E 5.4.1 TWIST Market Place User Manual

Report on GT5

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List of acronyms and abbreviations

IST - Instituto Superior Técnico (University of Lisbon, Portugal)
NGO -Non-governmental organization
SMEs – Small and medium enterprises
TWIST – Transnational Water Innovation Strategy

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1. Introduction

TWIST Market Place is a platform with a virtual catalogue of the deliverables of TWIST project and the products and projects developed in the 3 Living Labs: OWL, UL3 and LAVISO. The platform is available at the website https://twistmarketplace.eu.

TWIST Market Place aims to establish a bridge to foster the co-creation process, by linking SUPPLY – the products – with DEMAND – the stakeholders needs.

This user manual has been organized by the main tabs in the website: home, supply, demand, innovation procurement, partners and useful links, and will go through all the functionalities and navigation options available.

Besides the main tabs TWIST Market Place will open new pages that can be accessed through the Supply and Demand pages. These pages provide information on products and services created or needed. The Innovation Procurement section was developed to provide detailed information about how public institutions can buy innovation.

Lastly, in the TWIST Market Place website the user will find contact forms that will allow him to email the different Living Labs involved in the project. These forms are available from the Demand and Partners page.

The following chapters describes each one of these main sections, their functionality and how to navigate in them.

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2. Home page

TWIST Market Place website opens to the Home tab, as shown in Figure 1. On the top right corner of the page direct links to Supply, Demand, Partners and Useful Links can be found.

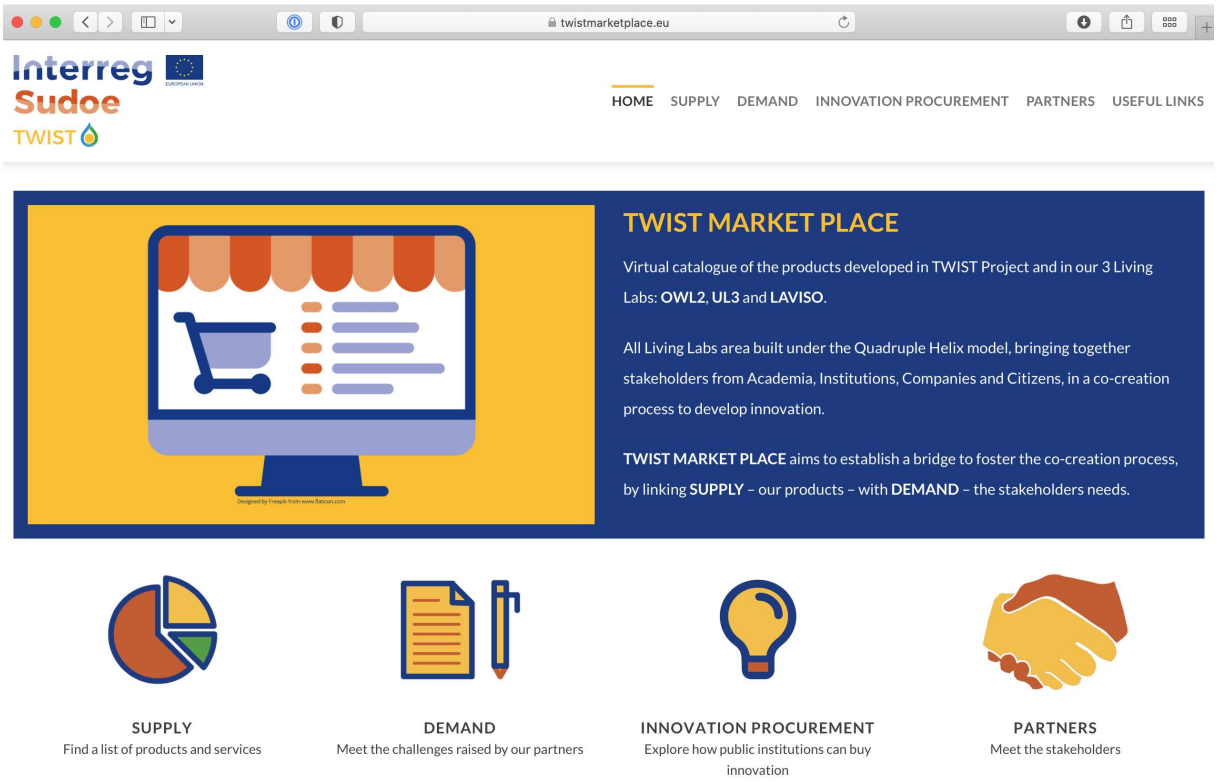

Figure 1 - Home page of TWIST Market Place website.

The central focus of the Home tab is a brief explanation of the TWIST Market Place. Bellow that are direct links to Supply, Demand, Innovation Procurement and Partners.

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3. Supply Page

In the Supply Page the user can find a list of products developed in TWIST Project and TWIST Living Labs. To facilitate search, “Filter Options” are presented on the right side of the page, as can be seen in Figure 2. The filter options allows to choose between the 3 Living Labs (LAVISO, OWL2, UL3), the type of product (product, project, report, service), recipients (SMEs, university, research institutes, technological center, ONG, public administration, citizens) and partners (academia, citizens, companies, institutions).

