



Crown
Commercial
Service

Fuel Card & Associated Services

Customer guidance notes (RM1027)



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Annex information:

Annexes available on request from info@crownccommercial.gov.uk

Annex A: For use by Customers wishing to run a further competition

Annex B: Supplier pricing/forecourt coverage + additional services

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Purpose of this document

- 1.1** This guidance document is intended to serve three purposes:
 - 1.1.1** It provides public sector customers with guidance on how to utilise the Fuel Card and associated Services framework agreement;
 - 1.1.2** It sets out actions that customers are required to take in order to enter into call-off agreements under the framework; and
 - 1.1.3** It informs framework suppliers of the various processes that customers will follow to obtain Fuel Cards and associated Services under the framework agreement.

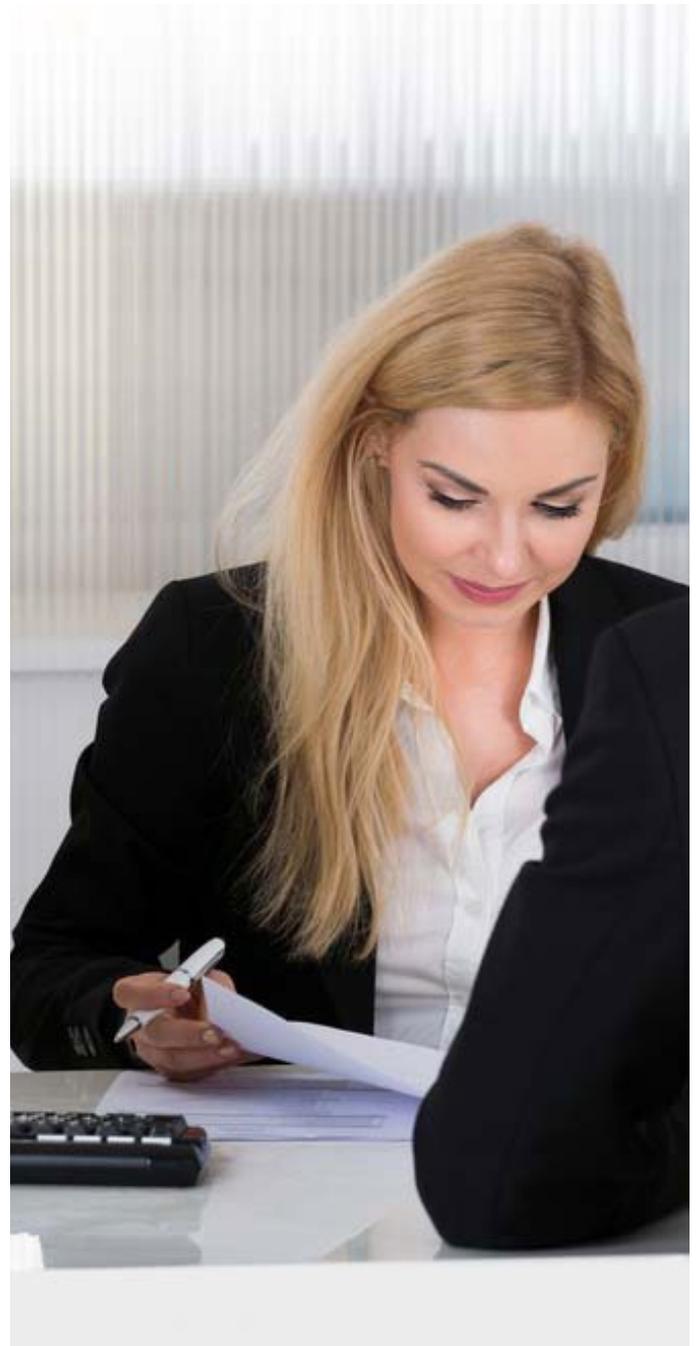


2

Key information

- 2.1 Direct award** – This is the process we recommend to contract with your chosen supplier under this Framework agreement. There is everything you need either in this document or in Annex B, pricing and forecourt coverage, available on request from CCS at: info@crowcommercial.gov.uk
