

built intelligence



Service Definition

G-Cloud 15

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Introduction

Built intelligence provides smarter contract management solutions through a unique toolkit of software, knowledge, and community. We are driven by our goal of building the skills and tools necessary for a better industry through market-leading construction SaaS.

We use technology and collaborative partnerships with industry experts as enablers for construction professionals to advance their careers, improve their performance, and share their insights through our community.

Built Intelligence is one of the market leaders in digital training and support tools, training c30k construction professionals a year.

Our Academy Learning Management System is an easy to use Learning Management System (LMS), enabling you and your project teams to access: e-Learning, e-Portfolios, skills assessments, webinars, knowledge management as well as giving your administration team tools to facilitate face-to-face training, monitoring and reporting analytics as well as develop role-based capability frameworks. These tools will enable you to fully benchmark your existing and future knowledge and skill gaps, offer training activity to plug these gaps and to dramatically increase your competitive advantage and compliance.

Key Features

- Hosted/SaaS LMS
- SCORM 1.2, SCORM 2004 v 2nd, 3rd, 4th compliant
- Accessible via Mac, PC, iPhone, iPad, Android
- Themes/brand customisation
- API – for integration with other systems
- Certificates
- Extensive course library
- Automatic and scheduled compliance reminders
- Extensive reporting/analytics, including CITB grant levy friendly formats, functional and role-based curriculums, permissions and reporting
- Quick and easy content creation
- Options to self-serve, recommend and/or mandate learning
- Surveys to evaluate content and learners experience
- Create and construct comprehensive learning/development experiences by combining programmes into journeys.
- Clean and easy user experience to get learners to their content easily and without distraction
- Our solutions are scalable and matches specifically to your requirements, you will never be paying for functionality that you do not use

The screenshot shows the 'Learner Library - Bridge' interface. The left sidebar contains navigation icons for LEARN, RESOURCES, AUTHORITY, and ADMIN. The main content area is divided into two sections: 'NEC3 AND NEC4 (181)' and 'PROCUREMENT (14)'. Each section displays a grid of course cards with titles, descriptions, and duration/step counts. A 'VIEW ALL' link is present at the end of each section.

NEC3 AND NEC4 (181)

- How to produce and update your Programme and Q...**
This course provides a quick and easy walk you through programming obligations work ...
COURSE / 83 MINS
- Understanding Client's, Service Manager's and ...**
COURSE / 74 MINS
- How to Put Together an NEC3 ECS Subcontract an...**
This one-hour video-based course introduces you to the common philosophies of the NEC family ...
COURSE / 64 MINS
- How to Pay Subcontractors and get Paid under E...**
This course introduces you to the payment provisions of the NEC3 Engineering and Construction S...
COURSE / 74 MINS
- Unders Contract Subcon**
This cour... punchy s... and resp...
COURSE

PROCUREMENT (14)

- EU Public Procurement Law Reform Streamlining ...**
Within this module, you will be introduced to: ...
COURSE / 30 MINS
- EU Procurement Fundamentals Trial**
This trial contains a selection of five courses from the EU Procurement Academy.
PROGRAMME / 4 STEPS
- EU Procurement Law an Introduction**
This programme of four courses will walk you through the general principles of the UK legislation, t...
PROGRAMME / 4 STEPS
- EU Procurement Fundamentals**
This programme of nineteen courses provides a detailed walk through of the Public Contracts ...
PROGRAMME / 9 STEPS
- EU Mo... Public f**
The Publi... out the le... procurem...
PROGR...

The screenshot shows the 'Bridge' interface for a specific course. The left sidebar displays the course title 'Understanding principles of the NEC4 Early Warning Mechanism L11256' and a progress bar indicating '83% COMPLETE'. The main content area shows a quiz question: 'What is the primary purpose of the early warning mechanism?'. The question is marked as '05/10'. There are four radio button options, with the first one selected. A 'NEXT' button is at the bottom right. A small 'Incorrect' message is visible at the bottom center.

Understanding principles of the NEC4 Early Warning Mechanism L11256
83% COMPLETE

Question 05/10

What is the primary purpose of the early warning mechanism?