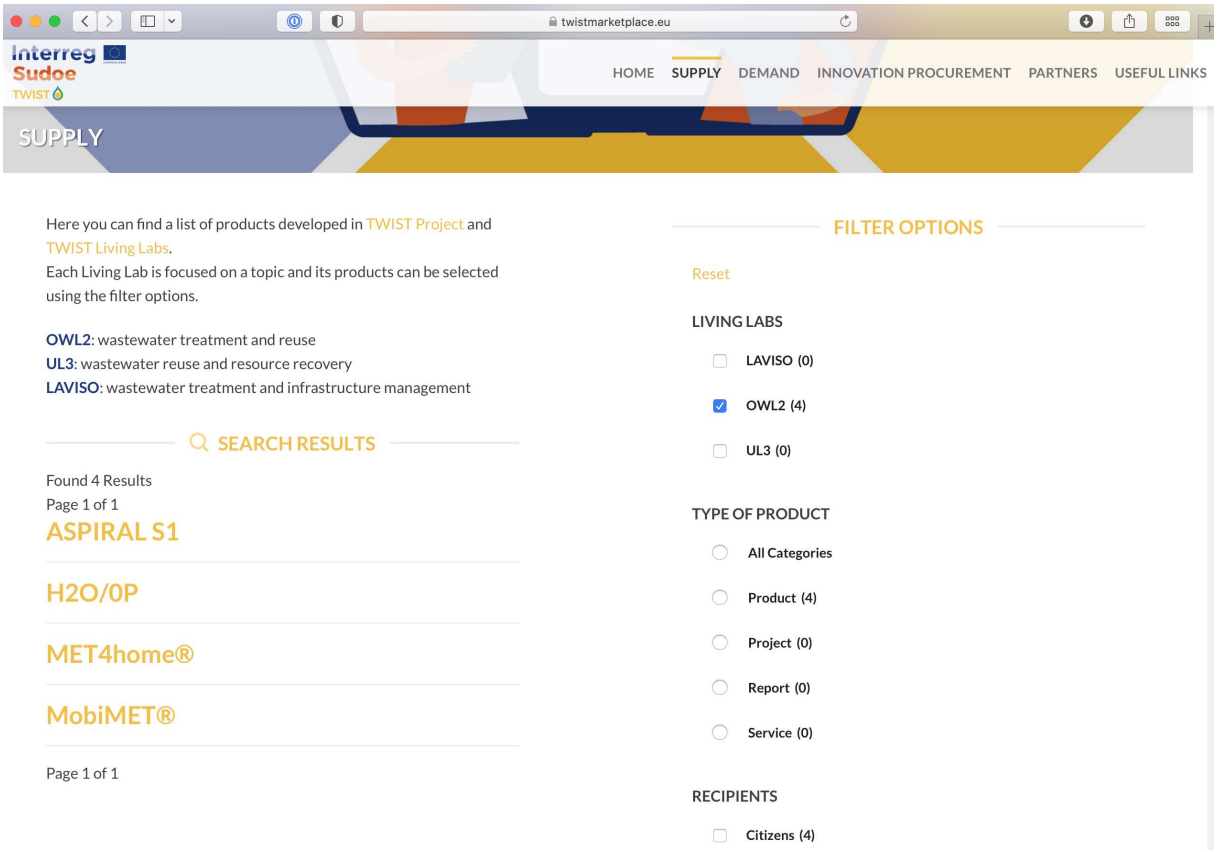

Figure 2 - Supply page from the TWIST Market Place website.

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After applying the filters, the number of results found will be indicated and the corresponding supply options will appear under “Search Results” on the left. By clicking in a search result the user will be directed to that page. Navigation on that page is presented next.

3.1 Supply Product/Service page

Supply products or services have individual pages that can be accessed from the *Supply* page as explained previously. Figure 3 shows an example of a supply product page.

