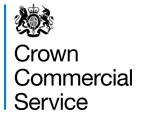
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National Fuels

Framework Agreement RM3801

Customer Guidance Notes



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1. Purpose of document

1.1 The purpose of this document is to provide guidance to customers interested in accessing National Fuels framework agreement (Reference Number – RM3801).

1.2 This document outlines the background to the framework agreement, explains the various ways (contracting methods) in which the framework agreement can be used including outlining steps involved in the procurement process.

1.3 There is a **Customer Toolkit** available on our website in the ‘Documents’ section which provides you with everything you will need to access the framework. The tool kit includes the following template documents to support you with accessing the framework and conducting your own mini competition. The tool kit includes:

* Customer Guidance Document (this document) - Tool Kit 1
* Customer Access Agreement – Tool Kit 2
* Site Addition Template and Guidance - Tool Kit 3
* Supplier Operating Locations and Lot Group Identifier – Tool Kit 4
* Quarterly Aggregated Further Competition Timetable, Process and Guidance – Tool Kit 5
* Invitation to Tender Pack - Tool Kit 6
* National Fuels Call-Off Contract (Template) – Tool Kit 7
* Short Order Form - Tool Kit 8
* Long Order Form - Tool Kit 9
* Supplier Notification Email (Successful – Unsuccessful) – Tool Kit 10
* CCS Notification Email – Tool Kit 11
* FAQ - Customer Tool Kit 12
* OJEU Notice – Customer Tool Kit 13

2. Overview of framework agreement

* 1. The RM3801 National Fuels Framework is live and has been available for use since the 24th July 2017.
* The framework runs for 2 years with the option to extend for a further 1+1 years
* Further competitions can be run in order to obtain a call-off contract. A further competition can be competed at any point during the life of the framework. To ensure contracts align with the framework the standard contract length is 2 years.
* In order to ensure your Call-Off Contract is coterminous with the next full aggregated auction we strongly recommend that you use the end date of 30th September 2019

2.2 Customers will have the opportunity to either add additional sites, carry out a further competition under the framework or, opt to join the CCS quarterly aggregated further competition **(the timing of which can be found in tool kit 5).**

2.3 Under the Lots 1, 2 & 3 of the framework, there are two key scenarios

* If you are already using the framework, there is a possibility you can add your site to the contract via a site addition - **If you are unsure whether you can complete a site addition please contact:** [**nationalfuels@crowncommercial.gov.uk**](mailto:nationalfuels@crowncommercial.gov.uk)
* A site addition can only be completed if you have a pre-existing group price for a product within same Lot group. If there is no ‘group’ price you will need to run a further competition (please refer to section 3.4)
* Standard further competition documentation is available within the customer tool kit 6.

2.4 The framework agreement provides provision for National Fuels and ancillary services. There are 5 lots:

* Lot 1 - Liquid Fuel
* Lot 2 - Liquefied Gas (LPG)
* Lot 3 - Solid Fuel (Biomass Fuels)
* Lot 4 - Lubricants, Greases & Antifreeze
* Lot 5 - Additional Services

The scope of each lot can be on the CCS website at:

*https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3801*

2.5 All suppliers have been appointed onto our framework agreement following the successful completion of a rigorous EU compliant tendering exercise.

A matrix of the suppliers within each lot is detailed in - Supplier Operating Locations and Lot Group Identifier - tool kit 4

2.6 This framework agreement is available for use by all ‘Eligible’ customers across UK public sector bodies including (but not limited to) central government departments and their agencies, non-departmental public bodies, NHS bodies and local authorities. ‘Eligible’ customers are non-household premises that pay business rates.

2.7 The framework is open to all public sector customers. Please refer to the OJEU notice for further information. **(See Tool Kit 13)**

2.8 Benefits of this framework agreement include:

* Fully EU Compliant Framework Agreement
* Easy route to market for fuel requirements
* Bulk Further competitions carried out by e-Auction to deliver best prices
* Flexible framework which meets the needs of a diverse range of customers
* Lotting structure which delivers options for regional customers and the needs of larger customers looking for a national supplier
* Clear and transparent pricing options
* Weekly pricing
* Discount on early payment options
* Framework management ensuring service levels and KPIs are met
* Comprehensive management information
* Extensive product range
* Availability of additional service such as supplier managed inventory, supplier managed replenishment

3. Accessing the Framework Agreement

* 1. There are 3 routes to accessing the National Fuels framework for lots 1 to 2:
* The bulk aggregated eAuction managed directly by CCS following award of the framework.
* Further Competition (sealed bid)
* Via individual customer site additions.

