Service Definition

G-Cloud 14

thinkproject

think lifecycle. think know-how.

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Versions

Revision	Date	Amendment	Author	Checked
0	October 2015	G-Cloud 7	NW	BW
1	June 2016	G-Cloud 8 update	JM	NW
2	April 2017	G-Cloud 9 update	JM	TM
3	May 2018	G-Cloud 10 update	TC	JM
4	May 2019	G-Cloud 11 update	TC	TM
5	May 2020	G-Cloud 12 update	JM	TM
6	May 2022	G-Cloud 13 update	AM	TM
7	April 2024	G-Cloud 14 update	TM	AM
8	June 2025	G-Cloud 14 amendment	AM	TM

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1. Introduction

With a proven record of 80,000 projects in 60+ countries. Thinkproject is the European leader for construction SaaS solutions. We achieve an unprecedented customer retention rate which is a testament to the successful delivery, support, service and ongoing value provided by Thinkproject.

Since 2005, Thinkproject Contracts (CEMAR) has had one focus; to develop an intuitive, secure and effective cloud-based solution, to manage and report over today's modern collaborative contracts. The system is simple and quick to deploy over a range of forms including NEC (NEC3 & NEC4), FIDIC, JCT, IChemE, CCS, RICS, etc.

Today the system supports over £200bn (per annum) of infrastructure, professional services and maintenance works across over 25,000 individual contracts with over 100,000 active Users.

Current examples of major infrastructure projects which are all active commissions within Thinkproject include:

- **Nuclear new build** - Hinkley Point C (7 Year), Sizewell C (3 Years);

- **Nuclear decommissioning** - Magnox, Dounreay and Sellafield, (9 Years),

- **Defence** – Defence Infrastructure Organisation (4 years), Ministry of Defence

- **Rail infrastructure** - HS2, Network Rail (in its 7th year), etc;

- **Airports** - Heathrow Airport Limited (10 years), Manchester Airport Group (8 years), etc;

- **Major Asset Management Programmes in Utilities** - United Utilities (9 Years), Welsh Water (7 Years), Thames Water (4 Years)

- **Large Highway Schemes** - Highways England (5 years)

Thinkproject Contracts (CEMAR) is **Cyber Essentials PLUS** and **Cyber Defence and Risk (CyDR)** certified and all security policies and processes are managed under:

- **ISO 9001** Quality Management System

- **ISO 27001** Information Security Management System

- **ISO 22301** Business Continuity System

Please visit our website for more information www.thinkproject.com

2. Scope of Services

2.1. Contract Management

Thinkproject Contracts (CEMAR) is a dedicated contract management solution for NEC, FIDIC and other contract types. Created from a first-hand need to manage administrative demands, it has been developed by industry experts and practitioners and is acknowledged by name in all NEC4 contracts.

Thinkproject Contracts (CEMAR) provides off the shelf contract templates for:

- FIDIC
- NEC4 & NEC3
    - Engineering and Construction Contract (ECC)
    - Engineering and Construction Short Contract (ECSC)
    - Engineering and Construction Subcontract (ECS)
    - Term Service Contract (TSC)
    - Term Service Short Contract (TSSC)
    - Facilities Management Contract (FMC)
    - Professional Services Contract (PSC)
    - Professional Services Short Contract (PSSC)
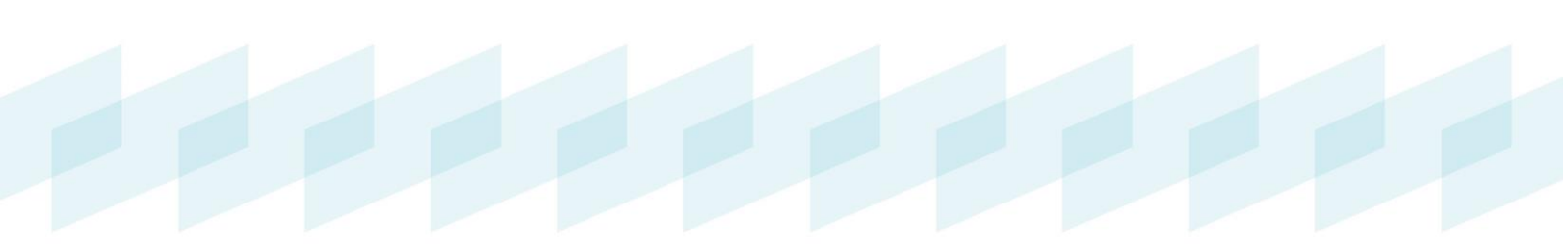   - Supply Contract (SC)

The system is used on a wide variety of other standard forms and bespoke conditions, e.g IChemE, JCT, CCS FM, etc. Its configuration affords rapid mobilisation over a broad range of contracting strategies, that may fall outside of the standard forms listed above.

