**Framework Schedule 1 (Specification)**

This Schedule sets out what we and our Buyers want.

The Supplier must only provide the Deliverables for the Lot that they have been appointed to.

For all Lots and/or Deliverables, the Supplier must help Buyers comply with any specific applicable Standards of the Buyer.

The Deliverables and any Standards set out in Paragraph 1 below may be refined (to the extent permitted and set out in the Order Form) by a Buyer during a Further Competition Procedure to reflect its Deliverables Requirements for entering a particular Call-Off Contract.

1. **introduction**
   1. Crown Commercial Service (CCS) is seeking to establish a Framework Contract for the provision of National Fuels. The Framework Contract will comprise of five (5) Lots as detailed in paragraph 2 - Lot descriptions.
   2. A Framework Contract for the Lots will be awarded to multiple Suppliers as indicated in the Find a Tender (FTS) Contract Notice.
   3. The purpose of this Framework Schedule 1: Specification is to provide a description of the Services that the Supplier shall be required to deliver to the Buyers under this Framework Contract.
   4. The information published in the FTS provides a list of the UK Central Government Departments, their Agencies and Arm’s Length Bodies and all other Buyers that shall be eligible to access this National Fuels 3 Framework Contract.
   5. The Services and delivery of purchased Services required under this Framework Contract and all standards set out in this Framework Schedule Specification may be refined (to the extent permitted and set out in Framework Schedule 7 (Call Off Award Procedure)) by a Buyer during a Call-Off Procedure to reflect its Service Requirements for entering a particular Call-Off Contract.
   6. This Framework Contract shall be managed centrally by CCS.
   7. The Buyers shall manage all Call-Off Contracts with the Supplier.
2. **lot descriptions**

The description of the Deliverables (Goods and Services) required under Lots 1, 2, 3, 4 and 5 are as follows:

* 1. **Lot 1 – Liquid Fuel**
     1. This Lot consists of 14 regional Lots and the National Lot.
     2. The Supplier shall supply liquid fuels for heating, automotive, marine and aviation purposes to Buyers throughout the Framework Contract and any Call-Off Contracts.
     3. The Buyers will have the responsibility for nominating the product types to meet their individual requirements.
     4. The Supplier shall ensure that the fuels comply with the types requested by the Buyers and be of the required quality in accordance with the relevant European Standards and British Standards (or equivalent) unless otherwise stated by the Buyer.
     5. Minimum order quantity for any product under Lot 1 is 500 litres.
     6. Site additions are managed between Suppliers & the Buyer.
     7. The Supplier shall ensure that they hold all necessary licenses and that they comply with all good industry practice, regulatory and legislative requirements for storage and delivery of these Deliverables.
     8. Telemetry - Where SMR and/or an SMI option is required by the Buyers, the Supplier shall take responsibility for monitoring the levels of fuel in the Buyers tank(s) and may be required to work with customer 3rd party telemetry providers. This is to ensure supplies are delivered at the optimum time for the Buyers to ensure that delivery costs are kept to a minimum. This is expected to be reflected in the discounts offered at both Framework Contract and Call-Off Contract levels.
     9. Pricing - The Supplier shall conform with the pricing methodology for liquid fuel delivered under this framework as set out in Schedule 3 of the Framework Contract.
     10. The Deliverables required will include but not be limited to:
         1. Gas Oil – Class A2 (Red Diesel) BS2869
         2. Gas Oil – Class D (Furnace Fuel) BS2869
         3. Kerosene – Class C2 (Burning Oil) BS2869
         4. Kerosene - Class C1 (Burning Oil) BS2869
         5. Blended Heating Oil/ Gas Oil Substitute to BS2869
         6. Light Fuel Oil – Class E BS2869
         7. Medium Fuel Oil – Class F BS2869
         8. Heavy Fuel Oil – Class G BS2869
         9. Diesel – ULSD EN590
         10. Bio-Diesel – EN590/EN14214 (95/5)
         11. Petrol – ULSP BS EN 228
         12. Ground Fuel comprising NATO Fuel Specification F54 (Diesel), F67 (ULGAS) Marine Fuel comprising NATO Fuel Specification F44 (AVCAT FSII), F76 (Marine Diesel) and MGO (Marine Gas Oil)
         13. Aviation Fuel comprising NATO Fuel Specification F18 (AVGAS), F34 AVTUR FSII), F35 (AVTUR)
         14. Paraffinic Fuel EN15940
         15. GTL - Gas to Liquid EN15940
         16. Road fuel additives
         17. Hydrotreated Vegetable Oil (HVO – White)
         18. Hydrotreated Vegetable Oil (HVO – Dyed)
         19. Hydrogen
         20. Marine Fuels - In addition for marine fuels, the marine fuels supplied must be the Suppliers’ commercial grades as determined in accordance with the specification set out in BS ISO 8217:2017 Petroleum products Fuels (class F) – Specification of Marine Fuels or any subsequent amendment thereof as well as with the relevant provisions of the International Convention for the Prevention of Pollution from Ships (MARPOL).

Copies of BS ISO 8217:2017 are obtainable from British Standard Institution, customer Services, 389 Chiswick High Road, London W4 4AL, telephone number +44 345 080 9000, email: cservice@bsigroup.com or online at www.bsigroup.com or online from International Organisation for Standardisation www.iso.org.

