

Dalux Tender Services Definition

For G-Cloud 15

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Introduction to Dalux

Making the construction industry more efficient through digitalisation.

Founded in 2005 in Copenhagen, Denmark, by brothers Bent and Torben Dalgaard, Dalux was born from a simple, yet transformative idea: That the visualisation of complex construction models could challenge the outdated ways of working in the construction industry.

In an industry slow to adopt digital technologies, Dalux stands out by delivering digital tools that are not only technically advanced but also intuitive and accessible. From the beginning of our journey, every solution has been designed with the end user in mind, ensuring that even the most advanced features are easy to use.

Whether you are managing a site, inspecting a building, or planning a project, Dalux helps teams, both on-site and in the office, work smarter and more efficiently.

User-friendly tools for every phase of the construction process.

Dalux develops user-friendly digital tools and a 3D BIM visualisation engine (Building Information Modelling) that supports the entire construction lifecycle from design through asset operation. Dalux is trusted across all sectors of construction and the built environment, ranging from commercial, residential, healthcare, education, civil, and beyond.

Growing Dalux together.

With a steadfast focus on staying independent, Bent and Torben Dalgaard continue to own and lead Dalux today as CTO and CEO. With a people-first mentality, our team of over 800 people works together to create innovative tools that make construction processes easier. All development is done in-house, and we emphasise product quality, with half of our growing team consisting of developers.

Bent and Torben have never taken a loan from the bank, and with no external investors involved, Dalux has full control over the product, allowing us to think long-term about what customers want.

Contributing to a more sustainable future.

At Dalux, we help the industry transition to greater sustainability by enhancing workflows, minimizing rework, and reducing reliance on paper-based processes. Our tools facilitate improved communication and transparency across teams and projects, empowering users to make more informed and sustainable decisions.

Global company. Local offices. We are always here to support you.

With offices worldwide and users in more than 147 countries, we are right around the corner from our 1,700,000+ users, offering the best support possible. Our Customer Success Management teams around the world ensure every client, no matter the size, can get the full value of Dalux. In the UK we have office in London, Birmingham, Leeds, Glasgow and Belfast.

A connected environment

Bring together multiple silos of information and promote collaboration and engagement within your company and on your projects.

- ✓ **Cover the life-cycle of a built-asset in a single platform**
- ✓ **Simple and seamless integration between phases and products**
- ✓ **Control what's visible to those on site**

The Dalux Platform is a cloud-based information management platform designed to support the full asset lifecycle of the built environment. From Design and Construction through to Handover and Facilities Management, the platform provides a single unified environment for digital collaboration. It utilises advanced BIM (Building Information Modelling) technology to ensure data continuity, reducing information loss as projects transition between stages.

All information can be accessed via a web browser or on a mobile app (iOS and Android apps available). Each module can be procured separately or used together to form a fully integrated solution.

Dalux products are fully connected with each other, allowing quick and seamless transition of information to where it's needed, without losing the version history.



Dalux Tender Service Overview

Tender with confidence with Dalux Tender, an innovative digital tool designed for construction professionals to simplify and improve the tendering process. The Dalux platform addresses the complexities often associated with tender management by providing a streamlined, efficient and fully digital environment for handling tenders from start to finish.

In the construction industry, managing tenders can be a daunting task, often involving numerous documents, stakeholders, and compliance requirements. Dalux Tender offers a solution that transforms this traditionally cumbersome process into a more organised and efficient workflow. Dalux Tender ensures that construction professionals can focus on what matters most, delivering high quality projects on time and within budget.

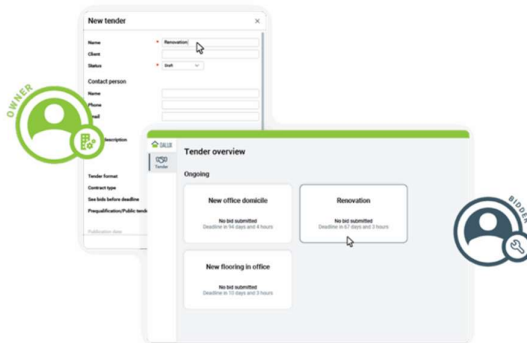
Communicate what to bid, deadlines, information addendum, bid return requirements, manage questions from bidders, and more using Tender.

Digital Submission

Dalux Tender allows users to submit tenders digitally, streamlining the submission process by eliminating the need for paper documents. Everything you need to manage the process of procuring subcontractor work packages for a construction project. Dalux Tender will help to make sure everyone involved can see what they need for a smooth bidding process. Designed to be easy to engage with from an administration and end-user side.

