**FRAMEWORK SCHEDULE 2: PART A: PRODUCTS AND SERVICES**

1. **Introduction**
	1. The purpose of this Framework Schedule 2: Part A: Products and Services is to provide a description of the Products and Services that the Supplier shall be required to deliver to Contracting Authorities under this Framework Agreement.
	2. The information published in section VI.3 additional Information of the OJEU Notice provides a list of the UK Central Government Departments, their Agencies and Arm’s Length Bodies and all other Contracting Authorities whom shall be eligible to access this National Fuels Framework.
	3. The Products and Services and delivery of purchased Products and Services required under this Framework Agreement and all standards set out in this Specification may be refined (to the extent permitted and set out in Framework Schedule 5 (Call Off Procedure)) by a Contracting Authority during a Call Off Procedure to reflect its Service Requirements for entering a particular Call Off Contract.
	4. This Framework Agreement shall be managed centrally by the Authority. The Contracting Authorities shall manage all Call Off Contracts with the Supplier.
2. **Lot descriptions**

 The description of the Products and Services required under Lots 1, 2, 3, 4 and 5 are as follows:

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|  **Lot Group 1 Description** |
| **Liquid Fuel**Lot Group 1 consists of 14 regional lots, 101 to 114 inclusive as set out in the table below.

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| Lot |  | Postcodes |
| 101 | Scotland North | AB, IV1 – IV20, IV23, IV26, IV27, IV63, KW, PH1 – PH32, PH34, PH35, IV12, IV18, IV26, IV27, ZE |
| 102 | Scotland West | HS, IV21, IV22, IV40, IV47, IV48, IV49, IV51, IV52, IV54, PA20 - PA80, PH33, PH37 – PH44, PH49, PH50 |
| 103 | Scotland Central | EH, FK, G, KA, KY, ML, PA1 - PA19, |
| 104 | Scotland South | DG,TD |
| 105 | England North West | BB, BL, CA, CW, FY, HD, HX, L, LA, M, OL, PR, S, SK, WA, WN |
| 106 | England North East | BD, DH, DL, DN, HG, HU, LN, LS, NE, SR, TS, WF, YO |
| 107 | England Midlands | B, CV, DE, DY, LE, NG NN, ST, TF, WR, WS, WV |
| 108 | England East Anglia | CB, CO, IP, NR, PE |
| 109 | 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  |
| 110 | England South | AL, BA, BH, BS, GL, GU, HP, LU, MK, OX, PO, RG, SG, SL, SN, SO, SP |
| 111 | England South West | DT, EX, PL, TA, TQ, TR |
| 112 | South Wales | CF, HR, LD, NP, SA |
| 113 | North Wales | CH, LL, SY |
| 114 | Northern Ireland | BT |

