Attachment 1a – Specification

**RM6186 Fuel Cards and Associated Services**

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1. **INTRODUCTION**
   1. Customer Needs Statement

* A fuel card is a payment product for organisations that enables drivers to purchase fuel and related products for the vehicles they use for business purposes; essentially a payment card for vehicle related purchases.
* Benefits of using a fuel card include (but not limited to):
* Removes the need for cash
* Significantly reduces admin requirements as opposed to pat and reclaim
* Provides consistent, competitive pricing
* Secure payments
* Detailed Management Information to help with budgets
* Carbon emission reports to help with social value commitments
* This procurement is concerned with replacing the Authority’s existing Fuel Card Commercial Agreement (RM6000), which supports key organisations including the Ministry of Defence and Blue Light/Emergency Services.
  1. The current situation
* The current Commercial Agreement (RM6000) expires on 22nd March 2022. CCS has previously awarded five (5) successful generations of the Fuel Card Commercial Agreement, dating back to 2002.
* The replacement Commercial Agreement (RM6186) needs to be available for use by 23rd March 2022, encompassing existing fuel card solutions and additional service areas (i.e. alternative fuels such as electricity and Social Value) required by the customers whilst providing competitive, transparent pricing with increased savings opportunities.
  1. The opportunity
* Crown Commercial Services are seeking to establish a single Lot, multi-supplier Commercial Agreement for the provision of Fuel Cards and Associated Services, across the UK (regional and nationwide) and Europe.
* The duration of this Commercial Agreement will be four (4) years.
* The value of this Commercial Agreement is located within Section II.1.5 of the published FTS notice.

1. **SPECIFICATION**
   1. Definitions

| Authority Management Information | means the information that is collated on the performance of the Commercial Agreement as described in the Framework Agreement; |
| --- | --- |
| Bearer Cards | means Fuel Cards that have no employee name or vehicle registration ascribed to them; |
| Call Off Contract | means a specific contract awarded by a Contracting Authority under the terms of the Framework Agreement; |
| Commercial Agreement | means the contract set out in Attachment 1 of this Bid Pack to be entered into between the Authority and successful Bidder(s) at the conclusion of this Procurement; |
| Contracting Authority | means the Authority and/or any other bodies who are authorised to award specific contracts under the Framework Agreement, as described in the Contract Notice; |
| Contracting Authority Management Information | means the information that is collated on the performance of the Call-Off Contract as described in the Framework Agreement; |
| Cyber Essentials | a simple but effective, Government backed scheme that will help you to protect your organisation, whatever its size, against a whole range of the most common cyber-attacks (more information can be found [here](https://www.ncsc.gov.uk/cyberessentials/overview)); |
| End User | means a person authorised by a Contracting Authority who has entered into a Call Off Contract, to use the Services; |
| Framework Schedule | means a schedule to the Framework Agreement; |
| Fuel Card | means a payment card used to purchase fuels and associated services at sales outlets, described further in Framework Schedule 1 (Attachment 1); |
| Further Competition | means the further competition procedure described in Framework Schedule 5 paragraph 3.1; |
| Bid Pack | meansthe complete Bid Pack, comprising of Bid Pack 1, 2 and 3 as illustrated at the end of this document; |
| OJEU Contract Notice | means the advertisement for this Procurement issued in the Official Journal of the European Union; |
| Bidder | a person or organization making a formal offer; |
| Procurement | means the process used to establish a Framework Agreement that facilitates the supply of the Services to Contracting Authorities, as described in the Contract Notice; |
| Regulations | means the Public Contracts Regulations 20015 as amended (located at http://www.legislation.gov.uk/uksi/2015/102/pdfs/uksi) and the Public Contracts (Scotland) Regulations 2006 as amended; and |
| Supplier(s) | means a Bidder(s) with whom the Authority has concluded a Framework Agreement. |

