



DIGITAL **BEEHIVE**

Service Definition
G-Cloud 15

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1. Introduction to Digital Beehive

About Digital Beehive

Digital Beehive delivers NEC contract management software designed to reduce commercial risk, improve governance, and ensure consistent contractual compliance across complex projects and programmes.

Founded by a collaboration between a senior software developer and one of the original drafters of the NEC contract, the business was established to translate NEC principles into clear, auditable digital processes. This approach ensures that contractual obligations, timescales, and communications are managed consistently, transparently, and in line with NEC intent.

Our first cloud-based NEC contract management solution was developed in 1998 and trialled by BAA in 1999 on a live Heathrow Airport project, before being released to market in 2001. Proven in high-value, high-risk environments, the platform demonstrated measurable improvements in control, consistency, and contract visibility. Since then, Digital Beehive has grown organically through repeat adoption by organisations seeking dependable, compliant NEC contract administration.

Commercial Control Built In

Contract Bee is Digital Beehive's latest NEC contract management platform, developed to support modern procurement, delivery, and assurance requirements. Released in 2023, it is the most up-to-date NEC-compliant solution available.

Built in collaboration with NEC professionals, major UK infrastructure clients, and the original NEC drafters, Contract Bee embeds NEC best-practice workflows directly into day-to-day contract administration. This enables project teams to:

- Maintain full compliance with NEC processes and timescales
- Reduce the risk of missed notifications and unmanaged change
- Improve auditability, reporting, and commercial transparency
- Standardise contract management across projects and portfolios

The platform is designed to provide fast access to accurate contract data, supporting timely decision-making, effective change control, and early identification of commercial risk.

Performance, Security, and Sustainability

Contract Bee is delivered via secure, highly resilient cloud infrastructure with guaranteed availability 99.5% uptime. The platform is infinitely scalable, supporting single projects through to large, multi-contract programmes without degradation in performance. Our UK-hosted data centres meet high security and reliability standards and support customers' environmental objectives through use of renewable energy wherever possible, a sustainable supply chain and a defined roadmap towards carbon-negative operations by 2030

2. Contract Bee Features and Benefits

Key Features

Contract Bee is a comprehensive NEC Contract Management solution, designed to handle the full suite of NEC3 and NEC4 contracts. It offers unmatched flexibility to define bespoke contract templates and workflows on a contract-by-contract or framework level.

With Contract Bee, you can manage all communications in the NEC from contract award to completion and beyond (Defects Period). This includes:

- Accelerations and Delays
- Activity Schedules, Bill of Quantities and Price Lists
- Compensation Events (from Notification through to Implementation)
- Completion: Sectional, Takeover and Whole of the Works
- Deemed Acceptances
- Defects
- Design Submissions
- Early Warnings
- Forecasts
- General Communications
- Instructions (Proposed and Implemented)
- Non-Contractual Communications
- Payments, Applications and Assessments
- Plant and Materials submissions
- PM Assessments and SM Assessments
- Programme submissions
- Quotations
- Subcontractors' submissions
- Task Orders and Task Order Programmes
- Technical Queries
- Test and Inspections
- Time: Key Dates, Sectional Completion and Planned Completion

All standard X Clauses are available, with predefined workflows, including:

- X1: Price Adjustment for Inflation
- X2: Changes in the Law
- X3: Multiple Currencies
- X4: Ultimate Holding Company Guarantee
- X5: Sectional Completion
- X6: Bonus for Early Completion
- X7: Delay Damages
- X8: Undertaking to the Client or Others
- X9: Transfer of Rights
- X10: Information modelling
- X11: Termination by the Client
- X12: Multiparty Collaboration
- X13: Performance Bond

- X14: Advanced payment to the Contractor
- X15: The Contractor's Design
- X16: Retention
- X17: Low Performance Damages
- X18: Limitation of liability
- X19: Termination by either party
- X20: Key Performance Indicators
- X21: Whole Life Cost
- X22: Early Contractor Involvement
- X23: Extending the service period
- X24: The accounting periods
- X25: Supplier Warranties
- X27: Project Orders
- X28: Change of Control
- X29: Climate Change
- X30: Innovation and Technology

