

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 CCIT

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La Cambra
Cambra de Comerç
de Terrassa

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1. INTRODUCTION

1.1 Scope and objective of the deliverable

The main objective of this deliverable is to analyse the GRASPINNO eGPP tool from the users view.

The methodology was to send a survey to users who participated on Pilot and on Training course done on April 2017. This survey was defined by LP with the partners contributions.

1.2 Structure of the deliverable

This deliverables structure is based on:

- 1- Explanation of the target
- 2- Methodology used to send the survey
- 3- Number of surveys complete

2. QUESTIONNAIRES ANALYSIS

The questionnaire was developed by LP with partners contribution.

This questionnaire was translated to Catalan to make easy for the stakeholders answer the questions proposals. This questionnaire was created on a google form creating an on-line survey.

Target to complete the survey:

- Entities participated on Pilot: CCIT and UPC
- SMEs participated on Pilots offering their products
- Entities and SMEs who attend the training course done on April
- Total: 7 surveys/complete / 17 surveys sent. (4 PA-3 SMEs)

Note:

- The question regarding gender was eliminate considering is not relevant for the objective of the survey, and Catalonia region works for equality between women and men and maybe this question can be considered as a negative aspect.
- The public entities and SMEs was contacted by phone call before send the survey to explain the objective, however, not all of them answer them but they give feedback during this conversation.

3. RESULTS

The following tables shows results for each one of questions:

I. Overall evaluation

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

	PA - Total: 4	SME - Total: 3
YES	4/4	3/3
NO	0	0

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

	PA - Total: 4	SME - Total: 3
YES	4/4	3/3
NO	0	0

If NO, please explain:

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

PA Answers: 3/4	SME Answers: 2/3
<i>Is a support tool</i>	<i>Is a place where looking for, share and found information</i>
<i>Information available</i>	<i>Help and support</i>
<i>Facilitator</i>	

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

	PA Answers: 4/4	SME Answers: 3/3
Average	8	6,3

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

Overall evaluation	Average	
	PA	SME
I.5.1 Please rate your overall satisfaction after interacting with GRASPINNO Unified Platform.	3	2,7
I.5.2 How satisfied are you with this Platform's ease of use?	2,5	2,3
I.5.3 How satisfied are you with the Platform's graphics?	3	2,7
I.5.4 Please rate the experience of your browsing in terms of pleasure.	2	2,3
I.5.5 How satisfied are you with the feel of this Platform?	2,8	2,3
I.5.6 How satisfied are you with the registration procedure of this Platform?	3	2,7

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

- It would be great if is possible to search information by region, not only by country.
- Translate

SME:

- Visibility for SMEs
- Make visible the name of the SMEs

II. GRASPINNO Databases

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

Overall evaluation	Average
	PA

II.1.1 How easy it was for you to search for the products you need?	2,8
II.1.2 How easy it was for you to manage and compare the databases' products?	3
II.1.3 How useful was the Help session for your browsing?	2,5
II.1.4 How helpful was the Frequently Asked Questions (FAQ) session of the Platform?	2
II.1.5 How useful was the Best Practices session of the Platform?	2,3
II.1.6 How useful was the session with the environmental questions?	3
II.1.7 How ease it was for you to manage your profile in our Platform?	2,7
II.1.8 How ease it was for you to browse in GRASPINNO Database?	2,3

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

II.1.8 How easy it was for you to manage your profile in our Platform?	2
II.1.9 How easy it was for you to browse in GRASPINNO Database?	1,7

III. eGPP Tool

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

Overall evaluation	PA
III.1.1 Do you feel like facilitating your tenders' preparation by using GRASPINNO e-GPP Support Tool?	2,3
III.1.2 How easy it was for you to prepare your Tender Information Packages (TIPs) by using GRASPINNO e-GPP Support Tool?	2,3
III.1.3 How easy it was for you to publish your own Tender by using GRASPINNO e-GPP Support Tool?	2
III.1.4 How easy it was for you to export the TIPs and TDTs documents by using GRASPINNO e-GPP Support Tool?	2,3
III.1.5 When performing your tasks, how fast can you recover from your mistake (if any)?	2
III.1.6 How easy it is for you to repeat the tasks you made in GRASPINNO e-GPP Support Tool?	2
III.1.7 How easy was to upload a document in the eGPP tool's library?	2,7
III.1.8 How satisfied are you by the tool's Library search results?	2,5

