

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

Prepared by Terre di Siena Lab

Date: 31/01/2018



Table of Contents

1. INTRODUCTION	2
1.1 Scope and objective of the deliverable	2
1.1 Structure of the deliverable.....	2
2. QUESTIONNAIRES ANALYSIS.....	2
3. CONCLUSIONS	7
3.1 Proposals for improvement.....	7
Annex I _Questionnaires	8

1. INTRODUCTION

1.1 Scope and objective of the deliverable

The deliverable aims at providing a general evaluation of the functionalities of GRASPINNO unified Platform by the collection of the feedbacks from users of the Platform and in particular by those involved in the pilots' activities. The overall evaluation is about the the Platform such as e-GPP, the database and the LCC tool and it has been carried out by Terre di Siena Lab by the involvement of n.6 users like n.2 Public Adminsitrations (Municipality of Poggibonsi and the Province of Siena) and n. 3 local SMEs (Erre Energie srl, AST Progetti, QSR) and one association of small and artisan companies of the Province of Siena (CNA-Confederation of National Artisan companies) .

1.1 Structure of the deliverable

The deliverable is structured in two parts: the first is related to analysis of the questionnaires submitted to the users with the related inputs for the improvement of the Platform and the last one provides with the models of the questionnaires and the ones originals scanned (separate annex).

2. QUESTIONNAIRES ANALYSIS

The questionnaire feedback was given by 6 participants, of which n. 4 respondents represent the business world in the field of energy and building and n. 2 are representatives of the two Public entities involved in the questionnaire submission. The questions addressed to the Public Administrations are more than the companies' ones as they include, additionally, the assessment of e-GPP tool and the LCC Tool.

The contents are summarized in correspondance with the general assessment about the Unified Platform and the Database provided by SMEs and PAs, and the additional evaluation of the e-GPP and LCC Tools provided by the Public entities, as follows:

a. GRASPINNO Unified Platform

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

The majority of the respondents (4 out of 6) would recommend the Platform to their colleagues. Only one of the two respondents who replied "not", he specified that the platform is not an useful tool.

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

The majority of the respondents (4 out of 6) declared to have gained value by using the Platform. No comments from the ones replied "NO".

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

The general feedback was quite positive as the respondents declared the platform can not be effectively used by Italian users because of the legislation in public procurement (decree law n.50/2016) which force the Italian companies and the Public Administration to use the National Platform of Consip or regional or an Union of Municipalities platform (Consortium of small Municipalities). In one or more words, the totality of the respondents realized the strong potentialities and functionalities which make the Platform an interesting additional supporting tool.

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

Only the half of the respondents (3 out of 6) replied to the question and they gave the point "6".

OVERALL EVALUATION	AVERAGE RATING
Please rate your overall satisfaction after interacting with GRASPINNO Unified Platform.	1,7/3
How satisfied are you with this Platform's ease of use?	1,8/3
How satisfied are you with the Platform's graphics?	2/3
Please rate the experience of your browsing in terms of pleasure.	1,2/3
How satisfied are you with the feel of this Platform?	1,7/3
How satisfied are you with the registration procedure of this Platform?	2/3

From the rating given to the Unified Platform the average values are low: the users are not very satisfied about the platform. The feedback revealed a general fair voting mainly due to the lack of a concrete use of the tool in the Italian legal framework.

GRASPINNO Databases (feedback from SMEs)

OVERALL EVALUATION	AVERAGE RATING
How easy it was for you to search for other products?	2,5/3
How easy it was for you to add your products, in GRASPINNO Database?	2,5/3
How easy it was for you to manage the products you inserted?	2/3
How useful was the Help session for your browsing?	2,2/3
How easy it was for you to add and manage a key element?	1,7/3
How helpful was for you to find the real tenders in our Platform?	1/3
How useful did you find the session with the environmental questions?	1/3
How easy it was for you to manage your profile in our Platform?	2,7/3
How easy it was for you to browse in GRASPINNO Database?	2,7/3

The assessment of GRASPINNO database by SMEs provided a split scenario concerning the opinions which are divided between the concrete possibility of using the tool and its potential functionality: according to the interviewed SMEs, the tool has been planned and developed very well in terms of “profile” and friendly use but, in order to be usable by Italian companies, the database should be integrated with official e-GPP platform accredited at national level. A stand-alone use is considered a waste of time.

GRASPINNO Databases (feedback from PAs)

OVERALL EVALUATION	AVERAGE RATING
How easy it was for you to search for the products you need?	1,5/3
How easy it was for you to manage and compare the databases' products?	1/3

How useful was the Help session for your browsing?	2/3
How helpful was the Frequently Asked Questions (FAQ) session of the Platform?	1,5
How useful was the Best Practices session of the Platform?	2/3
How useful was the session with the environmental questions?	1/3
II.1.7 How ease it was for you to manage your profile in our Platform?	2/3
II.1.8 How ease it was for you to browse in GRASPINNO Database?	1,5/3

The general rate about the experience of the Public entities on GRASPINNO database is fair, due to the same reasons above explained for SMEs. The database should be integrated with official e-GPP platform accredited at national level. Anyway, a stand-alone use can be useful to implement the tender correctly, avoiding bad results through a clear evaluation of the costs for the Public Administration.

eGPP Tool (feedback from PAs)

OVERALL EVALUATION	AVERAGE RATING
Do you feel like facilitating your tenders' preparation by using GRASPINNO e-GPP Support Tool?	1,5/3
How easy it was for you to prepare your Tender Information Packages (TIPs) by using GRASPINNO e-GPP Support Tool?	1/3
How easy it was for you to publish your own Tender by using GRASPINNO e-GPP Support Tool?	1/3
How easy it was for you to export the TIPs and TDTs documents by using GRASPINNO e-GPP Support Tool?	1,5/3

When performing your tasks, how fast can you recover from your mistake (if any)?	2/3
How easy it is for you to repeat the tasks you made in GRASPINNO e-GPP Support Tool?	2/3
How easy was to upload a document in the eGPP tool's library?	2/3
How satisfied are you by the tool's Library search results?	1/3

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

No chance to improve a tool where the tenders cannot be proposed by the platform.

Life Cycle Cost (LCC) Tool (feedback from PAs)

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

Both the Public Administrations declared to have found easy the calculation of the life cycle cost by using the tool.

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?

Both the Public Administrations declared to have found easy all the individual parameters for the calculation.

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

Both the Public Administrations declared to have found the use of the tool as time-effective.

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

Anybody replied to the question.

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

Both the Public Administrations declared to be able to repeat the tasks made in GRASPINNO LCC tool as it is a user friendly tool.

3. CONCLUSIONS

3.1 Proposals for improvement

In conclusion, only a part of the platform can be considered useful and it represented by the LCC tool. The database should be integrated with official e-GPP platform accredited at national level. A stand-alone use can be useful only for the Public Administration in order to implement the tender correctly, avoiding bad results through a clear evaluation of the costs for the Public Administration. For the companies, the usefulness is present in the event of the Public Administration use it as a correct criterion of assessment. This is an obvious consequence of a public procurement in which the choices can be guided only by the public administration.

Anyway, clear future improvements can be introduced if the Public Administration acquires a clear awareness about the consequence of its choices on the environment, on the public finance and on the local economic development.

Annex I_Questionnaires

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?

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?

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

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?			

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

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?			

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

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)?

☐ YES

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

☐ 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

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

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?

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

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

(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.

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

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

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 _____

III.3 Gender ☐ Male ☐ Female

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

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) _____