



Defence  
Infrastructure  
Organisation

## **Call-Off Schedule 13**

### **Mobilisation**

### **National Accommodation Management Services (NAMS)**

REF: RM6089 LOT 2A

## **CALL-OFF SCHEDULE 13**

### **MOBILISATION**

#### **1. MOBILISATION OVERVIEW**

- 1.1 Part 4 of Call-Off Schedule 28 (Call-Off Specification) sets out the requirement for a Mobilisation Plan to drive Mobilisation of the Contract, as part of the Buyer's Transition from the legacy arrangements and Transferring Contract to the new Contract.
- 1.2 A Draft Mobilisation Plan shall be provided by the Supplier as part of its tender response, to be reviewed and agreed with the Buyer (amended as required) as the Mobilisation Plan appended as Annex A to this Schedule.
  - 1.2.1 The Draft Mobilisation Plan shall be shared with and reviewed alongside the Draft Mobilisation Plans for each RAMS Suppliers (excluding identified Commercially Sensitive Information) at the Post Contract Award Meeting.
  - 1.2.2 The Supplier shall ensure its Draft Mobilisation plan is developed to take into consideration the parallel mobilisation activity of the Buyer and the RAMS Suppliers while ensuring its commitment to the ISD. The Suppliers draft Mobilisation Plan shall integrate with the RAMS Supplier's Mobilisation Plans on elements where the effective operation of interfaces between RAMS and NAMS is paramount.
- 1.3 Implementation of the Mobilisation Plan, shall include Milestones, as set out in the Mobilisation Plan, and priced in Call-Off Schedule 5 (Pricing) at Annex A, against which the Supplier can be paid for Deliverables during the Mobilisation Period.
- 1.4 The Deliverables that shall be required from the Supplier during Mobilisation will be reviewed against the Buyer's Criteria Review Approach Documents (CRADS). The CRADS lists:
  - 1.4.1 the critical activities and dates for their achievement against a Transition theme or workstream, including activities that the Buyer or Related Suppliers may need to deliver, for which the Supplier is not responsible; and
  - 1.4.2 defines the conditions against which the Deliverables are considered to be capable of Acceptance by the Buyer.
- 1.5 The Supplier shall set out its intended Deliverables within each Milestone (as per Table 1 of Annex A), to include the Buyer's critical activities and any further work needed to achieve the Mobilisation Plan.
- 1.6 Throughout the Mobilisation, the Supplier shall submit its Deliverables as evidence of meeting its Milestones. The Buyer shall consider the Deliverables against the CRADS and approve payment, which shall be subject to the conditions of Call-Off Schedule 5 (Pricing).

#### **2. FORMATION OF MOBILISATION PLAN**

- 2.1 The Supplier shall host a Post Contract Award Meeting, to be held within five (5) Working Days of Contract Award, unless otherwise required by the Buyer. The Post Contract Award Meeting is the forum in which the Supplier and the Buyer undertake joint review of the Draft Mobilisation Plan and agree the necessary workstreams to enable the Supplier and the Buyer to test the Draft Mobilisation Plan and to amend

it appropriately prior to being finalised and appended to Annex A of this Schedule. The Mobilisation Plan will be finalised as early as reasonably practicable after Contract Award and in any event no later than 10 Working Days after Contract Award, unless otherwise agreed with the Buyer.

**2.2 The Mobilisation Plan:**

2.2.1 shall contain information at the level of detail necessary to manage the Mobilisation Period effectively and as the Buyer may otherwise require; and

2.2.2 shall take account of all dependencies known to, or which should reasonably be known to, the Supplier, including the Incumbent supplier's exit strategy from the Transferring Contract.

**2.3** The Supplier shall provide each of the Deliverables identified in the Mobilisation Plan so as to ensure that each Milestone identified in the Mobilisation Plan is Achieved on or before its Milestone Date assigned to that Deliverable item.

**2.4** The Supplier shall monitor its performance against the Mobilisation Plan and the Milestones and report to the Buyer on such performance.

**3. MOBILISATION PROCESS**

**3.1** The Mobilisation Period is as outlined on the Order Form.

**3.2** During the Mobilisation Period, the supplier of the Transferring Contract shall retain full responsibility for all existing services until the In-Service Date or as otherwise formally agreed with the Buyer. The Supplier's full-service obligations shall formally be assumed on the In-Service Date as set out in the Order Form.

