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_UPatras - LP1

Prepared by UPatras

Date: 29/01/2018

Table of Contents

1. INTRODUCTION

1.1 Scope and objective of the deliverable

This report consists one of the main evaluation parameters which are used for the overall evaluation of the pilots of GRASPINNO project. More specifically, the aim of this report is to evaluate the functionalities of GRASPINNO Unified Platform, by taking into account the answers provided by the users of the platform. The target group of this evaluation procedure, is the Public Authorities (PAs) and the Small Medium Enterprises (SMEs), who got involve on the pilot activities of the University of Patras. The pilot case of the University of Patras – Upatras (LP1) in the framework of GRASPINNO project was the "supply, installation and operation of 13 net metering contracted PVs in public buildings and facilities of the Municipality of Kozani". Thus, the overall evaluation by the PAs, included the answers of the Municipality of Kozani, the Technological Institute of Western Macedonia and the University of Patras. On the other hand, the key players and bidders of the tender, have shown their opinion for the Unified Platform by responding to five questionnaires in total. For better identifying the users' needs, the University of Patras has already provided the partners of GRASPINNO with two different questionnaires (one for PAs and one for SMEs). Afterwards, the partners came back with their proposals for new questions and the final questionnaires, were delivered to the responders. Obviously, the sampling for these two questionnaires could not be extended due to the limited number of employees who were involved in the pilot activities.

1.2 Structure of the deliverable

This deliverable is structured in 2 chapters:

Chapter 2 "Questionnaires analysis" provides the overall evaluation for GRASPINNO Unified Platform, as it is stated by the users. More specifically, this part summarizes - through charts and percentages - the answers provided by the users of the Platform.

Chapter 3 "Conclusions" presents the final conclusions of the survey and the proposals for improving GRASPINNO Unified Platform.

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2. QUESTIONNAIRES ANALYSIS

The Questionnaires have been initially developed as a word document and then UPatras, decided to use "Google Forms", in order to deliver the questionnaire to public authorities and Small Medium Enterprises, which are geographically located far from the University of Patras. Thus, the analysis of the questionnaires has been directly derived from the google forms. Moreover, UPatras has collected 6 questionnaires, which were filled in by 2 members of the University of Patras (LP1), two members of the Municipality of Kozani and other 2 members of the Technological Institute of Western Macedonia, who are involved in GRASPINNO pilots. Finally, 5 SMEs responded to the questionnaire for SMEs.

2.1 Questionnaires Analysis for PAs

The following screenshot shows the first page of the questionnaire for PAs, as it developed with google forms.

I.   Overall evaluation

In the first question of the session I, the entire sample responded positively to GRASPINNO Unified Platform, since they all stated that the would recommend this Platform to their colleagues.
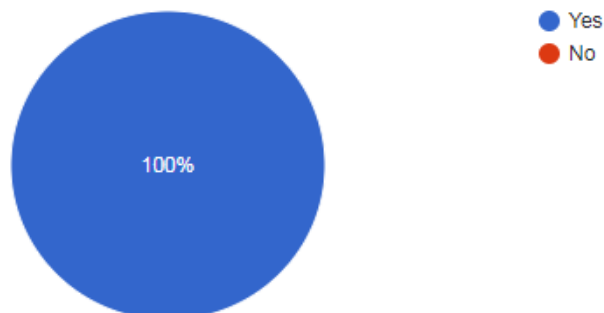
I.1 Would you recommend GRASPINNO Unified Platform to your colleagues?

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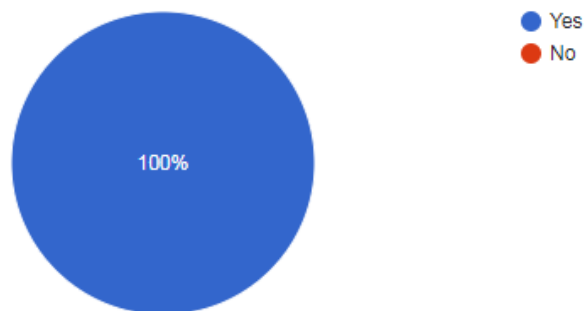
I.2 Do you feel like you gain value by using GRASPINNO Unified Platform?

6 απαντήσεις

In the previous diagram we can see that the responders consider that they gain value by using GRASPINNO Unified Platform. Of course, the Platform was made for facilitating the tender preparation for PAs, but it

is always pleasant to find out the real importance of this tool, according to the users' opinion. Moreover, in the following table PAs described GRASPINNO Unified Platform with one or more words. In their majority, PAs' thoughts for the Platform, were quite positive, since they characterized the Platform as helpful, integrated and innovative. One of the responders, pointed out that the Platform brings together the private and the public sector.

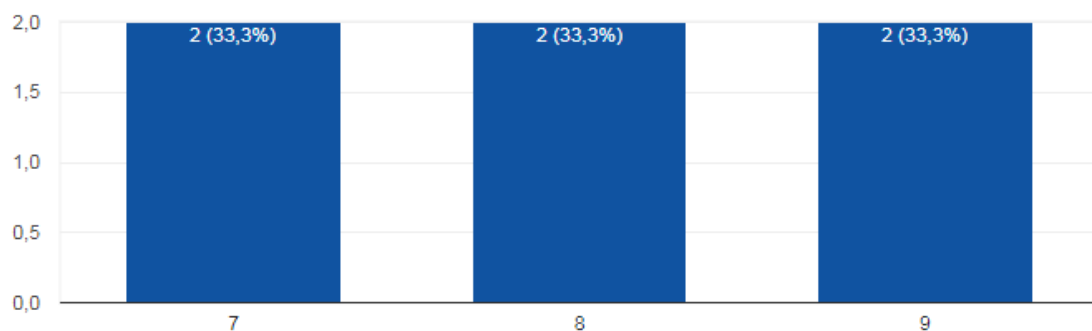### I.3 How would you describe GRASPINNO Unified Platform in one or more words?

6 απαντήσεις

Helful
Integrated
Green Tenders
Bringing together public and private
innovative
Supporting tool

The following diagram shows the overall rating of the Platform.

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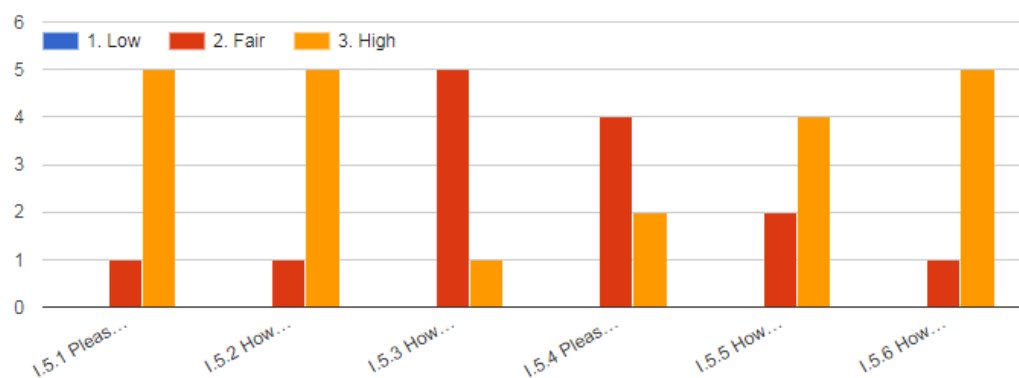
6 απαντήσεις

The Plarform has a great rating, according to PAs answers, since it has concentrated scores over 7 in the scale 0-10. The percentages of their answers has equal shared (33.3%) in the rates: 7, 8 and 9.

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

	1. Low	2. Fair	3. High
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?	○	○	○

The following diagram shows the answers of PAs, in the previous questions.