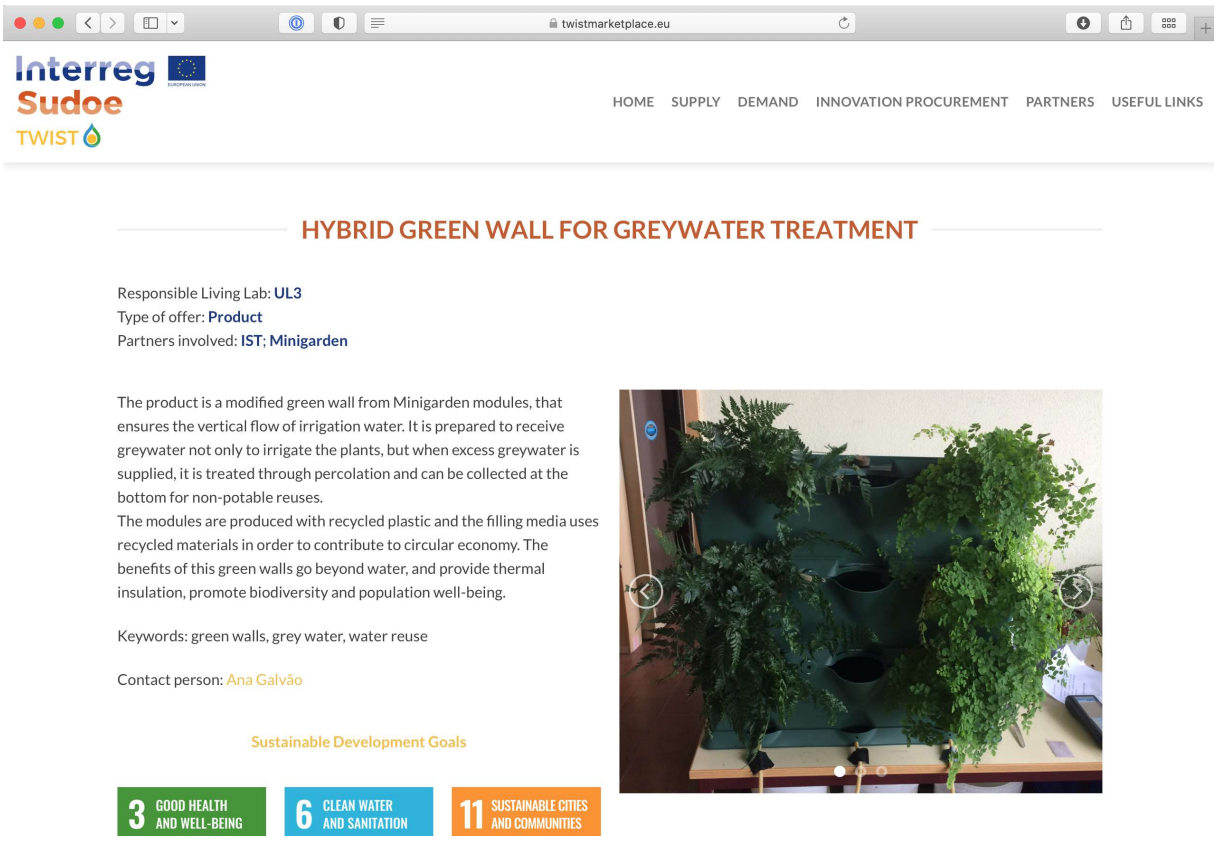

Figure 3 - Example of a supply product page from TWIST Market Place website.

As can be seen in the picture above, the name of the product is presented at the top of the page in orange.

Bellow that, on the left, a brief description of the product is shown, including the Living Lab responsible by the product, the type of offer (product or service), the partners involved, keywords and information for the contact person. By clicking on the name of the contact person the user will be directed to an email draft aimed to the person in question.

The information of the product is followed by the sustainable development goals to which the product contributes.

On the right of the page images for the product or service are shown in a slider that automatically changes between images. Arrows on either side of the image allow the user to navigate throw the images if desired. Clicking on the images will enlarge them.

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4. Demand Page

In the Demand Page the user can find a list of requests for innovation from the TWIST partners as well as contact forms to each Living Lab. Figure 4 shows the Demand page on the TWIST Market Place website.

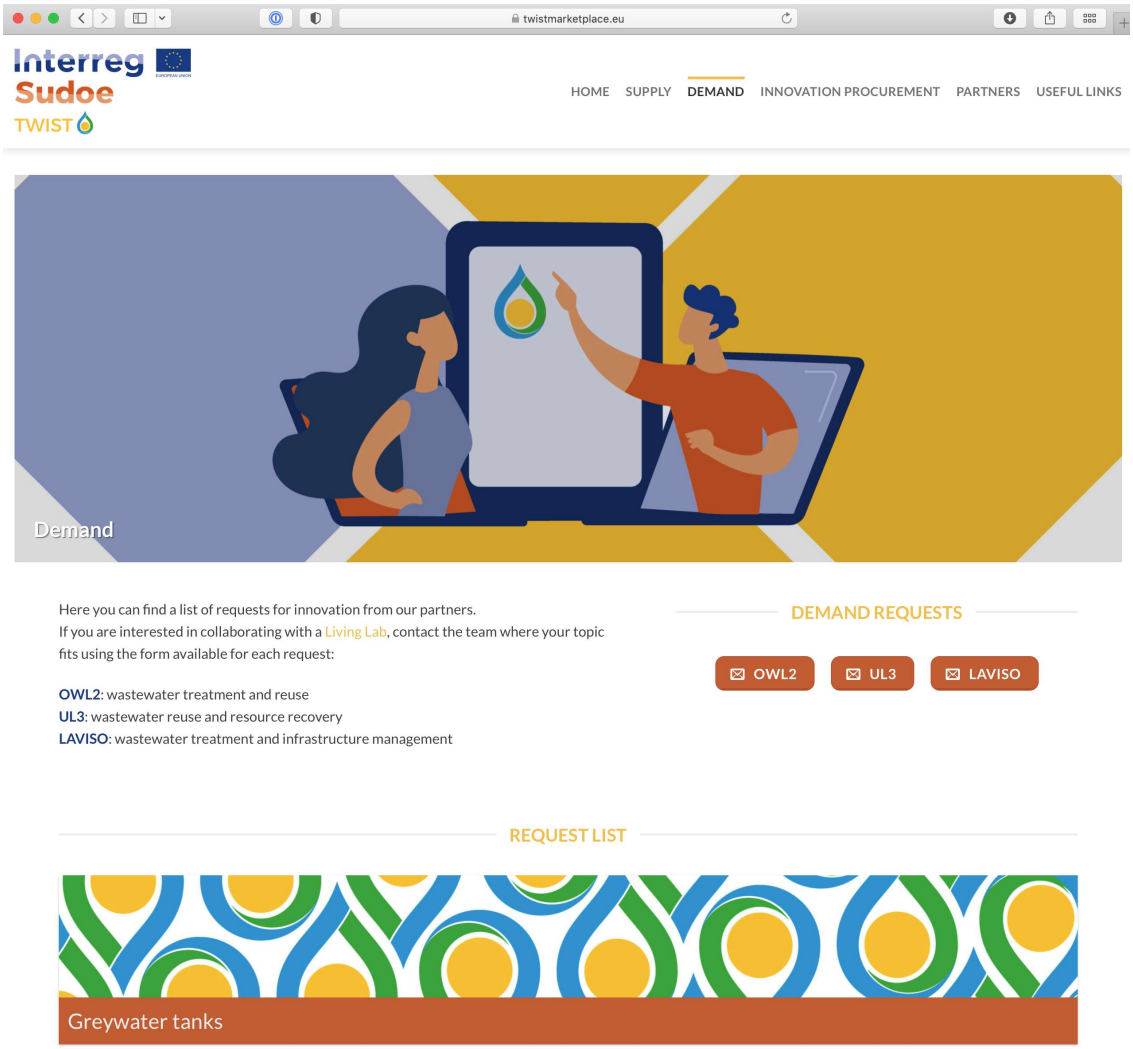

Figure 4 - Demand page for the TWIST Market Place website.

On the left of the page is a brief description of the purpose of this page. On the right, under “Demand Requests”, the contact forms for each Living Lab will allow

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users interested in collaborating with a Living Lab to contact the corresponding team.

