



Defence
Infrastructure
Organisation

Call-Off Schedule 24

Collaboration

National Accommodation Management Services (NAMS)

REF: RM6089 LOT 2A

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 and the customers (at Heads of Establishment/unit and TLB level) 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:

CALL-OFF SCHEDULE 24 – COLLABORATION

- 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.

ANNEX A: JOINT RELATIONSHIP MANAGEMENT PLAN

[JRMP to be agreed during Mobilisation]

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