- 2.2 Further competition process** – we have developed draft further competition documentation that you can tailor to suit your organisations requirements.
- 2.2.1** We have developed call-off contracts specific to the framework agreement that include standard clauses that all suppliers have agreed to. The text highlighted in yellow and in square brackets needs to be considered by the customer. Should you wish to amend these you will need to detail what elements you wish to amend within your further competition documentation.
- 2.2.2** The letter of appointment and call off contract should contain any specific information you wish to give the supplier. You should also have stated this in your further competition document (where a further competition has been carried out).
- 2.2.3** Please see section 12 for guidance on the use of eSourcing tools for conducting your further competition.

- 2.3 Timescales** – it is important that you allow suppliers sufficient time to respond to your further competition. Please see section 12.



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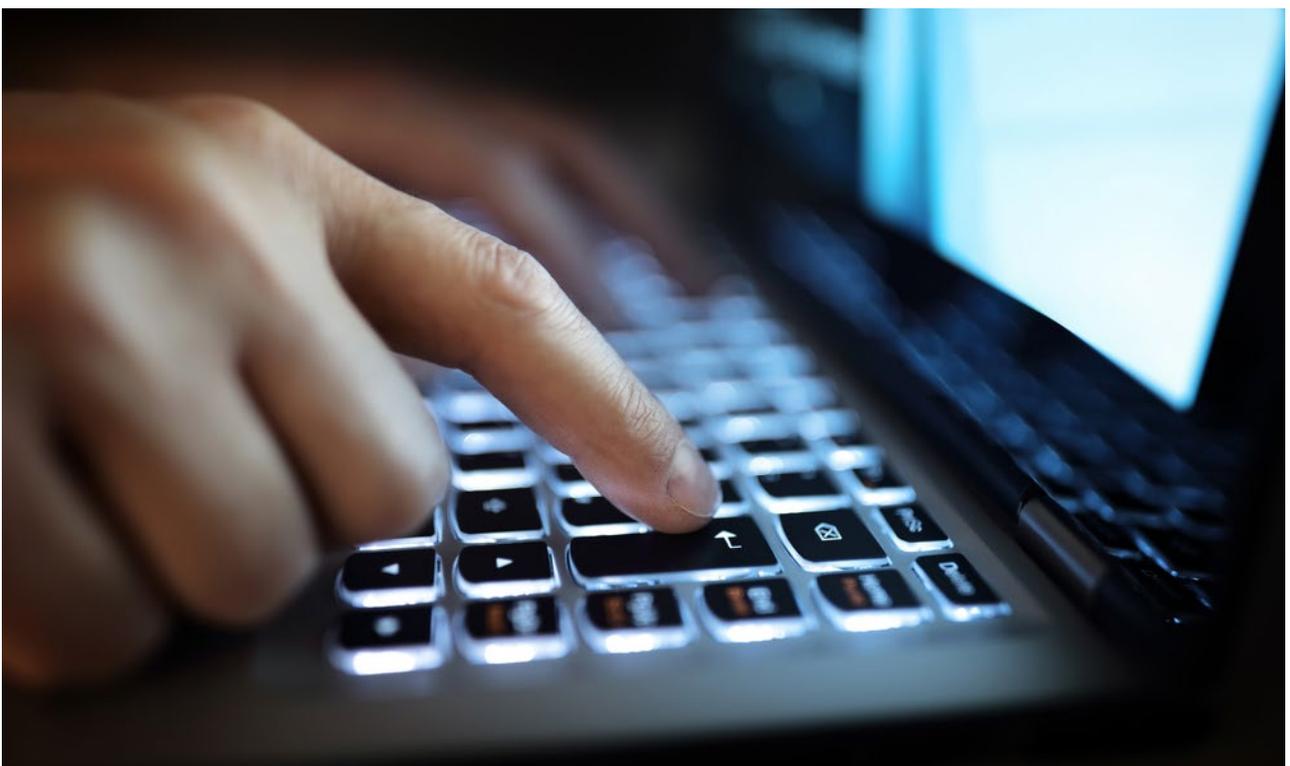
Benefits of using the agreement

