Ministry of Defence

Contract Number: 701478374

PROJECT SOCIETAS

SCHEDULE 5

RELATIONSHIP MANAGEMENT

RELATIONSHIP MANAGEMENT

1 INTRODUCTION

1.1 Each Party shall behave in accordance with the principles set out in ISO44001:2017 (Collaborative business relationship management systems) or an equivalent standard.

1.2 Contractor collaboration under this Contract shall be assessed in accordance with the Collaboration Mechanism set out at Part B of Schedule 2.2 (Performance and Collaboration).

1.3 Each Party agrees to co-operate, at its own cost, with the other Party in the fulfilment of the purposes and intent of this Contract, save that neither Party shall be under any obligation to perform any of the other Party's obligations under this Contract.

1.4 Each Party shall, in fulfilling their obligations under this Contract, take all reasonable steps to preserve the reputation and good name of the other Party.

2 RELATIONSHIP MANAGEMENT PLAN

2.1 Within forty (40) Business Days from the Effective Date of Contract, the Contractor shall prepare and deliver to the Authority Commercial Branch for the Authority's written approval an update to the Contractor's outline Relationship Management Plan (RMP) submitted at ITN. The RMP shall be underpinned by the principles of ISO44001:2017 or an equivalent standard.

2.2 Following receipt of the updated RMP from the Contractor, the Authority shall review and comment on the RMP, and notify the Contractor in writing that it approves or rejects the RMP no later than twenty (20) Business Days after the date on which the RMP is first delivered to the Authority. In the event that the Authority does not respond within (20) Business Days, then the RMP shall be considered approved.

2.3 If the Authority rejects the RMP, the Contractor shall then revise the RMP (taking reasonable account of the Authority's comments) and shall re-submit a revised RMP to the Authority for the Authority's approval within twenty (20) Business Days of the date of the Authority's notice of rejection. The provisions of Paragraph 2.2 and this Paragraph 2.3 shall apply again to any resubmitted RMP. Any re-work of drafts of the RMP shall be at the Contractor's expense.

2.4 The approved RMP shall be incorporated into this Schedule as Appendix 1 and shall be subject to annual review on the anniversary of the Service Commencement Date.

Appendix 1
to Schedule 5

Relationship Management Plan

Placeholder for Appendix 1 to Schedule 5 - Winning Tenderer's Relationship Management Plan