* 1. Summary
* This procurement will create a multi-Supplier Commercial Agreement for the provision of Fuel Cards and Associated Services across the UK (regional and nationwide) and Europe.
* Section 2 will provide a description of the Mandatory requirements that the Supplier must make available to Contracting Authorities as part of this Commercial Agreement. In summary, the Mandatory requirements are:
* Coverage
* Functionality
* Fraud
* Security
* Customer Service and Account Management
* Social Value
* Transition and Implementation
* Continuous Improvement: Delivering Efficiencies and Increasing Performance
* Invoicing and Payment Online Management Tool
* Contracting Authority Management Information
* Authority Management Information
* Specific Services
* Section 2 will also provide a description of the other Optional Requirements that the Suppliers can make available to Contracting Authorities, should they be required.
* Contracting Authorities may require Suppliers to provide additional requirements in relation to the Services delivered under this Commercial Agreement. These include but are not limited to:
* providing a mechanism for the purchase of fuel and associated services (i.e. a card);
* providing an Online Management tool;
* configuration of Fuel Cards (at an individual level) as required by the Contracting Authority;
* taking orders for the Services from Contracting Authorities in respect of the Services;
* conforming to the charging structure;
* undertaking any billing requirements;
* undertaking to meet all Contracting Authority requirements as detailed further in any Call-Off Contract;
* providing a support function to deal with Contracting Authority enquiries and issues;
* complying to all KPIs, Service Levels and reporting requirements as specified in the Framework Agreement and as defined by a Contracting Authority in any Call-Off Contract;
* providing a dedicated Account Manager to manage the relationship between the Authority and the Supplier under the Framework Agreement, to resolve any issues arising from the Framework Agreement and to implement any improvements/innovations during the Framework period; and
* complying with the Authority’s Management Charge/Levy requirements.
  1. The Services – Mandatory Requirements
* The purpose of this section is to provide a detailed description of the Mandatory Requirements that Suppliers must make available to Contracting Authorities under this Commercial Agreement.
  1. Coverage
* The Supplier shall provide UK national and regional Fuel Card coverage for vehicle fleet operations. The Supplier shall provide access to a minimum of 10% Fuel Card coverage for vehicle fleet operations within at least 1 of the listed 12 UK regions:
* East
* East Midlands
* London
* North East
* North West
* Northern Ireland
* Scotland
* South East
* South West
* Wales
* West Midlands
* Yorkshire and the Humber
  1. Functionality
* The Supplier shall provide Fuel Cards that allows for the purchase of road fuels which includes:
* diesel (standard and USLD); and
* petrol (leaded, unleaded and super unleaded).
* The Supplier shall issue Fuel Cards to a named employee, vehicle or organisation (or a combination of).
  1. Fraud
* The Supplier shall provide a service to report lost and stolen Fuel Cards (i.e. a telephone service and or internet service) and must be accessible 24 hours per day, 7 days per week and 365 days per year (including Bank Holidays).
* As a minimum, the service must allow for the reporting of:
* lost or stolen cards;
* security breaches; and
* suspected fraud, theft, misuse and unauthorised misuse.
* Upon receiving a report, the Supplier shall deactivate and or suspend suspected Fuel Cards and immediately inform the Contracting Authority. The Supplier shall fully investigate the report ensuring that the Contracting Authority is updated regularly.
* The Supplier shall ensure that all written communication between the Supplier, Contracting Authority and End User are secure.
* The Supplier, as detailed within the Framework Agreement and any subsequent Call-Off Contract, shall implement anti-fraud measures to ensure the safe delivery of Fuel Cards to a Contracting Authority and or End User.
  1. Security
* The Supplier shall ensure that Contracting Authorities’ information (i.e. personal and transactional) is kept secure throughout the lifetime of the Commercial Agreement and any subsequent Call-Off Contract, maintaining confidentiality and integrity.
* The Supplier shall ensure that they hold and maintain Cyber Essentials Certification, which helps protect organisations against cyber-attacks, for the lifetime of the Commercial Agreement and any subsequent Call-Off Contract.
* Prior to the execution of the first Call-Off Contract or within twelve (12) months of the Commercial Agreement commencement date, The Supplier shall provide the Authority with evidence of a valid Cyber Essentials Certificate and any subsequent renewal certificates.
  1. Customer Service and Account Management
* The Supplier shall provide a named contact(s) for the management of Call-Off Contracts for all large accounts (above 500,000 litres per annum).
* The Supplier shall provide a Customer Service Help Desk, Monday to Friday 08:00 hours to 18:00 hours for all Contracting Authorities (regardless of account size) to cover, but not limited to:
* responding to queries made by a Contracting Authority or a potential Contracting Authority in relation to a Call-Off Contract; and
* at the request of an authorised official, resetting credit and usage limits and making amendments to card controls for a Contracting Authority.
  1. Social Value
* Social Value legislation places a legal requirement on all public bodies to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity, and, in Scotland, to deliver them. These benefits are over and above the core deliverables of Contracts. General information on the Social Value Act can be found at: <https://www.gov.uk/government/publications/social-value-act-introductory-guide>
* You can find recent guidance published in [Procurement Policy Note 06/20](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/921437/PPN-06_20-Taking-Account-of-Social-Value-in-the-Award-of-Central-Government-Contracts.pdf)
* Updated social value themes for public bodies can be found on this link:

<https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts>

* The following Social Value priorities are intrinsic to the Specification for this Framework Contract:
  + 1. THEME 5: Wellbeing
  + Policy Outcome: Support and improve health and wellbeing
  + Demonstrate action to support and improve upon the health and wellbeing, including physical and mental health, in the contract workforce for the lifetime of the Framework Agreement
  + Where Buyers require Social Value to be delivered in line with the Buyer’s specific policy objectives, the Buyer may specify additional Social Value requirements as part of their Call-Off Contracts
  1. Transition and Implementation
* Where the award of a Call-Off Contract results in a change of Supplier, the Supplier shall develop a transition and implementation plan in conjunction with the Contracting Authority.
* The Supplier shall manage the transition and or implementation plan in accordance with the Contracting Authority’s requirements and timescales.
* At the request of a Contracting Authority, the Supplier shall:
* carry out site mapping exercises to map its own network of sales outlets that accept their Fuel Cards against Contracting Authority’s coverage requirements; and
* provide training regarding the use of the Fuel Card and how to access and use the Online Management tool.
  1. Continuous Improvement: Delivering Efficiencies and Increasing Performance
* The Supplier shall comply with continuous improvement requirements in accordance with the Framework Agreement and any subsequent Call-Off Contract.
* The Supplier shall comply with any performance monitoring and review requirements as set out in the Framework Agreement and any subsequent Call-Off Contract.
  1. Invoicing and Payment
* The Supplier shall provide electronic invoicing in accordance with the Contracting Authority’s requirements. Contracting Authority requirements could require the Supplier to upload invoicing data in specific data feeds/formats directly into a Contracting Authority’s finance system.
* Settlement terms for the payment of invoices shall be deemed by a Contracting Authority and detailed within the Call-Off Contract.
  1. Online Management Tool
* From the Commercial Agreement commencement date, the Supplier shall ensure that there is a secure online management tool available for use by a Contracting Authority.
* As a minimum, the online management tool shall meet the following requirements:
* compatible with Internet Explorer, Windows and Safari;
* password protected;
* has https and ssl encryption;
* does not need any additional software and/or hardware;
* able to download data in excel or csv format;
* is fully auditable and data is available for up to six years;
* has a defined hierarchical account structure that enables reporting across a Contracting Authority’s organisation;
* allows data to be backed up and held securely;
* able to identify spend on End User’s fuel cards; and
* provides online invoicing and supporting information.
  1. Contracting Authority Management Information
* From the commencement date of the Call-Off Contract, the Supplier shall provide the Contracting Authority with access to the online management tool. The Online Management tool must provide a Contracting Authority with access to data that is captured when a transaction is processed, which as a minimum standard includes the requirements listed below:
* the Contracting Authority’s account number;
* fuel card details (i.e. unique card number, name or vehicle registration);
* total cost of each transaction;
* transaction date; and
* locations of transactions.
* In order to help the Blue Light/Emergency Services (Police, Ambulance and Fire & Rescue Services) to run their fleets effectively and efficiently, the Supplier shall provide Contracting Authority Management Information to Blue Light/Emergency Services on fuel transactions as follows:
* the data shall be in an agreed data format for uploading into relevant fleet management systems; and
* the data shall be provided securely and electronically within the agreed frequency as detailed in the Call-Off Contract.
  1. Authority Management Information
* The Supplier shall provide reports to the Authority in accordance with the Framework Agreement.
  1. Specific Services
* The Services provided under the Commercial Agreement are for the provision of UK Regional, Nationwide and European coverage for Fuel Cards and Associated Services;