- 3.1** The benefits of using the framework to procure your Fuel Cards and associated services include:
- 3.1.1 Reduced timescales** – Customers do not need to run a full OJEU procurement if procuring via this framework agreement, as this has already been undertaken. Customers will simply need to identify their requirements, run a comparison of the available suppliers then make a direct award, or if considering a further competition, present these to the market to run the competition and then award a contract. Suppliers will also benefit from these revised timescales, as they only need to complete one OJEU procurement with us at Crown Commercial Service.
 - 3.1.2 Ease of use** – The framework is simple to use with expert procurement advice available from CCS, always bearing in mind that any decisions must be made by the Customer.
 - 3.1.3 Choice of supplier** – The framework offers an excellent choice in suppliers, representing the fuel card market. Please note that should you decide to run a further competition, you may not receive quotes from all framework suppliers, this could be due to not allowing sufficient timescales for your further competition or the fuel volume being too low. Within the framework, suppliers have the ability to decline to quote.
 - 3.1.4 Legality** – The framework is fully legal and in line with EU regulations, as EU procurement rules introduced in 2006 specifically recognise framework agreements as a legitimate route to market. This reduces procurement risk for customers, and reduces bureaucracy in the procurement process.
 - 3.1.5 Template documentation** – Standard templates have been developed and are available for customers to utilise if they wish, which again reduce timescales and procurement risk. These are in Annex A.
 - 3.1.6 Assured supplier standards** – Providers appointed onto this framework are ‘pre-qualified’ as to their general suitability. This means when buying services from them customers are assured that they can meet the appropriate standards in the provision of Fuel cards and associated services and relevant management information to industry standards.
 - 3.1.7 Pre-defined Terms and Conditions** – Terms and conditions of contract have been established. All framework suppliers have signed and accepted this agreement and terms and conditions of call-off. Only comments in square brackets [] can be amended and this is to be agreed by the chosen supplier and the customer.

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Contract duration, value and eligible customers

- 4.1** The framework commenced 12/05/2014 for 4 years with Customers having the ability to contract up to 2 years beyond the end of the Framework Agreement.
- 4.2** The OJEU value for this procurement was set at £1,300,000,000 therefore customers can procure anything included within the scope of the framework agreement up to this value.
- 4.3** The framework agreement is available to all public sector bodies, including central government and the wider public sector, social housing organisations, and voluntary and community sector bodies.
- 4.4** If you are unsure, you are able to contact the Crown Commercial Service customer service desk for further clarity. Please email info@crowncommercial.gov.uk, state your organisation name and explain your query.



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Framework scope

5.1 Through the framework, customers can procure a range of Fuel card offerings and associated services:

Crown Commercial Service, as the contracting authority in accordance with the Public Contracts Regulations 2006 (as amended), has put in place a pan-government collaborative agreement for use by UK public sector bodies identified at VI.3 (and any future successors to these organisations), which include Central Government Departments and their Arm's Length Bodies and agencies, Non Departmental Public Bodies, NHS bodies and Local Authorities.

The above public sector bodies have a need for a card based solution for the purchase of fuel and associated services across the UK (regional and nationwide) and Europe.

The procurement has resulted in a multi supplier agreement for the provision of a range of fuel cards and associated services to public sector organisations for UK regions, UK nationwide and European coverage. Through the agreement this fuel card provision will support public sector fleet managers in managing and controlling costs with an easy method of payment for fuel either via a fuel card

for purchase of fuel at forecourts or by bunkering. The detailed management information supplied by the card providers will assist public sector fleet managers to manage their fleets more efficiently and effectively. The improved efficiency of managing vehicle fleets within the public sector in this way actively supports the Government's austerity and green agendas.