The Supplier shall supply liquid fuels for heating, automotive, marine and aviation purposes to Contracting Authorities throughout the Framework Agreement and any Call Off Contracts. The Contracting Authorities will have the responsibility for nominating the product types to meet their individual requirements.The Supplier shall ensure that the fuels comply with the types requested by the Contracting Authorities and be of the required quality in accordance with the relevant European Standards and British Standards (or equivalent).The Supplier shall ensure that they hold all necessary licences and that they comply with all good industry practice, regulatory and legislative requirements for storage and delivery of these Products.The Products required will include but not be limited to:Gas Oil – Class A2 (Red Diesel) BS2869 Gas Oil – Class D (Furnace Fuel) BS2869 Kerosene – Class C2 (Burning Oil) BS2869 Kerosene - Class C1 (Burning Oil) BS2869Blended Heating Oil/ Gas Oil Substitute to BS2869Light Fuel Oil – Class E BS2869 Medium Fuel Oil – Class F BS2869 Heavy Fuel Oil – Class G BS2869 Diesel – ULSD EN590 Bio-Diesel – EN590/EN14214 (95/5) Petrol – ULSP BS EN 228 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) Aviation Fuel comprising NATO Fuel Specification F18 (AVGAS), F34 AVTUR FSII), F35 (AVTUR) Paraffinic Fuel EN15940GTL Gas to Liquid EN15940Road fuel additives **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 ISO/FDIS 8217:2012 Petroleum Products Fuels (class F) – Specification of Marine Fuels or any subsequent amendment thereof as well as with the relevant provisions of MARPOL. Copies of ISO/FDIS 8217:2012 are obtainable from British Standard Institution, customer Services, 389 Chiswick High Road, London W4 4AL, telephone number 44 (0)20 89969001, e-mail cservice@bsigroup.com or online at [www.bsigroup.com](http://www.bsigroup.com/) or online form International Organisation for Standardisation [www.iso.org](http://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 and MSN 1819 (M+F) The Merchant Shipping Prevention of Air Pollution from Ships Regulations 2008 or as amended. These documents can be found at<http://www.mcga.gov.uk/c4mca/mcga07-home/shipsandcargoes/mcga-shipsregsandguidance/marinenotices.htm>**Supplier Managed Replenishment (SMR) and Supplier Managed Inventory (SMI)** Where a SMR and/or an SMI option is required by the Contracting Authorities, the Supplier shall take responsibility for monitoring the levels of fuel in the Contracting Authorities tank(s) and may be required to work with customer 3rd party telemetry providers and for ensuring supplies are delivered at the optimum time for the Contracting Authorities to ensure that delivery costs are kept to a minimum. The Supplier shall collect and supply data from the volumes of liquid fuels delivered to locations and ensure that this equates accurately to volumes billed to Contracting Authorities for both metered and unmetered deliveries.**Pricing Methodology** The Supplier shall comply with the pricing methodology for liquid fuel delivered under this framework as set out in Schedule 3 of the Framework Agreement. |

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| **Lot 2 Description** |
| **Liquefied Gas**The Supplier shall supply liquefied gasses to Contracting Authorities throughout the Framework Agreement and any Call Off Contracts. The Supplier shall supply and deliver all types of liquefied gas in all areas and may also be required to supply and install on a lease or purchase basis bulk storage tanks to various Contracting Authorities across the whole of the UK throughout the Framework Agreement and any Call Off Contracts.The product(s) required will include but not be limited to:Bulk Propane GasBulk Liquefied Natural GasBulk Butane GasCompressed Natural GasLiquefied Petroleum Gas (LPG) CylindersButane CylindersPropane CylindersThe Supplier shall ensure that the Products comply with the types requested by the Contracting Authorities and be of the required quality in accordance with the relevant European Standards and British Standards (or equivalent).The Supplier shall ensure that they hold all necessary licences and that they comply with all good industry practice, regulatory and legislative requirements for storage and delivery of these Products.Where Tanks are leased to Contracting Authorities, the Supplier shall be responsible for all tank maintenance and replacement of tanks when they reach the end of life.  The Supplier may be required to transfer ownership of storage tanks to Contracting Authorities or to successor Suppliers at the end of any Call Off contract awarded under this Framework Agreement.Within 6 months of the Framework Agreement commencement date, the Supplier shall provide the Authority with a full inventory of all storage tanks across the Contracting Authority portfolio. This inventory shall include details of tank location, tank size, purchase date, value at purchase date, current value and value in the future years of the Call Off Contract.   Within 6 months of the Framework Agreement commencement date, the Supplier shall provide the Authority with a schedule for maintenance of leased storage tanks included in the Contracting Authority portfolio.  **Installation and Removal of Tanks**The Supplier shall be responsible for the removal and uplift of tanks during the life of the Framework Agreement. Where required the Supplier shall install tanks within 3 months of the Call Off Contract start date. The removal of tanks shall be carried out within 3 months after the expiry of the Call Off Contract unless a transfer of tank asset has been agreed with an alternative Supplier. Such foundations, hard standings fences and power requirements that the Contractor may reasonably require for permanent bulk containers/pumps, shall be made available at the Sites and the preparation of these foundations and any necessary certification for this work shall be the responsibility of the Site. These must be in place prior to the ordering of the first Liquefied Gas delivery.**Supplier Managed Replenishment (SMR) and Supplier Managed Inventory (SMI)** Where a SMR and/or an SMI option is required by the Contracting Authorities, the Supplier shall take responsibility for monitoring the levels of fuel in the Contracting Authorities tank(s) and for ensuring supplies are delivered at the optimum time for the Contracting Authorities to ensure that delivery costs are kept to a minimum. **Pricing Methodology** The Supplier shall comply with the pricing methodology for liquefied gases delivered under this framework as set out in Schedule 3 of the Framework Agreement. |

