



National Highways Limited
Fuel Card and Reporting Services 2025
Specification

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1. Definitions

Term	Definition
Account Manager	Is the authorised representative for the Supplier for all purposes connected with the contract
Asset Delivery Inspectors	Employed to inspect, survey and support Engineering solutions for all Assets across the strategic road network. (Bridges, road surface signage etc.)
Contract Manager	Is the authorised representative for National Highways for all purposes connected with the contract
CPF	Collaborative Performance Framework, responsibility for assessing and reviewing performance metrics.
Fleet	Means all vehicles and assets that National Highways operates
Implementation/demobilisation Plan / Period	The process of formalising how and when the resources, operational procedures, personnel, and systems will be operational and stood down.
National Fleet Team	Are the Customer's representatives who support the Contract Manager
Parties	Supplier, Customer or Sub-Contractors involved in the contract
Personal User Scheme	Customer employee Company car scheme.
Staff	are persons employed or engaged by the Supplier or an Associated Company or any Subcontractor to deliver the contract specification at any time.
Strategic Road Network (SRN)	Motorway and major A road and dual carriage ways covered by National Highways
Supplier	Is the organisation that will deliver the contract requirements and agreed to all the Terms and Conditions. For the Purposes of this contract, the term Provider will have the same meaning as Supplier
Traffic Officer	Employed to support effective delivery of operational services, safeguarding National Highways staff, customers and others operating on the strategic road network.
Vehicle Off Road (VOR)	Timescale for which a vehicle is unavailable for operational duties.
Working Hours	Means Monday to Friday 0900 – 1800 excluding UK public (bank) holidays.

2. Background

2.1 National Highways (formerly Highways England) operate across the length and breadth of England and we're the government company which plans, designs, builds, operates, and maintains England's motorways and major A roads, known as the strategic road network (SRN).

2.2 Functions in support of this require the Customer to operate vehicles that include Traffic Officer operational vehicles that patrol the road network, Asset delivery operational vehicles that inspect all assets such as roads and structures across England and company car / personal user scheme vehicles utilised by employees with a vehicle for their job needs contractually.

2.3 This specification details the requirements for Fuel purchase and reporting provision for vehicles across the Traffic Officer Service (TOS), Asset delivery operations (AD) and Company car / Personal user scheme vehicles (PUS).

2.4 The specific contents of this document as detailed below may not be varied by suppliers without prior written confirmation from National Fleet Team and Commercial & Procurement.

3. Introduction

3.1 The Customer requires a Supplier to provide goods and services to meet the requirements for its Fuel card and reporting provision. The purpose of this contract is to enable the Customer to maintain and manage the continuous use of its fleet of vehicles for Traffic Officers, Asset Delivery Inspectors and Personal Users, minimising vehicle downtime by ensuring vehicles can purchase Fuel / EV Charge whilst working operationally. The contract period will be 2 years 8 months up to 21/02/2028. This is in line with the framework terms and conditions. The go-live date is 15/07/2025. Distribution of new cards will be confirmed by the Contract Manager upon successful award of the contract.

3.2 One of the key aims is a service is to ensure that the relevant provision for refuel / EV recharge of each operational vehicle in the whole of England. The aim is to also ensure that the least distance / time possible is used to locate such sites.

3.3 Other aims include providing accurate means of MI data, available online and Excel versions. These require the capability to provide calendar monthly data.

3.4 A summary of the requirements is:

- Fuel Card Management to include but not limited to,
 - i) Diesel fuel spend.
 - ii) Petrol fuel spend.
 - iii) Electric vehicle charge spend.
- Provision of supporting MI, data and intelligence to include but not limited to
 - i) optimising the fleet performance.
 - ii) Reporting to support company (PUS) car driver fuel reimbursement
 - iii) Reporting of business / private miles for (PUS) company car drivers.
- Dedicated customer support team and account manager(s) team during business hours

Core Requirements

4. Fuel card management

4.1 The Supplier shall provide a means to purchase Diesel or Petrol fuel / EV charge to support the Customer's fleet of vehicles and other business fuel users (Grey fleet) in accordance with this Specification. This can be either by electronic means such as a mobile phone app, or card type arrangement. Other options considered subject to testing.