5.2 The Financial Services team at Crown Commercial Service manage the agreement and provide:

- o advice and guidance on using the agreement
- o contract management
- o specific support to start and/or expand existing fuel card programmes and support for further competitions

5.3 Should you need more detail on the specification, contact info@crowcommercial.gov.uk

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Supplier details

6.1 The supplier matrix is a live document that provides customers with information on the framework suppliers

Allstar Business Solutions Ltd PO Box 1463 Windmill Hill Swindon Wiltshire, SN5 6PS	Contact: Cliff Lawes Email: cliff.lawes@allstarcard.co.uk Tel: 07966 129635 http://www.allstarcard.co.uk/
Barclaycard is one of the trading names of Barclays Bank PLC. One Churchill Place, London, E14 5HP	Contact: Phil Newton Email: publicsectorfuel@barclaycard.co.uk Tel: 08448 222150 http://www.barclaycard.co.uk/business
Fuel Card Services Ltd Alexandra House Lawnswood Business Park Redvers Close Leeds, LS16 6QY	Contact: Matthew Bevan Email: mbevan@fuelcardservices.com Tel: 0844 870 9586 http://www.fuelcardservices.com/
Maxol Oil Limited Maxol Oil Limited 48 Trench Road Mallusk Newtownabbey Co. Antrim, BT36 4TY	Contact: Greg Swail Email: gregswail@maxolfuelcards.com Tel: 028 90 506 070 http://www.maxol.ie/ Maxol fuel cards are available in Northern Ireland only
Shell U.K. Oil Products Ltd Shell Centre York Road, London, SE1 7NA	Contact: Hayley Arckless Email: Hayley.Arckless@shell.com Tel: 0207 934 2906 http://www.shell.com/global/products-services/on-the-road/card-services/shell-fuel-card-for-business.html
UK Fuels Ltd Eurocard Centre Herald Park Crewe, CW1 6EG	Contact: Tony Garner Email: tony.garner@ukfuels.co.uk Tel: 01270 655097 http://ukfuels.co.uk/public-sector

6.2 The information listed in 6.1 can then be used to help pre-select a supplier for a direct award or the group of suppliers that you invite to your further competition. You will only need to invite suppliers that can meet your full requirements.

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Framework pricing/site coverage and Further Competition draft document details.

- 7.1** Supplier pricing, including any fees and potential rebates/site coverage as well as draft further competition document details are available on request from:
info@crowcommercial.gov.uk

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How to use the framework

- 8.1** This framework can be accessed either by direct award following an internal review of the supplier offerings or by running a further competition then awarding to the supplier providing the best bid.
- 8.2** Customers must procure their requirements in accordance with the procedure in this guidance and the requirements of the regulations.
- 9.3** All customers should undertake the following steps:
- 8.3.1** Review guidance documentation and if necessary framework specification.
 - 8.3.2** Determine the best route for your procurement, and action this in line with the parameters outlined.

9

Direct call off

The main areas for you to consider are:

9.1 Pricing: Fuel pricing is either on the basis of the pump price at the time of fuelling the vehicle or on a wholesale type basis where a universally used index (Platts) is used and a management charge is added by the supplier. This is known as Platts plus. This pricing is generally (but not always) lower than the pump price. For either option there may also be other costs to consider. The main ones being a card fee, where the cards are each charged a fee on a monthly or annual basis. Should an option where this is the case be attractive you should review your cards to ensure you only take the number you need.

Some suppliers levy a transaction fee and some suppliers offer a rebate depending on total annual volume and speed of payment.

9.2 Forecourts available: This varies by supplier and may be a function of their own brand plus reciprocal agreements with other brands to give fuller coverage. Detail on this by UK region is provided at Annex A. You need to be sure you have enough coverage to be able to operate without insisting on unnecessary levels. Should you wish to check this the suppliers have simple software to map forecourts against your vehicle locations. You would need to send them an Excel

sheet listing postcode and number of vehicles for each location and they will return with forecourt availability near to that location.

