

## **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 Veneto Region \_ Unioncamere del Veneto*

**Date: 11/05/2018**

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# 1. INTRODUCTION

## 1.1 Scope and objective of the deliverable

The deliverable focuses on a general evaluation of the functionalities of GRASPINNO unified Platform collecting Platform users feedbacks. The general evaluation is about the Unified Platform (e-GPP, database and the LCC tool) and it has been carried out by both Veneto Region and Unioncamere del Veneto with the direct involvement of 1) Veneto Region staff 2) UCV staff 3) consultant and indirect involvement of Pilots responsables of Municipality of Valdobbiadene and Municipality of Santa Lucia di Piave. No SMEs have been involved in the survey.

### 1.1 Structure of the deliverable

The deliverable is made of a content summary of the questionnaires submitted to users with the related inputs for the improvement of the Platform. In annex there is the copy of some questionnaires.

## 2. QUESTIONNAIRES ANALYSIS

The contents are summarized as follows:

### *a. GRASPINNO Unified Platform*

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

No interviewee would recommend the unified platform for the following reasons:

- 1) Because it is not easily accessible and not reliable.
- 2) Because access is difficult and the data contained in the platform are cataloged in an uneven way.

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

All interviewee answered no for the following reasons:

- 1) the platform management system has not yet reached a level that makes it easy and reliable to use.

2) If the platform should be adequately managed, Yes, but at the moment it is not.

3) The purpose of gathering multiple functions in a unified platform is commendable, but the quality and relevance of the data must be safeguarded with the different situations that occur in the territories of different nations.

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

Ambitious goals, insufficient structure.

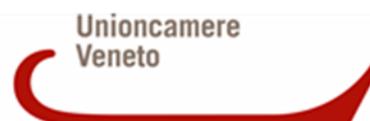
**If you were to overall review GRASPINNO Unified Platform what score would you give it out of 10?**

An average of 4-5/10

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

Comments:

- Data entry should be supported by a more developed interface.
- Data and contents should be controlled and validated by an administrator before being published.
- An overall management of the platform seems to be missing.
- Products are not comparable among each others because data are not inserted due to guided paths.
- Improve the platform management and safety .
- Better qualify the input of data.
- Provide a platform administrator otherwise.



- The platform software should be smarter.
- Speed up the registration procedure .
- An administrator should approve content before publication.
- Improve in governance in the platform management.

### **GRASPINNO Databases (feedback from PAs)**

<b>OVERALL EVALUATION</b>	<b>AVERAGE RATING</b>
How easy it was for you to search for the products you need?	1/3
How easy it was for you to manage and compare the databases' products?	1,3/3
How useful was the Help session for your browsing?	1/3
How helpful was the Frequently Asked Questions (FAQ) session of the Platform?	2/,5
How useful was the Best Practices session of the Platform?	1/3
How useful was the session with the environmental questions?	1/3
<i>II.1.7</i> How ease it was for you to manage your profile in our Platform?	1/3
<i>II.1.8</i> How ease it was for you to browse in GRASPINNO Database?	1,3/3

## *eGPP Tool (feedback from PAs)*

OVERALL EVALUATION	AVERAGE RATING
Do you feel like facilitating your tenders' preparation by using GRASPINNO e-GPP Support Tool?	1/3
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?	2/3
How easy it was for you to export the TIPs and TDTs documents by using GRASPINNO e-GPP Support Tool?	1/3
When performing your tasks, how fast can you recover from your mistake (if any)?	1/3
How easy it is for you to repeat the tasks you made in GRASPINNO e-GPP Support Tool?	1/3
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?**

A smarter software and traceability of the origin of data.

### *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?**

All interviewee answered Yes.

**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?**

Two interviewee answered no for the following reasons:

- 1) parameters are many and collecting all of them and fill them in correctly is difficult.
- 2) It is really difficult to collect all product/process data necessary when applying LCC.

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

All interviewee answered Yes.

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

All interviewee answered Yes.

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

All interviewee answered Yes.

### 3. CONCLUSIONS

Although the unified platform had ambitious goals, it did not live up to expectations, especially with regard to the eGPP tool and the database. As regards the LCC instrument, it would need substantial improvement.



## Annex I\_Questionnaires

Project co-financed by the European  
Regional Development Fund



REGIONE DEL VENETO



Unioncamere  
Veneto

## 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:

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

YES

NO

If NO, please explain:

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**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?

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## GRASPINNO

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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
<b>I.5.1</b> Please rate your overall satisfaction after interacting with GRASPINNO Unified Platform.			
<b>I.5.2</b> How satisfied are you with this Platform's ease of use?			
<b>I.5.3</b> How satisfied are you with the Platform's graphics?			
<b>I.5.4</b> Please rate the experience of your browsing in terms of pleasure.			
<b>I.5.5</b> How satisfied are you with the feel of this Platform?			
<b>I.5.6</b> 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

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

## GRASPINNO

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

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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:

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**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:

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**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

## GRASPINNO

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NO

If NO, please explain:

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

YES

NO

If NO, please explain:

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## **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

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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:

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

YES

NO

If NO, please explain:

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**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?

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## GRASPINNO

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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
<b>I.5.1</b> Please rate your overall satisfaction after interacting with GRASPINNO Unified Platform.			
<b>I.5.2</b> How satisfied are you with this Platform's ease of use?			
<b>I.5.3</b> How satisfied are you with the Platform's graphics?			
<b>I.5.4</b> Please rate the experience of your browsing in terms of pleasure.			
<b>I.5.5</b> How satisfied are you with the feel of this Platform?			
<b>I.5.6</b> 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.

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

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

### **III. Personal Data**

**III.1** Body/Organisation \_\_\_\_\_

## GRASPINNO

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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) \_\_\_\_\_