For further information on the above processes please see below steps:

3.2 Step One

Evaluate if the framework provides scope for your requirement.

Does this framework agreement meet your requirement?

**No,** my requirement is not listed under the scope of the framework

**Yes**, my requirements are listed under the scope as per the OJEU notice – **tool kit 13**

**Contact:** [nationalfuels@crowncommercial.gov.uk](mailto:nationalfuels@crowncommercial.gov.uk)

The Framework is not limited to a set list of products and we may be able to meet you requirement

**Move to Step 2**

3.3 Step Two

Look at the method of access appropriate to your requirement/organisation. If you are already a CCS customer you may be able to add your site to the existing contract via the site addition process. **See section 3.5**. If you are not able to complete a site addition you can either a) conduct your own further competition following the process under **section 3.4** or b) join the quarterly CCS aggregated Further Competition **(see Customer Tool Kit 5)**.

3.4 Step Three

The process for conducting your own further competition (3.4.1) or site addition (3.4.2) is outlined in the below flowcharts. Regardless of which option you select you **must** inform CCS at [nationalfuels@crowncommercial.gov.uk](mailto:nationalfules@crowncommercial.gov.uk) so that we can maintain accurate records and data

Awarding via further competition

3.4.1 Flowchart

1. Populate the Customer Access Agreement **(Tool Kit 2)** and email to: [nationalfuels@crowncommercial.gov.uk](mailto:nationalfuels@crowncommercial.gov.uk) - This will enable CCS to provide you with the supplier framework maximum margins. These will be used to ensure suppliers submit the correct margin when tendering for your business

2. For Lots 1, 2 and 3, Populate a CCS Site Addition Template **(Tool Kit 3)** with your new requirement. You must ensure that all columns in blue are completed. For further information on how to populate the template please refer to the guidance tab within the Site Addition Template. If you have a requirement under Lots 4 or 5 please send a detailed specification of the requirement to National Fuels

3. If the standard terms and conditions of the call off contract do not meet your requirement you will need to amend the contract. Guidance notes on how to do this can be found within the document **Tool Kit 7**

4. Populate the Invitation to Tender (ITT) and the relevant appendix’s so that it meets your requirement. The ITT makes up part of the customer toolkit and guidance on how to complete can be found within the document pack **Tool Kit 6**

5. Determine the suppliers to be invited to the competition. The suppliers per lot group can be found in **Tool Kit 4**

6. Invitation to quote – You **must** invite all suppliers within the lot group to tender for your requirement (please note, if you requirement falls under multiple lots, you must run a further competition per lot).

The supplier contacts can be found on our website under the supplier tab. The standard process is to issue the competition via e-mail. If you intend to use an eSourcing tool please notify: nationalfuels@crowncommercial.gov.uk

Continued on the next page

7. Publish the Further Competition - You **must** ensure your further competition falls in line with the timetable stated within the ITT. Responses must not be reviewed until the further competition has closed. Clarification questions must be responded to within the given timelines.

When you contact the participating suppliers please ensure that you attach:

* Invitation to Tender **(Tool Kit 6)**
* Call-Off Contract **(Tool Kit 7)**
* Site Addition Template **(Tool Kit 3)** or product Spec (Lots 4&5)

8. Evaluation – Once the competition has closed you will need to evaluate the responses. The standard process is to evaluate 100% on price and ensure that they have answered the Pass/Fail questions.

