**Call-Off Schedule 20 (Call-Off Specification)**

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract.

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**INTRODUCTION**

The Authority (Home Office inclusive of Border Force, Immigration Enforcement and Homeland Security Group) and HMPO have several fleet vehicles, both purchased and leased. These fleet vehicles are driven by staff on official business, who require a secure and convenient way of purchasing fuel and related products for the vehicle they are driving. Many fuel cards assigned to fleet vehicles are therefore required, which have the flexibility and coverage to be used at most fuelling stations across the UK.

As the current agreement is due to expire on 22nd March 2024, a new contract will be required to replace this.

**PURPOSE**

The requirement is for fuel cards, which can be used to purchase fuel, oil, diesel exhaust fluid, lubricants, and car wash from the majority fuelling stations across the UK (including Northern Ireland) and with limited European coverage.

The purpose of the procurement is to have in place a supplier who can provide the fuel cards required, and who have full UK and Northern Ireland and limited European coverage to maintain an effective service.

**BACKGROUND TO THE AUTHORITY**

The Authority is a ministerial department of His Majesty’s Government of the United Kingdom, responsible for immigration, security and law and order. As such it is responsible for the police, fire and rescue services, visas, immigration, and the security service. HMPO is the sole issuer of UK passports and responsible for civil registration services through the General Register Office.

The Authority’s main offices are in London and Croydon, but they also have offices and are supported by staff and business units across the UK and abroad.

The Home Office leads on immigration and passports, drugs policy, crime policy and counterterrorism and works to ensure visible, responsive, and accountable policing in the UK.

They are supported by several business units and public bodies including, but not limited to:

Permanent Secretaries Office

STARS

Homeland Security

Public Safety

Migration and Borders

Borders and Enforcement

Customer Service

Legal

Corporate Operations and Communications

**DEFINITIONS**

| **Expression or Acronym** | **Definition** |
| --- | --- |
| HO | Home Office. |
| HMPO | His Majesty’s Passport Office |
| MI | Management Information |
| PHEV | Plug in Hybrid Electric Vehicle |

**SCOPE OF REQUIREMENT**

The Authority requires the provision of Fuel Cards, to pay for the fuel and related services the Authority will use while driving for official business. To pay for the fuel and services, users will need to show their card after each transaction.

The Authority have 1767 cards as of June 2023.

All cards must be able to use Chip and Pin, with Contactless payment preferred.

Total expected spend per annum - £1,642,952.43 per annum excluding VAT.

Current % split of fuel type –

| Diesel (including Premium) | 61% |
| --- | --- |
| Unleaded (including Premium) | 38% |
| PHEV | 1% |

European coverage required – 30% of cards require European coverage, mainly in France and Belgium. This can be completed by issuing separate cards for European usage or by enabling the usage across all cards.

The following services are required as part of this contract:

Unleaded

Diesel

Premium Diesel

Premium Unleaded

Super Unleaded

AdBlue

Carwash

Energy Charge per kWh

Jet wash

Monthly Card Fee

Oil

Tolls

Vehicle Related Goods

**VOLUMES**

* 1. These are based on historical volumes over a 12-month period 01/07/2022-30/06/2023. Future volumes are not guaranteed.

| **Product Descriptions** | **Net Value** | **VAT Value** | **Gross Value** |
| --- | --- | --- | --- |
| Adblue | £13,471.50 | £2,693.64 | £16,165.14 |
| Carwash | £3,417.92 | £683.32 | £4,101.24 |
| Diesel | £938,258.79 | £187,651.86 | £1,125,910.65 |
| Energy Charge per kWh | £248.93 | £49.79 | £298.72 |
| Goods Standard Rated | £34.78 | £6.93 | £41.71 |
| Goods Zero Rated | £54.04 | £0.00 | £54.04 |
| Jetwash | £199.94 | £40.06 | £240.00 |
| Late Payment Penalty | £100.00 | £0.00 | £100.00 |
| Late Penalty Payment Credit | -£50.00 | £0.00 | -£50.00 |
| Monthly Card Fee | £18,692.10 | £3,738.42 | £22,430.52 |
| Oil | £2,547.27 | £509.59 | £3,056.86 |
| Premium Diesel | £38,614.77 | £7,722.97 | £46,337.74 |
| Premium Unleaded | £27,656.82 | £5,531.41 | £33,188.23 |
| Replacement Card Fee | £126.00 | £25.20 | £151.20 |
| Session Charge per Minute | £0.00 | £0.00 | £0.00 |
| Super Unleaded | £14,576.33 | £2,915.32 | £17,491.65 |
| Tolls | £1,337.68 | £267.92 | £1,605.60 |
| Tyres | £200.55 | £40.11 | £240.66 |
| Unleaded | £583,254.23 | £116,651.75 | £699,905.98 |
| Vehicle Related Goods | £210.78 | £42.11 | £252.89 |
| **Grand Total** | **£1,642,952.43** | **£328,570.40** | **£1,971,522.83** |