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

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We can observe that the majority of PAs (5 out of 6), gave a high score: in their overall satisfaction after interacting with the Platform; in their satisfaction with the Platform's ease of use; and in their satisfaction with the registration procedure. The rate "fair", illustrates the users' satisfaction on the graphics of the Platform and their pleasure, when browsing in the fields of the Platform. Of course, the Platform consists a professional tool and it is expected that it cannot provide pleasure to the users. Finally, the feel of this Platform has also rated as "fair", to the majority of the responders (4 out of six).

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

3 απαντήσεις

Give a motivation for registering in the platform
better graphics
Motivate more SMEs to register

Only three out of six users, provided their thoughts for improvements for GRASPINNO Unified Platform. One of them, stated that they need a motivation in order to join GRASPINNO Platform and also they think that more SMEs should register to the Platform. The great participation of SMEs could obviously provide more accurate results to their tenders' preparation. Of course, the graphics should be improved according to one of the PAs and this explains why the rate the graphics with "fair" in the previous question.

II.   GRASPINNO Databases

The questionnaire goes deeper with the analysis of each individual tool of the Platform, thus the tools were examined separately, in order to identify its weaknesses. The session II, provides the evaluation in GRASPINNO Databases. For this analysis a set of "rating" questions, concentrates the users' thoughts for the Databases. The following table, shows the list of questions and the number of each separate question.

II. GRASPINNO Databases

II.1 Please rate your experience on GRASPINNO Databases, according to the following rating system.
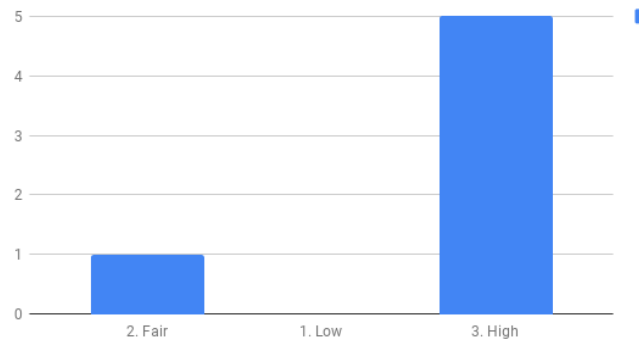
|	1. Low	2. Fair	3. High
II.1.1 How easy it was for you to search for the products you need?	○	○	○
II.1.2 How easy it was for you to manage and compare the databases' products?	○	○	○
II.1.3 How useful was the Help session for your browsing?	○	○	○
II.1.4 How helpful was the Frequently Asked Questions (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?	○	○	○

ΠΙΣΩ   ΕΠΟΜΕΝΟ

The following diagrams shows the answers of PAs, in the previous questions.

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

In the previous diagram, the answers of the users show that the majority of them are satisfied by the ease of searching for their products. More specifically, 5 out of the 6 users rate the easiness of searching the products as "High". Moreover, the users corresponded positively in the managing and comparison of the databases' products, since they all considered that it was an easy procedure for them (following diagram).

II.1.2 How easy it was for you to manage and compare the databases' products?
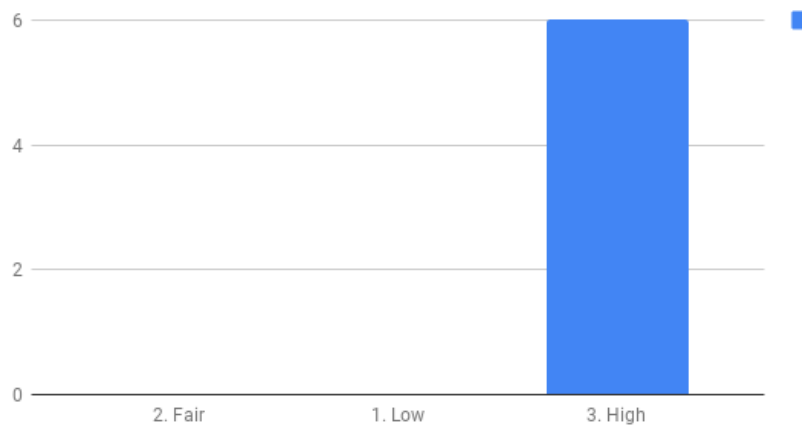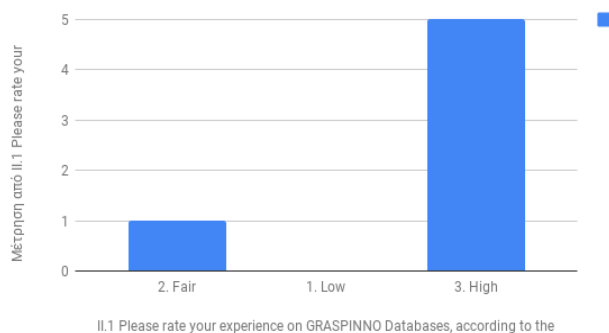
According to the following diagram, the users strongly believe that the Help session, has really helped them for browsing in the databases (6 out of six PAs, rated the usefulness of the Help session with "High").

II.1.3 How useful was the Help session for your browsing?
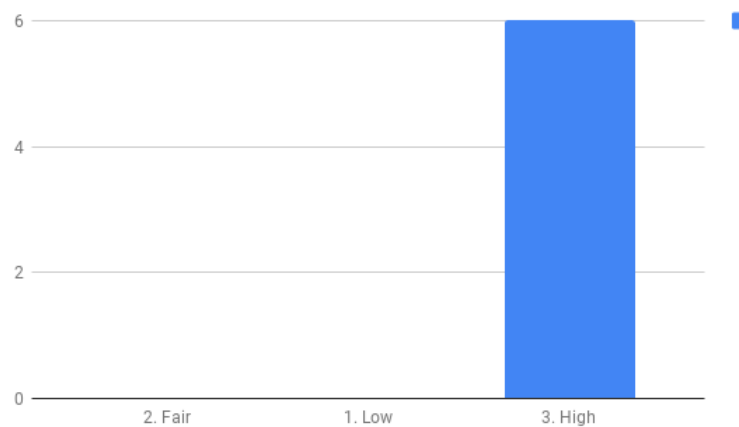
The following diagrams compose a summary of the users' feedback, regarding the usefulness of the Frequently Asked Questions. In this questions only one PA, considered that the FAQ session was not really important, since he rated it with "Fair". All the other responders thought that the FAQ session, was high important and useful for them.

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


II.1.4 How helpful was the Frequently Asked Questions (FAQ) session of the Platform?
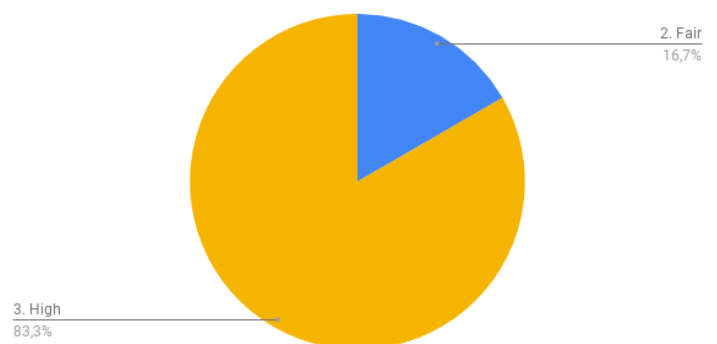
The following diagrams show the users' feedback, regarding the usefulness of the Best Practices. Only on user thought that the Best Practices session was not really useful for him, since he rated it with "Fair". The other PAs, consider that the Best Practices session was highly useful for them.