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| **Lot 3 Description** |
| **Solid Fuel and Biomass Fuel**The Supplier shall supply and deliver coal and/or wood products to various Contracting Authorities across the UK throughout the Framework Agreement and any Call Off Contracts.The Product(s) required will include but not be limited to:Coal ProductsWood PelletsWoodchipThe Contracting Authorities will have the responsibility for nominating the product types and relevant standards to meet their individual requirements.The Supplier shall insure that the coal and/or wood Products will comply with the types requested by the Contracting Authorities and be of required quality in accordance with the relevant European Standards and British Standards (or equivalent).The Supplier shall comply with good industry practice and all regulations and legislation laid down in connection with the storage and supply of these Products.The Supplier shall ensure that wood Products supplied under this framework meet the requirements of the BSL ([Biomass Suppliers List](https://biomass-suppliers-list.service.gov.uk/)) in order for Contacting Bodies to be able to qualify for the Renewable Heat Incentive see link;<https://www.ofgem.gov.uk/environmental-programmes/non-domestic-rhi>The Supplier of Biomass Fuel must be on the [Biomass Suppliers List](https://biomass-suppliers-list.service.gov.uk/) or be willing to join prior to the commencement date of the first Call Off Contract. (Award of contract would be subject to confirmation of being accepted onto this list.) |

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| **Lot 4 Description** |
| **Greases, Lubricants and Antifreeze**The Supplier shall provide the supply, packaging and delivery of Lubricants, Greases, and Antifreeze and associated Products in all areas to Contracting Authorities throughout the Framework Agreement and any Call Off Contracts.The Products required will include but not be limited to:205 Litre Drum PumpAir Compressor Lubricant, Mineral Oil based,Automatic Transmission Fluid, Biolube Hydraulic Oil, Brake Fluid, Automotive to SAE J 1704 Rev 2004(DOT 4)Chainsaw LubricantEngine Oil Extreme Pressure Gear Oil, Mineral Oil basedExtreme Pressure Grease, Lead free, Mineral Oil based, Lithium Soap Thickened, Gear Oil General Purpose Chain Lubricant, AerosolGeneral Purpose, Emulsifiable Cutting FluidGrease, Lead free, Mineral Oil based, Lithium Soap Thickened, Heat Transfer Fluid, Mineral Oil based, for use up to 320 degrees centigrade, Hydraulic Oil, Mineral Oil based,Motor Cycle Chain Lubricant, AerosolOpen Gear Lubricant, AerosolTransmission Fluid, Transmission Oil UTTO SAE10W-30Vehicle Antifreeze, Ethylene Glycol based, NAP freeVehicle Body wash ConcentrateVehicle Windscreen Wash Fluid ConcentrateWax Film, Temporary Corrosion Protective, Solvent basedAdditional Products may be added to this Lot during the life of the Framework. The Supplier may offer additional Products to those listed which come under the classification of oils lubricants greases and antifreeze throughout the duration of the Framework Agreement and any Call Off Contracts.The Supplier shall ensure that all Products are of the required quality in accordance with the relevant European Standards and British Standards (or equivalent) and must comply with all good industry practice and all applicable legislative and regulatory requirements. The Supplier shall ensure that they hold all necessary licences and that they comply with all good industry practice, regulatory and legislative requirements for storage and delivery of these Products. |

