

**Customer User Guide and Frequently Asked Questions (FAQ’s)**

**FUEL CARDS & ASSOCIATED SERVICES V**

**Framework Agreement No: RM6000**

**FUEL CARDS & ASSOCIATED SERVICES V USER GUIDE**

**Framework reference: RM6000**

**Start date: 23 March 2018**

**End date: 22 March 2021**

**OJEU contract notice: 479584-2017**

**1.0 What you can buy through this Framework?**

1.1 This Agreement gives you access to fuel cards and associated services.

**2.0 Who can use this Framework?**

2.1 All public sector and government organisations can use this agreement.

**3.0 Benefits of using the Framework**

* Reduced timescales – Customers are not required to undertake a full OJEU procurement if procuring via this Framework Agreement, as this has already been undertaken by CCS. Customers will simply need to identify their requirements, present these to the market and award a contract.
* Ease of use – The Framework is simple to use with procurement advice available from CCS
* Choice of Supplier – The Framework offers a wide choice of suppliers, there are 9 suppliers in total. Please note although all suppliers will be eligible to bid for all call off Agreements, however certain suppliers may choose to ‘no bid’ based upon your ‘local’ requirements and their ‘geographical’ coverage.
* Legality – The Framework is fully legal and in line with EU procurement regulations, as EU procurement regulations introduced in 2006 and updated in 2015 specifically recognise framework agreements as a legitimate route to market. This reduces procurement risk for customers, and reduces bureaucracy in the procurement process.
* 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.
* 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 customer and the chosen supplier.

**4.0 How the Framework is structured**

4.1 The Framework is a single lot, multi-supplier framework agreement for the provision of Fuel Cards and Associated Services, across the UK (regional and nationwide) and Europe.

**5.0 How you can buy through this Framework**

5.1 Customers must procure their requirements in accordance with the procedures in this guidance and the requirements of the public procurement regulations.

5.2 All customers must undertake the following steps:

- Review all guidance documentation;

- Ensure that the nature of their requirement is covered by the scope of this Framework Agreement;

- Decide whether Direct Award or Further Competition is the most appropriate route;

- Comply with Public Procurement regulations;

5.3 This Framework can be accessed by placing a “call-off” from the Framework using two routes: Direct Award or Further Competition.

5.4 For Further Competition’s, you can use the CCS eSourcing tool, more information can be found here.

<https://www.gov.uk/government/publications/esourcing-suite-guidance-for-customers>

<http://ccs-forms.cabinetoffice.gov.uk/using-esourcing-suite-0>

5.5 You can also use your own (departmental or authority) documentation, procedures, and/or eTendering system in support of your Further Competition process.

5.6 The call-off terms and conditions are available on request from info@crowncommercial.gov.uk.

**6.0 Pre market engagement**

6.1 You should also remember that you can engage with the Suppliers on the Framework Agreement prior to awarding a Contract. This pre-market engagement is always welcomed by the supply base and is a useful tool for customers to determine the best procurement route for your requirement. If running a Further Competition, pre-market engagement is useful to find out exactly what information needs to be included in a Further Competition document/pack in order to obtain the best responses/quotations from the supply base, and also acts as a useful tool to ask any questions and gain important market insight that will help structure your Further Competition. It is also a good method to get to understand more details of the products and services that each supplier has to offer.

6.2 Please note that if you are engaging with the market prior to awarding a contract, you should ensure that you complete this exercise in a fair, open and transparent manner (i.e. allow the opportunity for engagement with all Suppliers on the Framework who are capable of meeting your requirement, and provide all suppliers with the same information during the pre-market engagement process).

6.3 To engage with the market, you can either contact or email the suppliers directly using the contact details available on the website, or utilise the ‘free to use’ CCS eTendering portal.

**7.0 The CCS eSourcing tool**

7.1 When running a Further Competition under this Framework Agreement, you are able to utilise the CCS eSourcing tool. This is a ‘free to use’ online procurement tool to help you manage your Further Competition, creating a clear audit trail, and supporting the delivery of the Further Competition in line with EU regulations. Further information and access to the e-sourcing tool can be found [here](https://www.gov.uk/government/publications/esourcing-suite-guidance-for-customers).

