

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 General Secretariat of Commerce and Consumer Protection

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1. INTRODUCTION

1.1 Scope and objective of the deliverable

The aim of this deliverable is to evaluate the functionalities of GRASPINNO Unified platform by using questionnaires, addressed to the users of the Platform and mainly those who were involved in the pilots' activities.

1.2 Structure of the deliverable

The report is structured in 3 chapters:

- Chapter 1 is the introduction
- Chapter 2 presents the questionnaires analysis.
- Chapter 3 presents proposals for the improvement of the GRASPINNO platform

2. QUESTIONNAIRES ANALYSIS

The content of the participants' answers can be summarized in the following topics:

I. Overall evaluation

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

The 100% of the users answered that they would recommend GRASPINNO Unified Platform to their colleagues.

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

All the users answered that they feel like they gain value by using GRASPINNO Unified Platform.

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

Most of the users mentioned that GRASPINNO Unified Platform is user friendly and easy to use and the rest of them mentioned that is functional,

useful, with many opportunities and provides interesting and helpful information.

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

The 55,6% of the users rated the GRASPINNO Unified Platform with 9 out of 10, while the 33,3% of the users rated it with 8 out of 10 and the 11,1% with 7 out of 10.

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

I.5.1 Please rate your overall satisfaction after interacting with GRASPINNO Unified Platform.

The 77,8% of the users considered their overall satisfaction after interacting with GRASPINNO Unified Platform as high and the 22,2% of the users considered their overall satisfaction as fair.

I.5.2 How satisfied are you with this Platform's ease of use?

The 55,6% of the users considered that the ease of use is high, while the 44,4% of the users considered that the ease of use is fair.

I.5.3 How satisfied are you with the Platform's graphics?

The 66,7% of the users are high contented with the Platform's graphics and for the 33,3% of the users the level of satisfaction is fair.

I.5.4 Please rate the experience of your browsing in terms of pleasure.

The 77,8% of the users said that the experience of their browsing in terms of pleasure is high and the rest of them said that it is fair.

I.5.5 How satisfied are you with the feel of this Platform?

The 55,6% of the users are high satisfied and for the rest of them the level of satisfaction is fair.

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

The 44,5% of the users declared that the level of their satisfaction is fair, the 22,2% that is high and the rest 33,3% that they are low satisfied.

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

a) The registration process would be easier if there was some explanation about the type and the maximum number of characters needed in each field. In addition, the fields "VAT NUMBER" and "COMPANY REGISTRATION NUMBER" are not suitable in case of PAs. The company registration number is not applicable for PAs and the VAT number is difficult to find out. Consequently, in case of PAs registration form, I suggest that those two fields are excluded. Another option is that those two fields are not mandatory to fill in.

b) During the search and the presentation of the products, it would be very useful if PAs could also see the name and the contact details of the SME that has described the products in the platform.

II. GRASPINNO Databases

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

II.1.1 How easy it was for you to search for the products you need?

The percentage of 77,8% of the users mentioned that it was very easy to search for the products they need and the 22,2% that it was moderate.

II.1.2 How easy it was for you to manage and compare the databases' products?

The percentage of 33,3% of the users evaluated the ease of comparison as high and the 66,7% of the users as fair.

II.1.3 How useful was the Help session for your browsing?

The percentage of 77,8% of the users mentioned that the usefulness of Help session was high and the 22,2% that it was fair.

II.1.4 How helpful was the Frequently Asked Questions (FAQ) session of the Platform?

The percentage of 62,5% of the users evaluated that the help was high and the 37,5% that it was fair.

II.1.5 How useful was the Best Practices session of the Platform?

The 55,6% of the users mentioned that the usefulness of the Best Practices session was high and the 44,4% as fair.

II.1.6 How useful was the session with the environmental questions?

The 44,4% of the users mentioned that the usefulness of the session with the environmental questions was high and the 55,6% as fair.

II.1.7 How easy it was for you to manage your profile in our Platform?

The 77,8% of the users declared that the ease of managing their profile was high, the 11,1% that it was fair and the rest 11,1% that it was low.

II.1.8 How easy it was for you to browse in GRASPINNO Database?

The 55,6% of the users mentioned that the ease of browsing in GRASPINNO Database was high and the 44,4% that it was fair.

III. e-GPP Tool

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

III.1.1 Do you feel like facilitating your tenders' preparation by using GRASPINNO e-GPP Support Tool?