By clicking on one of the contact forms for any of the Living Labs a pop-up box appears with a “Demand Request”, as shown in Figure 5. Here the user can fill in the different fields necessary: responsible for the request; e-mail; choose the type of responsible from academia, institutions, companies and citizens; and the detailed request.

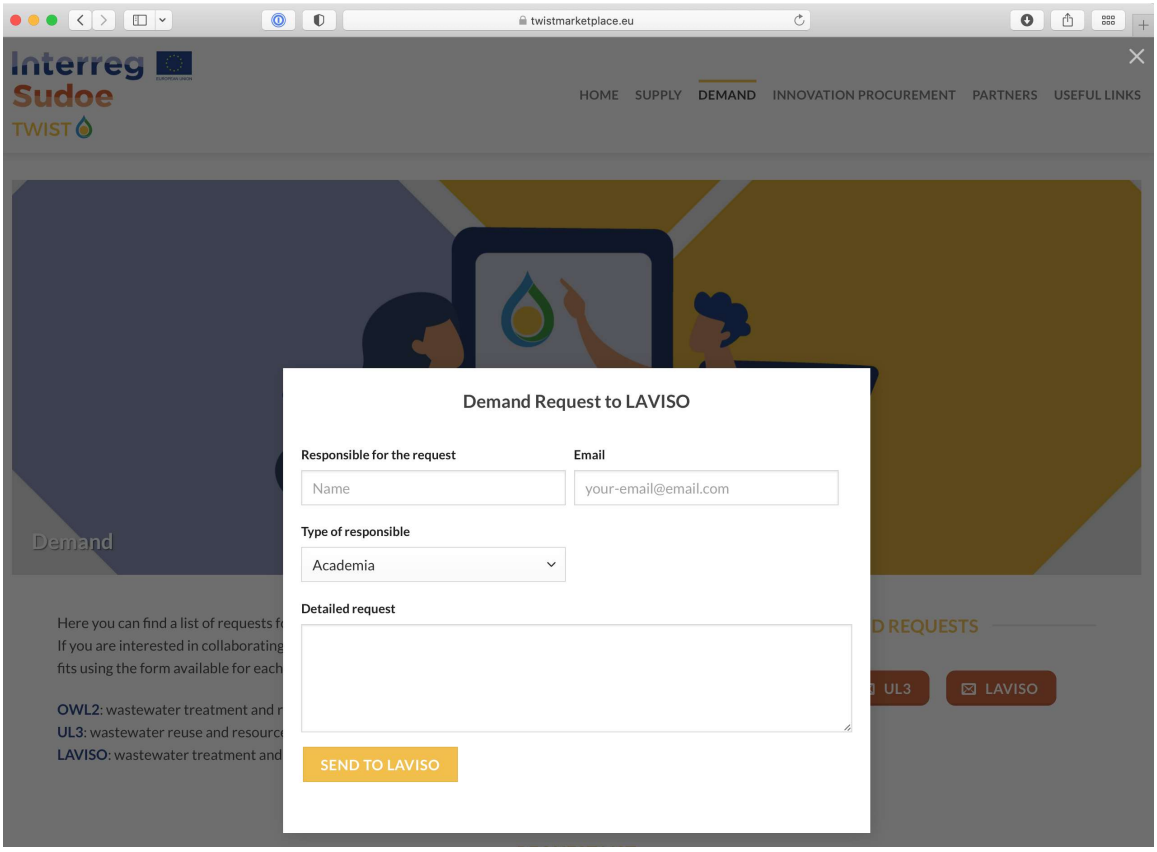

Figure 5 - Contact form for LAVISO from the Demand page in TWIST Market Place website.

Under *Demand Requests* is the Request List with each innovation request from the TWIST partners being a clickable link. Navigation on those pages is presented next.

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4.1 Innovation Request page

Innovation requests have individual pages that can be accessed from the *Demand* page as explained previously. Figure 6 shows an example of an *Innovation Request* page.