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| **Lot 5 Description** |
| **Associated Products and Services**The Supplier shall supply and deliver all types of additional Products and Services directly associated to the Products to be delivered under Lots 1-4 under this Framework agreement to various Contracting Authorities across the whole of the UK throughout the Framework Agreement and any Call Off Contracts. The associated Products and Services will include but not be limited to; Fuel Storage Tank provision,Installation of Fuel Storage TanksRe-siting of Fuel Storage TanksTank Bunding Tank LiningTank CleaningTank MaintenancePump maintenanceFuel Testing Kits Fuel Testing ServicesFuel CleaningFuel Uplift and DisposalFuel Uplift, Clean and TransferFuel Spillage ResponseFuel Spillage KitsDisposal of Residual Waste from Biomass FuelsDisposal of Residual Waste from Solid FuelsRenewable Heat Incentive see link; <https://www.ofgem.gov.uk/environmental-programmes/non-domestic-rhi>Provision of works and consultancy to make biomass boilers compliant with RHI accreditation requirementsThe Supplier shall provide any of the above Products and Services which they have the capability to deliver and may offer additional Products and Services which are directly associated to the use of the Products covered in Lot 1, 2, 3 and 4 of this Framework Agreement not included in the list above.The Supplier shall ensure that the delivery of the associated Products and Services will comply with all good industry practice and all legislative and all regulatory requirements and that they hold all necessary licences. |

1. **Mandatory REQUIREMENTS FOR lots (1, 2, 3, 4 and 5)**
2. **Account Management**
3. The Supplier shall appoint an Account Manager for the Authority and Contracting Authorities throughout the duration of the Framework Agreement and any Call Off Contracts.
4. The Account Manager shall liaise with the Contracting Authorities in order to provide support on all Products and Services delivered by the Supplier. The Account Manager will be responsible for ensuring that the Supplier develops, maintains and manages the relationship with the Contracting Authorities, in the delivery of a Call Off contract in a manner that ensures the requirements of Contracting Authorities are met in full as set out in Call Off Contract.
5. The Supplier shall, when required, support the Contracting Authorities in providing recommendations in relation to any enhancements or any new Products and Services to be provided, improve value for money, answering queries, dealing with complaints and technical support.
6. The Supplier shall within five (5) days of signing a Call Off Contract provide the Contracting Authorities, if required, with a named Account Manager, with the level of account management provided by the Supplier being proportionate to the size and requirements of the Contracting Authorities. This shall be agreed prior to the Supplier and Contracting Authorities entering into a Call Off Contract.
7. If a change of Account Management personnel is required the Supplier shall inform the Authority and the Contracting Authorities 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 shall provide and maintain a dedicated customer service team which will act as the first point of contact and focal point for all enquiries from Contracting Authorities.
9. The Supplier shall ensure that all enquiries received from Contracting Authorities are dealt with and resolved in accordance with agreed Key Performance Indicators.
10. **Staff Competency**
11. The Supplier shall ensure their staff engaged in the delivery of Products and Services under this Framework agreement and have the knowledge, skills and experience appropriate to the requirements of;
12. the Services and quality standards delivered by their own organisation
13. environmental standards and regulations.
14. **Security**
15. The Supplier shall obtain at the request of the Contracting Authorities, security clearances which meets the differing requirements of the Contracting Authorities, and shall ensure full compliance with any standards and legislation, including but not limited to the following:
16. Data Protection Act 1998

 <http://www.legislation.gov.uk/ukpga/1998/29/contents>

1. Protection of Freedoms Act 2012

<http://www.legislation.gov.uk/ukpga/2012/9/contents/enacted>

1. Safeguarding Vulnerable Groups Act 2006

 <http://www.legislation.gov.uk/ukpga/2006/47/contents>

1. HMG Personnel Security Controls

[**https://www.gov.uk/government/publications/hmg-personnel-security-controls**](https://www.gov.uk/government/publications/hmg-personnel-security-controls)

