



Defence  
Infrastructure  
Organisation

## **Call-Off Schedule 24**

### **Collaboration**

## **Regional Accommodation Maintenance Services (RAMS)**

REF: RM6089 LOT 2B

## **CALL-OFF SCHEDULE 24**

### **COLLABORATION**

#### **1 STANDARDS AND OBJECTIVES**

1.1 The Parties shall work together according to ISO44001, to achieve and maintain certification, and to achieve the following aims and behaviours:

- 1.1.1 Efficient and effective delivery of Services and Deliverables, as per Schedule 3 (Continuous Improvement) and Schedule 15 (Contract Management);
- 1.1.2 Effective relationships between the Buyer, Supplier, Related Suppliers and customers, which encourage:
  - (i) Information sharing that improves mutual understanding, and reflects transparency, openness and honesty;
  - (ii) Proactive reductions in the cost of doing business together, as per Schedule 3 (Continuous Improvement);
  - (iii) environments conducive to promoting and supporting creativity and innovation in the delivery of Services and Deliverables;
  - (iv) Proactive Supplier delivery throughout the Contract lifecycle;
  - (v) Responsibility being taken at the lowest appropriate level;
  - (vi) Identifying, highlighting and avoiding perverse incentives;
  - (vii) The giving and receiving of constructive feedback;
  - (viii) The effective and timely identification of issues and management of issues, conflicts or disputes arising;
  - (ix) Regular and routine review of the maturity of the collaborative working under this Contract.
- 1.1.3 An efficient and effective supply chain underpinned by the Parties working with Subcontractors and Related Suppliers towards common business goals.
- 1.1.4 Involvement and engagement in regional and national supplier meetings, led by the Buyer or the Supplier or Related Suppliers.
- 1.1.5 An intent to work collaboratively with the Buyer's other suppliers, and Local Authorities. The Suppliers should seek to identify any benefits or efficiencies from collaboration across and between regions.
- 1.1.6 To resolve disputes between the Supplier and a Related Supplier without eliciting Buyer to act as intermediary, mediator or arbiter

unless the Contract calls for Buyer involvement. The Supplier will notify Buyer of re-occurring disputes.

- 1.2 Nothing in this Contract shall be deemed to constitute a partnership or joint venture between the Parties. Collaborative working shall not be interpreted as an intent to enter a legal partnership, or joint venture, nor is it to limit effective competition.

## **2 JOINT RELATIONSHIP MANAGEMENT PLAN**

- 2.1 The Supplier shall agree with the Buyer a process to develop, operate and maintain a Joint Relationship Management Plan ("JRMP"). This shall:
  - 2.1.1 Deliver the standards and objectives as at Paragraph 1;
  - 2.1.2 Be completed according to the template, as set out at Annex A to this Schedule;
  - 2.1.3 Be submitted as a draft pre-contract (at tender stage) and finalised during the Mobilisation Period taking into account inputs and feedback from Related Suppliers equivalent JRMP's.

**ANNEX A – JOINT RELATIONSHIP MANAGEMENT PLAN**

[JRMP to be agreed during Mobilisation]

See Annex A - **Redacted – Commercially Sensitive Information**