The Supplier must be registered on the Maritime and Coastguard Agency local fuel oil Suppliers list and comply with marine guidance note MGN 394 (M+F), Document S.I.2008/2924 the Merchant Shipping (Prevention of Air Pollution from Ships) Regulations 2008, The Merchant Shipping and Other Transport (Environmental Protection) (Amendment) (EU Exit) Regulations 2019, and MSN 1819 (M+F) The Merchant Shipping Prevention of Air Pollution from Ships Regulations 2014 or as amended. These documents can be found at <http://www.mcga.gov.uk/c4mca/mcga07home/shipsandcargoes/mcgashipsregsandguidance/marinenotices.htm>

* + 1. Lot Structure - 14 Regional Lots and 1 National Lot. Postcodes included in each group listed below:

|  |  |  |
| --- | --- | --- |
| Lot | Region | Postcodes |
| 1a | Scotland North | AB, IV1 – IV20, IV23, IV26, IV27, IV63, KW, PH1 – PH32, PH34, PH35, IV12, IV18, IV26, IV27, ZE |
| 1b | Scotland West | HS, IV21, IV22, IV40, IV47, IV48, IV49, IV51, IV52, IV54, PA20 - PA80, PH33, PH37 – PH44, PH49, PH50 |
| 1c | Scotland Central | EH, FK, G, KA, KY, ML, PA1 - PA19, |
| 1d | Scotland South | DG, TD |
| 1e | England North  West | BB, BL, CA, CW, FY, HD, HX, L, LA, M, OL, PR, S, SK, WA, WN |
| 1f | England North  East | BD, DH, DL, DN, HG, HU, LN, LS, NE, SR, TS, WF, YO |
| 1g | England  Midlands | B, CV, DE, DY, LE, NG NN, ST, TF, WR, WS, WV |
| 1h | England East Anglia | CB, CO, IP, NR, PE |
| 1i | England London and  South East | London, BN, BR, CR, CM, CT, DA, E, EC, EN, HA, IG, KT, ME, N, NW, RH, RM, SE, SM, SS, SW, TN, UB, TW, W, WC, WD |
| 1j | England  South | AL, BA, BH, BS, GL, GU, HP, LU, MK, OX, PO, RG, SG, SL, SN, SO, SP |
| 1k | England South West | DT, EX, PL, TA, TQ, TR |
| 1l | South Wales | CF, HR, LD, NP, SA |
| 1m | North Wales | CH, LL, SY |
| 1n | Northern Ireland | BT |
| 1o | NATIONAL LOT | ALL POSTCODES |