- ☒ To protect the Contractor from having a compensation event assessed as a lower value within clause 61.5
- ☐ To promote collaboration, innovation and the ability to adjust to circumstances during the life of the project
- ☐ To protect the Client from additional project costs
- ☐ To allow the Project Manager to have more time to focus on other aspects of the contract

Incorrect

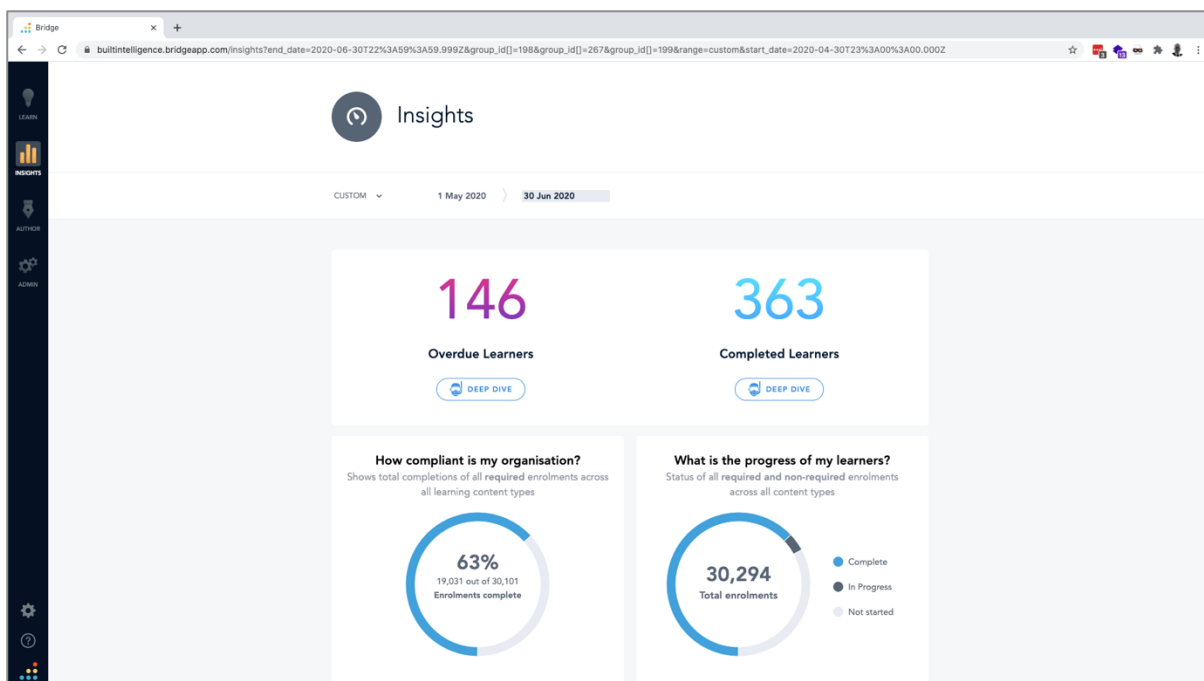
NEXT

Benefits

- Bite size accredited courses that can be completed in 30mins
- Count towards CPD requirements for professional institutions like CIOB, RICS, CICES, ICE, RIBA and APM
- Pre-configured learning paths curated to relevant roles within your organisation
- 800+ courses covering all areas of contract management – NEC, JCT, FIDIC, Construction Law, Commercial Management etc.
- Accelerated programmes mean your team your team can be upskilled in 12 weeks
- CITB levy release
- Courses authored by 200+ industry experts and practitioners
- UK based team
- No download or installation required

Comprehensive reporting and analytics

Our analytics dashboard facilitates the measurement and evaluation of course completion rates, monitors Overdue learner statuses, and even provides insights into average learner engagement. With this data at your fingertips, you can ensure everyone stays on the right track. All of this information can be instantly exported to Excel, CSV or PDF. You can also schedule reports to be emailed directly to your inbox at a specified date/time.



Hosted/Software as a Service (SaaS) LMS

Academy is a hosted system, which means we take care of file storage and IT support. All Academy accounts are password protected and when you're online using Academy you're protected by a SSL (HTTPS) secure connection. Our core database and servers are hosted in world class data centres.

Information assurance

We take information security very seriously and understand how important it is to our clients. Our choice of infrastructure and software tools reflect this. We are accredited under the Cyber Essentials Plus Scheme (<http://www.cyberessentials.org>) which is a UK Government-backed, industry-supported certification scheme introduced in the UK to help organizations demonstrate operational security against common cyber-attacks.

Built Intelligence is committed to protecting the security of our customer business information in the face of incidents and unwanted events and have implemented an Information Security Management System (ISMS) that is compliant with ISO/IEC 27001:2022, the international standard for information security. We can provide copies of key components and is available on request.

Customer Success

On-boarding

We provide an initial consultancy service where we identify key stakeholders and managers within your organisation. We can then help you identify the areas of training you wish to enhance and then support you in seeding your platform with our course content in order to establish a functional resource from the very beginning.

We can train appropriate individuals in the administration and support of users, and get them up to speed with the required reporting and platform and also provide general support on an ongoing basis for any technical requirements you may have.

The system is extensively documented and has its own support community.

Support is available via telephone or email, with all support requests being managed through a web-based ticketing system with all correspondence between the support agent and the customer tracked and logged through to resolution.

Once the users have been setup on the platform, a welcome e-mail is sent to all users which explains how to login and access their learning resources. In addition, all users will be invited to a kick off session delivered by MS Teams which also run through the login process, show them how to access learning resources which they have been enrolled on. If their subscription allows the kick off will also cover how to access the whole learning library and webinars through the training calendar.