For those creating tenders, permission based access to the tenders means those involved with creating a tenders have full visibility of the tendering process.

Dalux Tender ensures that all tender requirements are clearly outlined, allowing users to securely manage submissions and track progress to ensure compliance with project requirements. Dalux manages all of your project's tenders and the incoming bids. This is done by creating tenders, setting up requirements, and inviting bidders.



You can choose to have a public or private tender, returned bids visible before the deadline or only visible once the deadline has happened. When creating a new tender adding bidders is easy, via email or from your company directory, where you're able to search and filter suppliers based on tags or distance from the project, helping you spend in the local community. Public tenders allow you to publish the tender and allow bidders to sign up via the public link.

Standardise your tenders by creating a standard template for tenders in your company profile or use the best practice from a project and roll it out, ensuring consistency across all tenders and projects. Within an individual project you can copy previous tenders and choose whether to keep the description, bidders, materials, or specific tender requirements.

A questions-and-answers section and other tools in Tender are used for managing the tender process. Keep bidders up-to-date and reminded of upcoming deadlines or question responses

with automatic email notifications. Bid creators are notified of any new questions from bidders and can send out an announcement if the answer affects everyone.

For the bidder the interface is simple and intuitive, ensuring they download what's relevant for their work package and return exactly what is needed.

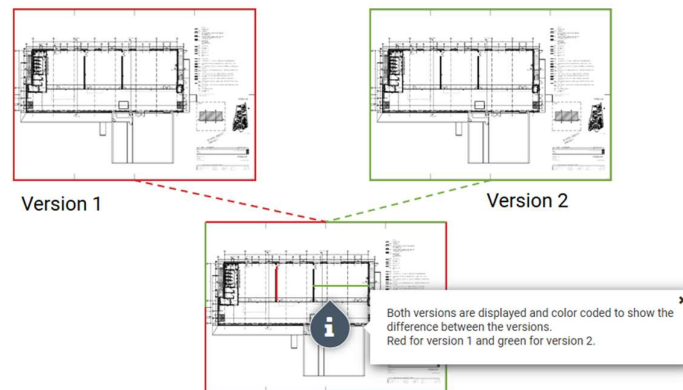
Centralised Document Management

Dalux Tender provides a central location for all tender-related documents, making it easy for teams to access and manage submissions. Users can organise documents into folders, ensuring everything is in one place and easily retrievable. Documents uploaded as part of the tender are available to everyone at the same time.

Integration with Dalux Box Pro streamlines your tendering processes. Keeping everything in one platform. You can take approved information from Dalux Box Pro and make it part of your tender packages with a few clicks.

Integration with Dalux Box Pro means that every time a design or construction document is revised or approved, the changes are synchronised, ensuring that everyone has the most up to date information.

This integration not only streamlines workflows, but also improves collaboration with bidders, ensuring that everyone is working with the latest project documentation.

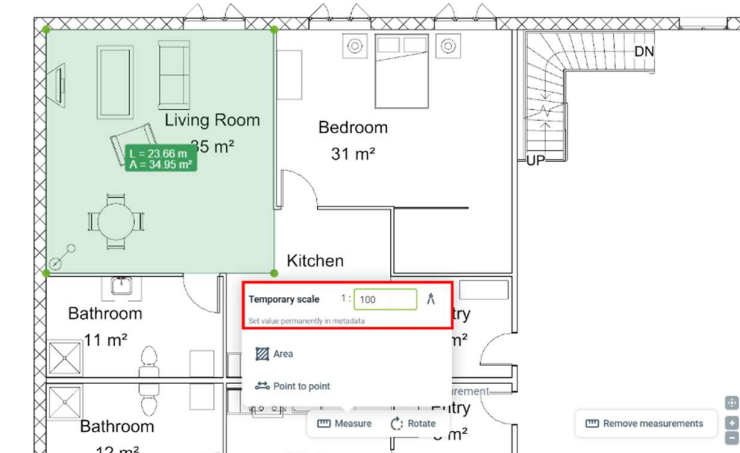


Measure and Compare

There's no need for special software for simple measurements.

View all drawings and documents within Dalux, and should a drawing need a quick check measurement, set a temporary scale and use the in-built measuring tools within Dalux.

If there's an addendum with a revised drawing, use the compare functionality to quickly see what was modified and what impact that has to the bid.



Secure Environment

Security is crucial in the tendering process. Dalux Tender guarantees that all documents are stored securely, protecting sensitive information from unauthorised access. Bidders have access to the tender but cannot see other bidders, and all uploaded bids can only be seen by the tender administrator. Importantly, each bidder added to the platform is not part of the ongoing project, ensuring that only the winning bidder is transferred upon selection.