II.1.5 How useful was the Best Practices session of the Platform?
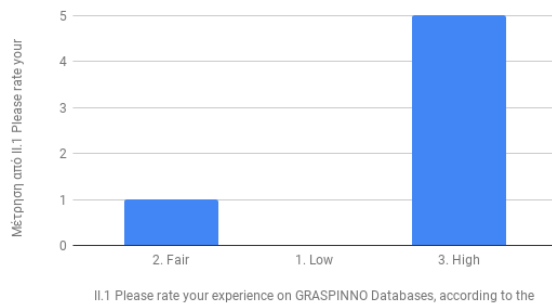
II.1.5 How useful was the Best Practices session of the Platform?
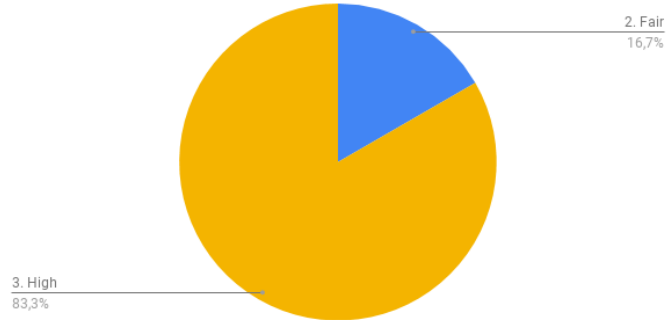
The feedback for the usefulness in the environmental questions was equally shared in the rate "High" and the rate "Fair". Thus, UPatras considers that this session may needs some revision, in order to be more useful for the users.

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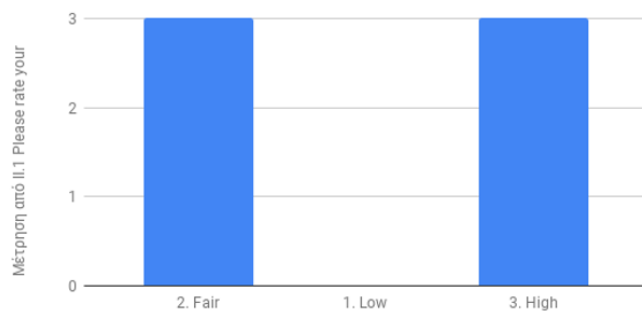
II.1.6 How useful was the session with the environmental questions?

After observing the following diagrams, we can conclude that the majority of PAs can easily manage their profile in the Platform.

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

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

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PAs feedback for ease of browsing GRASPINNO databases, was equally shared in the rate "High" and the rate "Fair". Thus, the Databases could be more user-friendly for their users.
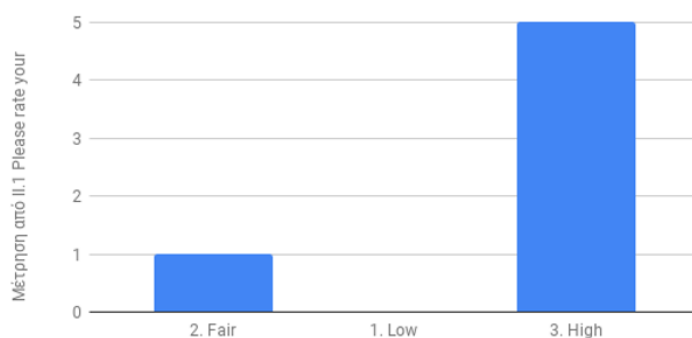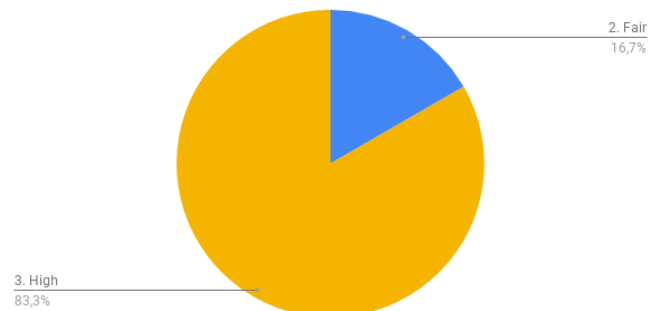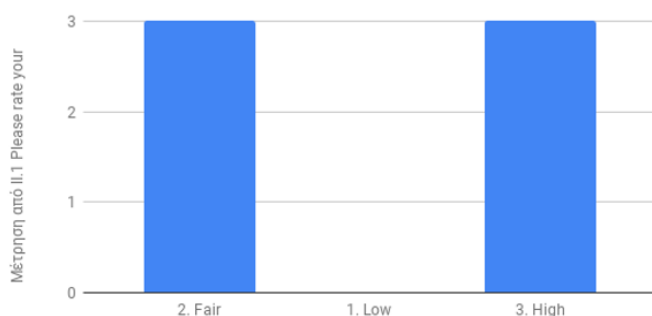
II.1.8 How ease it was for you to browse in GRASPINNO Database?

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

3. High 50,0%   2. Fair 50,0%
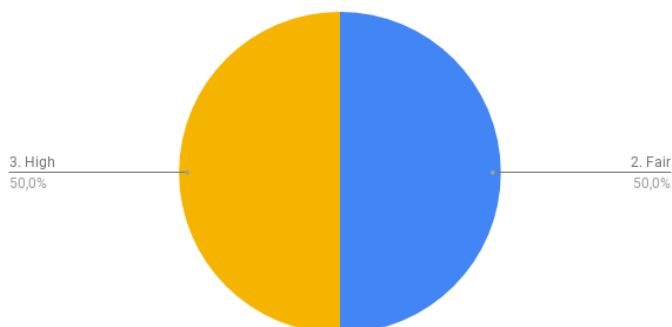
III.   eGPP Tool

The session III of the questionnaires and its analysis, refers to the evaluation of GRASPINNO eGPP Tool. For this analysis a set of "rating" questions and the proposals for improvements, concentrates the users' thoughts for the eGPP Tool. The following pie chart shows the feedback of the users to their feeling of facilitating their tenders' preparation. Generally, the users respond positively to the eGPP Tool's usability to their tenders' preparation. Nevertheless, half of them are still hesitant to the tool, since they have rated their feel of facilitating the tenders' preparation with "Fair".

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

3. High 50,0%   2. Fair 50,0%

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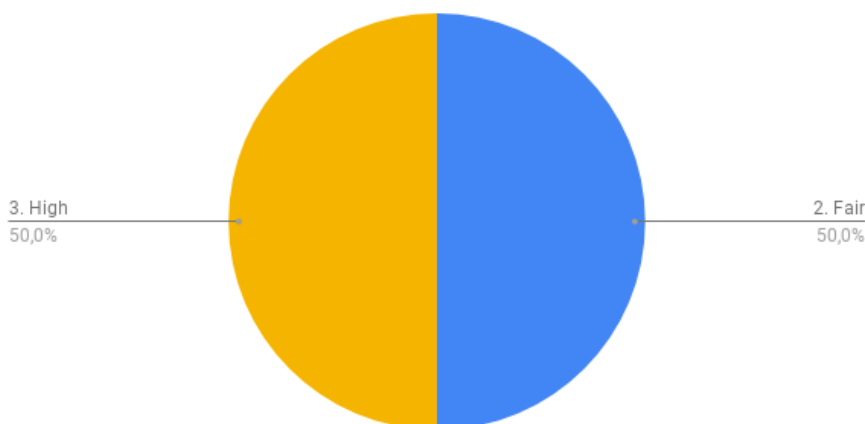
The whole sample feedback (100%), thought that it was easy for them to prepare the Tender Information Packages (TIPs).

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

2. Fair
100,0%
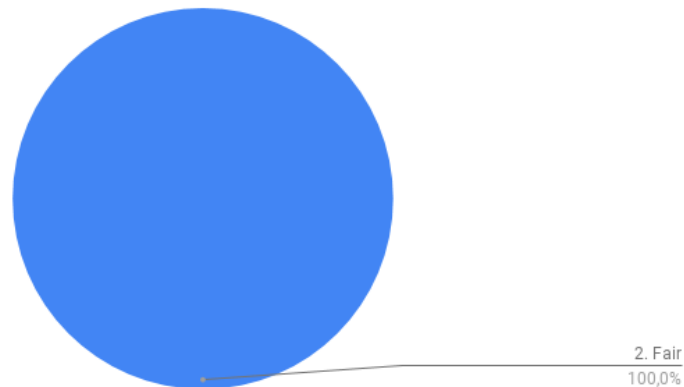
The feedback of the PAs in the ease of publishing their own tenders was generally quite encouraging, since no one rated the Tool with the lowest gradient. The following pie chart shows the overall rating provided by the users. After observing the results of the users' responses, we can conclude that the procedure of publishing a tender was challenging for the 50% of the PAs.