Additional Features:

- Full NEC Contract Management solution from award to completion
- Pay Per-User and have the flexibility to manage an unlimited number of Contracts your way
- No setup fees
- Subscription price includes hosting and support
- A fully self-service SaaS NEC Contract Management solution in the cloud
- 99.95% minimum guaranteed uptime
- Secure multi-tenanted solution with 256-bit AES encryption, SSO and MFA
- Open API integration
- Full Power BI integration
- Unlimited document attachments of any filetype and also link to CDE
- Daily Digest Email and optional notification emails
- Main and subcontracts are linked and share communications
- Configurable value and time-based approvals workflow
- Predefine frameworks and add infinite bespoke contracts
- New Contracts can be added in under 5 minutes
- Designed from the ground-up to work in latest software and database technology
- 97% of database queries are completed in less than 1 second
- Accessible to WCAG 2.1 standard
- Always live data – You are always looking at the most up-to-date information without the need to refresh

All of the standard NEC Z and X Clauses are available, with new clauses added and amended when updated by the NEC Contracts. You can create your own Z clauses on any contract, individually, and on a group of contracts at a framework level. Reporting can be performed on all registers, contract-by-contract or globally into Excel or PDF.

Dashboards and widgets within Contract Bee give you instant, up-to-date practical data that never needs refreshing. PowerBI integration is also available, which will give you access to the full portfolio of data that is generated by Contract Bee.

Benefits

Enhanced Efficiency and Automation: Streamlined workflows and automated processes reduce administrative burden, enabling faster decision-making and improved resource allocation for projects across the supply chain. By automating repetitive tasks, centralising data, and improving collaboration, Digital Beehive helps ensure that projects are completed on time, on budget, and to specification.

Improved Compliance and Auditability: Built-in compliance features and audit trails ensure that contractual obligations are always met, which is particularly valuable for projects where transparency and regulatory adherence are paramount.

Real-Time Collaboration and Communication: Digital Beehive fosters real-time collaboration among clients, contractors, and subcontractors, ensuring that project milestones are achieved on schedule.

Data-Driven Decision-Making: With advanced reporting and analytics, project managers can make informed decisions based on real-time data, enabling better control and project oversight.

Risk Mitigation and Dispute Resolution: The platform helps mitigate risks early through proactive warning systems and provides transparent documentation for quick and effective dispute resolution.

Scalability and Flexibility: Digital Beehive is scalable for projects of varying sizes, making it ideal for both small projects and large-scale contracts.

Improved Communication: Real-time data sharing and centralised communication channels ensure that everyone involved in the contract has up-to-date information, reducing miscommunication and delays.

Greater Accountability: Digital Beehive provides clear audit trails and accountability, ensuring that stakeholders meet their contractual obligations.

Migrating From Another Contract Management System?

Migrating from existing contract management systems, such as CEMAR or FastDraft, is often seen as a major barrier to adoption. Contract Bee removes this friction with a structured, end-to-end migration process.

From initial assessment and planning, through secure data extraction, validation, and testing, to user training and post-migration optimisation, every step is carefully managed to ensure your contracts, templates, and workflows are transferred accurately and efficiently. Our process minimises disruption to your operations while providing clear guidance and support for your team.

What Happens at the End of the Contract?

At the end of a Contract Bee subscription, customers can independently export all contract data and subscription information directly from the platform through a fully self-service process. There is no vendor lock-in and no requirement for additional support or professional services to access your data unless specifically requested.

Unlike many contract management platforms, which can restrict data access or require formal exit processes, Contract Bee is designed to make contract exit as clear and straightforward as onboarding. Customers always retain full ownership of their data and can export, archive, or migrate it with confidence when their subscription ends.

3. Training and Implementation

While Contract Bee streamlines the management and administration of NEC contracts, we recommend that all users have a good working knowledge of the NEC suite of contracts to maximise the benefits of the software.