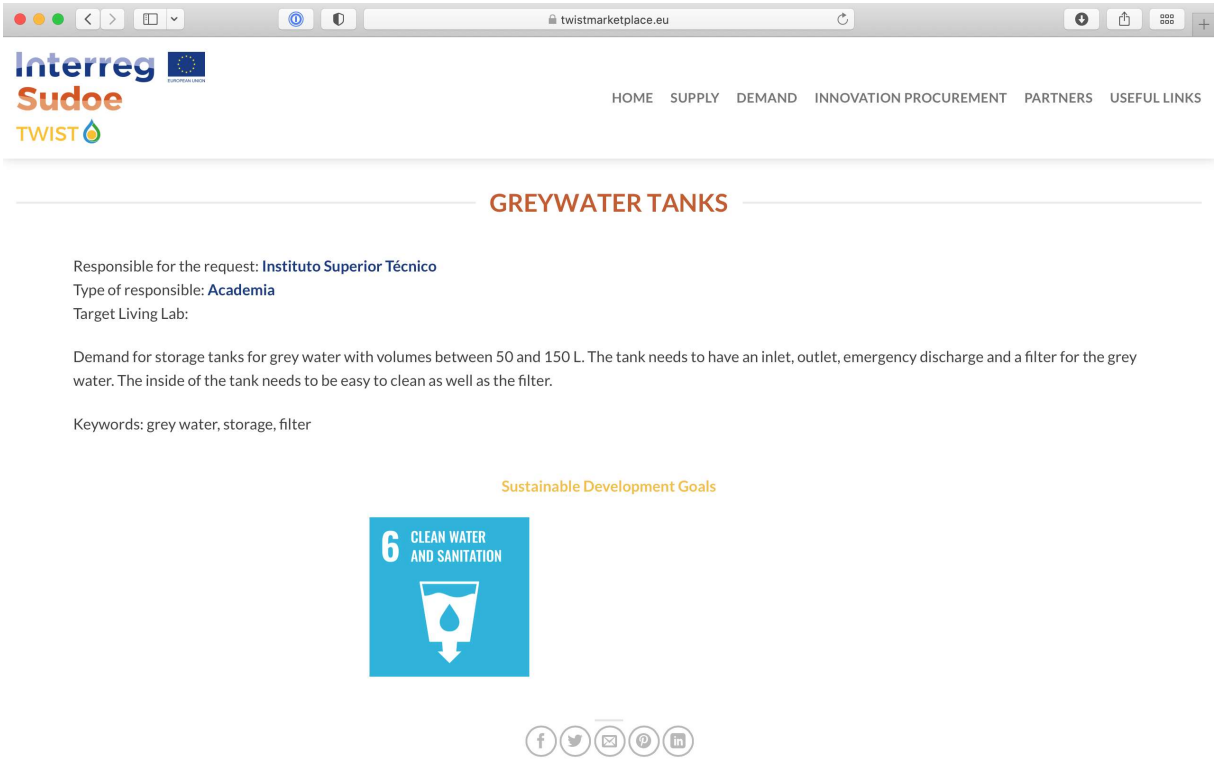

Figure 6 - Example of an Innovation Request page from the TWIST Market Place website.

Similarly to the *supply products/services pages*, Innovation Request pages present the name of the product at the top of the page in orange.

Bellow that, a brief description of the product is shown, including the responsible for the request, the type of responsible (academia, citizens, companies, institutions), the target Living Lab and keywords.

The information of the product/service is followed by the sustainable development goals the product will contribute to.

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5. Innovation Procurement

The Inovation Procurement page provides information on the topic and also a Guideline on Innovaiton Procurement in the water sector. Figure 7 shows to topics available at the Innovation Procurement Page.

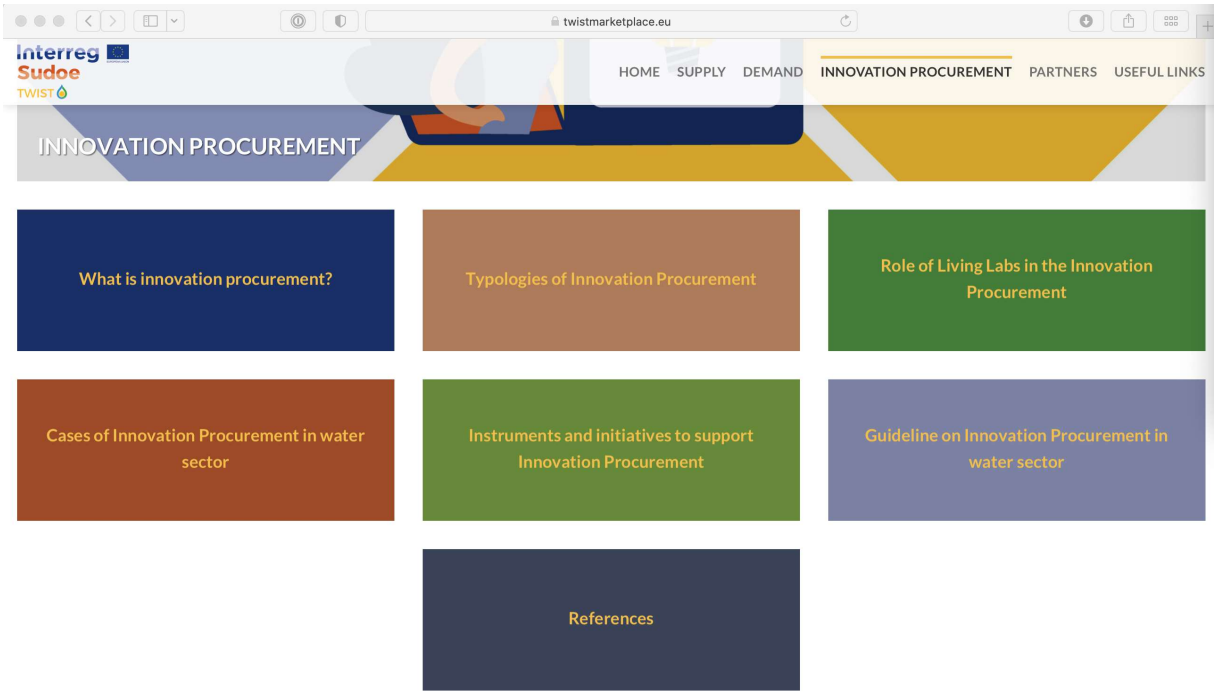

Figure 7 - Innovation Procurement page from the TWIST Market Place website.

The concept and structure of innovation procurement processes are provided in the sections:

- What is Innovation Procurement?
- Typologies of Innovation Procurement
- Instruments and Initiatives to support Innovation Procurement

Figure 8 show an example of the “What is Innovation Procurement?” page, explaining the concept and providing a link to TWIST documents that include more detailed information.