* 1. **Lot 2 – Liquid Petroleum Gas (LPG)** 
     1. The Supplier shall supply liquefied gasses to existing customer sites and any new sites to join the arrangement during the life of the Framework Contract at the Buyers request.
     2. The Supplier shall supply and deliver all types of liquefied gas in all areas and may also be required to supply and install bulk storage tanks to various Buyers across the whole of the UK. Where Buyers require tank installation, Schedule 22 stipulates the lease terms and will need to be signed by both parties
     3. The Supplier shall ensure that the Deliverables comply with the types requested by the Buyers and be of the required quality in accordance with the relevant British and European Standard (or equivalent).
     4. Site additions will be managed between Suppliers & the Buyer.
     5. The Supplier shall ensure that they hold all necessary licenses and that they comply with all good industry practice, regulatory and legislative requirements for storage and delivery of these Deliverables. Where LPG tanks are leased to Buyers, the Supplier shall be responsible for all tank maintenance and replacement of tanks when they reach the end of life.
        1. Unless otherwise stated in the Call Off Order Form (or elsewhere in the Buyer’s Call-Off Contract), the Supplier shall provide all the Equipment (including storage tanks, bottles and other storage vessels) required for the provision of the Goods and/or Services.
        2. All associated costs (including the tank, installation & removal) will be included as part of the Suppliers tendered margin.
        3. The Supplier shall not deliver any Supplier Equipment nor begin any work on the Buyers Premises without obtaining prior Approval.
        4. The Supplier shall be solely responsible for the cost of carriage of the Supplier Equipment to the Sites and/or any Buyer Premises, including its off-loading, removal of all packaging and all other associated costs.
        5. Likewise, on the Call Off Expiry Date the Supplier shall be responsible for the removal of all relevant Supplier Equipment from the Sites and/or any Buyer Premises, including the cost of packing, carriage and making good the Sites and/or the Buyer Premises following removal.
        6. All the Supplier's property, including Supplier Equipment, shall remain at the sole risk and responsibility of the Supplier, except that the Buyer shall be liable for loss of or damage to any of the Supplier's property located on the Buyer’s Premises which is due to the negligent act or omission of the Buyer.
        7. Subject to any express provision of the BCDR Plan to the contrary, the loss or destruction for any reason of any Supplier Equipment shall not relieve the Supplier of its obligation to supply the Goods in accordance with this Call-Off Contract, including the Service Level Performance Measures.
        8. The Supplier shall maintain all Supplier Equipment within the Sites and/or the Buyer’s Premises in a safe, serviceable and clean condition.
     6. The Supplier shall, at the Buyer's written request, at its own expense and as soon as reasonably practicable:
        1. Remove from the Buyer Premises any Supplier Equipment or any component part of Supplier Equipment which in the reasonable opinion of the Buyer is either hazardous, noxious or not in accordance with this Call-Off Contract; and
        2. replace such Supplier Equipment or component part of Supplier Equipment with a suitable substitute item of Supplier Equipment.
     7. Supplier and Buyer responsibilities for Equipment provided for use on Fire Training Rig installations are as follows:
        1. Liquid off-take - the Supplier is responsible for the provision, examination and maintenance of a vessel with a liquid outlet valve, short length of pipe, pneumatic actuated valve, pipe work orientation to suit the site and a regulator if required.
        2. Vapour Off-take – the Supplier responsibilities terminate at the outlet of the first stage regulator in the normal way, but the Supplier will fit and maintain an actuated valve on the vapour supply if required.
        3. Responsibility for the examination and maintenance of all pipe work downstream of the outlet from the 1st stage regulator remains with the Buyer.
        4. The Supplier is not responsible for the provision of the air supply.
     8. Removal of Tanks
        1. The Supplier shall be responsible for the removal, uplift of tanks during the life of the Framework Contract
     9. LPG Telemetry Services: Supplier Managed Replenishment (SMR) and Supplier Managed Inventory (SMI). Where a SMR and/or an SMI option is required by the Buyers, the Supplier shall take responsibility for monitoring the levels of fuel in the Buyers tank(s) and for ensuring supplies are delivered at the optimum time for the Buyers to ensure that delivery costs are kept to a minimum. This is expected to be reflected in the discounts offered at both Framework Contract and Call-Off Contract levels.
     10. Pricing - The Supplier shall conform with the pricing methodology for liquefied gasses delivered under this framework as set out in Schedule 3 of the Framework Contract.
     11. The product(s) required will include but not be limited to:
         1. Bulk Propane Gas - BS 4250:2014
         2. Bulk Liquefied Natural Gas
         3. Bulk Butane Gas - BS 4250:2014
         4. Compressed Natural Gas
         5. Butane Cylinders - BS 4250:2014
         6. Propane Cylinders - BS 4250:2014
         7. Bio-LPG
     12. Lot Structure – National
  2. **Lot 3 – Solid Fuel & Biomass**
     1. The Supplier shall supply and deliver solid fuel and biomass fuel Deliverables to various Buyers across the UK throughout the Framework Contract and any Call-Off Contracts.
     2. The Buyers will have the responsibility for nominating the product types and standards to meet their individual requirements.
     3. The Supplier shall ensure that the fuels will comply with the types requested by the Buyers and be of required quality in accordance with the relevant European Standards and British Standards (or equivalent).
     4. The Supplier shall comply with good industry practice and all regulations and legislation laid down in connection with the storage and supply of these Deliverables.
     5. The Supplier shall ensure that wood Deliverables supplied under this Framework Contract must meet the requirements of the BSL (Biomass Suppliers List) in order for Buyers to be able to qualify for the Renewable Heat Incentive. The Supplier of Biomass Fuel must be on the Biomass Suppliers List or be willing to join. (Award of contract would be subject to confirmation of being accepted onto this list.)
     6. Site additions are managed between Suppliers & Buyers
     7. The product(s) required will include but not be limited to:
        1. Wood Pellets (Various Grades)
        2. Woodchip (Various Grades)
     8. Lot Structure – National
  3. **Lot 4 – Associated Services**
     1. The Supplier shall supply and deliver all types of additional services directly associated to the Deliverables to be delivered under Lots 1-4 under this Framework Contract to various Buyers across the whole of the UK throughout the Framework Contract and any Call-Off Contracts.
     2. The Supplier shall provide any of the above Deliverables which they have the capability to deliver and may offer additional Deliverables which are directly associated to the use of the Deliverables covered in Lot 1, 2, 3 and 4 of this Framework Contract not included in the list above.
     3. The Supplier shall ensure that the delivery of the additional Deliverables will comply with all industry good practice and all legislative and all regulatory requirements and that they hold all necessary licenses.
     4. The additional Deliverables will include but not be limited to:
        1. Fuel Storage Tank provision,
        2. Installation of Fuel Storage Tanks,
        3. Re-siting of Fuel Storage Tanks,
        4. Tank Bunding,
        5. Tank Lining,
        6. Tank Cleaning,
        7. Tank Maintenance,
        8. Pump maintenance,
        9. Fuel Testing Kits,
        10. Fuel Testing Services,
        11. Fuel Cleaning,
        12. Fuel Uplift and Disposal,
        13. Fuel Uplift, Clean and Transfer,
        14. Fuel Spillage Response,
        15. Fuel Spillage Kits,
        16. Disposal of Residual Waste from Biomass Fuels,
        17. Disposal of Residual Waste from Solid Fuels,
        18. Renewable Heat Incentive. Provision of works and consultancy to make biomass boilers compliant with RHI accreditation requirements.
     5. Lot Structure – National
  4. **Lot 5 - Energy Bureau Services**
     1. General
     2. The Supplier shall provide Bureau Services to deliver Energy Management Services on behalf of the Contracting Authority.
     3. The Supplier shall work collaboratively with the Contracting Authority to assist in the delivery of their Energy Management Strategy to identify areas for energy consumption reduction, efficiencies, and potential savings, and shall collaboratively support the Contracting Authority in the delivery of the identified areas.
     4. The Supplier shall monitor the effectiveness and performance of the Bureau Services provision throughout each Call-Off Contract. The Supplier shall communicate regularly with the Contracting Authority in order to collaboratively review, update and improve the Contracting Authority’s Energy Management Strategy.
     5. A Contracting Authority will be permitted to request the Services set out at sections 2.5.6 - 2.5.23 below as individual requirements or as a Full Service Provision within their Call-Off Contract based on their individual requirements.
     6. The Supplier shall provide the Contracting Authority with all of the Services the Contracting Authority has specified, either as a Full Service Provision or as individual requirements as set out in the Contracting Authority’s Call-Off Contract.
     7. Bill Validation & Query Management
     8. The Supplier shall review the Contracting Authority’s invoices to identify discrepancies and errors in the data, and shall manage the rectification and resolution of such discrepancies and errors. The checks completed by the Supplier shall include:
        1. MPAN/MPR/MSN/SPID details are correct.
        2. Location is active.
        3. Account is open/active.
        4. Site is part of the Contracting Authority’s portfolio.
        5. Invoice is received and processed with the right utilities supplier.
        6. Meter configuration is correct and functioning as expected.
        7. Dates are valid for the expected invoicing period.
        8. Correct period payment.
        9. Duplication and overlaps in invoicing.
        10. Unit rates are correct.
        11. Correct tariffs are applied.
        12. Correct scale factors applied to meter readings.
        13. Correct Standing Charges are applied.
        14. Correct voltage applied.
        15. Available capacity change.
        16. Change to annual consumption.
        17. Erroneous charges.
        18. Possible transposed meter reads.
        19. Reactive power charges incurred.