4.2 The Customer retains the right to change these vehicles as and when required. The vehicle manufacturer, make and model of vehicles are variable throughout the contract. The number and type of vehicles may change during the contract term. The Customer with best endeavours will keep the Supplier regularly updated with the range of vehicles utilised, including any new vehicles onboarded and existing vehicles decommissioned.

4.3 The Customer currently has in the region of 1000 active fuel card / user accounts that relate to this service. This is subject to change in line with business requirements.

4.4 The geographical coverage of the Supplier's network of filling stations / EV charge locations will be key to providing the contracted service and it is expected that all locations should be within a maximum radius of 10 miles or a 20-minute drive, from the Customer's key locations listed in Appendix 1. These locations are subject to change and the customer will provide any updates required.

5. Reporting and MI

5.1 The Supplier shall provide means of reporting, with the data formed in a calendar month. This should be available both by online access, API fed or Excel extracts in a format that can be ingested into our fleet reporting tool as agreed by our internal data team

5.2 The reporting should detail but not limited to the below fields,

- Account Number.
- Registration Number.
- Invoice Number.
- Cost Centre.
- Invoice Date.
- Invoice Number.
- Card Number.
- Gross Amount.
- Net Amount.
- Unit Price.
- VAT Amount.
- Quantity.
- Product Charge Description.
- Transaction Date.
- Supplier Invoice Number.
- Transaction Registration Number.
- Transaction Mileage amount.
- Transaction Count.
- Supplier Name.
- Brand Name.
- Supplier Address one line.

- Supplier City/Town
- Purchase by Brand.
- Litres purchased.
- Gallons purchased.
- Average price per litre.
- KW purchased
- Price per KW
- Purchase by regional area
- This shall include the capability to show purchase by Outstation locations when requested
- Total Annual consumption
- Carbon footprint based on fuel purchased.

5.3 The Supplier shall provide the Contract Manager, and any representative nominated by the Contract Manager, full and free access to the reporting system, allowing access to information regarding the operation of their fleet.

5.4 The Supplier shall ensure that the operation of the system is fully tested prior to the commencement of the services to be provided to the Customer.

5.5 The Supplier shall provide full training to the Contract Manager and their nominated representatives on the use of the reporting System.

5.6 The Supplier shall ensure that all data held within the reporting system is held securely and complies with relevant GDPR requirements as set out in the call off terms and conditions and meets the Customers information and data handling policies.

5.7 The Supplier shall ensure that access to the reporting system is restricted to named individuals from the Customer.

5.8 The Supplier shall ensure that unhindered access to the reporting system is always available.

5.9 The Supplier shall ensure that no less than 5 working days' notice is provided to the Customer if scheduled maintenance, or any other requirement will prevent access to the system. The Supplier shall ensure that either the downtime to the reporting system is minimised, or alternative means is provided so that the Customer can access any data required.

5.10 The Supplier shall provide a helpdesk / support function during Working Hours with established processes and procedures to support the Customer should there be any issues with the reporting system, such as access issues etc.

5.11 The Supplier shall contact the Customer and provide appropriately encrypted reports offline to the Customer if access to the reporting system is unavailable due to technical or security issues and provide timely reports on progress to reinstate.

5.12 A data sharing agreement to be in place to allow the transfer of Customer's data to its internal fleet information and reporting system. The fleet management tool must utilise multiple interfaces to enable data capture from suppliers (formats to include API, .csv etc.). An interface specification to be agreed with the supplier of data; this agreement will document the structure, frequency of the data expected, it will include:

6. Quality Management and Accreditation

6.1 All staff and representatives authorised or nominated by or on behalf of the Supplier to undertake work or deliver services in accordance with the specification must be suitably trained, qualified and competent. The Supplier shall undertake relevant annual checks to ensure all required staff and representatives are suitable.

6.2 The Supplier shall undertake regular quality audits, equal to or exceeding 50% per annum of all service centres used to deliver this contract. These must include, but not be limited to; work quality, staff competence, Health and Safety, product training, environmental performance, adherence, and completion of ISO90001 or equivalent. Evidence and results of these audits must be supplied to the Customer annually, with action plans for any non-compliance or operational improvements.