* 1. There will be no minimum or maximum amounts guaranteed by the customer. The demand could fluctuate due to business needs.

**SERVICE LEVELS AND PERFORMANCE**

| Service Level Performance Criterion | Description | **Service Level Fail**  **RED** | **Service Level Pass**  **GREEN** | Service Credit Payable | Critical Service Level |
| --- | --- | --- | --- | --- | --- |
| Application Processing | All correctly completed applications to open an account made by or on behalf of the Authority shall be processed within five working days of receipt. | <98% | 100% | 0.5% | Critical Service Level |
| Issue of first batch of Cards | All new cards applied for shall be dispatched to the agreed address within 5 working days of receipt by the service provider of the correctly completed application. | <98% | 100% | 1% | Critical Service Level |
| Card Issue (for existing accounts) | New Cards shall be issued and dispatched within 5 working days of receipt of a correctly completed application. | <98% | 100% | 1% | Critical Service Level |
| Card Re-Issue (for existing accounts) | All replacement Cards shall be issued within 5 working days of receipt of an authorised request for a replacement: or not later than three weeks before the expiry of the existing Card. | <98% | 100% | 1% | Critical Service Level |
| Dispatch of Statements | Statements (whether electronic or paper form) shall be dispatched on the working day of production (which shall be within 24 hours of the customers statement date). | <95% | >=98% |  |  |
| Reporting Lost and Stolen Cards | The facility for reporting lost or stolen Cards shall be open 24 hours a day, fifty-two (52) weeks a year, 24/7 including public and bank holidays. | <98% | 100% | 1.5% | Critical Service Level |
| Customer Service Telephone Line | Telephone Support Services available fifty-two (52) weeks a year,  24/7 including Public and Bank Holidays. | <98% | 100% | 1.5% | Critical Service Level |
| Telephone Responses | Calls to the help desk shall be answered by a customer services representative within 20 seconds. | <98% | >=99% |  |  |
| Call Abandonment Rate | Call abandonment rate prior to calls being answered to be less than 3% of calls. | <97% | >=99% |  |  |
| Account queries | Queries which cannot be answered immediately will be resolved within 5 working days. If not resolved, the query will be escalated in accordance with the service providers’ standard procedures. | <97% | >=99% |  |  |
| Email Responses | All complaints to be acknowledged within one (1) Working Day of receipt | <97% | >=99% |  |  |
| Online Portal | The service provider shall ensure that online portal is available fifty-two (52) weeks a year, 24/7, including Public and Bank Holidays, except for agreed downtime and maintenance which will be agreed with the HO Contract Manager at least seventy-two (72) hours in advance of such work being carried. | <97% | >=99% | 1.5% | Critical Service Level |
| Contract/Account Manager | The service provider is required to provide a full-time dedicated account manager with a nominated deputy to cover periods of absence. Dedicated Account Manager or nominated deputy should be available Monday to Friday 9.00am-5.15pm with responses to queries from the Contracting Authorities within one (1) Working Day. | <97% | >=99% |  |  |
| Management Information | A monthly MI report is required to be submitted within 5 working days before month end. | <98% | 100% |  |  |
| Management Information / Irregular Requests | MI requests above and beyond standard reporting to be completed within 15 working days. | <98% | 100% |  |  |
| Governance | Freedom of Information requests Acknowledged within 72 working hours. | <99% | 100% |  |  |
| Governance | Parliamentary Questions will be acknowledged within the following timelines: Within 3 working hours of receipt of request. | <99% | 100% |  |  |
| Security Breach | The Authority (Customer Contract Manager and Buyer) to be informed by email of any breaches within 24 hours of occurrence. | <99% | 100% | 2% | Critical Service Level |

**LOCATION**

Cards are required at many locations across the UK and Europe. Requests for new/replacement cards can be made by the Authority or via an authorised intermediary (e.g., fleet management company) and will need to be sent to the location specified by the end user.