Manage access to information and capabilities in a simple way and ensure that project members only see what they are supposed to see.

Data Sovereignty As a cloud-based software as a service the data servers are located in a place near you. With servers based in the UK and the EU you can rest assured your data is held in secure locations	Microsoft Entra SSO Enabled Make the sign-on process much easier for those in your company with single-sign-on functionality (formerly Microsoft Azure Active Directory).	MFA For those particularly secure projects multi-factor authentication can be enabled in a matter of clicks. 
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Audit Trail

The tool provides an audit trail that records all actions taken during the bidding process. This visibility increases accountability and allows teams to track changes over time. All actions are logged so the tender administrator can easily see who did what and when. Bidders cannot see the log, but they can always see when they submitted their bid and received an email notification for documentation.

Implementation, Training and Support

Dalux is committed to providing superior customer service to all our customers. All implementation, training and support services are included free of charge to customers for all our project subscriptions and company agreements.

You will have a dedicated Customer Success Manager who will ensure your team is fully trained and supported throughout the implementation phase. Tailored sessions for administrators and superusers are delivered onsite or virtually. This will help resolve any issues quickly, ensuring a smooth transition with minimal downtime.

Post-implementation, a dedicated Customer Success Manager is on hand to support you with future changes to the system, whether that be training, software, or internal organisational changes.

End users have access to telephone and email support during standard business hours. Support is provided for technical issues, bug reporting, and general guidance. Phone support is provided 9 to 5 (UK time), Monday to Friday. Emails to support are typically answered within 24 hours on working days.

End users have access to Dalux HelpCenter, video tutorials, and release notes 24/7.

End users have access to our e-learning platform 24/7.

Service Levels

Our SLA describes an availability of 99 % (measured 24/7) over 6 months. If uptime over a period of 6 months is less than 99 % the Client is entitled to a reduction in the agreed licensing fee. For each percentage point the uptime is lower than 99 % the Client receives a 5 % discount on the licensing fee for the 6-month period in question.

Technical Requirements

Dalux Tender is a SaaS solution accessed via standard internet connections. The platform runs on any modern browsers including Chrome, Edge, Firefox, and Safari.

Dalux desktop app runs on Windows 10 or later with 4 GB or more of memory. And is required for Model Validation.

Standard broadband or 4G/5G connections are sufficient for most operations.

The Desktop and Web services offer full administrative functionality, including project configuration, user management, analytics, and dashboard reporting.

Hosting Options and Locations

Dalux is transparent and explicit on data processing and ownership. The Service Master Agreement states that your data is your data.

Dalux's products are hosted on a cloud solution, meaning that our products are hosted on scalable hardware. Our hosting providers have a revision statement for ISO27001 compliance, or an alternative standard substantially equivalent to ISO27001.

Our data centres are placed within the UK/EU. UK customers can choose the location for data storage. Our data centres are provided by AWS. Dalux relies on AWS S3 and AWS EC2. Our data centre regions include UK, Germany and Ireland. Further information available upon request.

Access to Data (Upon Exit)

The Licensee will be able to extract the data it generates in the Services for free at any time during the contract. At the end of the contract, the customer can extract all project data (documents, drawings, models, and metadata) using the standard export tools. This must be done before the subscription expires.

Service Constraints

Dalux reserves the right without prior notice, to limit and restrict the Licensee's access to the Services or the scope of the services under circumstances where DALUX deems it necessary for security reasons or due to maintenance of the Services. DALUX commits to use its best endeavours to give the Licensee a reasonable prior notice in the event of a limitation or restriction to the Services. Dalux's failure to give such prior notice should not be deemed a breach of the Agreement.

Information Security

Dalux is committed to maintaining high standards of information security across its services and operations. As part of this commitment, Dalux is certified under ISO/IEC 27001.

ISO/IEC 27001 and the supporting controls cover (but not limited to):

- Risk assessment and information system security policies - Incident handling and response - Business continuity and crisis management
- Supply chain security - Access control and asset management
- Security in network and information systems
- Use of cryptography and secure authentication
- Policies on human resource security and awareness training

These implementations provide a structured, risk-based approach to information security, supporting Dalux's ability to prevent, detect, and respond to threats

Outage and Maintenance Management

Dalux has an Incident Response policy, which is our documented policy that applies to all users of information systems within Dalux. This typically includes employees and contractors, as well as any external parties that come into contact with systems and information controlled by Dalux.

If an incident is confirmed as a breach, a set procedure must be followed to contain, investigate, resolve, and communicate information to employees, customers, partners and other stakeholders by email. Further information available upon request.