Your Contract Bee subscription includes access to our Help & Support Portal, which has a comprehensive library of Help Guides and Training Videos for self-guided learning.

Tailored training sessions are available for groups or individuals, delivered either onsite or remotely by our experts. We also offer tailored training sessions designed for specific roles and responsibilities, ensuring all users can effectively leverage the platform.

Contract Bee is an out-of-the-box SaaS solution, designed for immediate use with no setup or configuration required. Where organisations have more complex needs, we offer dedicated implementation support to help tailor the platform and accelerate adoption.

Frameworks, Programmes, Custom Roles, and Approval Levels can be configured as needed. Self-serve training material is provided to guide you through this process. For additional support, training and configuration, assistance from one of our NEC accredited practitioners can be arranged.

Each client is assigned an onboarding specialist and strategic account manager to ensure successful setup, including data migration and system configuration. Our strategic account managers work closely with clients to ensure maximum value from the platform, offering strategic advice and best practices.

4. Service Support and Performance

Contract Bee is available 24/7 through our robust and fast cloud hosting service. Support queries can be raised 24/7 through the Contract Bee application or by emailing support@digitalbeehive.co.uk.

Our Support SLAs:

Severity	Description	Response Time	Service Recovery	Incident Resolution
1 Urgent	Contract Bee completely non-operational, or key data lost, or the majority of Authorised Users were prevented from using the system.	Within 2 hours	Within 4 hours	Within 10 hours
2 High	A functional or operational issue with the system, which does not render the system inoperable, but does significantly impact the daily operation of the system. The issue is being considered sufficiently urgent to warrant an accelerated resolution turn-round.	Within 4 hours	Within 8 hours	Within 10 hours
3 Medium	A functional or operational issue with the system, which does not render the system inoperable, but does significantly impact daily operation. The issue not warranting an accelerated resolution turn-round.	Within 8 hours	Within 16 hours	Within 20 hours
4 Low	Other problems, e.g. minor input or output problems that do not disrupt normal working, or enhancement requests, or general enquiries/ clarifications.	Within 24 hours	N/A	N/A

Digital Beehive's 2025 Support, in brief:

1194 support tickets were raised with Digital Beehive Support

Our average first personal response to the customer from a real support person was **28** minutes

60% of tickets were completely resolved within 24 hours

Full resolution time median of **15.4** hours



Stable, Secure and Compliant

Contract Bee is designed to work in the most efficient way with the latest software and database development technologies. No other NEC Contract Management solution is as fast or compliant as Contract Bee.

Our hosting infrastructure provides:

- 256-bit AES encryption at rest
- TLS 1.2 and https in transit
- SSL
- FIPS 140-2 Compliance
- Role-based user logins, ensuring that users only have access to data that is relevant to them
- Two-factor authentication on login and requirement for strong passwords
- Hosted in the UK with full redundancy and load balancing on servers that prioritise sustainable energy and will be carbon negative by 2030
- 4-hour RTO and point-in-time backups mean that data can be restored to the minute
- 24x7x365 audit logging
- TDE (Transparent data encryption) is used
- 97% of all database calls are fully completed within one second
- There is no reduction in performance due to number of users, contracts or communications

Digital Beehive are certified for Cyber Essentials Plus, ISO 9001, ISO 27001 and ISO22301.