6.3 The Customer reserves the right to inspect any work being undertaken under this contract.

7. Business Continuity

7.1 The Supplier prepares a business continuity plan that complies with ISO22301:2019 and submits the draft plan to the Contract Manager within the first 3 months of the contract commencement. The Supplier undertakes an annual test event to test the business continuity plan. If required, the Supplier regularly updates the business continuity plan to ensure it is relevant and fit for purpose and submits to the Contract Manager.

8. Regulation

8.1 The Supplier shall ensure that the required and relevant risk assessments / safe working practices are documented to ensure that compliance is managed in line with the Customer, and operator safety legislation and best practice.

8.2 The Supplier will ensure that all data held within their systems is held securely and complies with GDPR requirements.

9. Contract Management

9.1 The supplier shall provide a dedicated Account Manager function to support the operation of this contract.

9.2 The Contract Manager may nominate member(s) of the Customer's National Fleet team to represent the Contract Manager.

9.3 The Supplier's Account Manager and the Contract manager shall arrange to meet monthly. Regular agenda items shall be: review contract performance, discuss any issues, discuss any improvements, review and discuss KPI's, MI and any other data, and any exceptions. These agenda items can be reviewed as and when required.

9.4 The Supplier shall provide a helpdesk facility to assist the Customer's drivers with queries regarding the services provided under the Call-Off Contract.

9.5 The Supplier shall operate and manage a complaints process and procedure to support high standards of customer service.

9.6 Monthly M.I. reporting provided to detail measurements against any agreed KPI's upon implementation of the contract in support of Monthly performance reviews. This will be in collaboration with National Highways Collaborative Performance Framework (CPF) metrics.

9.7 The Supplier's Account Manager shall work proactively and with the Customer to develop strategies and initiatives reviewing the possibilities to:

- Identify and recommend potential efficiencies.
- Deliver efficiencies relating to fleet operation, fleet profile or the procedures in place to manage the Customer's account,
- Improve environmental efficiencies,
- Support the Customer in meeting internal or Government policy standards (for example the Government Fleet Commitment).

9.8 The Supplier's Account Manager shall ensure that all relevant documentation relating to the Customer's fleet operation are maintained and always updated.

10. Invoices

10.1 The Supplier shall provide consolidated invoicing where required by the Customer.

10.2 Where required, the Supplier shall manage the validation and payment of invoices on behalf of the Customer. This may include, but is not limited to, the processing of payments from other legacy providers / contracts.

10.3 The Supplier acknowledges and agrees that processes undertaken which involve the payment of invoices on behalf of the Customer will be recharged by the Supplier to the Customer as part of an agreed invoicing process.

11. Performance Meetings (including Section 47 – CPF)

11.1 The Customer uses the current version of the Collaborative Performance Framework (CPF) (see Fleet Maintenance and Management CPF & Community Metrics) in order to actively measure the Supplier's performance against the following CPF categories. This is managed by a customer supplier online portal and full training will be provided in support of this.

11.2 The Supplier shall undertake a performance review addressing all aspects of performance on a Quarterly basis, or as instructed by the Contract Manager in accordance with the Collaborative Performance Framework.

11.3 If the Supplier's performance, as measured through CPF, is below Performance Levels required, it is treated as a substantial failure to comply with its obligations and will require a managed plan of action to improve performance within a prescribed period of time.

11.4 The Contract Manager leads additional annual reviews to assess all aspects of the Supplier's performance and trends in Key Performance Indicators. The Supplier assists with any additional reviews as requested by the Contract Manager.

12. Key Personnel

12.1 The Supplier will provide a list of Key Personnel associated with the Contract. The Supplier will obtain prior approval from the Customer that will not be unreasonably withheld before removing or replacing any Key Personnel.

13. Policies

13.1 The Supplier shall conform and ensure compliance to a number of standards during the contract term as follows:

- ISO 14001 Environmental Management System standard or equivalent.
- The Supplier shall assist the Customer in complying with the Energy Efficiency Directive (EU) 2023/1791.
- a quality management system complying with ISO 9001- “Quality Management” and ISO 9004 - “Quality Management” or equivalent,
- operates a health and safety management system” that aligns to HSG65- “Managing for Health and Safety”

13.2 The Supplier complies with the information management system (IMS) a platform outlining additional information for the processes of data and information requirements, which is available at <https://nationalhighways.co.uk/ims>