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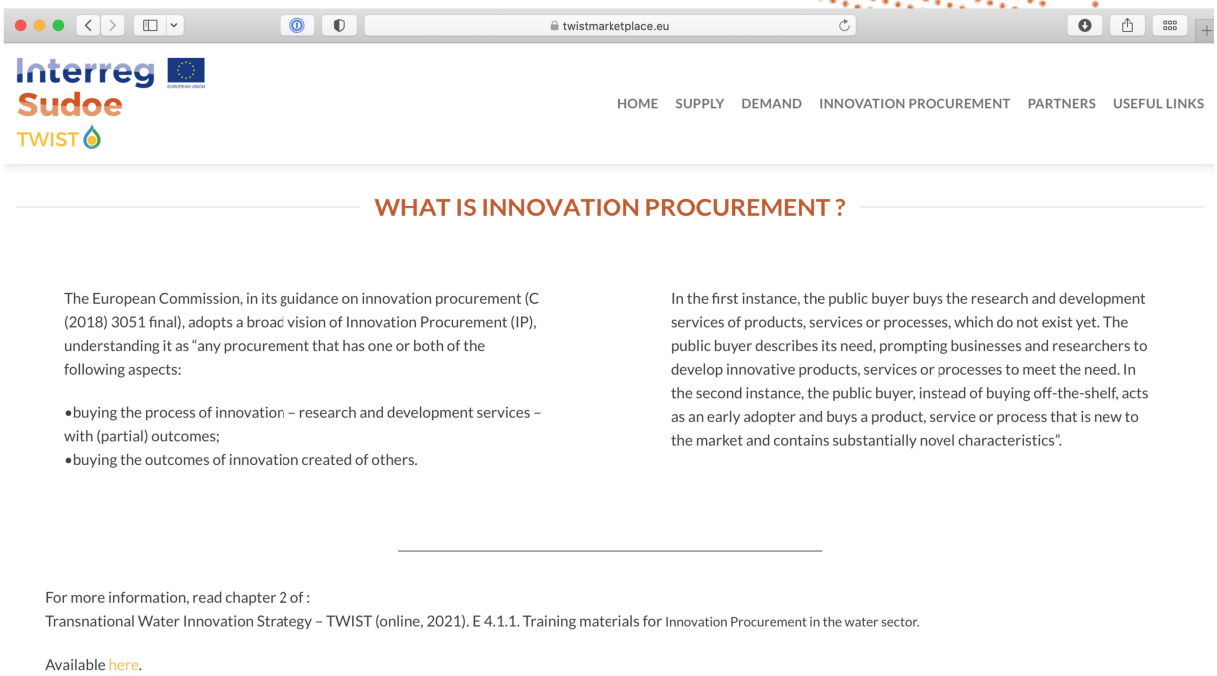

Figure 8 – "What is Innovation Procurement?" page within the Innovation Procurement section.

The role of the Living Labs describes the support Living Labs in general can provide to Innovation Procurement processes. This section also has a link to a deliverable with more information.

The main output of the Innovation Procurement component of the project, GT3, is the guideline on Innovation Procurement in the water sector. Figure 9 shows the webpage with a summary of this information.

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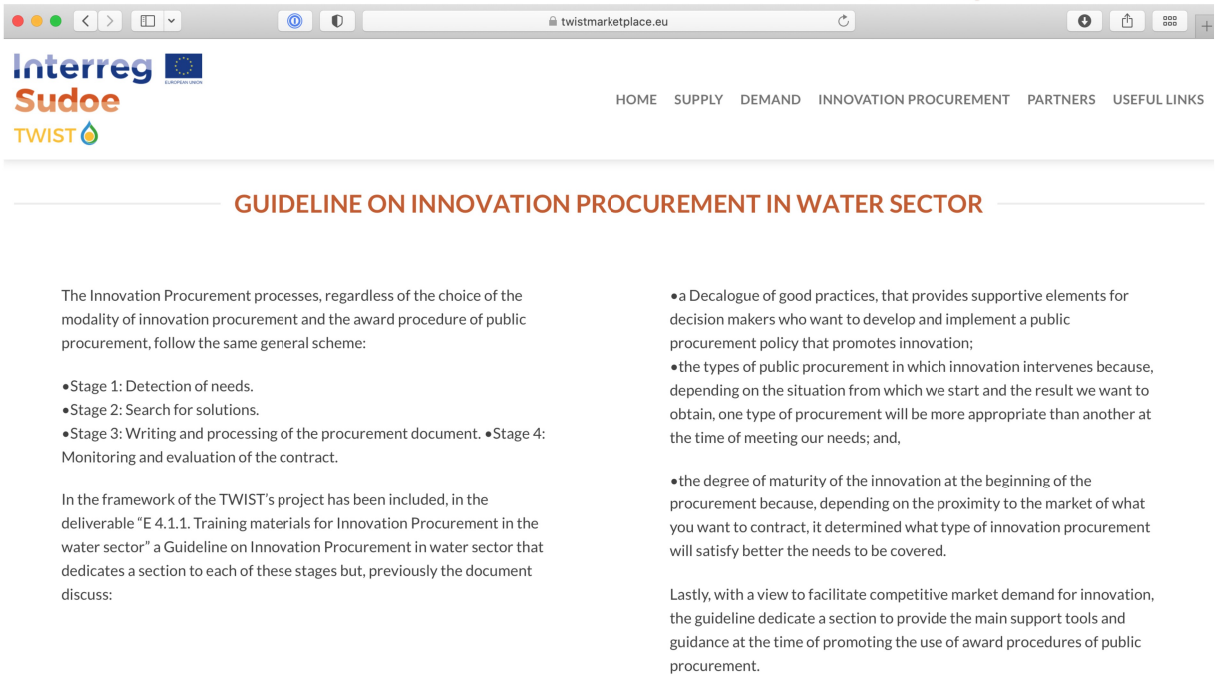

Figure 9 – "Guideline on Innovation Procurement in Water Sector" page within the Innovation Procurement section.

To complement the overall information two pages with cases of innovation procurement in the water sector and references are also available.

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6. Partners Page

The Partners page compiles a list of the several partners that were involved in the development of TWIST Products and Services, as shown in Figure 10.

