



G-Cloud 15

Service Definition

Site Surveys & Due Diligence

RenKap Ltd

Lot: 2b SaaS

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1. Introduction

Company Overview

Introducing RenKap, the first of its kind procurement and project management software for managing Site Surveys.

All your land and property surveys can be tendered, instructed and managed on one platform with access to the best vetted surveyors across the UK.

RenKap helps property professionals to de-risk their projects in just a few clicks.

Value Proposition

We believe that good site surveys are pivotal in delivering successful project outcomes. By knowing as much as possible upfront, delays and abortive costs (costs that could have been eradicated) are mitigated on projects.

We know that the old way of managing site surveys is difficult and laborious and that's why we are giving it a facelift.

Clients should be able to focus on what they enjoy best - delivering great projects.

Technology should be used as an enabler to allow clients to adequately de-risk their projects early with ease.

Without RenKap (The Old Way)

Without RenKap Clients would use an experienced in-house team or expensive consultants to:

1. Identify all the required site surveys per project
2. Shortlist a minimum of three surveyors for each service
3. Assess and qualify all the surveyors to ensure they are capable and competent
4. Undertake the procurement and tendering process to get at least 3 quotes
5. Manage all the site visit dates and track progress
6. Collate and read all the technical reports in order to recommend the next steps

This process is typically not done to an adequate level because it is laborious, time consuming and requires senior experienced staff. This leads to undefined project risks and potential abortive costs in the future.

What the RenKap Service Provides

RenKap's Site Survey offering allows users to easily complete site surveys on any site at a click of a button. Our platform transparently and automatically procures the specialist survey works to our vetted supply chain and our software and user-friendly workflow allows our client's representatives to do 10X more.

Our clients can now aggregate Site Investigation data on their land portfolio at scale to enable data driven decision making.

Overview of the G-Cloud Service

What is Site Survey and Due Diligence?

Site Surveys and Due Diligence is a necessary and crucial stage of every construction project. It enables you to identify all the site-specific risks and constraints before too many resources are committed.

Additionally the project team members (Architects, Engineers, Planners etc) will require this information in order to complete their design work.

For each risk a survey can be carried out by specialists. These include, tree surveys, asbestos surveys, utility surveys, ecology surveys, geotechnical surveys, topographical surveys, measured building surveys and many more.

On an individual project there could be up to 15 surveys required. For each of these surveys the client would need to secure 3 comparable tenders from specialists. So on a typical project that could be over 45 quotes requested. This leads to a lot of admin time.

The reason 3 quotes are required is to 1) demonstrate a competitive tender and 2) to comply with public sector procurement guidance.

Procuring and managing the full Site Survey works on any given site is very time intensive for clients. This leads to some clients not completing a thorough Site Investigation process which leads to risks and abortive costs at a later date.

Our Site Survey Platform allows our clients to tender, procure, instruct and manage site survey data on multiple sites at a click of a button - best practice every time.

What is the difference with our service?

Our Site Survey offering allows clients to instantly complete site surveys on any site at a click of a button. Our platform transparently and automatically procures the specialist site surveys and our software and user-friendly workflow allows our clients to do 10X more.

Our clients can now aggregate site investigation data on their land portfolio at scale to enable data driven decision making.

What are the key benefits of our service?

- Operational Efficiency - Reduce in-house resource requirements by 90%
- Speed - Complete Site Investigation works 3x faster
- Quality – Guaranteed consistent quality on every project
- Instantly boost your development team's capacity
- Receive aggregated data to enable data driven decision making

What are the key features our service offers?

- Live dashboard that provides portfolio overview on site risks. This allows one of your team members to now easily manage multiple projects simultaneously.
- Real time workflow alerts of progress and client actions. Track progress on all your surveys remotely.
- One-stop shop for all property survey needs
- Upload a site and instantly get multiple quotes per survey
- From multiple pre-vetted surveyors across the UK
- Instruct many surveys in one click. One contract / One payment
- Arrange site visits and track progress via an online dashboard
- Capture all report outcomes into an automated online risk register
- Risk register with priced recommendations - one click instruct
- Secure cloud storage of all site survey reports and data
- Inbuilt collaboration functions. Easily share findings with your project team
- No software to download, no onboarding required -simple to use.

What Site Investigation services do we include?