13.3 The Supplier prepares a robust information security plan that shall comply with the Customer’s information security requirements. The Supplier includes the security plan in its quality management system. The security plan complies with the requirements of ISO/IEC27001 and ISO/IEC27002 and includes procedures which:

- ensure compliance with the Data Protection Legislations,
- protect information against accidental, unauthorised or unlawful processing, destruction, loss, damage or disclosure of Personal Data,
- ensure that unauthorised persons do not have access to Personal Data or to any equipment used to process Personal Data,
- protect IT systems from viruses and similar threats,
- provide for disaster recovery, and in particular ensure that the Personal Data is safely backed-up and provide for the vetting of the Supplier’s personnel.
- The Supplier ensures they comply with the Customer’s data handling policy.
- The Supplier ensures they comply throughout the Contract (and ensures that any person employed by it or acting on its behalf complies) with the Customer’s “Fair Payment Charter” and “Supplier Counter Fraud, Bribery and Corruption Code of Conduct” throughout the contract if applicable.

14. Social Value

14.1 The Supplier shall comply with the social value or community benefits Deliverables set out in the Call-Off Contract, in order to meet the Customer’s obligations under the Public Services (Social Value Act) 2012. EU procurement law enables the use of public sector contracts to support the delivery of social value and community benefits. Community benefit clauses provide a means of achieving sustainability in public contracts and may include measures such as targeted recruitment and training, small business and social enterprise development, environmental improvement, or community engagement.

15. Implementation and Demobilisation

15.1 The Supplier shall produce an Implementation Plan prior to the commencement of the Contract and provide a draft copy to the Contract Manager within 2 weeks of the award date of the contract. This should include, but not be limited to.

- Key activities and management of the Implementation period of the contract, including specific timescales for expected operations and completion status within 4 months of award.
- Resources allocated by the Supplier for all of the required support functions (e.g. Key staff, departments and contacts).

15.2 The Supplier shall work with the Customer's existing Suppliers and any other third parties to affect a seamless transition of service. This includes but is not limited to.

- The validation and transition and processes.
- Staff training on systems and processes.

15.3 The Supplier shall provide a Demobilisation Plan 6 months after the commencement of the contract and reviewed / updated bi-annually that provides details how the Supplier will prepare and deliver an orderly exit from the contract. This should include but not be limited to.

- How services and vehicles will be transitioned to a new Supplier.
- The provision of information regarding the existing fleet, processes and procedures and any other relevant information which are necessary to transition the service.

16. Consultancy Services

16.1 The Supplier shall provide consultancy services to improve the fleet's financial and operational performance to the Customer when required.

17. Appendix 1 – List of National Highways locations

NORTH WEST		
North West RCC	Knutsford Outstation	Samlesbury Outstation
Newton – Le – Willows	Knutsford Motorway Unit	Motorway Unit
Warrington	Northwich Road	Preston New Road
Cheshire	Tabley	Samlesbury
WA12 0DS	Cheshire, WA16 0TL	Preston, PR5 0UJ
Milnrow Outstation	Cumbria South outstation	Cumbria North Outstation
Milnrow Motorway Unit	Millness Depot	Lowhurst Motorway Unit
Elizabethan Way	Crooklands	Wreay
Rochdale	Milnthrope	Carlisle
Lancashire, OL16 4LG	Cumbria, LA7 7NR	Cumbria, CA4 0RH
NORTH EAST		
North East RCC	Tingley Outstation	Barton Outstation
Kestrel House	Motorway Compound	Barton Police post
Calder Business Park	Dewsbury Road	A1(M) Junction 56
Dale Road	Tingley	Barton
Wakefield, WF2 7UA	Leeds, WF3 1SW	Richmond, DL10 5NH
Carrville Outstation	Sprotbrough Outstation	West Cowick Outstation
Motorway Compound	Sprotbrough Depot	Maintenance Compound
A1 (M)Junction 62	Doncaster	Finnley's Lane
Meadow Lane	South Yorkshire	West Cowick
Durham, DH1 1TZ	DN5 7PY	Goole, DN14 9ED
EAST MIDLANDS		
East Midlands RCC	Felley Outstation	Shepshed Outstation
Eric Belfield House	Felley Motorway Compound	Motorway Compound
Nottingham business park	Mansfield Road	Ashby Road
Nottingham	Annesley	Shepshed
NG8 6PZ	Nottinghamshire, NGA5 0AS	Leicestershire, LE12 9DJ
Watford Gap Outstation	Stirling House (AREA 7)	Newark Depot
Motorway Compound	Lakeside Court	Stephenson Way
Watford Village	Osier Drive	Newark
Northamptonshire	Sherwood Business Park	NG24 2QT
NN6 7UZ	Nottingham, NG15 0DS	
Heath Depot	Felley Depot	Sandiacre Depot
A6075	Mansfield Road	Bostocks Lane
Heath	Annesley	Sandiacre
Chesterfield	Nottingham	Nottingham
S44 5SL	NG15 0AS	NG10 5ND
Shepshed Depot	Leicester Forest East Depot	Misterton Depot
Ashby Road	M1 J21 Service AREA	M1 Motorway Compound
Shepshed	N/B Baines Lane	Misterton
Loughborough	Leicester	Lutterworth
LE12 9BU	LE3 3GB	LE17 4HP