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

3. High
50,0%

2. Fair
50,0%

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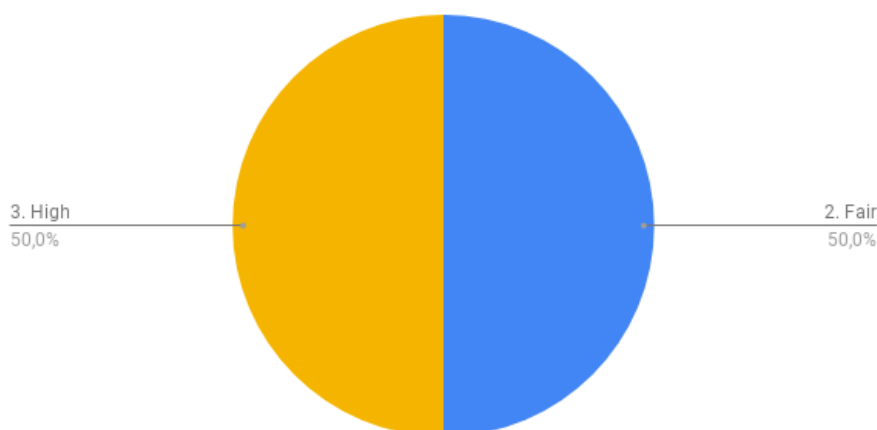
According to the following pie chart, the whole sample (100%) responded positively to the ease of exporting the TIP and TDT documents.

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

3. High
100,0%
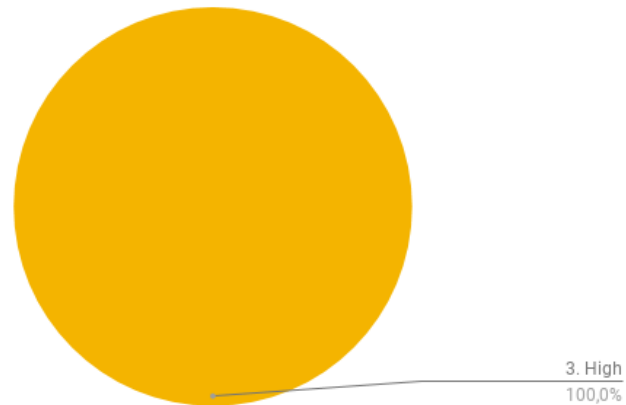
Moreover, the users thought that is was somehow difficult to recover from their mistakes when performing a task on the eGPP Tool, since they all argued that they can "Fair" quickly correct their mistakes.

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

2. Fair
100,0%

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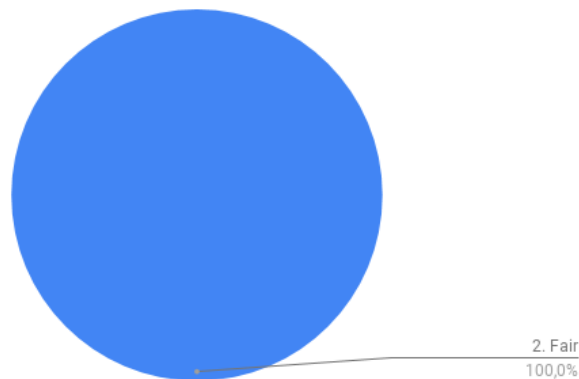
The users, in an 83,3%, considered that it was easy for them to repeat the tasks that they have previously made.

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

2. Fair
16,7%

3. High
83,3%
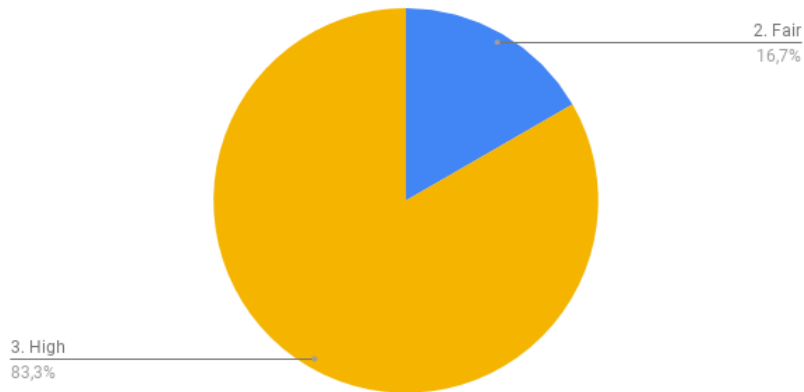
In their majority (83,3%), PAs can easily upload a document in the Library of the eGPP Tool.

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

2. Fair
16,7%

3. High
83,3%

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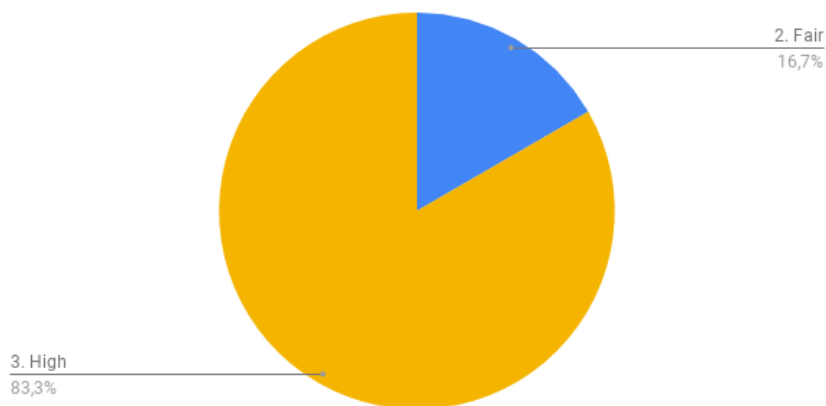
Moreover, the users are not totally satisfied from the results of the search function of the Library. Maybe, this means that more documents have to be uploaded, in order for the Library to be more helpful for the users.

III.1.8 How satisfied are you by the tool's Library search results?
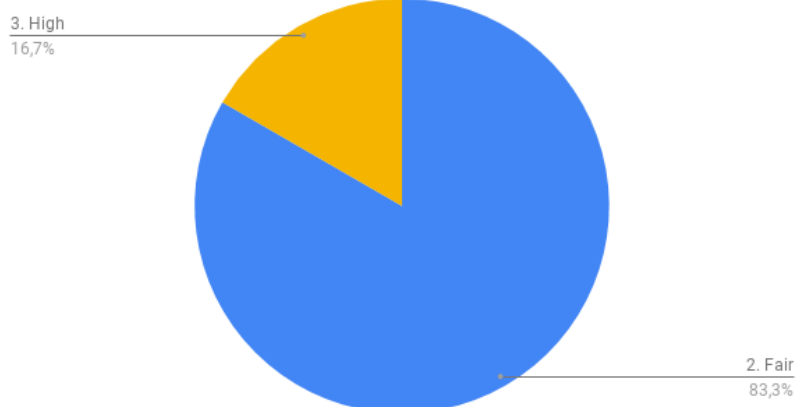
In the final question of the 3rd session of the questionnaire for PAs, they users had to make proposals for the improvement of GRASPINNO e-GPP Support Tool. The following table concentrate all the feedback which have been provided by the users. They proposed that Tool may needs some more parameters, in order for the recovery time to be reduced. Moreover, the users need more examples of previous tenders, thus facilitating their tender preparation. Finally, they proposed to make e-GPP Support Tool more user-friendly.