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

**8.0 Direct Award**

8.1 In order to determine whether you can Direct Award, you need to ask the following questions:

* Can your service requirements be met under the Framework Agreement?
* If so, does one Supplier clearly provide the most economically advantageous tender (MEAT) in respect of your requirements?
* Are all of your proposed contract terms laid down in the Framework call-off agreement and are you confident that the call-off terms require no amendments or require any supplementary terms & conditions?
* Are you content with the pricing model used in the procurement of the Framework Agreement and can you establish the total cost of each supplier for the requirement being sourced?

8.2 If the answer to the above is **YES**, then you can Direct Award using the Direct Award criteria below:

* Price (cost identified for the delivery of the requirement);
* Quality (including Technical merit: service, fitness for purpose, coverage and capacity)

8.3 If the answer is **NO** to any of the above, then you should carry out a Further Competition to fulfil your specific requirements.

The headline award criteria for contracts formed by Direct Award is:

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| **Criteria Number** | **Criteria** | **Percentage Weightings**  |
| **A** | **Price** | **30%** |
| **B** | **Quality** | **70%** |

8.4 Rate cards (inc. pricing) for this Framework is available from info@crowncommercial.gov.uk. These can then be applied to the criteria mix to determine which supplier provides the MEAT. Once you have identified which supplier provides the MEAT, place your order directly with the successful supplier using the Order Form and ensure that the Call Off Contract is populated as appropriate and exchanged with the successful supplier and signed by both parties to the contract.

8.5 If you wish to procure your requirement under an alternative pricing model or your pricing cannot be identified easily from the available rate card(s), you should run a Further Competition and specify your requirement(s) and your chosen pricing model in this Further Competition.

8.6 It is important to note that the prices established at Framework Agreement level are maximum prices and to note that pricing can be routinely lowered by suppliers at the Further Competition stage when suppliers will have been provided with more detail regarding your specific requirements.

**9.0 Further Competition**

9.1 Prior to conducting the Further Competition we advise that you consider the following questions:

* Have you adequately conducted pre-market engagement?
* Do you need to form a project team? If so, who is the most appropriate person to lead it?
* Have you formed a stakeholder group to formulate your requirements?
* Have you identified specific resource to support the various stages of the project including initial data gathering, drafting of the statement of requirements and bid evaluation, working with the successful supplier to ensure a smooth implementation?
* Who will approve the award once proposals have been evaluated?

9.2 What Information is required ahead of a further competition?

Ahead of a further competition customers should have accurate and up-to date levels of information relating to their card usage and user behaviour in order for suppliers to understand their current situation and to accurately respond to the further competition. The suppliers will also need to understand your ‘future’ requirements in order to respond effectively. As a minimum this should/could include:

* Number of cards currently in operation/required in the future (estimation);
* Geographical nature of the requirement;
* Restrictions to be placed on cards;
* Number of users;
* Type and level and frequency of management information required;
* Current spend/Future spend (estimation)

9.3 Other areas to consider:

* What are your organisations strategic objectives?
* Do your requirements mirror these?
* Has ‘buy-in’ across the organisation (including senior management) been achieved?
* What internal resource is there to support the project particularly through implementation?

9.4 Further Competition criteria weightings are set by the framework agreement. Procurement regulations require that you adhere to weighting levels within these tolerances. If you set weightings outside of these levels you are at risk of a challenge to your procurement.

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| **Criteria Number** | **Criteria** | **Percentage Weightings to be set by the Contracting Authority conducting the further competition**  |
| **A** | **Price** | **20% - 40% (range)** |
| **B** | **Quality** | **60% - 80% (range)** |

9.5 There are a number of options available to you when issuing your Further Competition documents. You can use our online eSourcing suite or alternatively your own departmental standard tender process.

