

# Framework Schedule 5 (Management Charges and Information)

## 1. How to provide management information to CCS

- 1.1 The Supplier shall, at no charge, provide timely, full, accurate and complete MI Reports to CCS which incorporate the data, in the correct format, required by the MI Reporting Template and such guidance that CCS may issue from time to time.
- 1.2 The initial **MI Reporting Template** is set out in the Annex to this Schedule and CCS may change it from time to time (including the data required and/or format) and issue a replacement version. CCS shall give at least thirty (30) days' notice in writing of any such change and shall specify the date from which it must be used. The Supplier may not make any amendment to the current MI Reporting Template without the prior Approval of CCS.

## 2. Reporting period

- 2.1 **MI Reports** must be completed and returned to CCS by the fifth working day of every month during the Framework Contract Period and thereafter until all transactions relating to Call-Off Contracts have permanently ceased. If at any point there is a period of a month where no reportable transactions occur, then a declaration must be made confirming no business has been conducted, in place of data submission.
- 2.2 In a MI Report, the Supplier should report contract data that is one month in arrears. For example, if an invoice is raised for October but the work was actually completed in September, the Supplier must report the invoice in October's MI Report and not September's. Each Order received by the Supplier must be reported only once, i.e. when the Order is received.

## 3. Submitting the information

- 3.1 MI Reports shall be completed electronically and uploaded to the CCS data submission service available at:  
<https://www.reportmi.crowncommercial.gov.uk>
- 3.2 MI Reports must be completed in pounds sterling unless CCS has given prior written consent to the use of another currency.
- 3.3 CCS may reasonably require that MI Reports be submitted by an alternative means such as email.
- 3.4 Where requested by CCS, the Supplier shall provide Management Information to a Buyer as specified by CCS.
- 3.5 The Supplier shall:
  - 3.4.1 promptly after the Framework Start Date provide an e-mail and/or postal address to which CCS will send invoices for the Management Charge and monthly statements relating to the invoicing of the Management Charge;

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- 3.4.2 promptly after the Framework Start Date provide at least one contact name and contact details for the purposes of queries relating to either Management Information or invoicing; and
- 3.4.3 immediately notify CCS of any changes to the details previously provided to CCS under this Paragraph 3.4.

### 4. How CCS can use the Management Information

- 4.1 The Supplier grants CCS a non-exclusive, transferable, perpetual, irrevocable, royalty free licence to:
  - 4.1.1 use and to share with any Buyer, Other Contracting Authority and Relevant Person; and/or
  - 4.1.2 publish (subject to any information that is exempt from disclosure in accordance with the provisions of FOIA, being redacted),  
any Management Information supplied to CCS for CCS' normal operational activities including administering this Contract and/or all Call-Off Contracts, monitoring public sector expenditure, identifying savings or potential savings and planning future procurement activity.
- 4.2 CCS may consult with the Supplier to inform its decision to publish information. However, CCS shall retain absolute discretion regarding the extent, content and format of any disclosure.
- 4.3 Following receipt of the completed MI Report, CCS shall invoice the Supplier for the Management Charge payable for the Month to which the MI report relates.

### 5. Paying the Management Charge

- 5.1 The **Management Charge** excludes VAT which is payable on provision of a valid VAT invoice.
- 5.2 The Supplier shall pay CCS the Management Charge (and other charges payable in accordance with this Schedule) in cleared funds within 30 days of receipt by the Supplier of an undisputed invoice to such bank or building society account set out in the invoice.

### 6. What happens if the Management Charge is not paid?

- 6.1 Payment of undisputed and valid CCS invoices should be completed within thirty (30) days. CCS may take action on outstanding invoices by:
  - 6.1.1 issuing the supplier with reminders that an invoice payment is due and/or overdue;
  - 6.1.2 charging statutory interest and charges on overdue invoices, as per the Late Payment of Commercial Debts (Interest) Act 1998;
  - 6.1.3 suspending the Supplier from the Framework Contract until such time that overdue invoices are paid; and/or
  - 6.1.4 terminating the Contract.