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

4 απαντήσεις

Some parameters should be added in order to increase the "recover" speed
Add more previous tenders as examples
Make it more user-friendly

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IV. Life Cycle Cost (LCC) Tool

The session IV of the questionnaires and its analysis, refers to the evaluation of GRASPINNO Life Cycle Cost (LCC) Tool. For this analysis a set of questions concentrates the users' thoughts for GRASPINNO LCC Tool. The following pie chart shows the feedback of the users, regarding the ease of accomplishing to calculate the life cycle cost of a product. The whole sample of the users, stated that it was easy for them to calculate the life cycle cost of a product, by using GRASPINNO LCC tool.

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

6 απαντήσεις
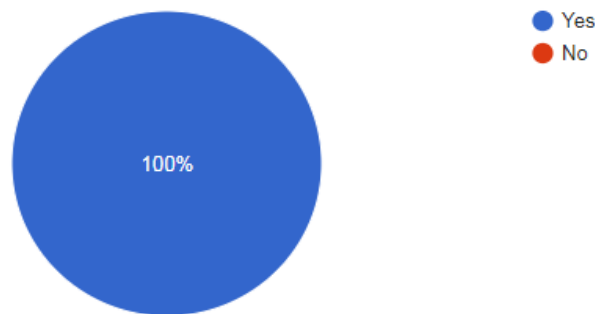
The majority of PAs (66,7%) can easily find all the individual parameters, which are needed by GRASPINNO LCC Tool, for calculating the life cycle cost of a product. The remaining users (33,3%), cannot easily find the individual needed parameters and one of them stated that some of the parameters, were really hard to be found.

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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?

6 απαντήσεις

- ● Yes
- ● No
- ● I couldn't found some of the individual parameters
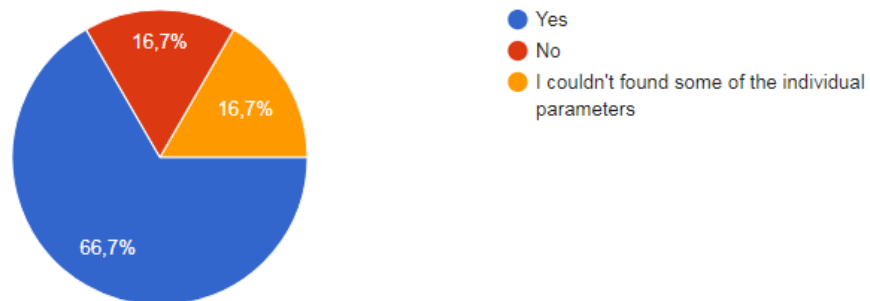
All the PAs (100%) believe that the use of GRASPINNO LCC Tool is time-effective.

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

6 απαντήσεις

- ● Yes
- ● No
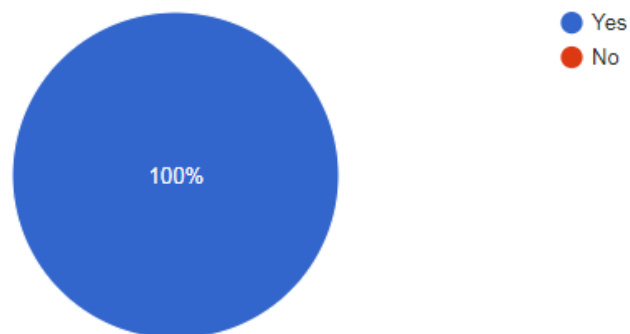
The majority of PAs (66,7%) can rapidly recover from their mistakes when performing a task on GRASPINNO LCC Tool. The remaining users (33,3%) think that it is difficult for them to recover from their mistakes, since they answer that they needed some time to correct their faults.

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

6 απαντήσεις
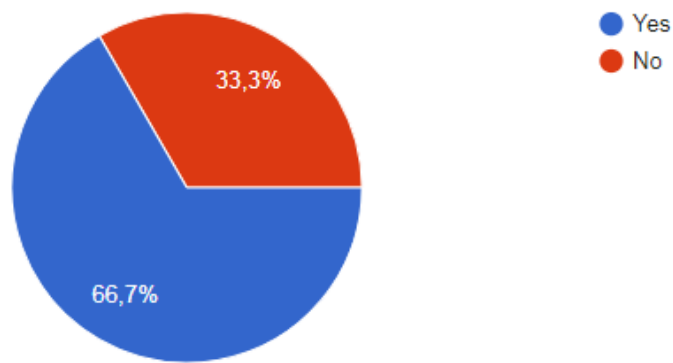
Almost the entire sample of the PAs (83,3%) stated that they can easily repeat the tasks they made in GRASPINNO LCC Tool.

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

6 απαντήσεις

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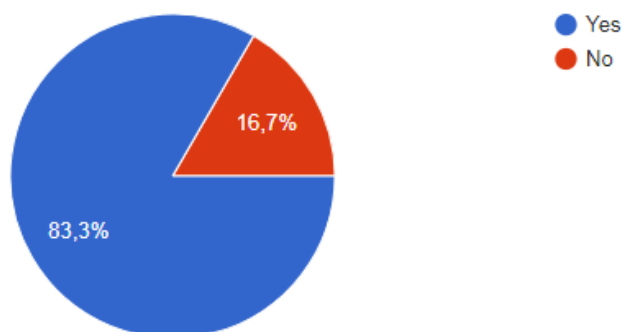
V.   Personal Data

The session V of the questionnaires, refers to the personal data of the PAs. For ensuring the data privacy of the persons who filled in the above-analysed questionnaires, UPatras only refers to some organizational information. The following diagram shows the organization type of the user and with a glance we can observe that the whole data sample came from the public sector.

V.2 Organisation Type

6 απαντήσεις
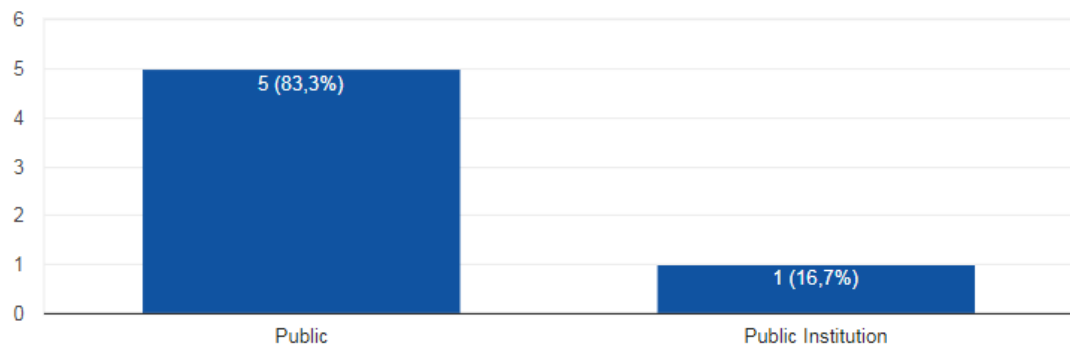
Moreover, the users who answered this questionnaire, were equally males (3 persons) and females (3 persons).

V.3 Gender

6 απαντήσεις

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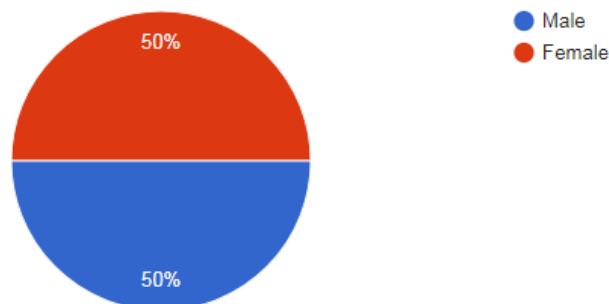
Finally, the majority of the responders stated that they consider theirselves as public operators in the energy/GPP sector.