9.6 You are also able to run a Further Competition as an Electronic Reverse Auction. If you are interested in running an eAuction, please register your interest with our eAuction team here: <http://ccs.cabinetoffice.gov.uk/i-am-a-buyer/run-further-competition/register> (note: the earlier you engage with the eAuction team the better).

9.7 Make your award decision by applying the criteria weightings to your evaluation. Rank the participating suppliers in a list compiled by their total score achieved taking into consideration all aspects of the specified evaluation criteria and weightings. Award the contract to the supplier that ranks first within the evaluation using the criteria and associated weightings.

9.8 You should notify all participating suppliers of the outcome, once you have identified a successful supplier. It is best practice to give all participating suppliers feedback on the reasons why they were successful or unsuccessful covering areas where they could improve for future reference. While it is not a mandatory requirement under the procurement regulations, standard best practice is to apply and observe a ten (10) working days standstill period in between making your award decision (Intention to Award) and actually signing a contract. This is also known as an Alcatel period.

9.9 Place your order with the successful supplier using the Order Form and Call Off Contract. The Order Form and Call Off Contract should be populated and exchanged with the successful supplier and signed by both parties to the contract. Population of the Order Form and Call Off Contract involves the inclusion of the specified and agreed service requirements, ‘locally’ agreed variations to the ‘standard’ call off terms and details of the relevant pricing/charging structure which has been agreed.

**FUEL CARDS & ASSOCIATED SERVICES V FAQ’s**

* **How can I access the Framework Agreement?**

The Framework Agreement can be accessed by either Direct Award or by conducting a Further Competition.

* **What is the maximum duration that I am able to call off for?**

The Framework Agreement has been awarded for an initial 3 year period with an option to extend for a further twelve (12) months. Currently the Framework expiry date is 22 March 2021 (note: a 12 month extension option is available and may be taken up by CCS at a later date).

Any customer call off can run for up to two years beyond the expiry date of the Framework Agreement, which taking the current framework expiry date into consideration would take the maximum allowed call off expiry date to *22 March 2023*.

* **Is it mandatory to undertake a Further Competition?**

A Further Competition is not mandatory and customers have the option to Direct Award. You can Direct Award to your preferred Supplier if you can identify from the information provided which supplier is best able to meet your requirements and offer best value for money.

* **I wish to tailor the service delivery requirements to meet my organisation’s ‘local’ needs. How much scope do I have to personalise the service delivery so it best meets our operational requirements?**

Any adjustment in your specification would need to remain within scope of the original advertised requirement specified at framework agreement level. Once you have ascertained that this is the case then you would need to present your specified requirement to suppliers as part of a Further Competition. You are not able to Direct Award once you have tailored the service delivery requirements to meet your organisation’s ‘local’ needs.

* **What are the benefits of using the Fuel and Associated V Framework Agreement?**

The benefits of using the Fuel and Associated Services Framework Agreement include;

* A simple method of payment for vehicle fuel, purchased at retail outlets throughout the UK (and Europe), via a fuel card for purchase of fuel at forecourts or by bunkering at designated bunker sites.
* The detailed level of management information supplied by suppliers can support you in managing your fleet more efficiently and effectively.
* Value for money with deals secured from a range of suppliers, providing varied choice and flexibility.
* **What is the role of Crown Commercial Service (CCS) in the management of the Framework Agreement?**

CCS will maintain and develop the supplier relationships at a framework level. This includes the ongoing monitoring of supplier performance, ensuring supplier compliance with framework contractual obligations (accreditations etc.) and collating appropriate management information across the framework agreement.

The Financial Services Category team will continue, throughout the lifetime of the framework agreement, to work with suppliers to seek out further opportunities to maximise benefits for customers, ensuring that any developments at framework level keep pace with changes in the market and with industry innovations.

* **Why do I need to sign a call off contract?**

Drawing up your call off contract is important as it forms the legally binding document which reflects the contractual relationship and defines the roles and responsibilities of all parties. The call off contract will also ascertain the defined length of your contract.

* **Where does the contractual relationship reside?**

Once the call off contract has been agreed and signed by all parties, the contractual relationship in terms of day to day management and the operational obligations, reflected in the call off contract, reside with you and your chosen supplier.