9.3 Management Information (MI): The fuel card suppliers have online capability for you to log in and obtain or download MI. This capability should be sufficient for your needs.

9.4 Where your requirements can be closely met by a particular supplier there is no need to conduct a further competition. You should enter into a call off directly with your chosen supplier.

NOTE: Unless your annual useage volume is in the millions of litres it is unlikely that any of the suppliers will give any better pricing than that obtained in the Framework agreement.

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Further competition

- 10.1** Where you need further detail not available within the pack or wish to further compete the commercial structure of this agreement there may be a requirement for a further competition. Should a full further competition be considered necessary, please consult Annex A Further Competition Guidance for the necessary documentation.

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Timescales

- 11.1** Allowing sufficient time for suppliers to consider and respond to your further competition is imperative. For complex placements you may wish to allow extra time for your further competition (4 weeks) to ensure you receive the best response possible;

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Procurement routes and tools

12.1 Procurement routes

12.1.1 Email - Contact details are available in the supplier matrix. There are a number of options in which a customer can run a further competition, these are;

12.1.2 CCS eTendering portal;

12.1.3 Customer eTendering portal (Bluelight, etc). Please note that following suppliers' comments, CCS eTendering portal should be used where possible to avoid suppliers having to register on various e-tendering portals. Where customer's own e-tendering systems are intended to be used sufficient time and training should be provided for supplier to join the system/portal.

12.1.4 When running a further competition, you are able to utilise the CCS eSourcing tool. This is a free online procurement tool to help you manage your further competitions, creating a clear audit trail, and supporting the delivery of the further competition in line with the EU regulations. Further information and access to the eSourcing tool can be found [here](#).

12.1.5 If you run a further competition via the eSourcing tool include your organisation name in the title for example Council ABC as this will allow a supplier to identify which messages relates to which project.

12.1.6 If you wish to find out more about the system, its capabilities, and the benefits of using this, please contact the Crown Commercial Service eEnablement team at eEnablement@crowncommercial.gov.uk.



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Award Criteria

13.1 When running a further competition, customers should award on the basis of the most economically advantageous tender and must provide suppliers with the methodology behind the evaluation, including the evaluation criteria and the weightings that are applied to each criterion.

13.2 Typical examples of sub criteria within price and quality that customers may opt to utilise when drafting their documents may include, but are not limited to the following:

Sub criteria	
Price	Fuel Price
	Platts pricing availability
	Rebate availability
	Other costs/charges
	Tax free card availability
	Payment terms
Quality	UK forecourt availability
	Regional forecourt availability
	European forecourt availability
	Security
	Optional functionality
	Optional purchase capability (oil etc.).

13.3 Under this framework, the following weighting criteria should be applied.

Criteria	Percentage
Price	40% +/- 10%
Quality	60% +/- 10%

13.4 Customers are able to split the price and quality scores within the parameters set out in 14.2, ensuring that they equal 100%.

13.5 On any documentation you should include the framework reference of RM1027.

13.6 The procurement process adopted at tender stage was based upon the Open tendering procedure as detailed in the European Communities Combined Directive (2004/18/EC).

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eAuctions

- 14.1** Electronic reverse auctions can be undertaken as part of a further competition.
- 14.2** The Crown Commercial Service eAuction team can support you in this, and even run and manage the eAuction for you.
- 14.3** Please contact the Financial Services team in the first instance if you wish to find out additional information (info@crownccommercial.gov.uk).



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Finalising the call off

- 15.1** Once you have made a decision to award, it is advised that for all further competitions customers run a 10 day standstill period. If doing this, customers should send out an intention to award letter to all suppliers that submitted a tender. These letters should provide a debrief of the scores awarded for each weighted criteria compared to the successful potential providers, and a rationale for each score. The rationale should be objective, and care needs to be taken to ensure that the scores and rationale are in line with the original tender documentation.
- 15.2** Whether you are looking to direct award or compete following the further competition guidance, **you must** complete the order form and issue it to your chosen supplier ensuring that you specify an end date to your agreement and/or build in an extension period to allow for future migration etc. Please ensure that you specify the payment terms of choice on the order form
- 15.3** Once the 10 day standstill period is complete, without challenge, customers must instruct the supplier. This should be done by completing and sending a letter of appointment and terms and conditions.
- 15.4** Advice on this can be obtained using the contact details in Section 19.