The percentage of 66,7% of the users evaluated the facilitation of tenders' preparation as high, while the 33,3% evaluated it as fair.

III.1.2 How easy it was for you to prepare your Tender Information Packages (TIPs) by using GRASPINNO e-GPP Support Tool?

The percentage of 44,4% of the users evaluated the ease of preparation of their (TIPs) as high and the rest 55,6% as fair.

III.1.3 How easy it was for you to publish your own Tender by using GRASPINNO e-GPP Support Tool?

The 33,3% of the users evaluated the ease of publishing their own Tender as high and the 66,7% as fair.

III.1.4 How easy it was for you to export the TIPs and TDTs documents by using GRASPINNO e-GPP Support Tool?

The 44,4% of the users mentioned that the ease of exporting the TIPs and TDTs documents was high and the rest 55,6% that it was fair.

III.1.5 When performing your tasks, how fast can you recover from your mistake (if any)?

The 55,6% of the users rated the recovery from their mistakes as high and the 44,4% rated it as fair.

III.1.6 How easy it is for you to repeat the tasks you made in GRASPINNO e-GPP Support Tool?

The 66,7% of the users rated the ease of repeating the tasks made in e-GPP as high and the 33,3% rated it as fair.

III.1.7 How easy was to upload a document in the e-GPP tool's library?

For the 77,8% of the users it was easy to upload a document in the e-GPP tool's library (rated as high) and for the 22,2% of the users it was moderate ease (rated as fair).

III.1.8 How satisfied are you by the tool's Library search results?

The 55,6% of the users evaluated the satisfaction of the tool's Library search results as high and the 44,4% as fair.

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

a) The term “publish” for the Tenders in the platform should not be misunderstood. Tenders are published according to the public procurement law. On the GRASPINNO Unified Platform, the PAs upload tenders, that they have already been published according to the law. Consequently, I suggest that the term “publish tender” is substituted by the term “upload published tender”.

b) In the e-GPP tool the product categories for which there are green specifications are not activated. They should be active to display the corresponding specifications.

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?

The 66,7% of the users mentioned that the ease to calculate the life cycle cost of a product by using LCC Tool was high and the 33,3% that was fair, because the user guide is incomplete and no clear information is given which fields must be filled in the LCC Tool in order to have a result. It was not time – effective because a lot of time was needed in order to understand how LCC Tool works by studying the manuals and guides.

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 66,7% of the users mentioned that the ease to find all the individual parameters was high and the 33,3% that was fair, because they could not find them without the help of the manual. Furthermore the user guide is incomplete and the economic value of CO₂ euro/ ton can't be found in LCC tool.

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

The 66,7% of the users rated the time-effectiveness as high and the 33,3% as fair, because the user guide is incomplete, a very careful study of the manuals is needed and you waste a lot of time trying to find the values of all the necessary parameters.

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

The 88,9% of the users mentioned that they can recover from their mistake fast (high) and the 11,1% not so fast (fair).

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

All the users mentioned that they can easily repeat the tasks they made in GRASPINNO LCC Tool.

V. Personal Data

No information shall be given on this section of the questionnaire.

3. CONCLUSIONS

3.1 Proposals for improvement

Summarizing the above mentioned, the following topics were proposed:

- a) The registration process would be easier if there was some explanation about the type and the maximum number of characters needed in each field. In addition, the fields "VAT NUMBER" and "COMPANY REGISTRATION NUMBER" are not suitable in case of PAs. The company registration number is not applicable for PAs and the VAT number is difficult to find out. Consequently, in case of PAs registration form, those two fields should be excluded. Another option is that those two fields are not mandatory to fill in.
- b) During the search and the presentation of the products, it would be very useful if PAs could also see the name and the contact details of the SME that has described the products in the platform.

- c) The term “publish” for the Tenders in the platform should not be misunderstood. Tenders are published according to the public procurement law. On the GRASPINNO Unified Platform the PAs upload tenders, that they have already been published according to the law. Consequently the term “publish tender” could be substituted by the term “upload published tender”.
- d) In the e-GPP tool the product categories for which there are green specifications are not activated. They should be active to display the corresponding specifications.
- e) Concerning the LCC Tool, the user guide must be simplified and more understandable. Furthermore, values such as the value of CO₂ euro/ ton that can’t be found in LCC tool must be provided to the user by the platform’s administrator.

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?

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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 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			

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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?

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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 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) _____