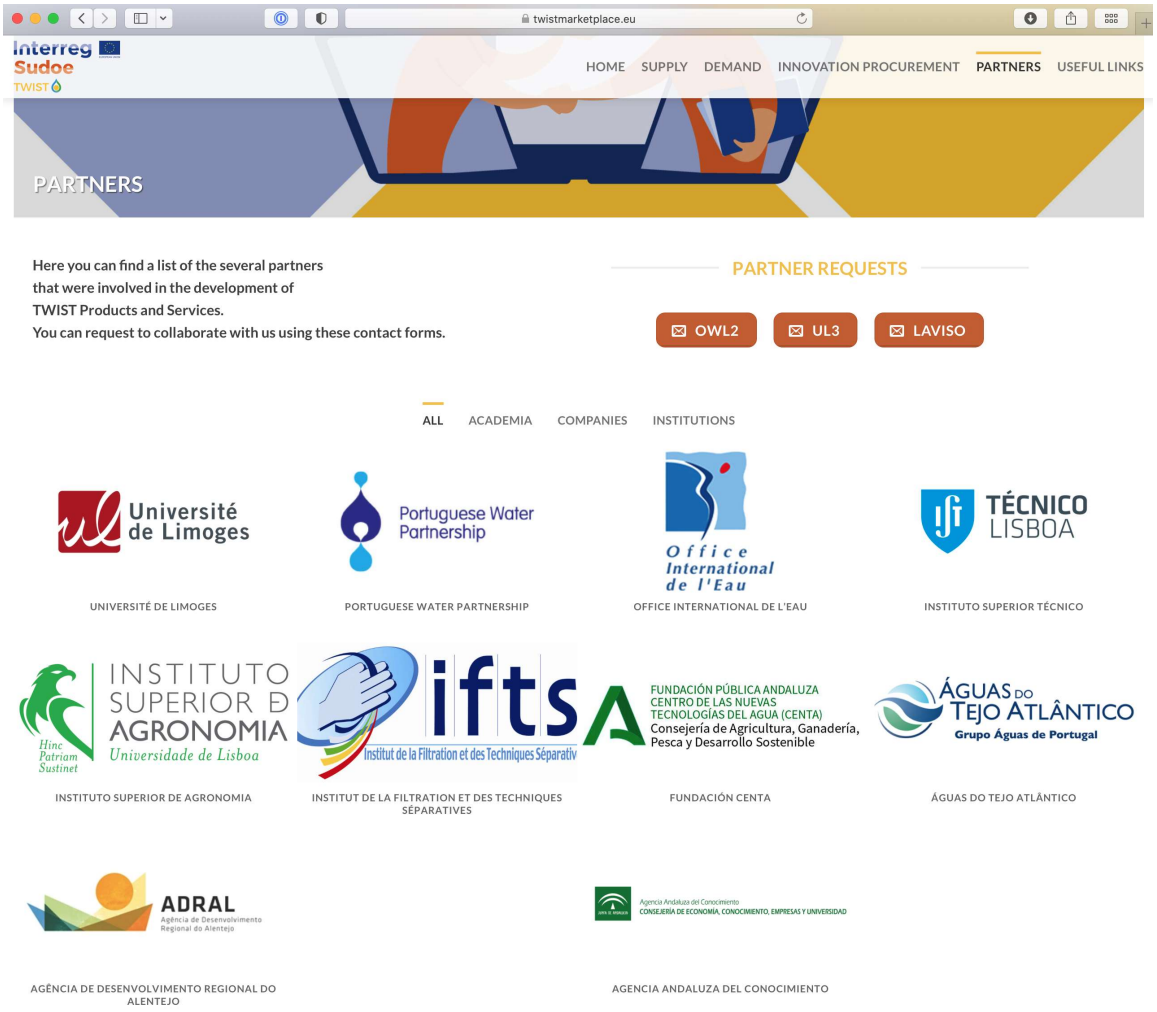

Figure 10 – Partners page in the TWIST Market Place website.

On the right the request forms will allow the user to request to collaborate with the different Living Labs. By clicking in the intended Living Lab a pop-up box will appear (Figure 11). Here the user can fill in the different fields necessary: name; e-mail; choose the type of responsible from academia, institutions, companies and citizens; and enter the detailed description.

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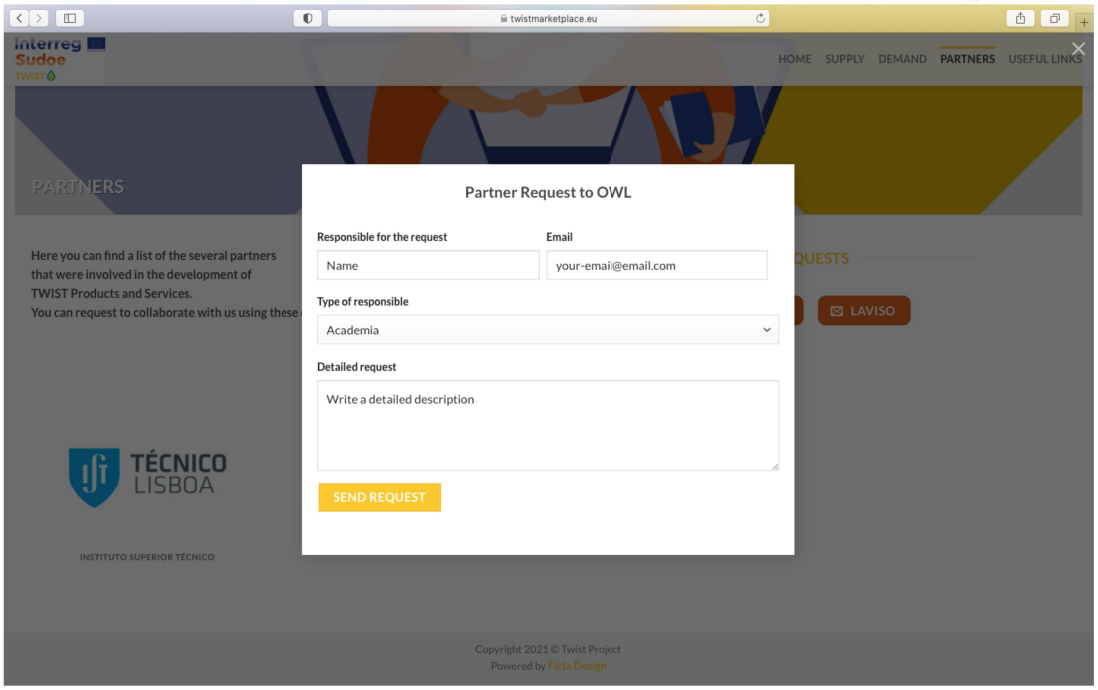

Figure 11 - Request form for collaborations.