Attachment 4 - Call Off Agreement.docx

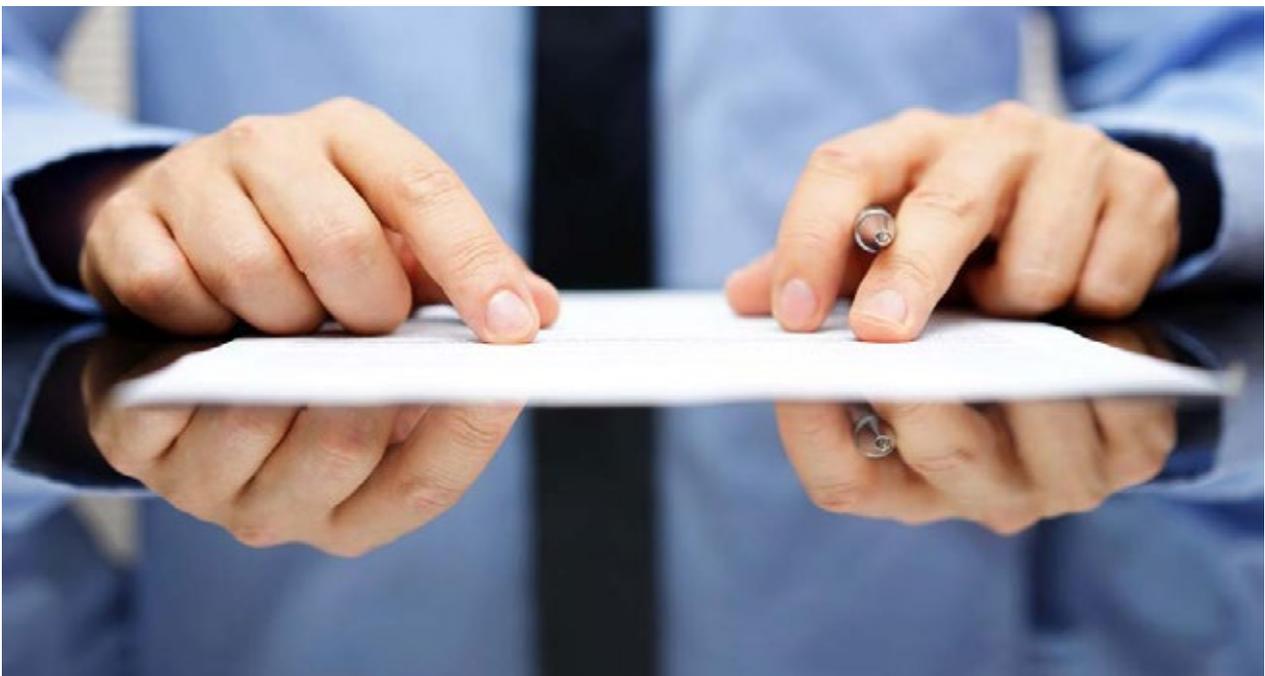
If you are having difficulties opening the embedded document, please contact info@crowncommercial.gov.uk to obtain a copy.

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Terms and conditions

16.1 In the interest of reducing bureaucracy and making the framework as simple to use as possible for customers, the main terms and conditions between a supplier and customer will be the call off under the Framework agreement which is agreed prior to award and forms the basis of the relationship between supplier and customer.

16.2 We have developed call-off contracts specific to the framework that include standard clauses that all suppliers have agreed to. The text highlighted in yellow and in square brackets needs to be considered by the customer. Should you wish to amend these you will need to detail what elements you wish to amend within your further competition documentation.



