SCHEDULE 5

Management Information Requirements

1. MANAGEMENT REPORTS

1.1 The Contractor shall, at no charge, provide timely, full, accurate and complete Management Information (MI) Reports to the Commissioner which incorporate the data, in the correct format and in accordance with Section 3 Specification, required by the MI Reporting Template and such guidance that the Commissioner may issue from time to time.

1.2 Details of the initial MI reporting requirements are set out below. The Commissioner may change the requirement from time to time (including the data required and/or format). The Commissioner 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 Contractor may not make any amendment to any MI Reporting Template supplied by the Commissioner without the prior Approval of the Commissioner.

1.3 MI reports shall be completed and submitted electronically (via email) to the Commissioner's Representative.

2. REPORTING PERIOD

1.1 MI reports must be completed and returned to the Commissioner by the tenth (10th day) of every month during the framework period and thereafter until all transactions relating to call-off contracts have permanently ceased.

1.2 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.

1.3 In an 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. REVIEW OF INFORMATION

3.1 If in reviewing the MI report the Commissioner or the Commissioner's Representative requires further information this shall be requested and the Contractor agrees to supply this within the required timeframes.

3.2 If it is deemed that the information supplied is not sufficient and concerns are raised, the Commissioner or the Commissioner's Representative may request a meeting with the Contractor. The Contractor agrees to attend meetings between the Parties in person to discuss any issues or concerns that are raised as a result of the MI submission. Where requested by the Commissioner or the Commissioner's Representative, the Contractor shall propose and document measures as part of a Rectification Plan to ensure that any MI failures are corrected or that any necessary remedial action has been taken.

3.3 If the Contractor or Commissioner identifies errors and/or omissions in MI submission(s), the Contractor must provide corrected report(s) within the specified timescales, but no later than the date when the next MI report is due.

4. DEFAULT

4.1 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 the Commissioner shall be entitled to:

4.1.1 charge and the Contractor 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 4.2.1 and/or

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

4.1.3 terminate this Contract.

4.2 The Default Management Charge shall be the higher of:

4.2.1 the average Management Charge paid or payable by the Contractor 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

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

5. MANAGEMENT INFORMATION

5.1 This will consist of a review of a minimum four critical aspects:

- Monitoring of financial arrangements and stability of organisation;
- Monitoring of outcomes and outputs in particular trajectory of performance against the Key Performance Indicators;
- Monitoring of risk; and
- Monitoring of quality and self-assessment relative to expectations identified via internal monitoring mechanisms or external inspections.

5.2 Information to be provided by the Contractor will need to be focused on three forms of evidence to assess the services offered:

- Quantity – How Many and What – Data reporting and contract monitoring;
- Quality – How Well do you do it – Quality Assurance Audit Tools and User Engagement; and
- Outcomes – What does success look like

5.3 The following information (as a minimum) will be required for all Contracts received and allocated through the Framework:

a. No. of Contracts Awarded
b. Name of the Contracting Bodies
c. Type of Contract
d. Date Contract commenced and duration
e. Contract status
f. Total cost of Contracts Award under Framework
g. Social value and Carbon neutral contributions
h. Percentage of total reported spend with SME's through the supply chain
i. Savings, efficiencies and benefits realisation reports broken down by Customer
j. Additional comments
    i. What is working well
    ii. What is not work well
    iii. Any other issues/concerns with possible solutions on resolving these
    iv. what difference "continuous improvement" has made in the delivery of their service

5.4 The results collected will be used to inform future arrangements in relation to the Framework delivery

5.5 Further detail and requirements relating to reporting will be developed and added at the implementation of the contract, e.g. standardised performance and quality framework

5.6 The Contractor may, be subject to additional contract monitoring, e.g. internal or external audit around finance, process etc.

5.7 Contractors will also be required to provide regular MI to Contracting Bodies. These requirements will be set out in the Order Form.

SCHEDULE 8

Service Levels

Key performance indicators

Performance Indicator	Target	Measure
Submission of Framework MI by the 10th of the month	100%	Complete and accurate MI received from the Contractor by the 10th of every month
Submission of monthly management charge returns by the 10th of the month	100%	Complete and accurate management charge reports received from the Contractor by the 10th of every month
Provision of signed call off contracts completed that month sent by 10th of the next month	100%	All call off contracts received from the Contractor by the 10th of every month
Provision of pipeline opportunities under the framework on at least a quarterly basis	98%	Pipeline opportunity report received from the Contractor by 10th of the month after the previous quarter
Attendance at performance management meetings	100%	Framework lead contact attendance, or relevant deputy, attending pre arranged performance management meetings.
All undisputed invoices to be paid within thirty (30) calendar days of issue	98%	Payment received within 30 days from Contractor.
Goods and/or Services to be provided under Call Off Contracts to the satisfaction of Contracting Authorities	80% Positive	Number of positive satisfaction surveys received.
Respond to the Lead Contracting Body about any Framework Agreement management matters	97%	The Contractor responding to correspondence (email or phone) from the Lead Contracting Body

		within 2 Working Days. Resolving issues raised within 5 Working Days

The below management information and Key performance indicators are required as a minimum requirement for all Call Offs under this framework. Contracting Bodies may add further MI and KPIs during the Call Off activity:

<u>Key Performance Indicators</u>

Performance Indicator	Target	Measure
Provision of MI on a monthly (or otherwise agreed frequency) by 10th of each month	100%	Complete and accurate MI received from the Contractor by the 10th of every month
Provision of KPIs on a monthly (or otherwise agreed frequency) by 10th of each month	100%	Complete and accurate KPIs received from the Contractor by the 10th of every month
Accurate invoices containing breakdowns of charges and activities/goods, a purchase order aligned to the agreed frequency of payments in the Call Off Order Form	97%	Receiving accurate invoices quoting relevant purchase orders within the agreed frequency.
Satisfaction surveys	95% positive	Number of positive satisfaction surveys received.
Responsiveness- Respond to the Contracting Body enquiries	97%	Responds to telephone calls within 24 hours Responds to emails within 48 hours