



APPENDIX 4 COOPERATION ORGANI- ZATION

TABLE OF CONTENTS

1.	INSTRUCTIONS	1
2.	INTRDOUCTION	2
3.	COOPERATION ORGANIZATION	2
4.	CONTACT PERSONS AT FRAMEWORK AGREEMENT LEVEL	2
5.	KEY PERSONS AT FRAMEWORK AGREEMENT LEVEL	3
6.	COOPERATION ORGANIZATION ON DELIVERY AGREEMENT LEVEL	3
7.	CV'S FOR THE CONSULTANTS	4

SUB-APPENDIX

4A	Suppliers' CV's
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1. INSTRUCTIONS

This appendix serves the purpose to describe the cooperation organisation.

The appendix is a minimum requirement in its entirety.

The tenderer must thus fill in only yellow-marked places in the form of: [To be completed by tenderer]

In addition, the tenderer must provide the consultants intended to comply with the framework agreement in Sub-Appendix 4A - in the form of CVs. It should also be stated which roles the consultants are supposed to complete and how the consultants' qualifications are involved in the framework agreement.

A template is provided for the use of CVs. Tenderers can use this template that can be copied to the required extent however you can attach CVs of your own choice.

If the tenderer wishes to use their own CV template, the tenderer must ensure that the information given in the attached template is covered.

The CVs included in the tenderer in Sub-Appendix 4A, including CVs for the key persons listed in Appendix 4, point 4, and are included in the assessment of the sub-criterion "**Quality**".

It is therefore important that the tenderer ensures that the CVs contain the information that is emphasized, cf. section 7 of this appendix.

2. INTRODUCTION

This appendix describes the cooperation organization as well as the specific form of cooperation.

3. COOPERATION ORGANIZATION

In order to ensure the appropriate delivery of the supplier's services under the framework agreement, the cooperation organization described in this appendix is established."

The parties shall ensure that implementation of the framework agreement has the requisite anchoring in the respective parties' management so that it is always possible to take the necessary decisions along the way the circumstances require.

The purpose of the cooperation is to ensure high quality of the services provided by the framework agreement and good cooperation between the parties, characterized by trust, reciprocity and open communication.

On this basis, it is the customer's expectation that the parties through dialogue seek to achieve consensus, including resolving uncertainties and conflicts associated with delivery of the services. In continuation of this, discrepancies are always sought through dialogue between the parties.

It is also emphasized that, in the performance of the services covered by the framework agreement, the supplier exhibits flexibility and acts in a situational manner.

4. CONTACT PERSONS AT FRAMEWORK AGREEMENT LEVEL

Each party designates a contact person who has daily responsibility for:

- Keeping ongoing communication between the parties
- To refer to the management of members' respective organizations

The contact persons must have decision-making powers on behalf of the respective parties regarding all matters related to the daily cooperation between the customer and the supplier and have a broad knowledge of each other's business.'

A single point of contact (SPoC) is required from the supplier as specified below.

The contact person for the customer is:

Name	Title/function	Contact Info
Noelia Medrano	<i>Operations Site Test Manager - Fjernbane Project</i>	xnmb@bane.dk Mobil: +44 (0) 79 79 50 15 99

The contact person for the supplier is:

Name	Title/function	Contact Info
[To be completed by tenderer]	[To be completed by tenderer]	[To be completed by tenderer] Tlf. xx xx xx xx Mobile: xx xx xx xx

Contact persons meet once a month (could also be a phone meeting) for 3 months from the conclusion of the framework agreement, after which the parties may decide on a different meeting frequency.

The agenda of the meetings should at contain, but not limited to, the following points:

1. Minutes of last meeting
2. Status of cooperation
3. Status of delivery agreements
4. Changes
5. Activities until the next meeting
6. Miscellaneous

The customer's contact leads the minutes of the meetings. All significant agreements between the parties must be stated in the minutes. Agreements on deviation from the framework agreement must be dealt with in writing and require written consent from the parties.

5. KEY PERSONS AT FRAMEWORK AGREEMENT LEVEL

The supplier's key personnel are (but not limited to):

Name	E-mail and tlf.
[To be completed by tenderer]	[To be completed by tenderer]
[To be completed by tenderer]	[To be completed by tenderer]
[To be completed by tenderer]	[To be completed by tenderer]
[To be completed by tenderer]	[To be completed by tenderer]
[To be completed by tenderer]	[To be completed by tenderer]
[To be completed by tenderer]	[To be completed by tenderer]
[To be completed by tenderer]	[To be completed by tenderer]

The customer is entitled to contact the mentioned key personnel directly (by mail / phone), e.g. in regards with allocation / planning of tasks as well as the need for attendance.

6. COOPERATION ORGANIZATION ON DELIVERY AGREEMENT LEVEL

Upon conclusion of a delivery agreement, the customer designates a task manager who is the supplier's contact person and can oblige the customer in relation to all aspects of the delivery agreement.

The name of the task manager **must** be stated in the delivery agreement.

Upon conclusion of a delivery agreement, the supplier designates a job manager who manages the relationship with the customer, especially for the client's project manager, in regards with the performance of services covered by the delivery agreement.

Names of the supplier's task manager must be stated in the delivery agreement, and CV must be sent to the customer. The supplier's choice of task manager who can oblige the supplier in relation to all aspects of the delivery agreement does not need to be approved by the customer, but the customer can request one specific if needed.

The supplier has the duty of all activities to fulfil a delivery agreement, unless otherwise specified in the delivery agreement.

The consultants whom the supplier puts on a task must be able to work with the customer and, moreover, to adapt to the client's behaviour.

7. CV'S FOR THE CONSULTANTS

The supplier has enclosed CVs for the affiliated consultants to perform the services covered by the framework agreement in sub-appendix 4A.