Ongoing

On a quarterly basis Built Intelligence hosts a free webinar where all users are invited to learn about what we have delivered over the last quarter and a look ahead to the product and content updates we'll be delivering to enhance the offering.

Regular updates are also provided by e-mail to all users keeping them up to date with developments.

Off-boarding

System data can be exported and manipulated very easily into any suitable format using any modern database administration tool. All training records can also be exported in CSV format.

We can provide a data export of the system as part of our service. Any further assistance with data migration is costed on a per project basis according to our standard day rate. We retain customer data in line with our ISO27001 standards for 12 years.

Service management

Once set-up we will ensure that all infrastructure and software the system comprises of is current and up to date with any security patches. We also monitor the service for performance and any downtime. We don't as of yet, offer any content moderation services or any other community management tasks but would be happy to advise on possible approaches should this need arise. Generally, once established the system will require minimal administration.

Service constraints

All general and ongoing maintenance is carried out outside of office hours, therefore minimising any disruption to the service. We aim to provide notification of such maintenance in advance where we are able. For emergency or unforeseen maintenance, we will endeavour to contact all concerned parties as soon as possible.

Service levels

We offer an SLA of 99.5% availability/uptime. Our support services are available during UK office hours 9am to 5.30pm, Monday to Friday. We prioritise requests using the following levels:

- Low
- Normal
- High
- Urgent

Each request is then passed to a support representative who can deal with or escalate your support request according to the following stages:

- Open
- Pending
- Solved

Financial recompense

Any failures to meet this level of availability will result in service credits awarded to the customer.

Training

In addition to our on boarding process, we can provide online training for your chosen community manager as part of the price. Further training requirements, such as additional administrators, managers or on-site training can be provided at additional cost. Please see our pricing document for further information.

Ordering and Invoicing

If you wish to order this service, please contact enquiries-gcloud@builtintelligence.com

Please refer to our pricing document for payment terms.

Termination Terms

Subject to the terms and conditions, we request 30 days notice to shut down an account, including the archiving of any data contained within the service in an open data format the system supports natively.

Data restoration and service migration

As standard, we take daily snapshots (backups) and near-real-time replicating data, providing a system level rollback position. Customer data is backed-up automatically both in real-time and on a 24-hour schedule.

If you choose to migrate the system we can provide a complete copy of the hosted application file system, along with any user generated files as well as a complete database backup in the native format.

If you choose to migrate the system we can provide a zip file of csv files containing all the account data.

We retain all customer data in line with our ISO27001 standards of 12 years after which time all system data is deleted.

Consumer responsibilities

We expect system users to satisfy the following requirements for any publicly hosted content. We would also recommend that these guidelines be followed for any privately hosted content as well.

Contributions must

- Be accurate (where they state facts).
- Be genuinely held (where they state opinions).
- Comply with applicable law in the UK and in any country from which they are posted.
- Contributions must not
- Contain any material which is defamatory of any person.
- Contain any material which is obscene, offensive, hateful or inflammatory.
- Promote sexually explicit material.
- Promote violence.
- Promote discrimination based on race, sex, religion, nationality, disability, sexual orientation or age.
- Infringe any copyright, database right or trade mark of any other person.
- Be likely to deceive any person.
- Be made in breach of any legal duty owed to a third party, such as a contractual duty or a duty of confidence.
- Promote any illegal activity.
- Be threatening, abuse or invade another's privacy, or cause annoyance, inconvenience or needless anxiety.
- Be likely to harass, upset, embarrass, alarm or annoy any other person.
- Be used to impersonate any person, or to misrepresent your identity or affiliation with any person.
- Give the impression that they emanate from us if this is not the case.
- Advocate, promote or assist any unlawful act such as (by way of example only) copyright infringement or computer misuse.

Technical requirements

Academy requires a modern browser and entry level specification, on a laptop, desktop computers and mobile devices and an internet connection. Recommended system requirements for laptops and desktop computers: -

- 2.0 GHz processor (recommended)
- 2 GB of memory (recommended)
- 1 GB of available disk space (recommended)
- 1,280 x 800 screen resolution (recommended)

These browsers are supported for Academy on laptop, desktop computers and mobile devices.

Windows

- Google Chrome (latest version)
- Microsoft Edge (latest version)
- Firefox (latest version)

Mac

- Google Chrome (latest version)
- Safari (latest version)
- Firefox (latest version)

Mobile

- Safari in Apple iOS 10 or later
- Google Chrome in Apple iOS 10 or later
- Google Chrome in Android OS 4.4 or later

Required Browser Settings

- JavaScript must be enabled for Academy to work.
- Font downloads must be enabled to see the correct fonts and characters (if required).