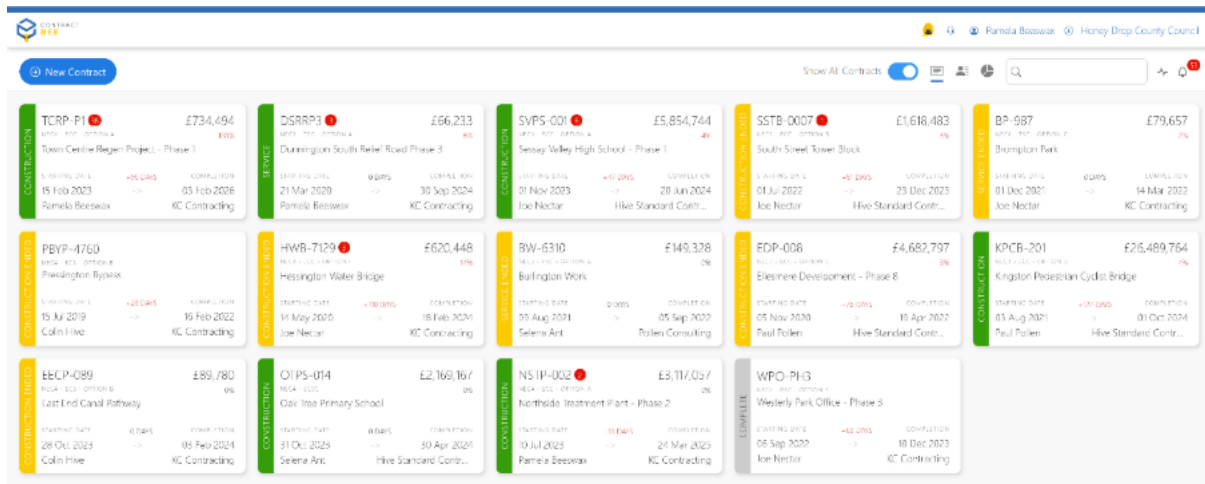
We are a RICS Tech Partner and NEC Silver Partner.



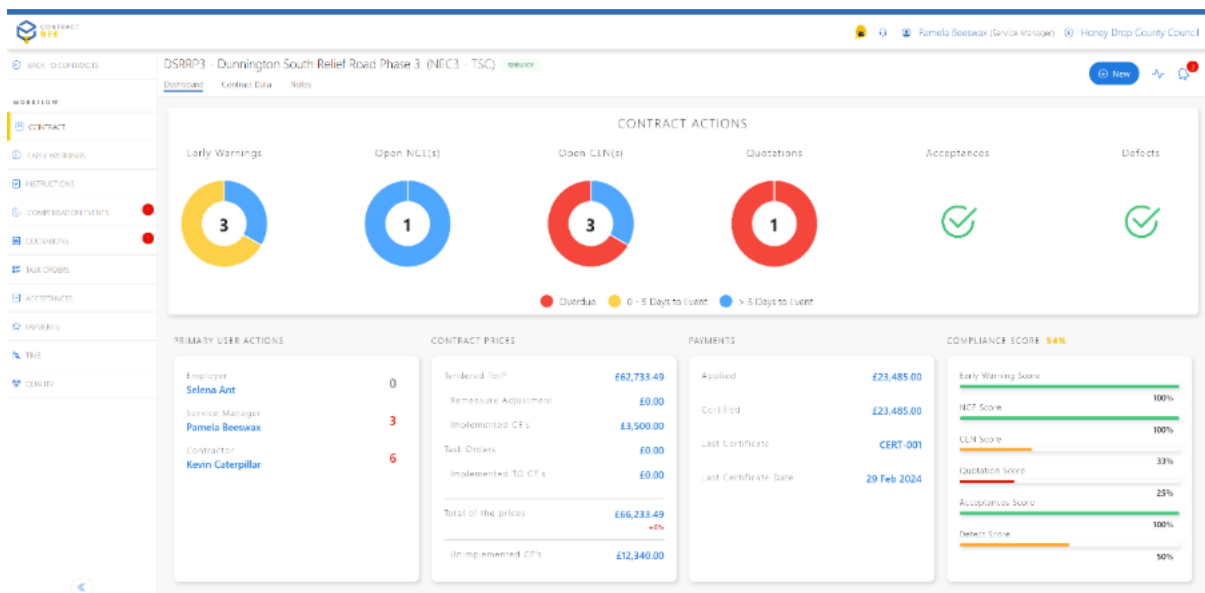
5. Contract Bee Interface

While screenshots can't fully capture the performance, responsiveness, and ease of use of Contract Bee, the examples below offer a glimpse into the intuitive dashboards you'll use every day. Designed to surface what matters most at a glance, these dashboards help you track key contract information, stay on top of risks and deadlines, and make informed decisions with confidence without unnecessary complexity.