Attachments to supplier award letter:

* Award notification letter **(Tool kit 10)**
* Short or Long Order Form (customer information to be completed before sending) **(Tool Kit 8/9)**

9. Evaluation – The unsuccessful suppliers will need to be notified. The example letter is part of **Tool Kit 10**

10. Before orders can commence CCS must be notified of the award. Please populate the template in **Tool Kit 11** and send to: nationalfuels@crowncommercial.gov.uk

Awarding via site addition

3.4.2 Flowchart

1. Populate a CCS site addition template **(Tool Kit 3)** with your new site requirement. You must ensure that all columns in blue are completed. For further information on how to populate the template please refer to the guidance – **Tool Kit 3**
2. Check to see if you have a pre-existing group price for the same product within the same lot already under contract
3. **Yes**, I have a pre-existing requirement already under contract
4. **No**, I do not have a similar requirement already under contract
5. You will need to run a further competition for your requirement. **Move to 3.4.1**
6. On the site addition template, enter the correct supplier name and margin into cells BF & BG (the margin must be the same as the existing contract rate)
7. Once populated, the site addition template will need to be e-mailed to the awarded supplier (please use the contact details found on the suppliers tab of our website). Example text – *Dear Supplier, Please confirm that you will add the additional site(s) to the existing call-off contract. Please provide the new account information once complete.*
8. The supplier will respond to the request with the new account details for the additional sites(s)
9. You will be in a position to order once you have populated: **Tool Kit 11** and e-mailed the form to: [Nationalfuels@crowncommercial.gov.uk](mailto:Nationalfuels@crowncommercial.gov.uk)

4. Further Information

4.1 What is in the CCS National Fuels Customer call off tool kit and how to use it

The Customer Tool Kit provides all the information and templates that a customer would need for conducting their own site addition or further competition from the framework. The site addition or further competition process which then leads to a call off from the framework is a simple 10 step process outlined within the flowchart above.

4.2 Where to find the Customer Tool Kit

1. Access the Crown Commercial Service website at <http://ccs.cabinetoffice.gov.uk>
2. Click “Find an Agreement”
3. In the search box, type in ‘RM3801’
4. Click on the documents tab to view the framework agreement, and access the Customer Tool Kit

4.3 Methods for running a further competition

There are a number of options available when issuing further competition documents. Whilst a further competition via this framework is relatively straightforward in terms of submission, evaluation and award, Customers can if required “call off” this framework by using further the CCS eSourcing tool: <https://gpsesourcing.cabinetoffice.gov.uk/sso/jsp/login.jsp>

You can use the online eSourcing tool or alternatively your own departmental standard tender process. This may be in hard format (involving the submission of paper tender documentation and receipt of paper bids) or electronic format (involving the use of an eSourcing system or email process).

If you do not already have a login for the eSourcing tool you can register here:

<http://ccs.cabinetoffice.gov.uk/i-am-buyer/run-further-competition/using-esourcing-suite-0>

Whether using the eSourcing tool or your own departmental process, all Customers **must** advise CCS when carrying out their own further competition via this framework by emailing: [nationalfuels@crowncommercial.gov.uk](mailto:nationalfuels@crowncommercial.gov.uk)

4.4 Quality Questions & Weighted Evaluations

The standard process for evaluating further competitions is: The supplier must complete a number of mandatory PASS / FAIL questions. Providing they pass the mandatory questions the competition would then be evaluated 100% on price. The suppliers have already been measured for quality when tendering for the framework.

When running a further competition you may wish to add specific quality questions or apply a weighting to the further competition. To add quality questions you will need to populate Appendix D (Price / Quality) within **Tool Kit 6** and attach to the Invitation to tender.You must clearly state in the Invitation to Tender **(Tool Kit 6)** how you intend to evaluate.

4.5 CCS Fuels Web Pages

* Further Information about our framework agreement: www.gov.uk/ccs/NationalFuels
* Framework web page including download section for Customer Toolkit and all Framework documentation: http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3801

4.6 CCS E-Sourcing Portal

**Online links** for e-sourcing:

* Guidance: https://www.gov.uk/government/publications/esourcing-suite-guidance-for-customers
* Customer registration page for e-sourcing tool: http://ccs-forms.cabinetoffice.gov.uk/using-esourcing-suite-0

Customer registration page for e-sourcing tool: <http://ccs-forms.cabinetoffice.gov.uk/using-esourcing-suite-0>

CCS Customer Service Desk

**Tel:** 0345 410 2222

**Email:** [**NationalFuels@crowncommercial.gov.uk**](mailto:NationalFuels@crowncommercial.gov.uk)