Rothersthorpe Depot
M1 Motorway Compound
J15A Northbound Service AREA
Northampton
NN4 9QS

Pytchley Depot
Pegasus Court
Kettering South Bus. AREA
Northants
NN15 6XS

EAST

East RCC & South Mimms
St Albans Road
South Mimms
Hertfordshire
EN6 3NP

Toddington Outstation
M1 Motorway Depot
Toddington
Bedfordshire
LU5 6HP

Whittlesford Outstation
Motorway Maintenance Depot
Station road east
Whittlesford
Cambridgeshire, CB22 4NL

Heston Outstation
Heston Depot
M4 Maintenance compound
Heston
Middlesex, TW5 9RY

Chieveley Outstation
Motorway Services AREA
Oxford Road
Thatcham
Berkshire, RG18 9XX

Milton Common Outstation
London Road
Milton Common
Thame
Oxfordshire, OX9 2UN

SOUTH EAST

South East RCC
Fosterdown
Godstone
Surrey
RH9 8BQ

Coldharbour Outstation
Coldharbour PCO
London Road
Coldharbour
Maidstone, ME 20 7SL

Weatherhill Outstation
Weatherhill Depot
Hathersham Close
Smallfield
Surrey, RH6 9JE

Easton Lane Outstation
Maintenance Unit
Winnal
Winchester
Hampshire, SO23 7TY

Dartford Crossing
Dartford River Crossing
South Orbital Way
Dartford
Kent, DA1 5PR

SOUTH WEST

South West RCC	Pridhamsleigh Outstation	Chelston Outstation
St Brendan's Court	Pridhamsleigh Depot	Motorway Compound
Avonmouth	Old Pridhamsleigh Quarry	Wellington
Bristol	Buckfastleigh	Somerset
BS11 9FB	Devon, TQ11 0JR	TA21 9PL
Almondsbury Outstation	Stanton St. Quinton Outstation	Tormarton Motorway Maintenance Depot
Motorway Maintenance Depot	Motorway Maintenance compound	Dodington Ash
Gloucester Road	Stanton St. Quinton	Chipping Sodbury Bristol
Almondsbury	Chippenham	BS37 6EJ
Bristol, BS23 4AG	Wiltshire SN14 6BD	
Eastington Motorway Maintenance Depot	Falfield Motorway Maintenance Depot	Edithmead Motorway Maintenance Depot
Fromebridge	Tortworth Road	Near Highbridge
Whitminster	Falfield	Bridgwater
Gloucester	South Gloucestershire	Somerset
GL12 7NJ	GL12 8EE	TA9 4HF

WEST MIDLANDS

West Midlands RCC & NTOC	Strensham Outstation	Longbridge Outstation
Quinton Business Park	Motorway Compound	Motorway Compound
1 Ridgeway	Hill View Road	Barsord road
Quinton	Upper Strensham	Longbridge
Birmingham, B32 1AF	Worcester, WR8 9LJ	Warwick, CV34 6RB
Ansty Outstation	Hilton Park Outstation	
Maintenance Depot	Motorway Compound	
Main Road	Shareshill	
Ansty	Wolverhampton	
Coventry, CV7 9JA	West Midlands, WV11 2AP	