V.5 Within the energy/GPP sector, would you consider yourself to be:

6 απαντήσεις

- Operator with specialized experience (ICT, informatics, other)
- Public operator
- Private operator (company interested in providing services and goods by e-procurement system)
- Public University

16,7%

83,3%

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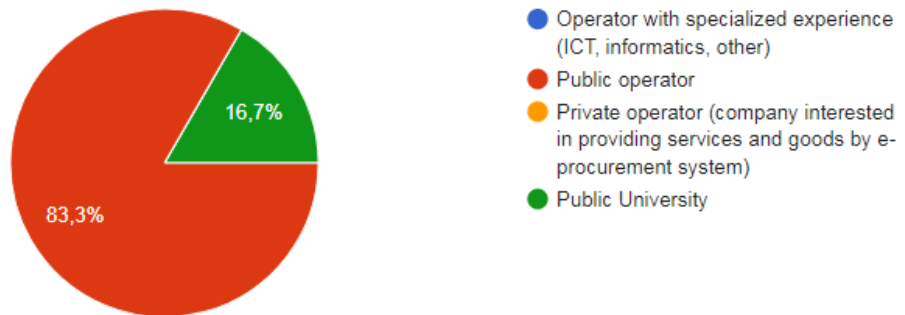
2.2 Questionnaires Analysis for SMEs

The following screenshot shows the first page of the questionnaire for SMEs, as it developed with google forms

I.   Overall evaluation

In the first question of the session I, the entire sample of SMEs responded positively to GRASPINNO Unified Platform, since they all stated that the would recommend this Platform to their colleagues.

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

5 απαντήσεις

- ● YES
- ● NO

100%
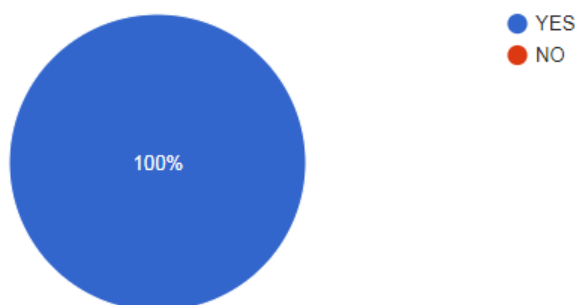
In the following diagram we can see that the majority of the SMEs consider that they gain value by using GRASPINNO Unified Platform. Whilst, some of them (20%) cannot see that they gain value, though the use of GRASPINNO Unified Platform.

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

5 απαντήσεις

- ● Yes
- ● No

20%

80%

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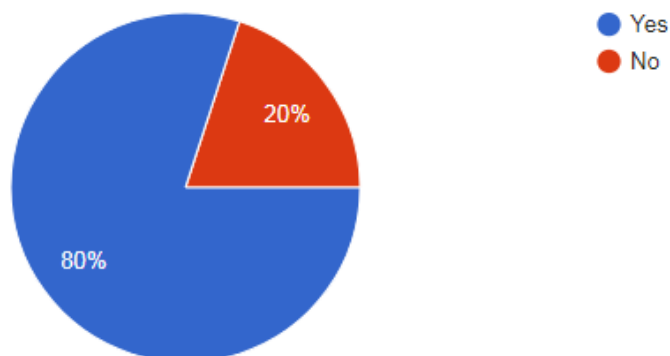
When the SMEs described GRASPINNO Unified Platform, they stated that the Platform could be characterized as a product library, which promotes green products and green procurement. Moreover, they consider the Platform as a useful tool for promoting their products and connecting their selves with the Public Authorities.

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

5 απαντήσεις

Promoting tool for Green Products
Product Library
Useful tool for promoting my products
Green procurement
Connecting with Public Authorities

The following diagram shows the overall rating of the Platform.

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

5 απαντήσεις
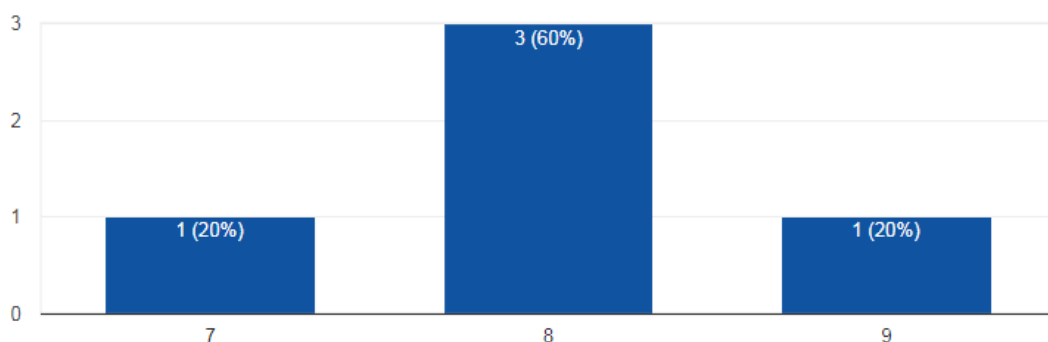
The Plarform has a great rating, according to SMEs answers, since it has concentrated scores over 7 in the scale 0-10. The majority of SMEs gave total score 8 to GRASPINNO Unified Platform.

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

	1. Low	2. Fair	3. High
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?	○	○	○

The following diagram shows the answers of PAs, in the 6 previous questions.

I.5 Rate your overall satisfaction from browsing our Platform, according to the following rating system.
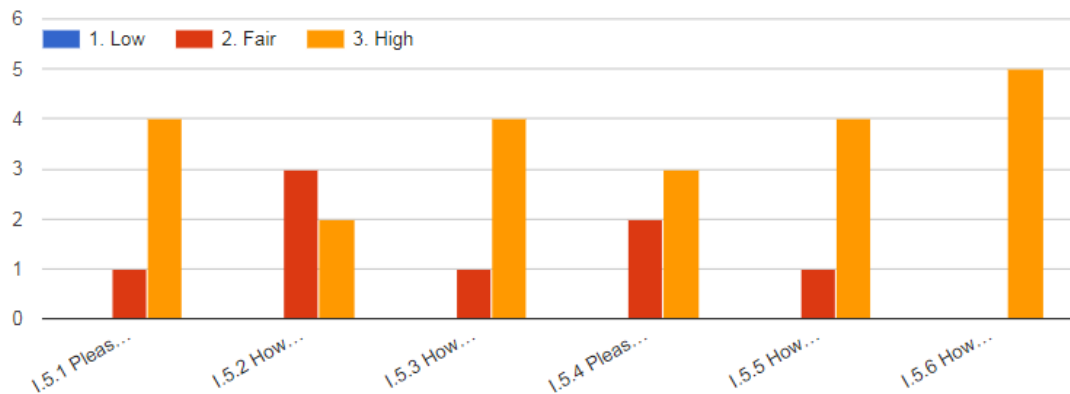
We can observe that the majority of PAs (4 out of 5), gave a high score: in their overall satisfaction after interacting with the Platform; in their satisfaction with the Platform's graphics; and in their satisfaction with the feel of Platform. The rate "fair", illustrates the users' satisfaction on the Platfrom's ease of use.

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Only two out of five users, provided their thoughts for improvements for GRASPINNO Unified Platform. One of them, stated that it could be useful for them if they can insert more than one products at the same time. Finally, one SME believe that the "add" products function should be simplified.

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

2 απαντήσεις

> To develop a way of inserting more than one products at the same time
>
> Make the product insertion more easy

II.   GRASPINNO Databases

The questionnaire goes deeper with the analysis of each individual tool of the Platform, thus the tools were examined separately, in order to identify its weaknesses. The session II, provides the evaluation in GRASPINNO Databases for the SMEs. For this analysis a set of "rating" questions, concentrates the users' thoughts for the Databases. The following table, shows the list of questions and the number of each separate question.

ΠΑΝΕΠΙΣΤΗΜΙΟ
ΠΑΤΡΩΝ
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II. GRASPINNO Databases

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

	1. Low	2. Fair	3. High
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?	○	○	○

ΠΙΣΩ   ΕΠΟΜΕΝΟ

ΠΑΝΕΠΙΣΤΗΜΙΟ
ΠΑΤΡΩΝ
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The following diagrams shows the answers of PAs, in the previous questions.

