs and one for SMEs) to be answered by the users and analysed by the partners. For the reason that only those who got involved in the pilot answered the questionnaires, the studied sample is limited.

## 1.2 Structure of the deliverable

In Chapter 2 of these deliverable, the analysis of the answered questionnaires is presented, through tables, charts and percentages.

In Chapter 3, the final conclusions and proposals for improving the Unified Platform are being summarized.

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# 2. QUESTIONNAIRES ANALYSIS

The questionnaires were delivered to the involved people in Public Authorities and SMEs by the Department of Public Works, in a word format through email and returned back with the same way. In total, 11 questionnaires were collected (7 from PAs and 4 from SMEs).

## PAs

### I. Overall evaluation

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

All PAs answered positively in this question.

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

All PAs responded positively.

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

In this section, most of the evaluators made positive comments, such as:

- Very useful
- Very promising
- Supporting tool
- Collective
- Brings together public and private sector

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

Average score: **7.4/10**

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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)

|  | Average |
|---|---|
| **OVERAL EVALUATION** | |
| I.5.1 Please rate your overall satisfaction after interacting with GRASPINNO Unified Platform. | **2.3** |
| I.5.2 How satisfied are you with this Platform's ease of use? | **2.0** |
| I.5.3 How satisfied are you with the Platform's graphics? | **2.7** |
| I.5.4 Please rate the experience of your browsing in terms of pleasure. | **2.4** |
| I.5.5 How satisfied are you with the feel of this Platform? | **2.3** |
| I.5.6 How satisfied are you with the registration procedure of this Platform? | **2.7** |

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

Some of the main answers regarding the improvement of the platform were:

- Add more products
- Translated to Greek (or any other national language of the country where the tool is used)
- All registered companies must complete the 'Green Standard Criterion'
- Add images of products or producer's logo
- Create clear (suggested) categories for browsing
- Identification of key aspects (i.a. energy indicators)
- Category image could be useful
- PDF of product could be available for download

## 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)

| OVERAL EVALUATION | Average |
|---|---|
| II.1.1 How easy it was for you to search for the products you need? | 2.1 |
| II.1.2 How easy it was for you to manage and compare the databases' products? | 2.1 |
| II.1.3 How useful was the Help session for your browsing? | 2.3 |
| II.1.4 How helpful was the Frequently Asked Questions (FAQ) session of the Platform? | 2.6 |
| II.1.5 How useful was the Best Practices session of the Platform? | 2.3 |
| II.1.6 How useful was the session with the environmental questions? | 2.3 |

| II.1.7 How ease it was for you to manage your profile in our Platform? | 2.6 |
|---|---|
| II.1.8 How ease it was for you to browse in GRASPINNO Database? | 2.1 |

## 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)

| | Average |
|---|---|
| **OVERAL EVALUATION** | |
| III.1.1 Do you feel like facilitating your tenders' preparation by using GRASPINNO e-GPP Support Tool? | 2.0 |
| III.1.2 How easy it was for you to prepare your Tender Information Packages (TIPs) by using GRASPINNO e-GPP Support Tool? | 2.2 |
| III.1.3 How easy it was for you to publish your own Tender by using GRASPINNO e-GPP Support Tool? | 2.4 |
| III.1.4 How easy it was for you to export the TIPs and TDTs documents by using GRASPINNO e-GPP Support Tool? | 2.6 |
| III.1.5 When performing your tasks, how fast can you recover from your mistake (if any)? | 2.4 |
| III.1.6 How easy it is for you to repeat the tasks you made in GRASPINNO e-GPP Support Tool? | 2.8 |
| III.1.7 How easy was to upload a document in the e-GPP tool's library? | 2.5 |
| III.1.8 How satisfied are you by the tool's Library search results? | 2.2 |

*III.2 Do you have any thoughts on how to improve GRASPINNO eGPP Support Tool?*

## IV. Life Cycle Cost (LCC) Tool

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

1 evaluator didn't answer at all in this section, while 1 other answered negatively and all the others (5) positively. This means that a 71,4% of the users found it easy to make calculations of the LCC by using GRASPINNO's tool.