- Archaeology Survey
- Asbestos Survey
- Preliminary Ecology Appraisal
- Flood Risk Assessment
- Geotechnical Survey
- Land Contamination - Phase 1
- Land Contamination - Phase 2
- Legal Search
- Preliminary Planning Policy
- Residential Noise Survey
- Topographical Survey
- Tree Survey
- Utility Survey - Type D
- Utility Survey - Type B
- UXO Assessment (Unexploded Bombs)
- Measured Building Survey

- Daylight / Sunlight Survey
- Transport Assessment
- Site Clearance
- Constraints Plan
- Additional services can be added on request.

What have our public sector clients said?

“We’ve saved a large amount of time not having to coordinate surveys ourselves and we also have the benefit of knowing when everything will be received, so can use our time more effectively on planning for the next stages. We’ve also been pleasantly surprised by the cost.” - Raven Housing Trust (Housing Association)

What have our supply chain partners said?

“The RenKap platform has provided more opportunities and their fast-track procurement has saved a lot of time and bidding costs” - Your Environment Ltd

Associated Services

All of the advice and recommendations from our Site Survey reports and dashboard are those of our surveyors and not of RenKap’s. We act as a platform facilitating the transaction and the management of the services. Our bespoke T&C’s ensure that our clients are fully protected from professional negligence from our surveyors. All our surveyors include Professional Indemnity Insurance.

2. Data Protection

Information Assurance

We apply the GDPR guidance provided by the Information Commissioner's Office. All data is encrypted, anonymised and stored on AWS.

Data Back-Up and Restoration

We perform daily backups via Heroku and the data is stored on AWS S3. We review and test the backups monthly to ensure that data continues to be stored safely.

Business Continuity Statement/Plan

All data is regularly backed up. If there is an event that affects business continuity, then our dedicated account managers will step in manually to ensure that your project is completed on time.

Privacy by Design

We apply the GDPR guidance provided by the Information Commissioner's Office. All data is encrypted, anonymised and stored on AWS. We also ensure to only request the minimum personal data required to complete the tasks.

3. Using the Service

Ordering and Invoicing

The user will simply need to upload a site via our platform. Users can register in order to upload a site via the following link <https://app.renkap.com/signup>.

Once a user is registered, they will be able to select their desired pricing plan for our subscription. Our pricing plans can be seen here: <https://renkap.com/pricing/>

Once they select a pricing plan, RenKap will then invoice the client by email for the subscription.

The client will now have access to our platform and will be able to upload sites. Once a site is uploaded they will instantly receive multiple prices per survey via our pricing algorithm. Once the client decides to proceed with the works, we will then invoice the client via email for the supplier's net cost + the RenKap platform fee.

Pricing Overview

Full details on our pricing plans can be seen in our pricing document or via our website: <https://renkap.com/pricing/>

On-Boarding, Off-Boarding, Service Migration, Scope etc.

In order to make the onboarding process as easy as possible, we provide all new clients with a kick-off call and a demo video of how to use the platform.

Users can off-board anytime with one month's notice to their dedicated account manager. Any live projects will need to be completed and paid for before completing the off-boarding process. Users will be able to migrate their data and reports anytime themselves and have three months to do so from termination. If users have committed to the annual subscription, they will need to complete the contract before off-boarding. If requested all identifiable client data can be deleted.

Training

We provide the necessary training via our kick-off calls and via the demo video that we provide.

Implementation Plan

An implementation plan can be provided to the buyer on request.

Service Management

Our service is managed based on RICS best practice and British Standard best practice for site investigation works in construction.

Service Constraints

No service constraints are known other than support being limited to business hours.

Service Levels

The users can request and review our pre-qualification process and procurement process for selecting preferred surveyors.

The users can also request access to the scope of service for the individual Site Investigation services. These all comply with industry best practice and RICS best practices.

Outage and Maintenance Management

We use industry best practice cloud servers including AWS S3.

Financial Recompense Model for not Meeting Service Levels

If one of our surveyors has not provided their works as per our agreed scope of service, RenKap will withhold funds until they make good the works and the client is satisfied. If RenKap is at fault for an error, we will recompense 10% of our fee and make good the situation at the earliest opportunity.

Clients can review, request amendments and approve reports all directly via the RenKap dashboard. They can communicate directly with surveyors via RenKap's chat functionality to rectify any items.