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

In the previous diagram, the answers of the users show that the majority of them are satisfied by the ease of searching for other products. More specifically, the 85.7% of the total responders rate the easiness of searching the products as "High". Moreover, the users corresponded positively in th function of adding their products, since majority of them (71,4%) stated that it was "highly" easy to add a product in the Databases.

II.1.2 How easy it was for you to add your products, in GRASPINNO Database?

ΠΑΝΕΠΙΣΤΗΜΙΟ
ΠΑΤΡΩΝ
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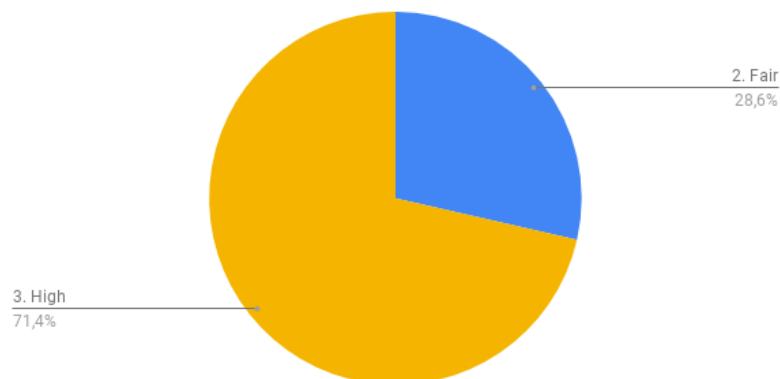
According to the following pie chart, the users strongly believe that it is easy for them to manage their products in GRASPINNO Databases.

II.1.3 How easy it was for you to manage the products you inserted?
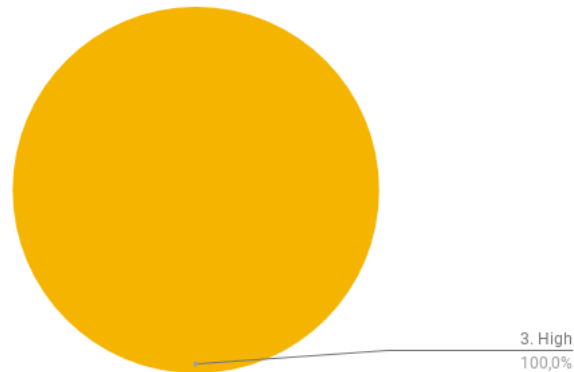
3. High
100,0%

The following diagrams compose a summary of the users' feedback, regarding the usefulness of the Help function of GRASPINNO Databases. In this questions all the SMEs, considered that the help session really helpful for the browsing in GRASPINNO Databases.

II.1.4 How useful was the Help session for your browsing?

3. High
100,0%
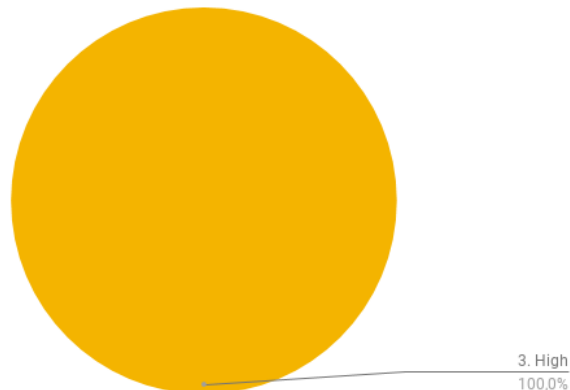
The following pie chart shows the users' feedback, regarding the ease of use of the add and manage a key element function of GRASPINNO Dtabases. The majority of SMEs, stated that it was easy for them to use this function.

II.1.5 How easy it was for you to add and manage a key element?

2. Fair
28,6%

3. High
71,4%
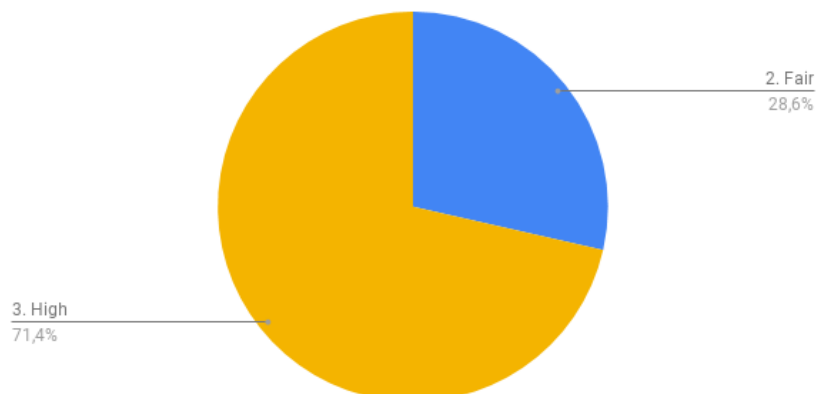
According to the following pie chart, all the SMEs thought that it was really useful for them to find the real tenders in GRASPINNO Platform.

II.1.6 How helpful was for you to find the real tenders in our Platform?

3. High
100,0%
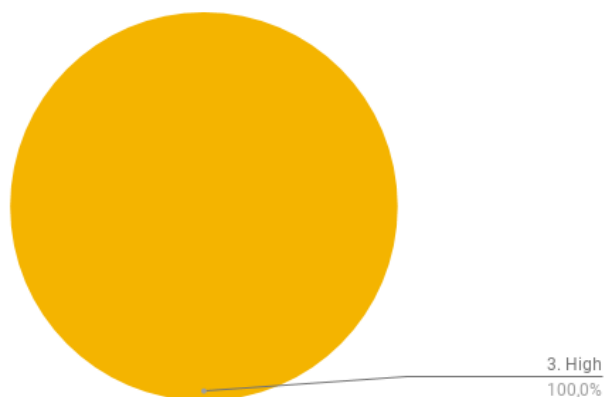
The feedback for the usefulness in the environmental questions was disappointing, since the SMEs cannot find this session useful for them. Thus, this session may needs some revision, in order to be more useful for the users.

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II.1.7 How useful did you find the session with the environmental questions?

- 3. High 14,3%
- 1. Low 14,3%
- 2. Fair 71,4%
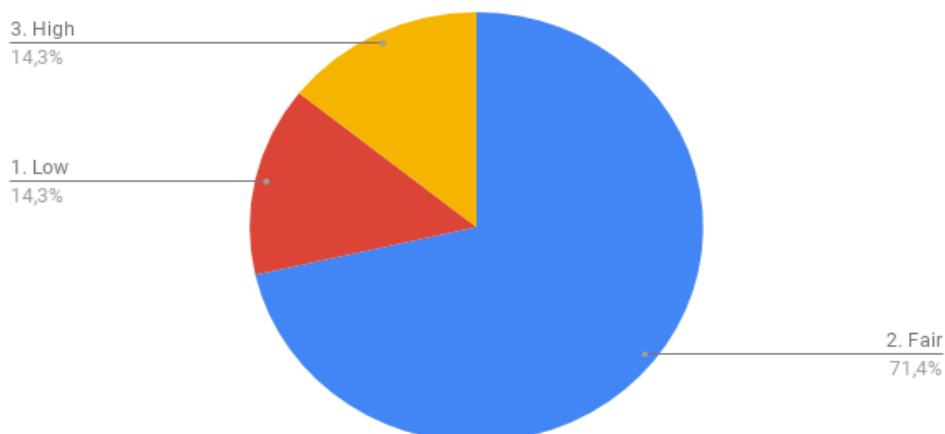
After observing the following pie chart, we can conclude that for the majority of SMEs, it was not quite easy to manage their profiles in the Platform.

II.1.8 How easy it was for you to manage your profile in our Platform?