        20. Zero consumption.
        21. xxi. Missing data from bills.
        22. Correct VAT applied.
        23. Non-commodity charges are correct including TNUoS, BSUoS, DUoS, Renewables Obligation (RO), Feed in Tariff (FiT), Contracts for Difference (CfD), Climate Change Levy (CCL) and any future non-energy costs that may be introduced.
        24. Demand Side Response (DSR) and participation in the capacity market is correct.
        25. Consumption is in line with predicted volumes provided by the Contracting Authority or based on historical consumption data.
        26. Pricing calculations are accurate and free of errors.
        27. Rectification and validations of Estimated Annual Consumption (EACs).
        28. Generator invoicing including validating fuel usage, confirming equipment in usage, confirming deployment and off-hire dates, ensuring metered supply shows decrease in usage during generator deployment.
        29. Ensure meters are assigned to the correct tariff (Tariff Optimisation).
     9. When querying invoices on the behalf of the Contracting Authority with the utilities supplier, the Supplier shall:
        1. Provide a comprehensive query log of all invoice errors on an agreed frequency, with the detail of the cause of the error, the party responsible, and the estimated timescales for completion of the corrective action and update on completed action.
        2. All queries recorded shall have a unique reference number for identification.
        3. The Supplier shall report the estimated value of the query and track the paid and unpaid associated invoices to support effective accruals and budget management processes for Contracting Authorities.
        4. The Supplier shall provide reports outlining the current status and activities regarding any outstanding queries. The reporting format and reporting frequency shall be specified by the Contracting Authority at the Call-Off Contract stage.
        5. Any credit recovered as part of the Bill Validation process shall be provided to the Contracting Authority in full via cheque, BACS, re-bill or as credit for future bills.
     10. All activities undertaken in relation to Bill Validation shall be conducted in a timely manner in line with the Service Level Agreements.
     11. Tenant Billing
     12. The Supplier shall issue bills in the format and frequency specified by the Contracting Authority within the Call-Off Contract.
     13. The Supplier shall collect the Contracting Authority’s billing information and segregate it into individual bills based on location, site or area for reissue to tenants. This re-charging will be based on the accurate site list provided and maintained by the Contracting Authority using the methodologies stated within the Call-Off Contract.
     14. Budget Forecasting
     15. The Supplier shall deliver consumption and/or cost forecasting using historical data and Contracting Authority-specific information (portfolio changes, impacts of energy efficiency projects etc) and market driven costs data. Budgets shall be structured based on Contracting Authority and organisational requirements (fiscal year and accounting periods, organisation structure, levels of details required.)
     16. The Supplier shall discuss and reach agreement on the assumptions used to produce the budgets with the Contracting Authority. This shall include, but shall not be limited to:
         1. Change in Contracting Authority portfolio size.
         2. Change in consumption due to change of assets or energy efficiency initiatives.
         3. Change in consumption patterns e.g. changed working hours.
         4. Commodity costs provided or estimated by the Contracting Authority or any organisation contracted to manage the energy buying on behalf of the Contracting Authority.
         5. Non-commodity costs based on published tariffs or assumptions agreed with the Contracting Authority.
     17. The Supplier shall conduct reforecasts and report on the comparison of actual and forecast budgets on a quarterly basis as specified by the Contracting Authority.
     18. Analysis and Reporting
     19. The Supplier shall analyse the Contracting Authority’s portfolio data to produce reports and recommendations, including, but not limited to:
         1. Multi-site Consumption Reports (including multi-year reporting).
         2. Financial and cost reporting from invoice data.
         3. Overdue invoice reports iv. Invoice gap reports.
         4. Exception reporting.
         5. Benchmarking and league tables.
         6. Regression Reports.
         7. Actual cost vs forecast and budgets.
         8. Load Factor, Demand Profile, capacity.
         9. CUSUM Analysis.
         10. Missing Data and Gap Analysis Reports.
         11. Performance review against Display Energy Certificates (DECs).
         12. Renewable Heat Incentive (RHI) heat loss calculations.
         13. Energy Savings Opportunity Schemes (ESOS) Reporting.
         14. Estates Return Information Collection (ERIC) reports.
         15. Other ad-hoc reports may be requested by the Contracting Authority from time to time to be agreed by the Contracting Authority when not part of the standard Service offering.
     20. Carbon / Compliance Reporting
     21. The Supplier shall collate and interpret the relevant data to support the creation of compliant reports to meet the current government Carbon Reduction Commitment, Greenhouse Gas and any other applicable environmental regulations. These reports including but not limited to:
         1. Client CRC Annual report Submission.
         2. Client Annual Carbon Report.
         3. Client Carbon Annual Forecast Report.
         4. Energy Performance Certificates (EPC).
         5. Carbon Trust Accreditation.
         6. Carbon Disclosure Project (CDP) accreditation.
         7. Combined Heat and Power Quality Assurance (CHPQA).
         8. Any other reports requested by Contracting Authorities for compliance / accreditation purposes.
         9. All reports provided shall be in a format that is compliant with current government legislation.
     22. Supplier Liaison
     23. The Supplier shall liaise with the Contracting Authority’s utilities supplier(s), including the utility supplier, Metering provider (MOP/MaM/DC/DA) Sub-Metering provider, Bill Validation provider and any other third-party intermediaries.
     24. Through this liaison, the Supplier shall support Contracting Authorities to manage the administrative and operational tasks relating to portfolio management, including, but not limited to:
         1. Liaising with site personnel to obtain accurate meter reads.
         2. Training and upskilling of Contracting Authorities to ensure they are able to obtain accurate meter readings.
         3. Checking for discrepancies in the data.
         4. Transferring validated data into the Software Product.
         5. Scanning and storing paper invoices.
         6. Arranging for transfer of supplies to better tariffs and/or measurement classes (‘Tariff Optimisation’).
         7. Resolving queries between the Contracting Authority and its utilities supplier(s).
         8. Supporting the records and data management of the Contracting Authority’s portfolio data across the utilities supplier(s)’ systems.
         9. Produce payment documentation in line with the Contracting Authority’s internal policy for issue to finance.
         10. Managing new connections.
         11. Managing disconnections and meter removal.
         12. Managing Change of Tenancy/Ownership (CoT / CoO).
         13. Managing Change of Meter Class (CoMC).
     25. Project Tracking (including measurement and verification)
     26. The Supplier shall support the Contracting Authority in the measurement and verification of the impact and outcomes of energy efficiency projects, for example the installation of LED lighting. This shall include the impacts on energy consumption, financials and user behaviours.
     27. The Supplier shall use a suitable methodology to establish a baseline measurement to measure the impact and outcomes of energy efficiency projects. This baseline shall be agreed and signed off by the Contracting Authority.
     28. The Supplier shall agree, formalise and implement the appropriate measurement and verification methodology per efficiency project using industry standards and best practices including the International Performance Measurement and Verification Protocol (IPMVP) or relevant equivalent.
     29. The Supplier shall calculate, report and maintain records of cost or consumption savings achieved from energy efficiency projects.
     30. Service Requirements
     31. Customer Service:
     32. The Supplier’s Customer Account Manager shall:
         1. Produce monthly activity reports for the Contracting Authority;
         2. Be the point of contact for all Contracting Authority queries;
         3. Disseminate all relevant communications, marketing material and other information to the Contracting Authority as and when required;
         4. Meet with Contracting Authorities to review Call Off Contract performance on a minimum of six (6) monthly basis;
         5. Provide advice and guidance to Contracting Authorities as required;
         6. Provide reports and information as requested on an ad-hoc basis;
     33. Contracting Authorities will be permitted to make reasonable variations to the activities that the Customer Account Manager shall perform in order to meet the individual requirements of their own Call-Off Contracts.
     34. The Supplier shall undertake all reasonable endeavours to ensure continuity of staff during the life of a Call-Off Contract. In circumstances where there is to be a change in personnel, it is the responsibility of the Supplier to ensure this is communicated to the Contracting Authority in advance and procedures are put in place to ensure continuity in the delivery of the Services.
     35. The Contracting Authority will provide the Supplier with a valid Letter of Authority covering the expected life of the Call-Off Contract to grant the Supplier permission to act on the behalf of the Contracting Authority.
     36. Prior to any changes to the format in which information is provided, the Supplier shall communicate the details of the changes and obtain approval from the Contracting Authority to make the changes to ensure continuity in the delivery of the Services.
     37. Reporting and Communications
     38. In order for the Supplier to deliver the required reporting, the Contracting Authority will provide the Supplier with access to the data required to generate the report where applicable.
     39. The Contracting Authority will provide access to data that is up to date, complete and accurate, to the best of their ability.
     40. The Supplier shall provide the Contracting Authority with a quarterly report to summarise all sites, Services and actions currently covered under their Call-Off Contract.
     41. Any changes to the format in which information is provided by the Supplier shall be communicated and approved in advance with the Contracting Authority to ensure continuity of the Services.
     42. Service Level Agreements