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

- It would be great if we can do a list of providers for green products
- We want to know who are the potential providers

- Make visible the name of the SMEs

IV. Life Cycle Cost (LCC) Tool

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

YES	3/4
NO	--

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	2/4
NO	1/4

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

YES	4/4
NO	--

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

YES	2/4
NO	--

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

YES	2/4
NO	--

Comments:

- It would be great if we can compare green products each other and more than 2 at the same moment.
- Is a very good tool
- Good tool helping to make decisions

V. Personal Data

Public Operator:

- Procurement Department: Government of Catalonia
- Economic Department: Sabadell City Council
- CCIT: Chamber of Commerce of Terrassa
- UPC: Polytechnic University of Catalonia (Pilot)

Private operator (company interested in providing services and goods by e-procurement system)

- AECA Group- Consulting
- Orviser: Installation and Maintenance

Operator with specialized experience (ICT, informatics, other)

- Informatica Industrial (Informatics solutions).

4. CONCLUSIONS

The overall results are very good, the methodology and the platform are interesting for enterprises, public and private.

The punctuation is higher for public sector than private, maybe the reason is private sector want to gain visibility. For private sector is more important gain visibility to sell their products than know which procurement process are open

4.1 Proposals for improvement

- Language: translate the platform
- LCC: Possibility to compare green products and more than 2 at the same time.
- Database: Make visible the name of providers.

Annex I_Questionnaires

ANSWERS: PA

VALORACIÓ GLOBAL

1- Recomendaria GRASPINNO Unified Platform ?	2- Considera que gana valor utilitzant GRASPINNO Unified Platform?	Com defineixes GRASPINNO Unified Platform en poques paraules?	Puntua de manera global la plataforma	Qualifiqui la seva satisfacció general després d'interactuar amb GRASPINNO Unified Platform.	Valora que tan satisfet estàs amb la facilitat d'ús d'aquesta Plataforma?	Valora què tan satisfet estàs amb els gràfics de la plataforma.	Qualifica l'experiència respecte a la navegació en la plataforma.	Qualifica la comoditat en el uso de la plataforma	Valora què tan satisfet estàs amb el procés de registre.	Tens suggeriments per millorar la plataforma?
Si	Si	Eina de suport	8	3	3	3	2	3	Seria bo poder acotar les 3 cerques també per regions, no només per país.	
Si	Si		9	3	3	3	2	3	3	
Si	Si	Informació disponible	8	3	2	3	2	2	3 traduir	
Si	Si	Facilitador	7	3	2	3	2	3	3	

DATABASE

Què tan fàcil va ser para vostè buscar els productes que necessita?	Valora la facilitat per administrar i comparar els productes de les bases de dades	Valora la utilitat de la sessió d'Ajuda per a la seva navegació	Valora la utilitat de l'apartat de Preguntes Freqüents	Valora la utilitat de l'apartat de Bones Pràctiques	Valora la utilitat de l'apartat d'aspectes ambientals	Valora la facilitat para gestionar tu perfil	Valora la facilitat para navegar
2	3	2	2	2	3	3	3
3	3	2	2	3	3	3	2
3	3	3	2	2	3	3	3
3	3	3	2	2	2	3	3
2,8	3,0	2,5	2,0	2,3	2,7	3,0	2,7

EGPP

L'ús de l'eina facilita la preparació de les licitacions?	Valora la facilitat de preparar els seus plec utilitzant els paquets de informació (TIP)	Valora la facilitat de publicar la licitació en la plataforma	En realitzar les seves tasques, què tan ràpid pot recuperar-se del seu error (si correspon)?	Valora la facilitat de repetir les tasques que va realitzar en la plataforma?	Valora la facilitat de pujar documents a la biblioteca?	Valora la satisfacció amb el contingut i la cerca de documents de la biblioteca?	Suggeriments de millora
3	3	2	2	2	3	3	Poder fer un llistat de possible proveïdors de productes verds.
2	2	2	2	2	3	3	Seria bo poder saber quines són les empreses que ofereixen els productes pujats
2	2	2	2	2	2	2	2
							2 Fer visible el nom de les empreses que han pujat productes
2,3	2,3	2,0	2,0	2,0	2,7	2,5	