1. **Placing Orders**
2. The Supplier shall provide the Contracting Authorities with the ability for individual orders to be placed for each Product and/or associated Service and to be carried out as set out in the Call Off Contract.
3. **Delivery**
4. The Supplier shall deliver all order(s) of Products and Services to the agreed timescales and standards as set out in the Call Off contract
5. **Payment and Invoicing**
6. The Supplier shall offer the Contracting Authorities a choice of payment options, to be agreed at the Call Off Stage.
7. **Customer Helpdesk Service**
8. The Supplier shall provide a helpdesk Service that operates at least office hours 09:00 until 17:00 Monday to Friday throughout the year, excluding public holidays.
9. **Complaints Handling**
10. The Supplier shall have a robust and auditable complaints procedure for logging, investigating, managing, escalating and resolving complaints initiated by the Contracting Authorities and their users.
11. **Management Information (MI)**
	* 1. The Supplier shall provide management information each month to the Authority which shall, at a minimum, include:
			1. A Summary outlining the Products and Services purchased by Contracting Authorities and emerging trends, including usage trends.
			2. Contracting Authorities 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 cumulative charges per Contract Year for each Service; and
			6. Service Level performance against stated Key Performance Indicator measures. Service Levels shall be measured and reported for each Contracting Authorities and will not be reported at an aggregated level across the Framework.
		2. The Supplier shall provide Contracting Authorities additional Management Information which shall be agreed at the Call Off Stage. The Supplier and the Contracting Authorities shall agree the layout of Management Information reports at the Call Off Stage.
		3. The Supplier shall make the Management Information available in electronic format.
12. **Framework Management**
13. The Supplier shall comply with Framework Schedule 8 (Framework Management) and the Key Performance Indicators as set out in Framework Schedule 2, Part B (Key Performance Indicators) throughout the duration of the Framework Agreement.
14. **Training**
	* 1. The Supplier shall provide training to the Customers personnel in respect of the use and maintenance of the Products and Services as the customer has specified in the Order Form.
		2. The Call Off Contract Charges shall include the cost of any training and instructions for the Customers personnel in respect of the use and maintenance of the Products and Services.
15. **mandatory requirements for lot 1**
16. **Gas Oil A2, Kerosene and Ultra Low Sulphur Diesel (ULSD)**
	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.
17. **Lagged Commodity Prices**
18. The Supplier shall submit their weekly lagged commodity prices as calculated in accordance with Schedule 3 of the Framework Agreement to the Authority by 10:00 am on the first working day of each week so that the Authority may verify the prices submitted and transmit these to Contracting Authorities.
19. **mandatory requirements for lot 2**
20. **Lagged Commodity Prices**
21. The Supplier shall submit their monthly lagged commodity prices as calculated in accordance with Schedule 3 of the Framework Agreement to the Authority by 10:00 am on the first working day of each month so that the Authority may verify the prices. The Supplier shall send out the verified prices to Contracting Authorities by noon on the first working day of each month.
22. **mandatory requirements for lot 3**
23. **Fuel source**
24. The Supplier shall provide details on where and how Biomass Fuels are sourced throughout the duration of the Framework Agreement and any Call Off Contracts.
25. **mandatory requirements for lot 3, 4 and 5**
26. **Catalogue**
27. The Supplier shall provide an electronic on-line catalogue for these Lot(s) on the Authority’s web site throughout the duration of the Framework Agreement and any Call Off Contracts.
28. The Supplier will provide catalogue content (including pricing) to an online platform provided by the Authority
29. The Authority will provide guidance and instructions for use of the platform
30. As required from time to time the Supplier shall provide additional catalogue content/information/functionality at the request of the Authority as the catalogue platform develops over the term of the Framework Agreement.
31. **Catalogue Requirements**
32. The Supplier shall have the capability to provide sufficient information, as specified by the Authority, to enable Supplier pricing and, where practical, Products and Services information to be matched and attached to a common specification of a wide range of Products.
33. This may include but not be limited to;
34. Manufacturer stock code/ product code/part no
35. Product/stock description
36. Unit of purchase quantity