2.2. Analytics (Powered by PowerBI)

PowerBI is fully integrated into the application for analytics and reporting. This provides users a global view of contracts for portfolio level reporting, with rich drill down capability, interactive visualisations, alongside lots of immersive dashboards and reports, which provide metrics on risk, quality, cost, time and communications & behaviours. This is summarised in a Contract Score metric which evaluates how effectively contracts are being managed, highlighting strong areas and those that need improvement to allow the successful delivery projects. This real-time 360 degree view enables users to benchmark and track team, supplier and contract performance.

2.3. Administration Module

The system is fully configurable by Administration Users with built in permissions so that any party, including Client, Contractor and Consultant organisations can configure and manage their users and contracts. This enables project teams to be completely autonomous in the management of the system and enables the environment owner to devolve the Superuser duties across their supply chain. Through intuitive setup wizards Administration Users can create new users, add or remove access across contracts and adjust the governance settings. In addition to this, the Administration Users can also create and edit contracts, framework templates, reporting structures and make bulk changes, i.e add and update users, update/remove key personnel and approval settings across multiple contracts Global permissions are available to enable the segregation of Administration rights to

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specific users, against specific contracts or at a hierarchical level, so that any organisation/user within the system can administer the users, contracts and settings relevant to them (i.e all/any party under the contract).

2.4. Key Features

Thinkproject Contracts (CEMAR) is a simple to deploy, web-based solution to contract management and reporting with a minimum 99.5% availability.

Covers core procedures with specifically-designed and tailored workflows for;

- Early warnings
- Instructions
- Compensation event notifications
- Proposed instructions
- Request for proposals
- Claims & Variations
- Task Orders
- Work Orders
- Programme submission & acceptance
- Design submission & acceptance
- Assessments and Employer Determinations
- Forecast to Completion
- Extensions of Time
- Payment application, assessment & certification (including detailed payment)
- Multiple Currency and Payment Streams
- Test & inspections
- Searches & Defects
- Request for information
- Technical queries
- Bonds and Company Guarantees
- Subcontractor Acceptance
- Value Engineering Proposals
- General communications

Contract delegations and authorities, both contractual and internal:

- Sensitive to individual User accounts in terms of Party identity and presents workflow accordingly whilst applying Superuser-defined governance settings

- by limiting what actions (instruct, notify, accept, submit etc.) under the contract Users can perform

- by defining financial thresholds to which actions can be performed

- establishing a set of internal signatories/approvers before communication is sent

- validates at various key stages to drive consistency and compliance with processes

- provides clear statements as to clause numbering and actions under the contract

- drop-down selections to avoid human error, drive compliance and enhance reporting capability

- lists reasons for withholding acceptances and captures details of decisions made can be configured for specific Z clauses

Achieves collaboration:

- the Parties and their teams access and administer contracts in a common environment

- available 24 hours per day, 365 days per year

- comprehensive real-time reports and registers of communications with single, shared numbering systems

- allows teams to build associations between communications

- upload and storage of any file attachment(s) locally to the events they relate to

- provides Party privacy for communication drafting, notes and internal sign-off

Maintains administrative records by:

- tracking changes to the Prices, Activity Schedule, Completion Date, Sectional Completion, Key Dates, extensions to reply periods etc.

- assigning each communication with an event number and entering onto the corresponding register

- assigning each communication with unique serial number and logging this in a document log, together with author, Party, time and date stamps

- providing secure PDF printable versions of all communications

- on completion of final account, or at any time, the ability to archive and download all communications into a folder structure which can then be viewed without requiring access to the internet

Keeps Parties informed of their outstanding actions and progress by:

- sending out automated email alerts when new communications are sent through the system

- employing an interactive Red/Amber/Green (with days left countdown) reminders page on the desktop

- providing a varied and significant selection of reports including:

- summary reports for Price, time, quality and administrative performance, priced schedules etc.

- printed version of registers (PMI, CE, EW, TQ, Defects, Tests & Inspections etc.)