* The Supplier’s Fuel Card solution shall provide a minimum of 10% Fuel Card coverage for vehicle fleet operations within at least 1 of the 12 UK regions (based on a total of 8,387 available sales outlets as of June 2020);
* The Supplier shall provide details of the coverage it has available to a Contracting Authority including the number and location of sales outlets that accepts their Fuel Card;
* The Supplier shall provide Management Information to the Contracting Authority in accordance with any Call-Off Contract.
  1. The Services – Optional Requirements
* This section describes the Optional Services that Suppliers can make available to a Contracting Authority throughout the term of the Commercial Agreement.
* At the request of a Contracting Authority:
* The Supplier shall ensure that the online management tool provides a Contracting Authority with access to all MI that is captured when a transaction takes place. The additional data required includes, but may not be limited to:
  + VAT breakdown;
  + cost per litre per transaction;
  + quantity of fuel drawn per transaction;
  + type of fuel; and
  + mileage reading of vehicle.
* The Supplier shall ensure that a Contracting Authority has the ability to create bespoke reports from the MI within the online management tool.
* The Supplier shall ensure that the online management tool has the following functionality:
  + ability to link fuel card numbers with cost codes or product codes within the Contracting Authority’s organisation;
  + ability to order new and replacement fuel cards;
  + ability to cancel fuel cards that are no longer needed;
  + ability to report CO2 in relation to fuel purchased;
  + route planning;
  + mileage capture;
  + fuel efficiency;
  + site directory; and
  + online invoices where requested.
* The Supplier shall ensure that the following can be purchased through the Fuel Card (where available):
  + ad-blu;
  + air;
  + alternative fuels (i.e. electricity and hydrogen)
  + breakdown services;
  + car wash;
  + consumables;
  + glass;
  + lubricants;
  + oil;
  + other fuels that can be purchased at forecourts such as LPG;
  + screen wash;
  + service, maintenance and repair (SMR); and
  + tyres.
* The Supplier shall make available Bearer cards.
* The Supplier shall facilitate covert accounts
* The Supplier shall provide the following additional services:
  + large fuel volume purchases by hedging or bunkering within a network. The fuel purchased should then be accessed via the proposed Fuel Card solution on a draw down basis;
  + paper invoices to be delivered by a secure delivery method;
  + controls on Fuel Cards for purchases other than fuel so they can be configured in accordance with a Contracting Authority’s policy;
  + Fuel Cards that are free of tax to allow tax free purchases of fuel by diplomats; and
  + ability to report spend through SME sales outlets.
* The Supplier shall ensure:
  + distribution of the fuel cards to multiple points of contact, at different addresses, within a Contracting Authority’s organisation accompanied by stamped addressed envelopes, user guides and proof of delivery or receipt;
  + recording of returned proof of delivery or receipt and follow up of non-responses;
  + facilitation of an annual data cleanse and fuel card management exercise to monitor fuel card usage, update End User’s contact details and confirm that ongoing usage of certain fuel cards is still required; and
  + responding to End User requests for the creation of new accounts and additional fuel cards.
* The Supplier shall provide alternative pricing mechanisms other than the model detailed within the Commercial Agreement. Other mechanisms could include, but not limited to:
  + Weekly variable price + fixed Supplier markup
* Where Buyers require Social Value to be delivered in line with the Buyer’s specific policy objectives, the Buyer may specify additional Social Value requirements as part of their Call-Off Contracts
* At the request of a Buyer, the Supplier shall make available products and or services to help Buyers achieve their carbon net-zero (cnz) targets (i.e. carbon offsetting) as part of their Call-Off Contracts
* Where Buyers require security measures in line with the Buyer’s specific policy objectives, the Buyer may specify additional security requirements as part of their Call-Off Contracts (i.e. ISO27001)
* At the request of Buyers, the Supplier shall provide network coverage within European countries as part of their Call-Off Contracts