**3.3** In accordance with the Mobilisation Plan, the Supplier shall:

3.3.1 work cooperatively and in partnership with the Buyer, supplier of the Transferring Contract, the four (4) RAMS Suppliers and the Buyer's other supplier(s), where applicable, to understand the scope of Services to ensure a mutually beneficial handover of the Services;

3.3.2 work with the supplier of the Transferring Contract, the Buyer and the four (4) RAMS Suppliers to assess the scope of the Services and execute the Mobilisation Plan to mobilise the Services;

3.3.3 make all reasonable endeavours to secure any missing Asset Data required to support the Service from the In-Service Date.

**3.4** In addition, the Supplier shall:

3.4.1 appoint a Supplier Authorised Representative who shall be responsible during the Mobilisation Period for ensuring that the Mobilisation Plan is adequately resourced and executed effectively, and who will act as a point of contact for the Buyer;

3.4.2 mobilise all the Services specified in the Contract at the In-Service Date, or earlier as agreed with the Buyer and the supplier of the Transferring Contract;

3.4.3 construct and maintain a Mobilisation Risk and Issue Register in conjunction with the Buyer detailing how risks and issues will be effectively communicated to the Buyer in order to avoid or mitigate them;

3.4.4 attend progress meetings (as set out in the Mobilisation Plan) in accordance with the Buyer's requirements during the Mobilisation Period. Mobilisation meetings shall be chaired by the Buyer. All such meeting minutes shall be

kept and published by the Supplier within [5] Working Days of the meeting or as agreed with the Buyer; and

- 3.4.5 ensure that all risks associated with the Mobilisation Period are mitigated and/or minimised to ensure a seamless change of control between the Transferring Contract and the Supplier.

#### **4. CHANGES TO MOBILISATION PLAN**

- 4.1 Changes to any Milestones, Milestone Payments and any Delay Payments shall only be made in accordance with the Variation Procedure in Schedule 15 (Contract Management).
- 4.2 Time in relation to compliance with the Mobilisation Plan shall be of the essence and failure of the Supplier to comply with the Mobilisation Plan shall be a material Default.

#### **5. INTERACTION WITH STAKEHOLDERS DURING THE MOBILISATION PERIOD**

- 5.1 The Supplier shall familiarise itself before the In-Service Date with the Buyer's Estate and the needs of the end users and end user representatives (stakeholders)
- 5.2 As a result of the familiarisation, the Supplier shall ensure that it is appropriately equipped to deal with the level of stakeholder management required, to include, but not be limited to:
  - 5.2.1 liaison;
  - 5.2.2 reporting;
  - 5.2.3 co-ordination and provision of services;
  - 5.2.4 attendance at meetings; and
  - 5.2.5 management and resolution of stakeholder issues.
- 5.3 The Supplier shall develop and implement a communications plan, to be agreed with the Buyer, and which shall include the frequency, responsibility for and nature of communication with the Buyer and end users of the Services.
- 5.4 By the end of the Mobilisation Period, the Supplier shall ensure that all the necessary arrangements to facilitate the continuous performance of its obligations under the Contract are assessed and implemented.
- 5.5 The Supplier shall, within the Mobilisation Period, undertake a comprehensive examination and evaluation of the Buyer's Estate, conducting site visits and inspections to verify Asset Data where weakness or potential inaccuracy has been identified.

#### **6. SERVICE DELIVERY PLAN**

- 6.1 During the Mobilisation Period, the Supplier shall refine and agree with the Buyer the details of its Service Delivery Plan.
  - 6.1.1 Any changes to the Service Delivery Plan and resulting changes to Call-Off Schedule 22 (Tender) shall be amended as agreed between the Parties at least thirty [30] days before the In-Service Date.

## **7. RECTIFICATION OF DELAY IN MOBILISATION**

- 7.1 If the Supplier becomes aware that there is, or there is reasonably likely to be a Delay to the achievement of a Milestone in the Mobilisation Plan it shall:
  - 7.1.1 notify the Buyer as soon as practically possible and no later than two (2) Working Days from becoming aware of the Delay or anticipated Delay;
  - 7.1.2 include in its notification an explanation of the actual or anticipated impact of the Delay and the proposed remediation;
  - 7.1.3 comply with the Buyer's instructions in order to address the impact of the Delay or anticipated Delay; and
  - 7.1.4 use all reasonable endeavours to implement the agreed remediation to address the consequences of any Delay or anticipated Delay.

**ANNEX A: MOBILISATION PLAN**See Annex A – **Redacted – Commercially Sensitive Information****TABLE 1. MILESTONES**The Milestones to be achieved are identified below **[to be completed during mobilisation]**:

Milestone	Deliverable Items	Milestone Date	Buyer Responsibilities	Milestone Payments [% of mobilisation cost]
<b>Redacted – Commercially Sensitive Information</b>				