



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**