|  |  |
| --- | --- |
| Service | Measure |
| Confirmation of receipt of Contracting Authority requests, queries, messages | Four (4) working hours following delivery |
| Response to Contracting Authority requests, queries, messages | Two (2) working days following receipt |
| BILL VALIDATION |  |
| Upload of Contracting Authority invoice data into system following receipt of request | Two (2) working days |
| Validation of invoice data following receipt from Contracting Authority | Three (3) working days |
| Notification of % validation failures to Contracting Authority | Two (2) working hours following validation process completion |
| Notification of % validation failures to suppliers | Two (2) working hours following validation process completion |
| TENANT BILLING |  |
| Production of tenant invoices following receipt of Contracting Authority invoice | Five (5) working days after the receipt of Contracting Authority invoice and all relevant data (including sub-meter reads) |
| Generated tenant invoices issued to Contracting Authority /tenants | Two (2) working days following generation to issue to Contracting Authority for appropriate sign off |
| BUDGET FORECASTING |  |
| Production of budgets following receipt of required information from customers | Ten (10) working days |
| Verification and approval of budgets with Contracting Authority | Five (5) working days of delivery to Contracting Authority |
| Subsequent amendments to budgets following receipt of request from Contracting Authority | Two (2) working days |
| Production of reforecasts by request from the Contracting Authority following receipt of all required Contracting Authority data | Three (3) working days |
| Verification and approval of re-forecast with Contracting Authority | Five (5) working days of delivery to Contracting Authority |
| Position reporting on actual vs forecast budget following Contracting Authority request and receipt of all required Contracting Authority data | Two (2) working days |
| SUPPLIER LIAISON |  |
| Notification of Change of Meter Class (CoMC) to required supplier/contact(s) following receipt of request from Contracting Authority | One (1) working day following receipt of request from Contracting Authority (such request to include all necessary information from Contracting Authority needed to complete the action) |
| Notification of Change of Tenancy (CoT) to required supplier/contact(s) following receipt of request from Contracting Authority | One (1) working day following receipt of request from Contracting Authority (such request to include all necessary information from Contracting Authority needed to complete the action) |
| Notification of Change of Ownership (CoO) to required supplier/contact(s) following receipt of request from Contracting Authority | One (1) working day following receipt of request from Contracting Authority (such request to include all necessary information from customer needed to complete the action) |
| Notification of new site addition to required supplier/contact(s) following receipt of request from Contracting Authority | One (1) working day following receipt of request from Contracting Authority (such request to include all necessary information from customer needed to complete the action) |
| Notification of new meter addition to required supplier/contact(s) following receipt of request from Contracting Authority | One (1) working day following receipt of request from Contracting Authority (such request to include all necessary information from Contracting Authority needed to complete the action) |
| Notification of removal of meter to required supplier/contact(s) following receipt of request from Contracting Authority | One (1) working day following receipt of request from Contracting Authority (such request to include all necessary information from Contracting Authority needed to complete the action) |
| Notification of removal of site to required supplier/contact(s) following receipt of request from Contracting Authority | One (1) working day following receipt of request from Contracting Authority (such request to include all necessary information from Contracting Authority needed to complete the action) |
| COMPLIANCE REPORTING |  |
| Gathering required information following receipt of request | Ten (10) working days |
| Production of requested reports following receipt of all required Contracting Authority data | Ten (10) working days |
| Review and approval of report with Contracting Authority | Five (5) working days following completion |
| REPORTING AND ANALYTICS |  |
| Gathering required information following receipt of request | Ten (10) working days |
| Production of reports following receipt of all required Contracting Authority data | Ten (10) working days |
| Review and approval of report with Contracting Authority | Five (5) working days following completion |