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Key tips when managing a further competition

- 17.1** Before issuing the further competition documentation
 - 17.1.1** Review the framework specification to establish whether your requirement is covered by this framework agreement;
 - 17.1.2** Contact the Financial Services team, using the details listed in Section 20; we are here to provide you with procurement advice as required;
 - 17.1.3** Ensure you have provided sufficient timescales to enable suppliers to evaluate your requirement.
 - 17.1.4** Engage with the supply base to help shape your requirement and ensure you have provided all relevant information. This will support you in delivering greater value for money.
 - 17.1.5** Develop the statement of requirements that suit individual special terms, e.g. specific to the particular services that will be provided to meet a particular requirement under the framework;
 - 17.1.6** Develop your invitation to tender documentation and provide suppliers with upfront information and criteria explaining how the tenders will be evaluated.
- 17.2** During the further competition;
 - 17.2.1** If contacting suppliers via email, ensure you inform them that you wish to procure under the framework RM1027;
 - 17.2.2** Invite all capable suppliers. Should you wish to look at MI availability from each supplier portal that will have to be done by contacting suppliers.
 - 17.2.3** If contacting via email, only use the email addresses provided in the supplier matrix;
 - 17.2.4** Allow sufficient time for a full and professionally prepared response from suppliers;
 - 17.2.5** Treat all participating suppliers fairly and equally throughout the entire competition process;
 - 17.2.6** Issue timely clarifications to questions and publish them in line with your further competition documentation to all participating suppliers. Ensure suppliers have sufficient time to consider your responses;

17.3 Awarding the further competition

17.3.1 Award to the supplier offering best value for money based on the award criteria based on the qualitative and commercial scores at further competition;

17.3.2 Award in line with your further competition evaluation criteria;

17.3.3 Provide feedback to all bidders. See Annex A for further information;

17.4 Don't:

17.4.1 Over-specify levels of service as this may give poor value for money;

17.4.2 Aim the specification at a particular supplier or their product range;

17.4.3 Arbitrarily choose a reduced number of suppliers to receive tenders;

17.4.4 Create specifications that are unfairly restrictive;

17.4.5 Treat any supplier differently from the others.

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Other CCS agreements

There are a number of other agreements within CCS which may be of interest.

There are four agreements within the fleet category: acquisition (purchase and lease), conversion/refurbishment and the supply and fit of tyres.

Fleet portal - The fleet portal is a web-based system, which serves both vehicle purchase and vehicle lease; and allows for instant quotations of standard vehicles (cars and vans) for purchase or lease.

	RM1070 Vehicle Purchase	RM3710 Vehicle Lease	RM956 Vehicle Conversion	RM955 Supply and Fit of Tyres
Buying Options...				
Direct Order	X	X		X
Fleet Portal	X	X		
Spot Buy Team	X	X	X	X
Further Competition	X	X	X	X
eAuctions	X	X		

eAuctions - eAuctions can help drive competition amongst vehicle manufacturers to deliver significant price savings (average 40% off MRP). There may also be an opportunity to aggregate your requirements with other customers to achieve greater savings for all.

During an eAuction, bidders compete in real time and have multiple opportunities to improve their price, which encourages bidders to offer greater price savings than a standard best and final offer approach.

For more information on the fleet frameworks, please visit

<http://ccs-agreements.cabinetoffice.gov.uk/category-information-and-updates/fleet>

Vehicle hire (RM1062) - hire of vehicles up to 1 year. Please visit the CCS website at

<http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1062>

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Feedback and contact details

If you have any queries, or wish to discuss your requirement or the framework agreement in further detail, please contact:

 info@crowcommercial.gov.uk

 0345 410 2222

You can also learn more about what we offer online:

 www.gov.uk/ccs

 [@gov_procurement](https://twitter.com/gov_procurement)

 [Crown Commercial Service](#)

If you would like to provide feedback relating to this framework please get in touch with your lead contact using the details provided. Your query and feedback will be logged and discussed at the monthly performance meeting. Where required, your lead contact will inform you of any changes that have been made in relation to your feedback.