## 7. What happens if the Management Information is wrong?

- 7.1 If the Supplier or CCS identify error(s) and/or omission(s) in historic MI Report(s), the Supplier must provide corrected MI report(s) to CCS on or before the date when the next MI Report is due. Corrections may be either in the form of an addendum to the next MI submission, or a resubmission of existing historic returns, at the discretion of CCS.
- 7.2 Following an **MI Failure**, CCS may issue reminders to the Supplier and require the Supplier to correctly complete the MI Report. The Supplier shall rectify any deficient or incomplete MI Report as soon as possible and not more than five (5) Working Days following receipt of any such reminder.

### Meetings

- 7.3 The Supplier agrees to attend meetings between the Parties in person to discuss the circumstances of any MI Failure(s) at the request of CCS. If CCS requests such a meeting the Supplier shall propose and document measures as part of a Rectification Plan to ensure that the MI Failure(s) are corrected and do not occur in the future.

### Admin fees

- 7.4 If, in any rolling three (3) Month period, two (2) or more MI Failures occur, the Supplier acknowledges and agrees that CCS shall have the right to invoice the Supplier Admin Fee(s) with respect to any MI Failures as they arise in subsequent Months.
- 7.5 The Supplier acknowledges and agrees that the Admin Fees are a fair reflection of the additional costs incurred by CCS as a result of the Supplier failing to provide Management Information as required by this Contract.

## 8. What happens if Management Information Reports are not provided?

- 8.1 If two (2) MI Reports are not provided in any rolling six (6) month period then an **MI Default** shall be deemed to have occurred and CCS shall be entitled to:
  - 8.1.1 charge and the Supplier shall pay a "**Default Management Charge**" in respect of the Months in which the MI Default occurred and subsequent Months in which they continue, calculated in accordance with Paragraph 8.2; and/or
  - 8.1.2 suspend the Supplier from the agreement until such time that deficient MI reports(s) are rectified; and/or
  - 8.1.3 terminate the Contract.
- 8.2 The Default Management Charge shall be the higher of:
  - 8.2.1 the average Management Charge paid or payable by the Supplier in the previous six (6) Month period or, if the MI Default occurred within less than six (6) months from the commencement date of the first Call-Off Contract, in the whole period preceding the date on which the MI Default occurred; or

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- 8.2.2 the sum of five hundred pounds (£500).
- 8.3 If the Supplier provides sufficient Management Information to rectify any MI Default(s) to the satisfaction of CCS and the Management Information demonstrates that:
  - 8.3.1 the Supplier has overpaid the Management Charge as a result of the application of the Default Management Charge then the Supplier shall be entitled to a refund of the overpayment, net of any Admin Fees where applicable; or
  - 8.3.2 the Supplier has underpaid the Management Charge during the period when a Default Management Charge was applied, then CCS shall be entitled to immediate payment of the balance as a debt together with interest.
- 9. How long do I have to claim any credit note raised against the Management Charge?**
  - 9.1 Should a credit note be raised by CCS as a result of an amendment to an original MI Report, then the Supplier shall be entitled to apply (up to the value of the credit note) any credit note issued by CCS against subsequent payments of the Management Charges that are due by the Supplier, provided that the credit note can only be applied against Management Charges that fall due for payment by the Supplier within 12 months of the date the credit note was issued by CCS.
  - 9.2 If CCS issues a credit note to the Supplier pursuant to Paragraph 9.1 but there is a £0 balance on the Supplier's account in terms of outstanding Management Charges due to CCS, the Supplier will instead be offered a refund equivalent to the value of the open credit note(s).
  - 9.3 If any credit note is not applied by the Supplier within the 12 month period referred to in Paragraph 9.1, or a refund is not accepted by the Supplier pursuant to Paragraph 9.2, it will be cancelled by CCS, and CCS will have no responsibility or liability to issue a new credit note or otherwise to refund the associated credit value to the Supplier.

## Annex: MI Reporting Template

***[Category Guidance: Framework-specific template must be inserted.]***

***The MI Collection team in Data Insights create MI Templates. A minimum standard template is embedded below.***

**Contact:**

**<https://www.reportmi.crowncommercial.gov.uk/>**