Contracts Cards



Individual Contract Dashboard



Programme View


Paradea Beeswax
Honey Drop County Council

[New Contract](#)
Show All Contracts

Contract Reference	Title	Programme	SubProgramme	Framework	Contract Type	Early Warnings	Open NCs	Open CEs	Questions	Acceptances	Defects	Compliance Score
ICB-41	East Centre Regen Project - Phase 1	Major Works	Commercial	KEC	NEC4 - EOC							61
D5889	Dunnington South Relief Road Phase 3	Maintenance	Infrastructure	KEC	NEC3 - TSC							54
SVPS 001	Sesay Valley High School - Phase 1	Minor Works	Education	Hive Standard Works	NEC4 - EOC							84
SS18-0007	South Street Tower Block	Major Works	Residential	Hive Standard Works	NEC4 - EOC							63
BP 987	Bromsgate Park	Maintenance	Green Space	KEC	NEC4 - TSC							100
FWP-4260	Praxington Bypass	Minor Works	Infrastructure	KEC	NEC4 - ECS							100
HWSB-7320	Hawthorn Water Bridge	Major Works	Infrastructure	KEC	NEC4 - EOC							69
BN-4310	Burlington Work	Assurance	Technical	PCus	NEC3 - PSC							100
EDP-016	Ellesmere Development - Phase B	Major Works	Commercial	Hive Standard Works	NEC3 - EOC							100
KPCB-301	Kingston Pedestrian Cycle Bridge	Major Works	Green Space	Hive Standard Works	NEC3 - EOC							67
Overall Compliance											76.67%	

6. Digital Beehive Sustainability

At Digital Beehive, we are committed to embedding sustainability and social responsibility into every aspect of our operations.

Sustainability Practices

Renewable Energy: Our dog-friendly office exclusively uses green, renewable energy, and our software is hosted in UK-based data centres that prioritise renewable energy and aim to be carbon-negative by 2030.

Paperless Operations: We are a fully paperless organisation, encouraging digital-first workflows.

Eco-Friendly Commuting: We promote the use of public and low-carbon transport, reducing our environmental footprint. Every member of our team also has the flexibility to work from home.

Sustainable Supply Chain: We carefully select our upstream supply chain partners to ensure alignment with our sustainability values, ensuring a shared commitment to environmental responsibility.

Circular Economy: We extend the life of our electronic equipment, source from suppliers using recycled and renewable materials, and ensure responsible disposal and recycling practices.

Community Engagement and CSR Activities

Our approach to CSR is built on long-term commitment, not one-off gestures. We believe businesses have a responsibility to create measurable social and environmental impact, and we actively embed that responsibility into how we operate, partner, and grow.

We focus on initiatives where we can deliver sustained value - supporting communities, protecting the environment, and holding ourselves accountable through ongoing social impact measurement.

Long-Term Partnerships & Charitable Support

We are committed to long-term support for Yorkshire Children's Charity, Band of Bees, and Ecologi, backing their work through funding, advocacy, and active involvement. These partnerships reflect our focus on community wellbeing, biodiversity, and climate action.

Biodiversity & Environmental Action

Through sponsoring beehives in Leeds, we directly support pollinator populations and help raise awareness of biodiversity loss and ecosystem resilience.

Employee Volunteering

Our people are empowered to give back. Employees receive paid volunteering leave, and as a business we dedicate one full day per quarter to hands-on

community and environmental projects, including Wild Work Days with the Yorkshire Wildlife Trust.

Partner-Led Impact

We actively champion sustainability and social value initiatives led by our partners using Contract Bee, helping amplify their impact across the construction and infrastructure sectors.

Measuring What Matters

We are actively developing our social impact measurement framework to ensure our CSR activities deliver real, trackable outcomes - not just good intentions.