1. **mandatory requirements for all Lots (1,2,3,4,5)**
   1. Account Management
      1. The nominated Supplier framework manager shall have a minimum of two (2) years relevant industry experience. The Supplier shall also ensure that the deputy Supplier framework manager has been appointed and their name and contact details (including email address and telephone number) are provided to CCS prior to any period of the Supplier framework manager’s unavailability and absence. The Supplier shall ensure that the deputy Supplier framework manager has the same powers, authority and discretion as the Supplier framework manager.
      2. The Supplier Framework Manager shall liaise with the Buyers in order to provide support on all aspects of the Services delivered by the Supplier. The Supplier Framework Manager will be responsible for ensuring that the Supplier develops, maintains and manages the relationship with the Buyers, in the delivery of a Call Off contract in a manner that ensures the requirements that Buyers are met in full, this will include your approach to customer communications and engagement processes including the tools you will use, the frequency of communication and how you would record communications and engagement with the Buyers including accessibility through online calls and emails.
      3. The Supplier shall, when required, support the Buyers in providing recommendations in relation to the Deliverables provided, improve value for money, answering queries, dealing with complaints and technical support.
      4. The Supplier framework manager of the Call-Off Contract shall be security cleared to the Buyers stated level prior to the Call-Off Contract award.
      5. The Supplier shall provide a consistent contract management support function across Buyers regardless of size of the Call-Off Contract.
      6. The Supplier shall within five (5) days of signing a Call Off Contract provide the Buyers, if required, with a named Supplier framework manager, with the level of account management provided by the Supplier being proportionate to the size and requirements of the Buyers. This shall be agreed prior to the Supplier and Buyers entering into a Call-Off Contract.
      7. If a change of framework management personnel is required the Supplier shall inform CCS and the Buyer of the change at least one (1) month prior to the change taking effect. The Supplier shall ensure a suitable handover period is included in any change of personnel.
      8. The Supplier will be required to provide and maintain a dedicated customer service team which will act as the first point of contact and focal point for all enquiries from Buyers.
      9. The Supplier will be responsible for ensuring that all enquiries received from Buyers are dealt with and resolved in accordance with agreed Performance Indicators.
      10. The Supplier may be required to undertake visits to the individual Buyer sites to discuss the operation of the Contract.
      11. The Supplier framework manager shall hold Supplier Review Meetings with CCS with agenda items and the frequency of meetings to be agreed by CCS
   2. Staff Competency
      1. Staff have knowledge, skills and experience of the services and quality standards to be delivered by your organisation. Including relevant environmental standards and regulations of the fuel industry.
      2. The supplier will be responsible for staff training and awareness programmes
   3. Security
      1. At the request of the Buyer the Supplier shall obtain security clearances which meets the differing requirements of the Buyers, and shall ensure full compliance with any standards and legislation, including but not limited to the following:
      2. Data Protection Act 1998
         1. <http://www.legislation.gov.uk/ukpga/1998/29/contents>
      3. Protection of Freedoms Act 2012
         1. <http://www.legislation.gov.uk/ukpga/2012/9/contents/enacted>
      4. Safeguarding Vulnerable Groups Act 2006
         1. <http://www.legislation.gov.uk/ukpga/2006/47/contents>
      5. HMG Personnel Security Controls
         1. <https://www.gov.uk/government/publications/hmg-personnel-security-controls>
   4. Placing Orders
      1. The Supplier shall provide the Buyers with the ability for individual orders to be placed for each Deliverable and to be carried out as set out in the Framework Contract.
      2. The standard ordering process is delivery within three working days from point of order.
      3. The Buyer can place orders for specific dates and define an AM or PM delivery slot providing the Buyer has given a minimum of 5 working days’ notice.
   5. Delivery