**KEY MILESTONES**

The Supplier should note the following project milestones that the Authority will measure the quality of delivery against:

| **Milestone** | **Description** | **Timeframe** |
| --- | --- | --- |
| 1 | Final agreement of Business Continuity Plans | Within one (1) month of contract award |
| 2 | Issue of Communication to HO Departments | One (1) month before Contract start date |
| 3 | Agreement of SLA’s | Within one (1) month of contract award |
| 4 | Agreement of reports required and how they are formatted. | Within one (1) month of contract award |
| 5 | Agreement of contract review meetings dates. | Within one (1) month of contract award |
| 6 | If required provide training on any online systems for all HO locations at no extra cost. | Within three (3) months of contract award |

**AUTHORITY’S RESPONSIBILITIES**

The Authority will provide the Supplier with details of both operational and commercial contract managers on contract award who will attend the quarterly review meetings and annual performance review meetings to manage and monitor the performance of the contract.

**REPORTING**

A monthly MI report is required to be submitted within 5 working days before month end.

The report is to be accurate and in the agreed format (this will be agreed with the potential provider within one (1 month of contract award). It must contain all requirements completed within the month including:

Parent Account Number

Parent Account Name

Account Number

Account Name

Customer Own Reference

Card Group

Card Number

Card Type Description

Card Purchase Category

Vehicle Type

Card Driver Name

Card VRN

Card Additional Data

Invoice Date

Invoice Number

Invoice Reference ID

Voucher Number

Authorisation Code

Transaction Date

Posted Date

Transaction VRN

Odometer

Transaction Type

Product Description

Quantity

Unit Price (for fuel this would be PPL)

Net Value

VAT Value

VAT Rate %

VAT Type

Gross Value

Network

Site Number

Site Name

Site Address

Site City

Site Region

Site Post Code

Site Phone Number

Country

Site Type

Purchase Description

In addition to the monthly MI, suspect transaction reports will be made available to the Authority by email on a weekly basis, or as otherwise agreed from time to time.

On a quarterly basis the service provider shall send to the Authority a service levels report measuring performance against agreed Key Performance Indicators (KPIs). This data will be used to inform the quarterly contract review meetings.

**CONTRACT MANAGEMENT**

The Supplier is required to provide a dedicated account manager with a nominated deputy to cover periods of absence;

The Supplier is required to attend regular quarterly contract review meetings with the customer virtually or, at Home Office premises in Croydon or at the Supplier’s site.

Attendance at Contract Review meetings shall be at the Supplier’s own expense.

The Account Manager shall work with the Authority to identify appropriate reporting mechanisms that provide the Authority with a full view of the service landscape, including but not limited to:

Details of all accounts held, relating purchase order numbers, customer contact details and address;

Volumes and services being provided against each account;

**SECURITY REQUIREMENTS**

The Home Office places information security as one of its highest priorities both internally within the organisation and externally with its third-party suppliers.

The Supplier shall have a Cyber Essentials Scheme Basic Certificate or equivalent at the commencement date of the Framework. Cyber Essential Scheme requirements can be located at: <https://www.ncsc.gov.uk/cyberessentials/overview>.

All personnel including Sub-Contractors are to adhere to the security policy as outlined in Schedule 9 including Annex B – HMG Security Policy Framework.

Please refer to the specific details in Annex B – HMG Security Policy Framework.

The Supplier shall ensure that Buyers information and Data is secured in a manner that complies with the Government Security Classification Policy rating of OFFICIAL-SENSITIVE. The Supplier shall ensure that the Government Security Classification Policy rating is also applied when information and Data is transmitted across all applicable networks and/or in line with the Buyers’ requirements.

The Supplier shall, where required, have the capability to employ encryption to information / Data which shall be sent across a network or extracted by electronic means. The Supplier shall ensure that the level of encryption complies in full with the Government Security Classification Policy rating of OFFICIAL-SENSITIVE and/or in line with the Buyers’ requirements.