Our clients will always have direct access to legal proceedings with surveyors via our bespoke T&C's. This enables a direct contractual relationship between the client and each surveyor.

4. Provision of the Service

Customer Responsibilities

The client is responsible for ensuring that site access can be provided to our surveyors and that the site is clear of vegetation and H&S issues so that our surveyors can fully complete their works. If keys need to be picked up, they should be in a close proximity to the site. Our surveyors will have the right to claim additional fees for extra site visits if the access is not fully granted.

The user will need to provide all required information to the best of their knowledge. This would include the boundary for each site.

The client / user will also need to agree to prompt response to action key items on the RenKap platform once a project is instructed. For example this would include approving surveyor RAMS, selecting proposed site visit dates and so on.

We will require a point of contact from the customer organisation for each site. The point of contact will need to respond promptly in order to progress projects successfully.

Technical Requirements and Client-Side Requirements

Internet access is the only technical requirement that the client will need to use our service. The client will need to provide an experienced point of contact for each project and one point of contact that oversees all the individual projects.

Outcomes/Deliverables

The client will receive the following outcomes from this service:

- A public sector compliant Site Investigation tender report.
- A list of the recommended surveyors for each Site Investigation service (interactive).
- A full audit trail of the tender process.
- Our supply chain will provide a detailed report and appendices for all the chosen Site Investigation services.
- Site Investigation Risk Register - Our platform will collate the outcomes and recommendations from all the reports in a colour coded Risk Register allowing our clients to instantly see the outcome and recommendation for the site as a whole.
- If our surveyors recommend additional surveys, the client will be able to see the price and timeframe to commission the additional works via our dashboard. The client will be able to directly commission the additional works via our platform.
- Aggregated Site Investigation data on multiple sites.

Tech Development Life Cycle of the Solution

At RenKap we use the agile methodology. This includes the following:

- 1) Identify the problem / client request / features,
- 2) Plan what needs to be developed and how,
- 3) Design the project and build the solution
- 4) Review the code and test before it is deployed to the live environment,
- 5) maintain and keep improving the service based on user feedback.

After-Sales Account Management

Our clients will have access to our account manager who can support them with any after-sales queries. We also ensure to get feedback from every project in order to continuously improve our offering.

We have a RICS compliant complaints handling procedure to ensure any issues are adequately dealt with and improved.

We aim to build long-term relationships with our customers in order to learn from them and keep evolving our services to best meet their needs.

Termination Process

Subscriptions auto-renew. The subscriptions can be terminated with 30 days written notice before it renews. Terminations can only be granted at the renewal dates.

5. RenKap Case Study with Raven Housing Trust

Case Studies

TITLE:

How Raven Housing Trust is Using Big Data and Automation to Better Understand Their Asset Portfolio.

INTRO:

Raven Housing Trust is an innovative and ambitious Housing Association operating in Surrey and Sussex with over 5,900 homes under management. Their core mission, like many other Housing Associations, is to build much needed affordable homes for their local residents.

They are extremely forward thinking and are founding members of the National Housing Federation's Building Better campaign which has been working to boost the uptake of Modern Methods of Construction in the Housing Association sector.

BUSINESS MODEL

Housing Associations operate by generating revenue through the sale and rental of new build homes and also through managing any homes already under their ownership. All profits made go back into the business as "surplus" to help build more affordable homes and improve their services to their residents.

The need to improve operating efficiency has become more important than ever as government financial support has been reduced whilst the housing need has substantially increased. In order to keep building, many Housing Associations have had to build more private market homes in order to subsidise the affordable homes that they strive to deliver.

THE NEED

Raven Housing Trust owns many sites across Surrey and Sussex. Some are small, medium and large. The most efficient use of their in-house resources was to focus on their largest most strategic sites, which meant that many of their other sites were not being built on.

In order to know where to focus their development resource, Raven wanted to better understand the risk profile of their asset portfolio and aggregate Site Investigation data as efficiently as possible.

THE RENKAP OFFERING

The below illustrations demonstrate how RenKap supported Raven Housing Trust to aggregate Site Investigation data twice as fast whilst reducing their in-house resource requirement by 99%. This allowed them to tender the Site Investigation works and capture data across their portfolio at a click of a button.