- additional reports that show outstanding actions under each of the processes

- reports that show how events and matters are linked and associated with each-other

- User definable reports that enable teams to build their own

- comprehensive keyword search tool that interrogates all communications, attachment titles etc.

- providing an option on all reports that enables export to MS applications e.g. word, excel, CSV, PDF etc.
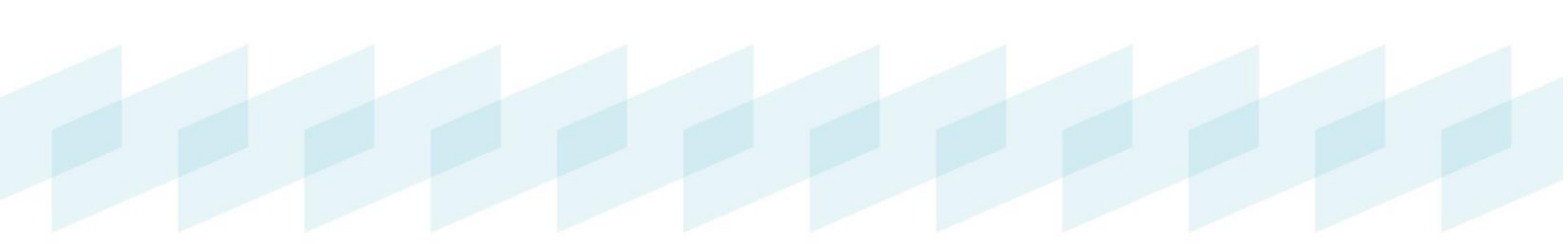
Integrated business intelligence and programme controls by:

- aggregated action lists, reports and charts across multiple contracts

- sift by WBS, Control Accounts, Frameworks, Division, Projects or other business categories

- extensive and powerful suite of charts across broad range of NEC3 and NEC4, cost, price, time, quality and behavioural metrics

- aggregated benchmarking, analysis and trending

- accessible database warehouse for third party software applications to link to Thinkproject Contracts (CEMAR) data for use within common data environments and reporting e.g. PowerBI

3. Mobilisation

Our integrated solutions benefit from our real-life experience of the complexities of the AECO industry. With over 20 years of experience in the industry, our experts are on hand to advise you on how to get the most out of your projects. From best practice processes to data analysis, we offer full consultancy services that go beyond technical support.

We offer various implementation pathways to suit your unique needs. Our standard project implementation ensures a seamless integration of our solutions into your operations, our customised project implementation

allows for a more tailored solution that aligns perfectly with your specific goals, or our Enterprise Strategic Implementation focuses on the holistic digital transformation of your processes throughout the asset lifecycle.

To ensure a successful rollout after implementation, our comprehensive eLearning, enablement, and support services will be the foundation, fostering a strong partnership and delivering the highest level of service and satisfaction for our valued clients.

Thinkproject Contracts (CEMAR) is a cloud-based "off-the-shelf" Software as a Service. There is no design, development or installation to be completed. Typically, Thinkproject Contracts is deployed in just a few days. The system is extremely intuitive and needs little or no training. The suite of online video tutorials, quick start guides, and practice contracts make the deployment fast, economical and efficient with as much or as little assistance from Thinkproject as required.

The system is available through common browsers without installing any components or special plugins. The convenient Superuser approach means teams are self-sufficient and able to manage and setup new users and contracts themselves.

3.1. Training

We propose a blended approach (online seminar and eLearning) to ensure both new and existing users are continuing to improve their knowledge. This can be achieved through a tailored training programme which is supported by our Learning Management System; Thinkproject Academy.

Thinkproject Academy provides digital training courses to offer fully on-demand interactive eLearning, supported by learning checkpoints and quizzes, and user training accreditation, tracking, and reporting. This enables Clients to report across users, certify completion and provide a scalable, cost effective, sustainable model with opportunities to personalise the User experience and content.

3.2. Support

All users, including suppliers, have access to an excellent team of in-house Support Specialists. They provide expert responses via our integrated ticketing service (powered by Zendesk) or via support phone line. Users may submit support tickets (through the Help Centre) or speak directly with a Support Specialist during business hours.

