

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_CMAB – PP3

Prepared by CMAB

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GRASPINNO

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1. INTRODUCTION

1.1 Scope and objective of the deliverable

The deliverable was realized by the CMAB in order to contribute to the evaluation process of the platform. Main goal of this report, in fact, is to check the level of interaction and engagement of the users.

Specifically, CMAB proposed this questionnaire to:

| | | |
|----------------|--|-------------------------------|
| P.A. | CMAB's technical and administrative staff (7 persons) | 7 feedback provided |
| S.M.E.s | n.3 companies which applied to the call for expression of interest addressed to the ESCOs qualified under the Long List of the Central Purchasing Body of the Area Programma Basento Bradano Camastra (pilot activities) | 1 feedback provided |

1.2 Structure of the deliverable

This report includes a qualitative and quantitative analysis of the answers submitted by the involved users.

2. QUESTIONNAIRES ANALYSIS (PA)

2.1 Overall evaluation

| # | QUESTION | USERS' EVALUATION | |
|-------|--|--|----|
| | | YES | NO |
| I.1 | Would you recommend GRASPINNO Unified Platform to your colleagues? | 7 | |
| I.2 | Do you feel like you gain value by using GRASPINNO Unified Platform? | 7 | |
| I.3 | How would you describe GRASPINNO Unified Platform in one or more words? | <u>FEEDBACK PROVIDED</u> 1. Intuitive 2. Ambitious 3. Complex but performing 4. Intuitive 5. Intuitive 6. Complex 7. Innovative | |
| I.4 | If you were to overall review GRASPINNO Unified Platform what score would you give it out of 10? | <u>FEEDBACK PROVIDED</u> - 7 - 8 - 6 - 7 - 7 - 6 - 7 Average rating: 6,8 | |
| I.5.1 | Please rate your overall satisfaction after interacting with GRASPINNO Unified Platform. | | |

| # | QUESTION | USERS' EVALUATION | | |
|-------|--|-------------------|---|---|
| | | 1 | 2 | 3 |
| I.5.1 | Please rate your overall satisfaction after interacting with GRASPINNO Unified Platform. | | 5 | 2 |
| I.5.2 | How satisfied are you with this Platform's ease of use? | | 4 | 3 |
| I.5.3 | How satisfied are you with the Platform's graphics? | | 1 | 6 |
| I.5.4 | Please rate the experience of your browsing in terms of pleasure | | 4 | 3 |

| # | QUESTION | USERS' EVALUATION | | |
|-------|---|-------------------|---|---|
| | | 1 | 2 | 3 |
| I.5.5 | How satisfied are you with the feel of this Platform? | | 4 | 3 |
| I.5.6 | How satisfied are you with the registration procedure of this Platform? | 2 | 5 | |

| | | | | |
|-----|--|---|--|--|
| I.4 | Do you have any thoughts on how to improve GRASPINNO Unified Platform? | <u>5 FEEDBACK PROVIDED</u> <ul style="list-style-type: none"> - Italian translation needed - Italian translation needed - Semplificate LCC - Semplificate LCC - Italian translation needed | | |
|-----|--|---|--|--|

2.2 GRASPINNO Databases

| # | QUESTION | USERS' EVALUATION | | |
|--------|---|-------------------|---|---|
| | | 1 | 2 | 3 |
| II.1.1 | How easy it was for you to search for the products you need? | | | 7 |
| II.1.2 | How easy it was for you to manage and compare the databases' products? | | 6 | 1 |
| II.1.3 | How useful was the Help session for your browsing? | | 5 | 2 |
| II.1.4 | How helpful was the Frequently Asked Questions (FAQ) session of the Platform? | | 4 | 3 |
| II.1.5 | How useful was the Best Practices session of the Platform? | 1 | 2 | 4 |
| II.1.6 | How useful was the session with the environmental questions? | | 7 | |
| II.1.7 | How ease it was for you to manage your profile in our | | 7 | |

| # | QUESTION | USERS' EVALUATION | | |
|--------|--|-------------------|---|---|
| | | 1 | 2 | 3 |
| | Platform? | | | |
| II.1.8 | How ease it was for you to browse in GRASPINNO Database? | | | 7 |

2.3 eGPP Tool

| # | QUESTION | USERS' EVALUATION | | |
|---------|---|---|---|---|
| | | 1 | 2 | 3 |
| III.1 | Do you feel like facilitating your tenders' preparation by using GRASPINNO e-GPP Support Tool? | | 2 | 5 |
| III.2 | How easy it was for you to prepare your Tender Information Packages (TIPs) by using GRASPINNO e-GPP Support Tool? | | 3 | 4 |
| III.3 | How easy it was for you to publish your own Tender by using GRASPINNO e-GPP Support Tool? | | 4 | 3 |
| III.4 | How easy it was for you to export the TIPs and TDTs documents by using GRASPINNO e-GPP Support Tool? | | 4 | 3 |
| III.5 | When performing your tasks, how fast can you recover from your mistake (if any)? | | 3 | 4 |
| III.6 | How easy it is for you to repeat the tasks you made in GRASPINNO e-GPP Support Tool? | | 1 | 6 |
| III.1.7 | How easy was to upload a document in the eGPP tool's library? | | 1 | 6 |
| III.1.8 | How satisfied are you by the tool's Library search results? | | 3 | 4 |
| | I Do you have any thoughts on how to improve GRASPINNO e-GPP Support Tool? | <u>2 FEEDBACK PROVIDED FROM THE SAME USER</u> - Italian translation needed - Specific expertise needed in the field of EE | | |

Please, note that, due to a technical inconvenience, the office provided to the users a previous version of the questionnaire, so the involved users had to fill again the eGPP on the final template.

