



Defence
Infrastructure
Organisation

Call-Off Schedule 24

Collaboration

Built Estate

REF: RM6089

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CALL-OFF SCHEDULE 24

COLLABORATION

This Schedule is to be drafted by the Supplier at tender stage based on the content and format below and completed with the Buyer and customers during the Mobilisation Period of the Contract.

This Schedule will set out a Joint Relationship Management Plan, in accordance with ISO44001 and a process to agree and manage this with the Buyer and customers, to work to certification (a requirement in the Order Form) to be maintained throughout the Contract Period.

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:

[This list may be further developed by the Supplier as part of its tender response]

- 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:
 - 1.1.2.1 Information sharing that improves mutual understanding, and reflects transparency, openness and honesty;
 - 1.1.2.2 A reduction in the cost of doing business together, as per Schedule 3 (Continuous Improvement)
 - 1.1.2.3 Proactive Supplier delivery;
 - 1.1.2.4 Responsibility being taken at the lowest appropriate level;
 - 1.1.2.5 Spotting, highlighting and avoiding perverse incentives;
 - 1.1.2.6 The giving and receiving of constructive feedback;
 - 1.1.2.7 The effective and timely management of disagreements, conflict and dispute;
 - 1.1.2.8 Regular and routine review of the maturity of the collaborative working under this Contract.
- 1.1.3 An efficient and effective Supply Chain, with the Contractor working with its Sub-Contractors, and with the Buyer's other contractors, according to the same standards and objectives as in this Paragraph 1.
- 1.1.4 Involvement and engagement in regional and national supplier meetings held by the Buyer.

- 1.1.5 An intent to work collaboratively with the Buyer's other suppliers, and Local Authorities, including to gain benefits of efficiency and effectiveness from collaboration across and between regions.
- 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.

ANNEX A - Draft JRMP

See attached Annex

[Redacted – Commercially Sensitive]