37. Price (single unit/)(banded for multiple unit volume discounts)
38. Minimum order quality
39. Delivery options
40. Delivery charges
41. The Supplier shall assign an accurate product code, where one exists to each catalogue item. If there is no product code, an accurate UNSPSC and un-altered manufacturer product code will be assigned. Further information on UNSPSC codes can be obtained from Products offered will be accurate and enable Contracting Authorities to make objective decisions on whether to purchase Products and/or Services.
42. **Catalogue Warranty**
43. The Supplier shall offer a range of warranties, subject to Contracting Authorities requirements, including extended product warranties with processes in place to perform repairs under warranty and to expedite product returns and/or replacement.
44. **Catalogue Delivery and Returns**
45. The Supplier shall have flexible delivery capability in place throughout the United Kingdom including Northern Ireland to Service Contracting Authorities’ requirements and be clearly represented within the electronic catalogue.
46. The Supplier shall have process in place for handling any delivery issues.
47. The Supplier shall provide a detailed returns process/policy in line with Contracting Authorities requirements.
48. **Catalogue Payment Terms**
49. The Supplier shall accept the following payment options either electronically or manually as specified by the Contracting Authorities;
* Payment by debit/credit card
* Payment by invoice, within 30 days, upon accepted delivery of
Products.
1. **Catalogue Account Management**
2. The Supplier shall provide to the Contracting Authorities a single point of contact (SPOC) via a registered generic (i.e. non personal) email address and telephone number . The SPOC will be required to perform ;
3. Query management
4. Issue resolution
5. Ensuring accuracy and details of catalogue content
6. Handling complaints and customer feedback
7. Proof of purchase descriptions
8. Resolution timescales
9. **additional requirements for lot 1**
10. **Tanker Delivery and Fuel Collection**
	* 1. Contracting Authorities may require the Supplier to make fuel deliveries to the Contracting Authorities’ own tankers. Contracting Authorities may require the Supplier to collect fuel in the Contracting Authorities own tankers from the Suppliers’ storage.
11. **additional requirements for lot 3**
12. **Biomass Waste Removal**
	* 1. The Supplier may be required by Contracting Authorities at Call Off stage to provide Biomass waste removal services.
13. **additional requirements for all lots**
	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. The Supplier may be required at the Call Off 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 Agreement and any Call Off Contracts.
	3. **Exit Management**
		1. The Supplier shall provide prior to the expiry, no later than 3 months of the expiry of this Framework Agreement, an Exit Management Plan which shall be agreed with Contracting Authorities.
	4. **The Public Sector in Scotland**
		1. The Public Sector in Scotland is committed to the delivery of high quality public services, and recognises that this is critically dependent on a workforce that is well rewarded, well-motivated, well-led, has access to appropriate opportunities for training and skills development, are diverse and is engaged in decision making. These factors are also important for workforce recruitment and retention, and thus continuity of service.
		2. Public Bodies in Scotland are adopting fair work practices, which include: a fair and equal pay policy that includes a commitment to supporting the Living Wage, including, for example being a Living Wage Accredited Employer; clear managerial responsibility to nurture talent and help individuals fulfil their potential, including for example, a strong commitment to Modern Apprenticeships and the development of Scotland’s young workforce; promoting equality of opportunity and developing a workforce which reflects the population of Scotland in terms of characteristics such as age, gender, religion or belief, race, sexual orientation and disability; support for learning and development; stability of employment and hours of work, and avoiding exploitative employment practices, including for example no inappropriate use of zero hours contracts; flexible working (including for example practices such as flexi-time and career breaks) and support for family friendly working and wider work life balance; support progressive workforce engagement, for example Trade Union recognition and representation where possible, otherwise alternative arrangements to give staff an effective voice. In order to ensure the highest standards of service quality in this contract the Public Bodies in Scotland expect contractors to take a similarly positive approach to fair work practices as part of a fair and equitable employment and reward package.