The user is able to filter the partners by academia, citizens, companies and institutions. The logo of the partners appears in rows at the bottom of the page as clickable links that will direct the user to a new page dedicated to the partner selected. An example of a partner page can be seen in Figure 12.

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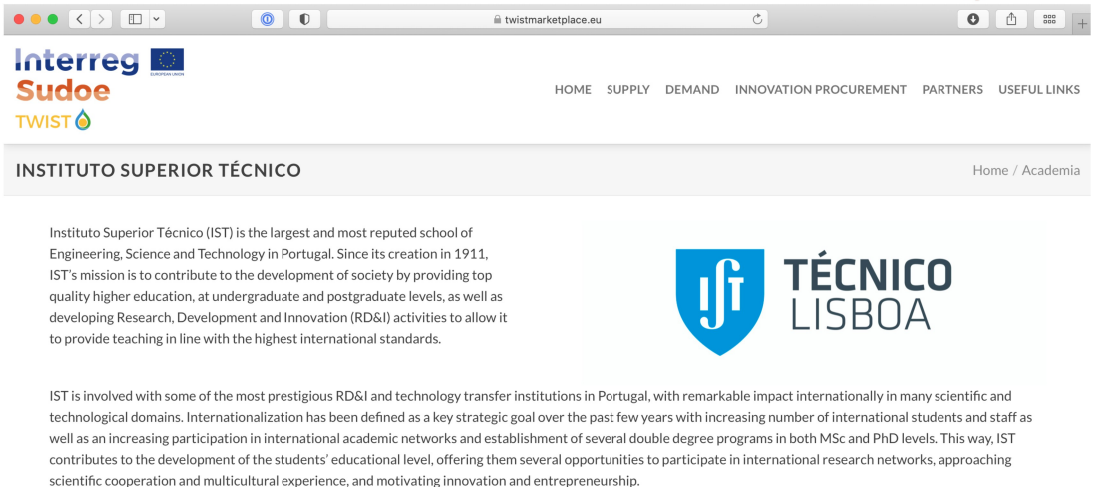

Figure 12 - Example of a Partner page in the TWIST Market Place website.

The partner page contains a brief description of the partner as well as the partner's logo on the right side. Clicking on the logo opens a new tab with the partner's website.

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7. Useful Links page

In this page the user will find links to other water networks (Figure 13). Clicking on each icon will open a new tab with the site for each water network.

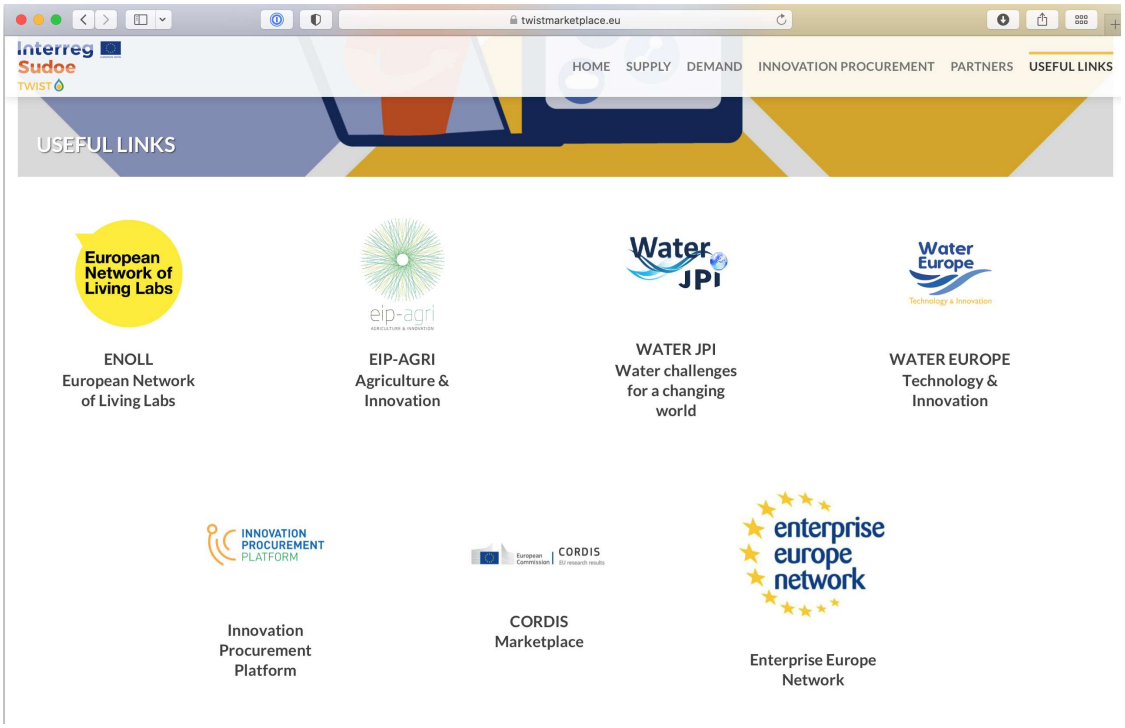

Figure 13 - Useful links page in the TWIST Market Place website.

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