

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

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

Request for the Provision of Fuels - Lot 2: Liquefied Gas

CCFU22A12

Customer Organisation: Driver and Vehicle Standards Agency  
(DVSA)

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## **PURPOSE**

- 1.1 This procurement is for the supply of Liquid Petroleum Gas (LPG) to the sites listed within Attachment 3 – Site List/Price Matrix. The site list provides a detailed overview of the contracting authorities requirement.

## **2. BACKGROUND TO THE CONTRACTING AUTHORITY**

- 2.1 Driver and Vehicle Standards Agency (DVSA) intends to utilise the RM6177 National Fuels 2 Framework Agreement for the supply of LPG.

## **3. SCOPE OF REQUIREMENT**

- 3.1 The Supply of LPG under the RM6177 National Fuels 2 Framework Agreement RM6177 Lot 2: Liquefied Gas.
- 3.2 The Requirement will establish Supplier(s) for the supply of LPG.
- 3.3 The Authority are not committed to calling off the contract. Volumes and values are indicative and not guaranteed.
- 3.4 The Authority will use Attachment 3 – Site List/Price Matrix to provide the Supplier with payment and location details.

## **4. THE REQUIREMENT**

- 4.1 The requirement is for the supply of LPG only.
- 4.2 The following information can be found within Attachment 3 – Site List/Price Matrix:
- 4.2.1 Site Address
  - 4.2.2 Product Required
  - 4.2.3 Pricing Format
  - 4.2.4 Volume required
  - 4.2.5 Tank storage/ order quantities
  - 4.2.6 Key contacts
  - 4.2.7 Invoice information
  - 4.2.8 Vehicle/ site restrictions
  - 4.2.9 Customer VAT no.

## **5. KEY MILESTONES AND DELIVERABLES**

- 5.1 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	The Authority to be transitioned across to service provision by the Supplier where a signed call off form has been issued.	Contract Commencement Date 1 April 2022

## 6. MANAGEMENT INFORMATION/REPORTING

- 6.1 Suppliers are to report management information to the Agent by the 5<sup>th</sup> working day of each month via the Agents MI portal.

## 7. VOLUMES

- 7.1 The volume data can be found within Attachment 3 – Site List/Price Matrix.

## 8. CONTINUOUS IMPROVEMENT

- 8.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 8.2 The Supplier should present new ways of working to the Authority during any Contract review meetings with customers and the Agents framework manager.
- 8.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

## 9. PRICE

- 9.1 Prices are to be submitted via the e-Sourcing Suite Attachment 3 – Site List/Price Matrix excluding VAT and including all other expenses relating to Contract delivery.
- 9.2 The margin should be submitted on a pence per litre basis (PPL) to 4 decimal points, e.g. one and a half pence would be submitted as 0.0150.
- 9.3 The margin tendered must not exceed the Framework Maximum Margins.
- 9.4 Submitted margins should be made available from the call off contract commencement date (date of award) and remain fixed until the Call-Off Contract expiry date.
- 9.5 The submitted margin must be exclusive of VAT and the CCS Management Charge of 0.20 pence per litre.
- 9.6 Under the terms of the framework agreement there will be no additional charge permitted for small load premium or any other additional elements, all costs

(excluding CCS Management Charge) must be included in the submitted margin.

## **10. STAFF AND CUSTOMER SERVICE**

- 10.1 The Supplier shall provide a helpdesk service that shall comply with the following:
- 10.2 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 All calls shall be answered in accordance with the Performance Indicators.
- 10.3 The Supplier shall ensure that all Supplier Personnel appointed to the helpdesk have the appropriate security clearance to work on a Customer's account as detailed in the following link:
- 10.4 <https://www.gov.uk/government/publications/hmg-personnelsecurity-controls>
- 10.5 All emergency call numbers shall be free of charge and operate twenty-four (24) hours per day every day of the year.
- 10.6 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.
- 10.7 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 10.8 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

## **11. SERVICE LEVELS AND PERFORMANCE**

- 11.1 The Authority will measure the quality of the Supplier's delivery by:
  - 11.1.1 As per call off Schedule 14 - Service Levels.

## **12. SECURITY AND CONFIDENTIALITY REQUIREMENTS**

- 12.1 The Supplier shall obtain at the request of the Contracting Bodies security clearances which meets the differing requirements of the Contracting Bodies, and shall ensure full compliance with any standards and legislation, including but not limited to the following:
  - 12.1.1 Protection of Freedoms Act 2012
  - 12.1.2 <http://www.legislation.gov.uk/ukpga/2012/9/contents/enacted>

- 12.1.3 Safeguarding Vulnerable Groups Act 2006
- 12.1.4 <http://www.legislation.gov.uk/ukpga/2006/47/contents>
- 12.1.5 HMG Personnel Security Controls
- 12.1.6 <https://www.gov.uk/government/publications/hmg-personnel-security-controls>

## **13. PAYMENT AND INVOICING**

- 13.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 13.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 13.3 Invoices should be submitted to the address provided within Attachment 3 – Site List/Price Matrix.

## **14. CONTRACT MANAGEMENT**

- 14.1 As per the Performance Indicators within RM6177 framework agreement Schedule 4 (Framework Management).
- 14.2 Attendance at Contract Review meetings shall be at the Supplier's own expense.
- 14.3 Supplier review meetings will be held with the Agent on a quarterly basis

## **15. LOCATION**

- 15.1 The location of the Services to be carried out are identified within Attachment 3 – Site List/Price Matrix.