Users are supported by an expert team of Solution, Product and Infrastructure Specialists which are on hand where tickets are escalated. Escalation is managed in accordance with our ISO 9001 certified Quality Management System

We aim to respond to all support enquires within 1 hour during UK business hours and to maintain a customer satisfaction rating over 98%. Outside of standard business hours our integrated support centre accessible 24/7. This service provides access to a range of help articles, video tutorials and quick start guides.

4. Infrastructure and Security

Information Security is a Top Priority for Thinkproject

At Thinkproject, we understand that our clients trust us with their most valuable assets – their data. Thinkproject has taken security to heart to ensure that we support our clients' efforts to secure their data while realising the benefits our class-leading tools. Thinkproject has invested heavily in dedicated information security resources and maintain an accredited Information Security Management System (ISMS).

We continually invest in modern security technologies, monitoring, incident management, infrastructure to support data sovereignty requirements, and ongoing employee training to ensure the security of your data across our systems.

We employ numerous measures to protect your data, including:

- Controlled access to physical and electronic data

- Data confidentiality, integrity, and availability

- Established procedures to uphold data subjects' rights.

- Prompt and regular data erasure

- Continuous training for all employees on new data threats

Thinkproject has implemented an ISMS that encompasses policies, processes and controls, and we have been certified to the ISO27001 standard for more than 10 years. So, we are well positioned to safeguard your data and prevent sensitive information in the case of a malicious attack. Thinkproject's ISO27001 certification spans across its corporate processes, product management, product development, professional services, and operations. Furthermore, all employees are regularly trained and tested in information security as well as our policies and processes.

Thinkproject solutions are provided as a cloud-based 'Software as a Service' and as such are fully hosted, supported, maintained and backed-up; with secure hosting in Tier 3 data centres, which are available 24 hours a day, 365 days a year with full redundancy and hourly data backups.

Two-Factor Authentication and/or SSO provides additional access security control and SSL connection ensures all data transmitted is encrypted utilising the same technologies as banking and e-commerce sites.

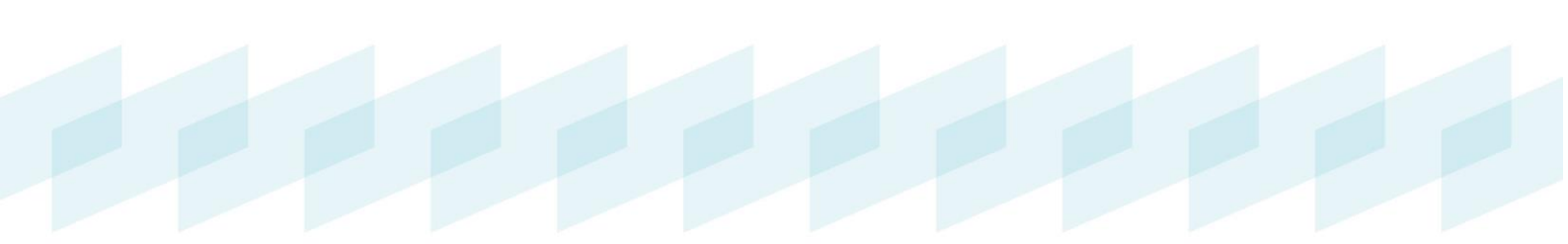**Thinkproject UK Limited Certifications include:**

- Information Security Management System (ISMS): ISO 27001:2013

- Quality Management System (QMS): ISO 9001:2015

- Business Continuity Management System: ISO 22301:2019

Thinkproject UK has also been assessed and certified against the UK Gov NCSC Cyber Essentials Plus scheme. Alongside, the Ministry of Defence IT accreditation, Cyber Defence and Risk (CyDR).

Thinkproject Contracts (CEMAR) Summary

Thinkproject Contracts (CEMAR) is provided as Software as a Service on a secure hybrid cloud over three geographically separate UK data centres (Primary, Disaster Recover and Backup). Thinkproject Contracts (CEMAR) is fully hosted, supported and maintained, requires no installation and is fully redundant with hourly data backups.

The infrastructure is provided and managed under ISO14001, 20000 and 27001 certifications and is protected by Sophos Endpoint Security and Control. All SaaS applications are delivered through SSL (Secure Sockets Layer) as standard and we utilise infrastructure accredited to UKAS / APMG / CESG systems adhering to Security Classification Definitions as described in the Government Security Classifications Policy (GSCP).

Thinkproject Contracts (CEMAR) is ISO 27001, 9001, 22301 and CE+ (Cyber Essentials Plus) certified and only BPSS security cleared and authorised personnel have access to client data.