The Supplier shall ensure that any suspected or actual security breaches are reported to the Buyers representative immediately and depending on the impact of the breach, shall be included in monthly/quarterly performance reporting to the Authority.

The Supplier shall comply with all relevant legislation, organisational and cross Government policy and guidelines in relation to Data and asset security.

The supplier will need to hold:

Cyber Essentials Scheme Basic Certificate.

ISO 27001 Information Security Management or agreed equivalent.

HMG Baseline Personnel Security Standard

A small number of vehicles may require a separate, secure, anonymous account so the service provider should be able to provide a fully covert fuel card product:

A covert account will be set up in a fictitious name from application through to card production and use. The cards are therefore indistinguishable to forecourt cashiers, garage suppliers and the service providers support staff from a standard corporate account.

The account will not be linked on the service providers systems in any way to the Authority’s main account.

Fuel cards can be issued on any of the service providers products, dependant on requirements. Cards can be embossed with a fictitious driver name for use with multiple vehicles or multiple cards can be provided to support any ghost vehicle registrations in use.

Knowledge of covert accounts within the service provider is limited to a small number of staffs who must be required to have undergone Criminal Records Bureau and security vetting to a minimum CTC to SC level.

All documentation related to Covert Accounts is kept in a secure environment in the UK.

All cards should include suitable controls and security features. These should include, but not be limited to:

Product specific blocking

Merchant specific blocking

Chip & PIN and contactless

24/7 Hotline for lost of stolen cards

Anti fraud measures on usage and card cloning

Provision of suspect transaction reports

1. **CONTINUOUS IMPROVEMENT**
   1. The Supplier will be required to work with the Authority to identify the full-service landscape in order to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
   2. The Supplier should present new ways of working to the Authority during Contract review meetings clearly outlining the tangible and intangible benefits of each approach.
   3. Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.
2. **SUSTAINABILITY**
   1. The Home Office’s main sustainability priority is to reduce the impact of its work on the environment and, specifically, to reduce its carbon emissions.
   2. Please refer to the specific details in Annex A – Home Office Sustainable Operations policy.
   3. Any changes to approach suggested by the Authority should consider environmental factors as non-tangible benefits
3. **PRICE**
   1. The supplier is required to provide rates/charges against each of the currently known identified service lines.
   2. Throughout the contract duration the Supplier will be required to work with the Authority to identify service improvements that provide tangible cost benefits and savings.
   3. Where service lines are identified during the contract period, charges and rates shall be agreed between the parties as well as reconsideration of all charges in line with increased known volumes.
   4. Prices are to be provided excluding VAT.
4. **STAFF AND CUSTOMER SERVICE**
   1. The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service to all Parties.
   2. Potential Provider’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract.
   3. The Supplier is required to ensure that it adheres to all the requirements of the Modern Slavery Act 2015 - <https://www.gov.uk/government/collections/modern-slavery-bill>
   4. The Authority is fully committed to supporting and enhancing all aspects of diversity, including but not limited to the protected characteristics of age, disability, gender, gender identity and reassignment, race, religion and belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity.
   5. The Supplier is required to ensure that recruitment and staff policies ensure fair treatment of the aforementioned protected characteristics and that all staff uphold values on equality and diversity.

**PAYMENT AND INVOICING**

Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed/ services delivered and the associated costs and be provided in an agreed format (for instance as a consolidated invoice where this has been agreed).

Invoices should be provided to SSCL (another supplier of the Contracting Authority) for processing and payment, and timely explanation provided of any apparent inaccuracies or inconsistencies.

The Supplier shall submit a proforma invoice for all central service invoices with backing data to the Home Office at Monthly intervals in arrears. Each invoice shall contain all appropriate references, a detailed breakdown of the pertinent Services, and the corresponding Prices or Rates, and shall be supported by any other documentation required by the Home Office Representative to substantiate the invoice.

Electronic monthly invoice to be sent to the Home Office Shared Service Centre:

Redacted Under FOIA, Section 40, Personal Information

Orders for new/replacement cards must be accepted from the authority or via an authorised intermediary (e.g., fleet management company).