

Management Information

Admin Fees and Default Charges

21 February 2020



Crown
Commercial
Service

Admin Fees

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.

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 the Contract.

MI Failure

When an MI submission:

1. Contains any material errors or material omissions; or
 2. Is submitted using an incorrect MI reporting template; or
 3. Is not submitted by the reporting date (is submitted late)
- Including where a declaration of no business should have been filed.

Admin Fees

Admin charge type	Role	Cost per instance	Comments
Chasing MI Returns	Data team – Email	£2.50	Time to produce and send advice
	Data team – Phone call	£5.00	Time for call
	Category – Letter	£15.00	Time to produce and issue letter
	Category – Meeting	£75.00	Time to arrange a 2 hour meeting and production of a supplier action plan
Rectifying returns	Data team – Email	£2.50	Time to produce and send advice
	Data team – Phone call	£5.00	Time for call
Audit	Data team – Email	£2.50	Time to produce and send actions
	Data team – Phone call	£5.00	Time for call
	Audit of business	£300 /day	Time for audit and to produce actions
	Interest	Variable	Bank of England % charge rate for outstanding balance per month

Default Management Charge

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:

- 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; and/or
- suspend the Supplier from the agreement until such time that deficient MI reports(s) are rectified; and/or
- terminate the Contract.

Default Management Charge

The Default Management Charge shall be the higher of:

- 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
- the sum of five hundred pounds (£500).

Default Management Charge

If the Supplier provides sufficient Management Information to rectify any MI Default(s) to the satisfaction of CCS and the Management Information demonstrates that:

- 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

- 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.

Keep in touch

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