- 3. High 42,9%
- 2. Fair 57,1%
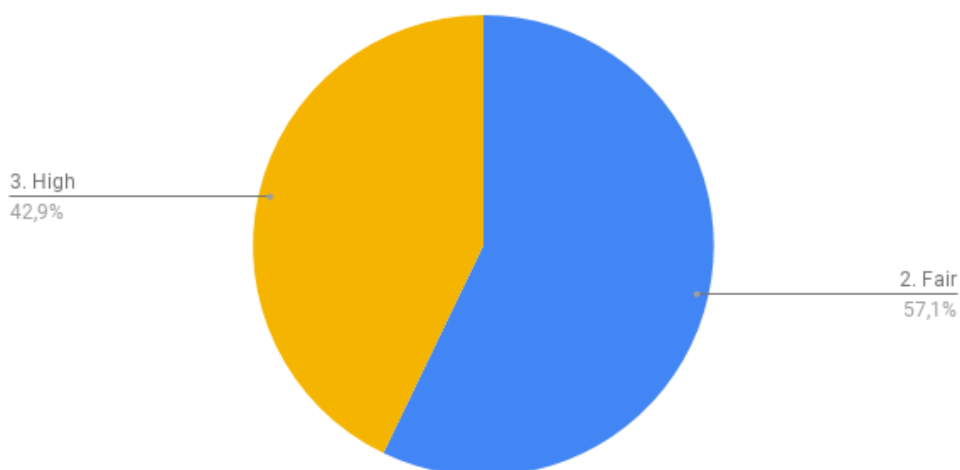
PAs feedback for the ease of browsing GRASPINNO databases, was rated as "High", by the whole sample of users.

ΠΑΝΕΠΙΣΤΗΜΙΟ
ΠΑΤΡΩΝ
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II.1.9 How easy it was for you to browse in GRASPINNO Database?

3. High
100,0%
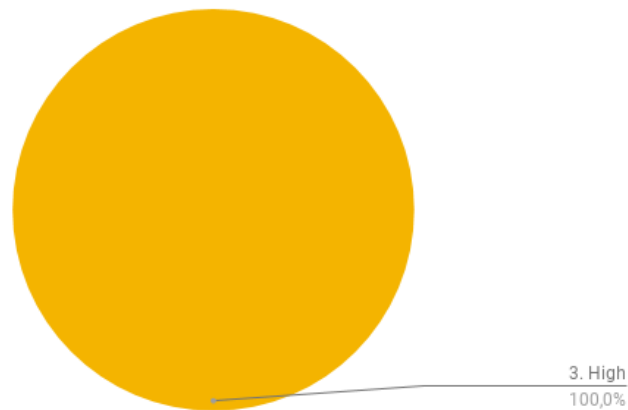
III.   Personal Data

The session III of the questionnaires, refers to the personal data of the PAs. For ensuring the data privacy of the persons who filled in the above-analysed questionnaires, UPatras only refers to some organizational information. The following diagram shows the organization type of the users and we can observe that the whole data sample for SMEs came from the private sector.

III.2 Organisation Type

5 απαντήσεις

ΠΑΝΕΠΙΣΤΗΜΙΟ
ΠΑΤΡΩΝ
UNIVERSITY OF PATRAS
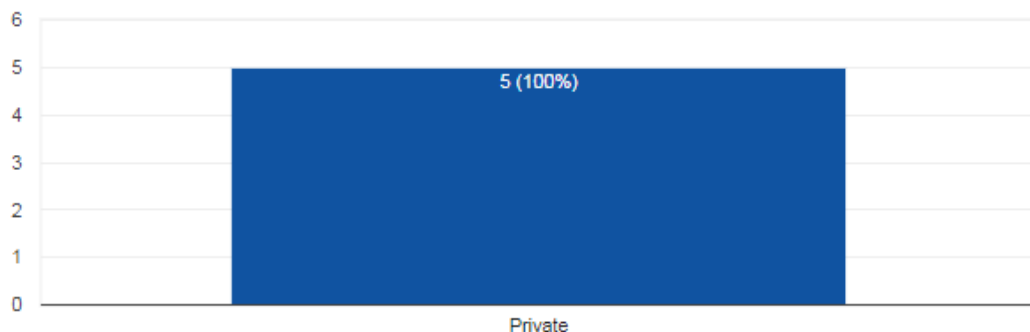
Moreover, the users who answered this questionnaire, were all males (5 persons) for this questionnaire.

III.3 Gender

5 απαντήσεις

- Male
- Female

100%
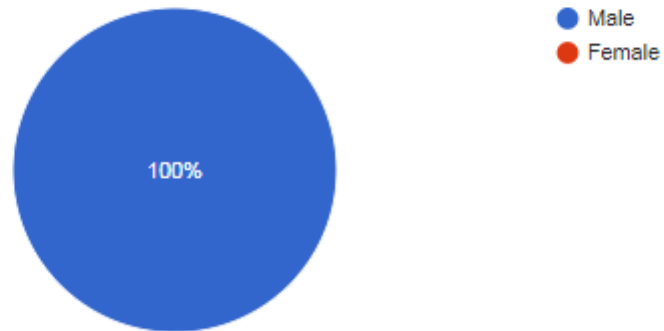
Finally, all the responders stated that they consider theirselves as private operators in the energy/GPP sector.

III.5 Within the energy/GPP sector, would you consider yourself to be:

5 απαντήσεις

- Operator with specialized experience (ICT, informatics, other)
- Public operator
- Private operator (company interested in providing services and goods by e-procurement system)

100%

ΠΑΝΕΠΙΣΤΗΜΙΟ
ΠΑΤΡΩΝ
UNIVERSITY OF PATRAS
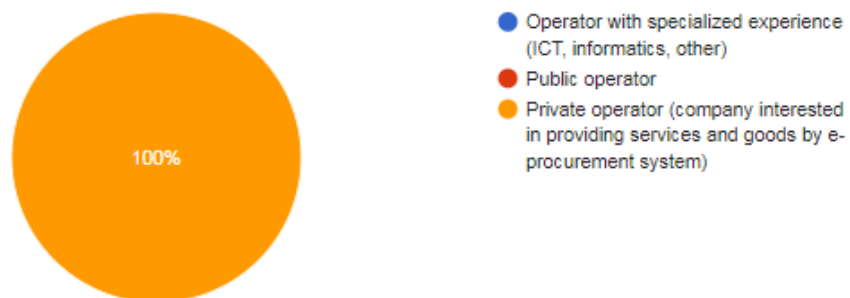
3. CONCLUSIONS

The overall satisfaction on GRASPINNO Unified Platfrom has been evaluated as high. Generally, both users and PAs, strongly believe in the usefulness of the Platform. They have also proposed some ideas for improving the graphics and the time recovery from their mistakes in the individual tools of GRASPINNO Platform. Generally, GRASPINNO Databases concentrated the highest scores in terms of usefulness and ease of use. GRASPINNO eGPP seems to be challenging for some PAs, but generally the users think that some minor changes, will make eGPP tool a more user-friendly tool. According to PAs, GRASPINNO LCC tool is quite easy in its use, but some of the parameters cannot be easily found. Concluding, the majority of the users are well satisfied by the individual tools of GRASPINNO Platform and they all consider that the SMEs should insert more and more products, in order for the results to be more accurate and for finding out the greener solution in public procurements.

3.1 Proposals for improvement

According to the users' feedback, the proposals for improving GRASPINNO Unified Platform are the following:

- Motivate users for register in the Platform. This could be achieved by sharing a video of the Platform results and a video made manual, which will ensure the easy use of the Platform.
- Better graphics, will be necessary for approaching more and more users.
- Motivation to SMEs for inserting their products in GRASPINNO Databases, could be achieved by providing opportunities to the users of the Platform.
- A new function of inserting more than one products at the same time, could ensure the time effectiveness of the users' browsing.
- Reducing the recovery time for correcting the mistakes of the users, could encourage the users to add more products/services and tenders.

Annex I_Questionnaires

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

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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

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?			

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**
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:

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IV.4 When performing your tasks, can you fast 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?

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.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?

_____

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**
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?			

GRASPINNO

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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)_____