* **Will I be able to specify the format and frequency of Management Information (MI) from the Supplier?**

The Framework Agreement specification sets out and outlines the basic requirements to meet your needs, any changes to the MI format and frequency will need to be discussed and agreed with your chosen supplier.

* **What considerations have been made in respect of invoicing?**

The default position for this Framework Agreement is electronic invoicing. Allowance has been made for paper invoices but this may carry an additional charge. You should check with your chosen Supplier. The payment cycle has been built into the pricing and basically, the earlier you settle your invoice the better the early payment discount. The exact discount will vary on a supplier to supplier basis.

* **What provisions have been made within the Framework Agreement for Key Performance Indicators (KPI’s)?**

A range of KPI’s have been agreed with all suppliers at framework level. These will reflect your needs as a customer or the needs of CCS. If you wish to introduce ‘local’ KPI’s that reflect your specific needs, then you will need to articulate these as part of a Further Competition.

* **Do all Suppliers offer the same level of National coverage?**

Individual suppliers’ national and regional coverage is reflected in their rate card. Customers should consider their ‘local’ (and/or national) needs as part of the supplier selection process. It is often a misconception that ‘national’ coverage is required when customer behaviour (backed up by individual customer MI and analysis) often suggests otherwise.

* **What processes are in place to control spending on Fuel Cards?**

The fuel cards will have strict spending controls placed upon them by suppliers. Further controls can be agreed and applied by instruction from the customer in line with their fleet strategy, such as fuel only (no consumables such as oil, water), usability and restrictions at limited forecourts, usability and restrictions on limited fuels. The fuel cards are only to be used for approved and compliant spend in line with departmental and customer organisational policy.

* **Help and advice**

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| **SUPPLIER** | **ADDRESS** | **CUSTOMER CONTACT** |
| Allstar Business Solutions Ltd | Whitehill House, Windmill Hill, Swindon, Wiltshire SN5 6PE | Alister HendersonAlister.Henderson@allstar.co.uk07966 129588 |
| Barclaycard Commercial Payments | 1 Churchill Place, London, E14 5HP | PHIL NEWTONPhil.Newton@barclaycard.co.uk07920 266517 |
| BP Oil UK LTD | Chertsey Road, Sunbury-On-Thames, Middlesex, TW16 7BP | PAUL HARRISPaul.Harris@uk.bp.com)7881 009010 |
| Certas Energy UK Ltd | 302 Bridgewater Place, Birchwood Park, Warrington, WA3 6XG | JOHN SWINDLEYJohn.Swindley@certasenergy.co.uk07920 233420 |
| fuelGenie (Worldline IT Services Ltd) | 4 Triton Square, Regent's Place, London, NW1 3HG | MARIANA GUARINIMarianna.Guarini@wordline.com01902 627853 |
| Fuelmate Ltd (Rix Petroleum (Hull) Ltd) | Witham House, 45 Spyvee Street, Hull. HU8 7JR | Jeremy HoltJeremy.Holt@rix.co.uk)1482 387777 |
| Maxol Oil Ltd | 48 Trench Road, Mallusk, Newtownabbey, BT36 4TY | Greg SwailGreg.Swail@maxolfuelcards.com07801 108206 |
| SHELL U.K. OIL PRODUCTS | Shell Centre, London, SE1 7NA | HAYLEY HARCKLESSHayley.Arckless@shell.com0207 934 2906 |
| UK Fuels Ltd | Eurocard Centre, Herald Park, Herald Drive, Crewe, Cheshire, CW1 6EG | JAMES AMOSJames.Amos@ukfuels.co.uk01270 667 679 |

If you have any queries, or wish to discuss your requirement or the Framework Agreement, with CCS please contact:

Email: info@crowncommercial.gov.uk

Tel: 0345 410 2222

You can also learn more about our range of commercial deals and latest offers online:

[www.gov.uk/ccs](http://www.gov.uk/ccs)

@gov\_procurement

  Crown Commercial Service

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