The Supplier shall deliver all order(s) of Deliverables to the agreed timescales and standards as set out in the Call-Off Contract.

* 1. Payment & Invoicing
     1. The Supplier shall offer the Buyer a choice of payment options, to be agreed at the Call-Off Contract stage.
     2. Any bespoke payment/ invoicing requirements requested by the Buyer must be demonstrated in writing to provide a full breakdown in cost/ potential cost to serve e.g. MOD Exostar payment mechanism. The process will be determined by the Buyer within the Call-Off Contract documentation.
  2. Customer Helpdesk Service
     1. The Supplier shall provide a help desk service that operates at least office hours 09:00 until 17:00 Monday to Friday throughout the year, excluding public holidays.
     2. Customer enquiries to be acknowledged on day of receipt and responded to within a maximum of 3 working days.
     3. Supplier to provide a functional email address for all customer communications e.g. ccs@suppliername.
  3. Complaints Handling

The Supplier shall have a robust and auditable complaints procedure for logging, investigating, managing, escalating and resolving complaints initiated by the Buyer and their users.

* 1. Management Information (MI)
     1. The Supplier shall provide Management Information each month to the Buyers which shall, at a minimum, include:
        1. A summary outlining the Deliverables purchased by Buyers.
        2. Buyers name and further breakdown as requested e.g. by department.
        3. Number of products purchased by type.
        4. Number of Services delivered by type as listed in the Pricing Matrix.
        5. Charges in month, and
        6. Service Levels performance against stated measures. Service Levels shall be measured and reported for each Buyer and will not be reported at an aggregated level across the Framework Contract.
     2. The Supplier shall provide Buyers additional Management Information which shall be agreed at the Call Off Contract stage. The Supplier and the Buyers shall agree the layout of Management Information reports at the Call Off Contract stage.
     3. The Supplier shall make the Management Information available in electronic format.
  2. Framework Management

The Supplier shall comply with Framework Schedule 4 (Framework Management) and the Performance Indicators throughout the duration of the Framework Contract.

* 1. Training
     1. The Supplier shall provide training to the Buyers personnel in respect of the use and maintenance of the Deliverables the Buyer has specified in the Order Form.
     2. The Call Off Contract Charges shall include the cost of any training and instructions for the Buyers personnel in respect of the use and maintenance of the Deliverables.

* 1. Social Value
     1. The Public Services (Social Value) Act 2012 requires public authorities to have regard to economic, social and environmental wellbeing in connection with public services contracts and for connected purposes as well as allowing for national and local strategies around this area.
     2. The Supplier may be required at the Call-Off Contract stage to identify as an optional variant the Social Value initiatives it proposes as proportionate and relevant to the Call-Off Contract.
  2. Community Benefits
     1. The Supplier shall ensure that they adopt a positive stance on delivering community benefits throughout the life of the Framework Contract and any Call-Off Contracts.
  3. Continuous Improvement
     1. The Supplier shall ensure that lessons learned and continuous improvement take place throughout the lifetime of each Call-Off Contract.
     2. The Supplier shall adopt a pro-active approach to identifying initiatives for continuous improvement associated with the provision of the Service.
     3. The Supplier shall adopt innovative ways of working which will be presented and communicated to the Buyer.
     4. The Supplier shall capture the lessons learned identified during project delivery and communicate these to Buyers.