Site Investigation – Current Process



It takes 12 weeks to complete the Site Investigation works. 6 weeks for Landowners to complete the above admin actions on each site and an additional 6 weeks for their supply chain to complete their reports.

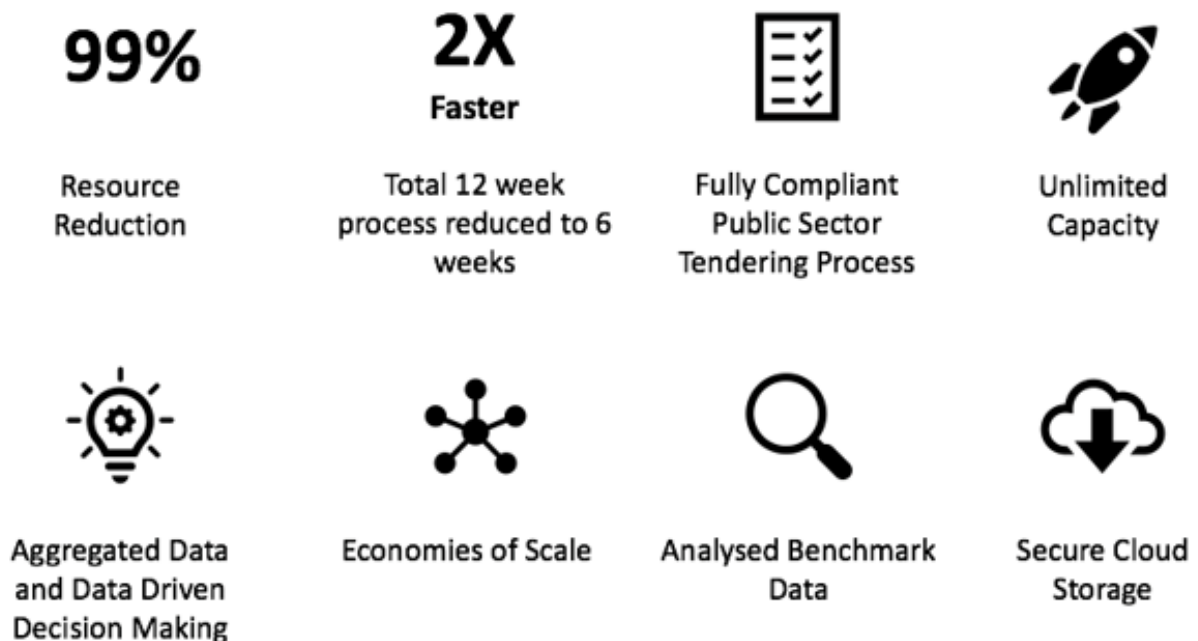
RenKap – 3 Client-Touch Points

Our software reduces our client's internal resource requirement for Site Investigation from **6 weeks** per site to **< 1 hour** via three client-touch points



The total Site Investigation timeframe is reduced by **50%**, from **12 weeks** to **6 weeks** and our client's internal resource requirement is reduced by **99%**, from **6 weeks** to **1 hour**.

The RenKap Benefits



THE OUTPUT

We have much admiration for Raven Housing Trust for immediately seeing the potential of our solution and for being extremely pro tech and innovation.

Raven decided to upload three sites on our platform simultaneously. It took them less than 7 minutes to upload each site and within 5 days they received 3 fully analysed and digital tender reports for each site. This included the benchmark data for over 120 separate tenders over the three sites.

Raven selected one site to commission the Site Investigation works on and they received the full Site Investigation output via an online summary dashboard within 6 weeks. All of the reports and site data is held on the RenKap cloud platform for them to review, download and share with their teams as necessary.

“We’ve saved a large amount of time not having to coordinate surveys ourselves and we also have the benefit of knowing when everything will be received, so can use our time more effectively on planning for the next stages. We’ve also been pleasantly surprised by the cost saving.”

— Stephen Clements - Raven Housing Trust

A NEW USE CASE

Raven identified that our Automated Site Investigation solution can also help them to quickly and efficiently undertake a thorough due diligence on sites that they are looking to buy. Soon after the first site was commissioned, they uploaded another site that they were assessing. With the permission of the landowner, we completed all the Site Investigation works to give Raven site specific data to support them in their land buying negotiations and to provide certainty for their future development.

Contact Details

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