*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?*

The same as above. 71,4% found easily all the appropriate parameters for calculating the LCC.

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

The same as above.

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

1 evaluator didn't answer at all in this section, while all the others (6) responded positively. This means that a 85,7% of the users found it easy to recover from their mistakes.

*IV.5 Is it easy for you to repeat the tasks you made in GRASPINNO LCC Tool?*

The same as above.

## **SMEs**

## I. Overall evaluation

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

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3 out of 4 SMEs answered positively in this question. The only negative answer was due to the belief that specifiers (PAs) will not use this platform.

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

Same as above.

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

In this section, half of the evaluators didn't answer, and the rest made comments, such as:
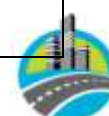
- Necessary library tool
- Useful tool

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

Average score: **7.4/10**

*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)

| OVERAL EVALUATION | Average |
|---|---|
| I.5.1 Please rate your overall satisfaction after interacting with GRASPINNO Unified Platform. | **2.0** |
| I.5.2 How satisfied are you with this Platform's ease of use? | **2.5** |
| I.5.3 How satisfied are you with the Platform's graphics? | **3.0** |
| I.5.4 Please rate the experience of your browsing in terms of pleasure. | **2.3** |
| I.5.5 How satisfied are you with the feel of this Platform? | **2.8** |

| I.5.6 How satisfied are you with the registration procedure of this Platform? | 2.0 |
|---|---|

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

None of the evaluators responded in this question.

## 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)

| | Average |
|---|---|
| **OVERAL EVALUATION** | |
| II.1.1 How easy it was for you to search for other products? | **1.8** |
| II.1.2 How easy it was for you to add your products, in GRASPINNO Database? | **2.8** |
| II.1.3 How easy it was for you to manage the products you inserted? | **2.8** |
| II.1.4 How useful was the Help session for your browsing? | **2.0** |
| II.1.5 How easy it was for you to add and manage a key element? | **2.0** |
| II.1.6 How helpful was for you to find the real tenders in our Platform? | **2.0** |
| II.1.7 How useful did you find the session with the environmental questions? | **1.3** |
| II.1.8 How easy it was for you to manage your profile in our Platform? | **2.5** |
| II.1.9 How easy it was for you to browse in GRASPINNO Database? | **2.5** |

## 3. CONCLUSIONS

In general, the GRASPINNO Unified Platform was positively commented and the overall satisfaction was high. There was only one negative comment due to the lack of faith in Public Authorities to use this tool that had nothing to do with the tool itself. This shows that PAs should motivate more people to register in the platform and show their commitment in Green Public Procurements in general. Furthermore, it is generally believed that with minor amendments and additions the tool will be very user friendly and its use could be extended.

### 3.1 Proposals for improvement

After the evaluation from the users (both Pas and SMEs), the main proposals for improving the GRASPINNO Unified Platform are as follows:

- More products should be added and they should be more clearly and extendedly categorized. Images per category could be useful.
- More SMEs should be registered and add their products.
- There should be a criterion for the registered SMEs: 'Green Standard Criterion'.
- Graphics should be improved and logos and images of the products should be added in the tool.
- Translations to other languages (especially for the downloaded TIPs) would attract more users
- Identification of key aspects (i.a energy indicators)
- PDF of product could be very useful if it was available for download

# Annex I_Questionnaires

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## 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?

## II.   GRASPINNO Databases

**GRASPINNO**

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**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? | | | |

## III.  eGPP Tool

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**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? | | | |

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

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## 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:

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

🔲 YES

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◻ 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)_____

### GRASPINNO UNIFIED PLATFORM EVALUATION BY USERS

### *QUESTIONNAIRE FOR SMEs*

*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*

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?

**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*

**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?

## II.   GRASPINNO Databases

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

**GRASPINNO**

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(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? | | | |

## III. *Personal Data*

*III.1* Body/Organisation_____

*III.2* Organisation Type_____

**GRASPINNO**

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***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)_____