1. **Mandatory requirements – Lot 1 Only**
   1. The Supplier shall provide Gas Oil A2, Kerosene and Ultra Low Sulphur Diesel (ULSD) as a minimum in each of the regional Lots tendered for.
   2. The Supplier shall submit their weekly lagged commodity prices to CCS by 10:00 am on the first working day of each week so that CCS may verify the prices submitted and publish to Buyers. The template will be determined and provided by CCS on issued to Suppliers on an annual basis.
2. **Mandatory requirements – Lot 2 only**
   1. The Supplier shall submit their monthly lagged commodity prices to CCS by 10:00 am on the first working day of each month so that CCS may verify the prices. The Supplier shall send out the verified prices to Buyers by noon on the first Working Day of each month.
   2. Installation & Removal
      1. The cost of installation and removal of LPG tanks/ cylinders will be included in the suppliers tendered margin.
      2. No additional costs will be incurred by the Buyer for installation or, removal of LPG tanks/ cylinders at commencement of the Contract and the Contract Expiry Date.
      3. Should the Buyer wish to terminate their Contract early and remove tanks/ cylinders from their portfolio during the Contract Period, the Buyer is liable for all associated costs (to be discussed/ agreed between the Buyer and Supplier).
3. **Mandatory requirements – Lot 3 only**
   1. The Supplier shall provide details on where and how Biomass Fuels are sourced throughout the duration of the Framework Contract and any Call-Off Contracts in conjunction with the annual self-audit report. E.g. certificates of origin.
   2. The Supplier may be required by Buyers at Call-Off stage to provide Biomass waste removal services.
4. **MANDATORY REQUIREMENTS – LOTS 1-4 ONLY**
   1. Spillage, loss and contamination of the Deliverables
      1. In the event of a spillage, loss or contamination of the Deliverables at the time of delivery, responsibility for rectifying such spillage, loss or contamination and for any costs incurred in cleaning up any spillage and replacement of the lost or contaminated Deliverables shall be as follows:

7.1.1.1 Where the spillage, loss or contamination of the Deliverables has occurred as a result of defects in the Equipment provided by the Supplier (including, without limitation, the delivery vehicles, hoses and hose connections) the Supplier shall be responsible for rectifying such spillage, loss or contamination, including cleaning up any spillage, replacing any lost or contaminated Deliverables and for repairing or replacing the faulty Equipment as required, at the Supplier’s cost;

7.1.1.2 Where the spillage, loss or contamination of the Deliverables has occurred as a result of defects in the Equipment provided by the Buyer (including, without limitation, tank gauges and couplings) the Buyer shall be responsible for rectifying such spillage, loss or contamination, including cleaning up any spillage, replacing any lost or contaminated Deliverables and for repairing or replacing the faulty Equipment as required, at the Buyer’s cost;

7.1.1.3 Where the spillage, loss or contamination of the Deliverables has occurred as a result of any act, omission or default of the Supplier or any of the staff, the Supplier shall be responsible for rectifying such spillage, loss or contamination, including cleaning up any spillage, replacing any lost or contaminated Deliverables at the Supplier’s cost, and

7.1.1.4 Where the spillage, loss or contamination of the Deliverables has occurred as a result of any act, omission or default of the Buyer or any of the Buyer’s staff, the Buyer shall be responsible for rectifying such spillage, loss or contamination, including cleaning up any spillage, replacing any lost or contaminated Deliverables at the Buyer’s cost.

* 1. Undelivered Goods

The Buyer is entitled to withhold payment for partially delivered or undelivered Goods, but doing so does not stop it from using its other rights under the Contract.

* 1. Material Default

The Buyer may at its discretion deem the failure to deliver the Deliverables in accordance with clause 3 of the Core Terms in the Contract to be a material Default, but doing so does not stop it from using its other rights under the Contract.

* 1. Over Delivered Products
     1. The Buyer shall be under no obligation to accept or pay for any Deliverables delivered in excess of the quantity specified in the Call-Off Contract (“Over Delivered Products”).
     2. Where Over Delivered Products are delivered, the Buyer may give notice in writing to the Supplier to remove them within five Working Days and reimburse the Buyer any expenses incurred by the Buyer as a result of storing the Over Delivered Products.
     3. If the Supplier fails to remove the Over Delivered Products within five Working Days, the Buyer may dispose of such Over Delivered Products and the Supplier must reimburse the Buyer for the costs of the disposal.
     4. The risk in any Over Delivered Products shall remain with the Supplier.

1. **Social Value**

* 1. The key social value themes in this procurement are as follows:
  2. Fighting Climate Change - Effective stewardship of the environment (CNZ)
* Greener fuel products
* Reduction in carbon emissions
* Implement measurements to ensure that there is a visible reduction in fuel consumption
* How you will ensure you are being effective when advising Buyers on how to change to greener fuels
  1. Wellbeing - Improve health and wellbeing - communities and employees
* Working with communities
* Wellbeing for employees
* Measure Well Being - Improve health and wellbeing
* The benefits you will provide to your employees to improve their health and wellbeing
  1. Social Value priorities shall form part of the Supplier Review meetings.
  2. Key performance indicators will be used to measure the Social Value themes.
  3. The Buyer can identify specific Social Value priorities at the Call Off stage.