Please note: For further information on the infrastructure, security, development and backup, along with our accreditations please request a copy of our Technical Note.

5. Integration

Thinkproject offers the following solutions in support of integration:

5.1. Open API

We provide an open API and management service, allowing clients to retrieve but also update information within Thinkproject Contracts (CEMAR) by a series of GET/PUT/POST/PATCH calls, covering all relevant data relating to contracts and events.

For further information please see our help article: https://support.thinkproject.com/hc/en-gb/articles/9514841143313-CEMAR-APIs

5.2. Bespoke APIs

The web service and all APIs are designed, built, deployed, and maintained by our in-house development team. The scope and development of this will of course depend on the client's requirements of what is expected of the system. In general, Thinkproject will expect to work with the Client, through workshops and meetings, to assist with content schema that will be required by the web service, hub or third-party application to perform certain functions. The Thinkproject team will develop, test and deploy the API, host and make available test and UAT environments and assist with testing, monitoring and logging of test results. Thinkproject will also assist in performing tests where APIs have bi-directional data transactions.

5.3. Data Warehousing

Thinkproject Contracts (CEMAR) also offers a Data Share cloud service (powered by Snowflake) where direct access to all Client data is provided. This offers complete flexibility for clients to access their data in a secure and effective way. The Data Warehouse is provided with all the security features of the Thinkproject Contracts (CEMAR) data tier.

Two packages are available:

Data Share Lite:
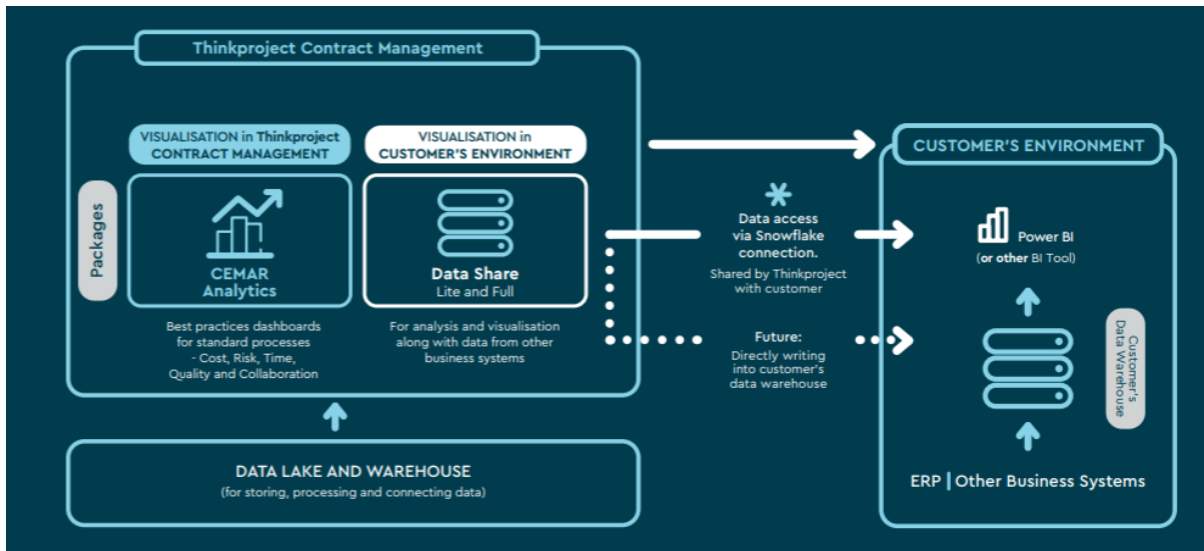
- Direct access to Snowflake Data Warehouse