LCC

Va aconseguir fàcilment calcular GRASPINNO el cost del cicle de vida d'un producte mitjançant l'ús de l'eina LCC	Va ser fàcil per a vostè trobar tots els paràmetres per calcular el cost del cicle de vida d'un producte amb l'eina GRASPINNO LCC	Creu que l'ús de l'eina GRASPINNO LCC va ser efectiu en el temps?	En realitzar tasques, què tan ràpid pot recuperar-se del seu error (si correspon)?	Creu què és fàcil repetir tasques amb l'eina GRASPINNO LCC ?	Comentaris/Suggeriments	Empresa/Organització	En el sector de l'energia et consideres:
Si	Si	Si	Si	Si	Seria molt bo poder comprar varis productes verds no només tradicional i verd	Dept. Compres - Gencat	Operador public
Si	No	Si	Si	Si	Molt bona eina	Promocio Economica Sabadell	Operador public
Si	Si	Si	Si	Si	Bona eina, ajuda en la presa de decisions	CCIT	Operador public
		Si			No la varem fer servir en aquesta oportunitat, però és un càlcul d'ajuda.	UPC-Solar Campus	Operador public

ANSWERS: SME

VALORACIO GLOBAL										
1.- Recomendaria GRASPINNO Unified Platform ?	2.- Considera que gana valor utilitzant GRASPINNO Unified Platform?	Com defineixes GRASPINNO Unified Platform en poques paraules?	Puntua de manera global la plataforma	Qualifiqui la seva satisfacció general després d'interactuar amb GRASPINNO Unified Platform.	Valora que tan satisfet estàs amb la facilitat d'ús d'aquesta Plataforma?	Valora què tan satisfet estàs amb els gràfics de la plataforma.	Qualifica l'experiència respecte a la navegació en la plataforma.	Qualifica la comodidad en el uso de la plataforma	Valora què tan satisfet estàs amb el procés de registre.	Tens suggeriments per millorar la plataforma?
Si	Si	Lloc on buscar i trobar informació.	6	3	2	3	2	2	3	
Si	Si	Ajuda i Suport	6	2	2	2	2	2	2	Visibilitat a les empreses 2 subministradores de productes.
Si	Si		7	3	3	3	3	3	3	3 Poder fer visible el nom de l'empresa.
			6,3	2,7	2,3	2,7	2,3	2,3	2,3	2,7
DATABASE									PERSONAL DATA	
Què tan fàcil va ser para vostà buscar altres productes ?	Valora la facilitat per pujar els seus productes de les bases de dades	Valora la facilitat per gestionar els productes pujats	Valora la utilitat de l'apartat d'ajuda	Valora la facilitat per afegir i gestionar els "key elements"	Valora la facilitat per trobar licitacions obertes	Valora la utilitat de l'apartat d'aspectes ambientals	Valora la facilitat per gestionar el teu perfil	Valora la facilitat per navegar	Empresa/Organització	En el sector de l'energia et consideres:
2	2	2	2	2	1	3	3	2	1 Informàtica Industrial	Operador privat especialitzat (TICs, Informatic)
2	2	2	2	2	2	2	3	2	2 AECA	Operador privat (empresa interessada a proporcionar serveis i béns mitjançant un sistema contractació pública.
2	3	3	3	3	3	2	3	2	2 Orviser	Operador privat (empresa interessada a proporcionar serveis i béns mitjançant un sistema contractació pública.
2,0	2,3	2,3	2,3	2,3	2,0	2,3	3,0	2,0	1,7	

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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?

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

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(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)

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Overall evaluation	1	2	3
II.1.1 How easy it was for you to search for the products you need?			
II.1.2 How easy it was for you to manage and compare the databases' products?			
II.1.3 How useful was the Help session for your browsing?			
II.1.4 How helpful was the Frequently Asked Questions (FAQ) session of the Platform?			
II.1.5 How useful was the Best Practices session of the Platform?			
II.1.6 How useful was the session with the environmental questions?			
II.1.7 How ease it was for you to manage your profile in our Platform?			
II.1.8 How ease it was for you to browse in GRASPINNO Database?			

III. eGPP Tool

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)

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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?			

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:

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

☐ NO

If NO, please explain:

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

☐ YES

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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

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?

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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

(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?			

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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)

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?			

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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

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)_____

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