2.4 LCC Tool

| # | QUESTION | USERS' EVALUATION | | COMMENTS |
|------|---|-------------------|----|--|
| | | YES | NO | |
| IV.1 | Did you easily accomplish to calculate GRASPINNO the life cycle cost of a product by using LCC Tool? | 5 | 2 | <u>2 FEEDBACK PROVIDED</u> - Italian translation needed - Demo needed |
| 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? | 4 | 3 | <u>5 FEEDBACK PROVIDED</u> - It requires a big competence in the in the relevant field (energy) - It requires a big competence in the in the relevant field (energy) - It requires a big competence in the in the relevant field (energy) - Italian translation needed - Italian translation needed |
| IV.3 | Do you think that the use of the GRASPINNO LCC Tool was time-effective? | 4 | 3 | <u>4 FEEDBACK PROVIDED</u> - It requires a big competence in the in the relevant field (energy) - It requires a big competence in the in the relevant field (energy) - It requires a big competence in the in the relevant field (energy) - Italian translation needed |

| | | | | |
|------|--|---|--|--|
| IV.4 | When performing your tasks, how fast can you recover from your mistake (if any)? | 7 | | |
| IV.5 | It is easy for you to repeat the tasks you made in GRASPINNO LCC Tool? | 7 | | |

3. QUESTIONNAIRES ANALYSIS (SME)

3.1 Overall evaluation

| # | QUESTION | USERS' EVALUATION | |
|-----|--|---|----|
| | | YES | NO |
| I.1 | Would you recommend GRASPINNO Unified Platform to your colleagues? | 1 | |
| I.2 | Do you feel like you gain value by using GRASPINNO Unified Platform? | 1 | |
| I.3 | How would you describe GRASPINNO Unified Platform in one or more words? | <i>FEEDBACK PROVIDED</i> <i>Innovative, interesting, user-friendly</i> | |
| I.4 | If you were to overall review GRASPINNO Unified Platform what score would you give it out of 10? | <i>FEEDBACK PROVIDED</i> <i>- 7</i> | |

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

| # | QUESTION | USERS' EVALUATION | | |
|---|--|-------------------|---|---|
| | | 1 | 2 | 3 |
| | registration procedure of this Platform? | | | |

| | | |
|-----|--|------|
| I.6 | Do you have any thoughts on how to improve GRASPINNO Unified Platform? | - NO |
|-----|--|------|

3.2 GRASPINNO Databases

| # | QUESTION | USERS' EVALUATION | | |
|--------|---|-------------------|---|---|
| | | 1 | 2 | 3 |
| II.1.1 | <i>II.1.1</i> How easy it was for you to search for other products? | | X | |
| II.1.2 | <i>II.1.2</i> How easy it was for you to add your products, in GRASPINNO Database? | | X | |
| II.1.3 | <i>II.1.3</i> How easy it was for you to manage the products you inserted? | | X | |
| II.1.4 | <i>II.1.4</i> How useful was the Help session for your browsing? | | X | |
| II.1.5 | <i>II.1.5</i> How easy it was for you to add and manage a key element? | | X | |
| II.1.6 | <i>II.1.6</i> How helpful was for you to find the real tenders in our Platform? | | X | |
| II.1.7 | <i>II.1.7</i> How useful did you find the session with the environmental questions? | | X | |
| II.1.8 | <i>II.1.8</i> How easy it was for you to manage your profile in our | | X | |

| # | QUESTION | USERS' EVALUATION | | |
|--------|--|-------------------|---|---|
| | | 1 | 2 | 3 |
| | Platform? | | | |
| II.1.9 | How easy it was for you to browse in GRASPINNO Database? | | X | |

4. CONCLUSIONS

Unfortunately, it was not easy to get the SMEs' feedback. To fix this CMAB included the questionnaire in the administrative documentation to join the GRASPINNO Living Lab, in order to facilitate the provision of rapid responses.

On the other hand, the questionnaire has been forwarded to the CMAB's internal staff. The persons involved normally work in different field of public procurement (e.g. administrative procedures, technical committees, accountability, etc.) and the feedback provided include several and interesting points of view.

In general, the overall evaluation of the platform is great (see par. 2.1). Very good is also the evaluation of the GRASPINNO databases (excellent product search, easy comparison between products, helpful help session and FAQs and environmental answers).

Regarding the LCC tool, the feedback provided are really various and reflect the several competences and backgrounds of the involved users: some of them find it non easy to use, because of the english language and the high competences required in the field of EE. Others find it very useful and user-friendly.

4.1 Proposals for improvement

The main proposals are:

- To include an italian translation;

- To include a demo/video tutorial for LCC tool (consider that this proposal was submitted mostly by users normally involved in administrative matters, without a specific skill in the field of EE).



Annex I_Questionnaires



GRASPINNO

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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?

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

| 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? | | | |

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? | | | |

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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:

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

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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) _____

GRASPINNO UNIFIED PLATFORM EVALUATION BY USERS

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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?

II. GRASPINNO Databases

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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 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 _____

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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) _____