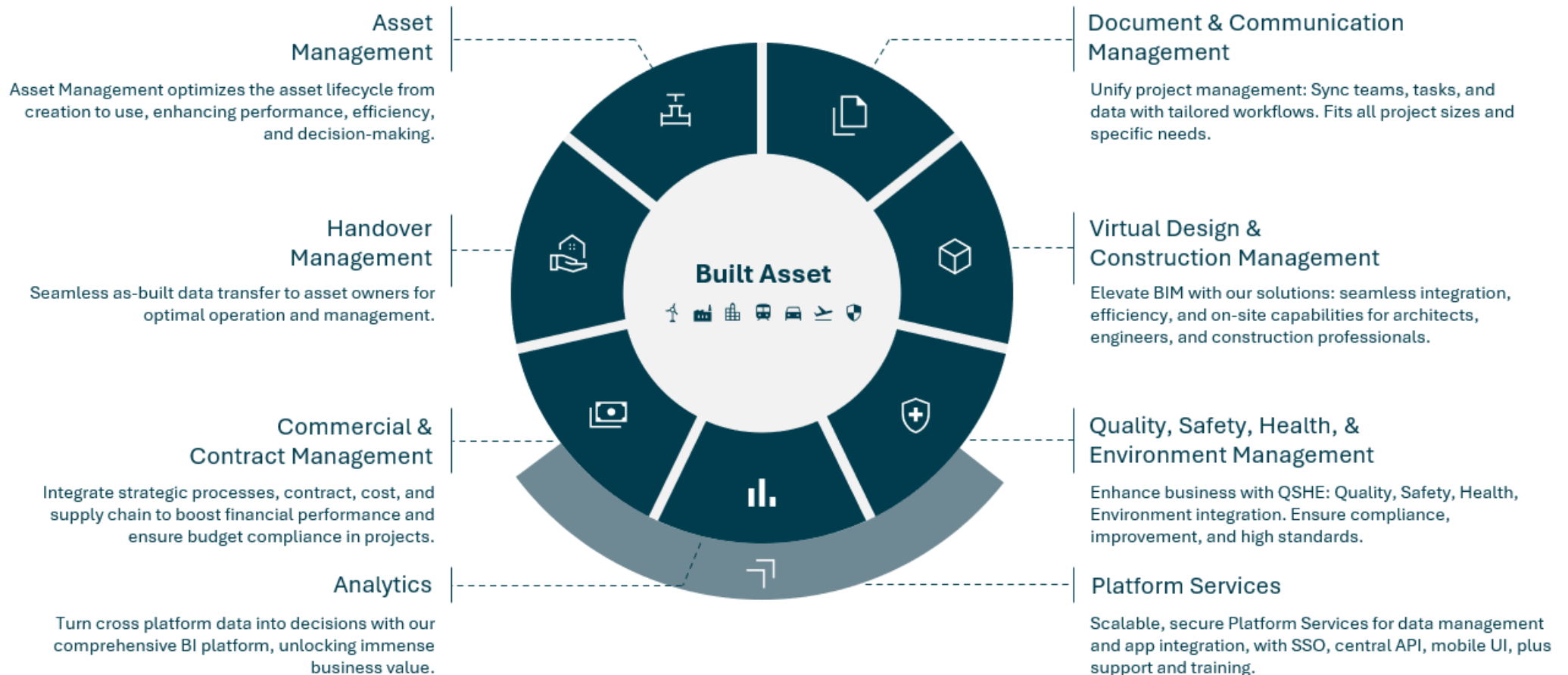- Simplified Data structure

Data Share Full:

- Direct access to Snowflake Data Warehouse

- Full Data Model and Data dictionary

- Example PBX file with in-app Analytics visualisations

6. Thinkproject Platform

Pioneering a new era and offering a cohesive alternative to the fragmented landscape of construction software, Thinkproject seamlessly integrates the most extensive portfolio of mature solutions with an innovative platform, providing unparalleled features, integrations, user experiences, and synergies.

The following business functions are available as option modules, alongside Thinkproject Contracts (CEMAR):

Asset Management
Asset Management optimizes the asset lifecycle from creation to use, enhancing performance, efficiency, and decision-making.

Handover Management
Seamless as-built data transfer to asset owners for optimal operation and management.

Commercial & Contract Management
Integrate strategic processes, contract, cost, and supply chain to boost financial performance and ensure budget compliance in projects.

Analytics
Turn cross platform data into decisions with our comprehensive BI platform, unlocking immense business value.

Document & Communication Management
Unify project management: Sync teams, tasks, and data with tailored workflows. Fits all project sizes and specific needs.

Virtual Design & Construction Management
Elevate BIM with our solutions: seamless integration, efficiency, and on-site capabilities for architects, engineers, and construction professionals.

Quality, Safety, Health, & Environment Management
Enhance business with QSHE: Quality, Safety, Health, Environment integration. Ensure compliance, improvement, and high standards.

Platform Services
Scalable, secure Platform Services for data management and app integration, with SSO, central API, mobile UI, plus support and training.

Built Asset

Definition