

# National Fuels (RM3801)

**Frequently Asked Questions**

**Summary /Overview**

**Framework Number:** RM3801

**Start date:** 24/07/2017

**End date:** 23/07/2019

**Term:** 2 years + 2 x 1 year extension options

Option 1 - 24/07/2019 - 23/07/2020

Option 2 - 24/07/2020 - 23/07/2021

**Call Off Contract end date:** 30/09/2019 (The last day a contract can be let is the 29/09/2019)

**What is SalesForce:** SalesForce is the central repository utilised by CCS to manage CCS

Frameworks.

**SalesForce Contract numbers:** When Customers let contracts, the Customer enters into contract directly with the supplier, CCS is not party to the contract.

Each contract will need to be signed by both parties and a copy provided to CCS and uploaded onto SalesForce. The aggregated data will form the basis of the Framework Management support to Customers and form the basis of future strategies to deliver value throughout the life of the framework.

**The framework is made up of 5 lots:**

Lot 1 - Liquid Fuels

Lot 2 - Liquified Gas (LPG)

Lot 3 - Biomass Fuels (Wood chip & Wood pellets)

Lot 4 - Greases, Lubricants and Antifreeze

Lot 5 - Associated Products and Services

**WHAT ARE MY OPTIONS TO ACCESS THE FRAMEWORK?**

1. **Site addition**
   1. This is an option available to customers already using the CCS Framework. Site additions means adding a new requirement to an existing contract.
   2. If you wish to add a site to your existing contract you will need to:
      1. review your existing sites under contract to ascertain if a margin for an existing product has already been completed under the same lot
      2. If a margin for an existing product is already in place, contact the awarded supplier and request your new site is added to the contract at the same margin.
      3. If the criteria for a site addition is not met a full further competition will be required
2. **Further competition** - A further competition is required for sites when:

* 1. The option to add to an existing contract is not available?
  2. If a call-off contract is in place but a new product is required?
  3. You are a new customer?

1. **E-auctions** - Your organisation has the option to join the CCS National Fuels Framework aggregated eAuction scheduled for August 2019.

**FRAMEWORK**

**Q1. What lot number will my site (s) come under?**

A. The lot number for your requirement will depend on the product you require and where your site is located.

Within lot 1 (liquid fuel) there are regional sub-lots (101 - 114). The sub-lots identify where the site is based and which suppliers would be invited to compete.

In order to identify which lot your site is in you will need to:

1. Visit our website: <https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3801>
2. Click on the documents tab
3. Download the file: RM3801 ‘Tool kit 4’
4. On the Fuels Lot Structure, each lot has been identified with a series of postcodes

**Q2. Will the contract be awarded to more than one supplier?**

A. It is possible that you may have more than one supplier dependant on your requirements.

A. If you have a requirement which is split across multiple ‘sub-lots’ there is a possibility you may have multiple suppliers. Not all suppliers operate in every sub-lot.

A. If you have requested ‘site pricing’ as part of a further competition you may have multiple suppliers.

Site pricing means a supplier will provide a price for each individual tank (instead of a group price, for multiple tanks). I.e. if you have 5 tanks listed at one location, as site pricing, there is a possibility you may have 5 suppliers delivering to the one location.

**Q3. I haven’t received the pricing this week, please can you send it?**

A. The National Fuels team can provide access to the weekly commodity cost, please contact: [nationalfuels@crowncommercial.gov.uk](mailto:Nationalfuels@crowncommercial.gov.uk)

**Q4. We need to add a site to our contract - what do I need to do?**

A. This is dependant on what is required -

1. In the first instance please populate a site addition template found at: https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3801.
2. The template will then need to be e-mailed as an attachment to: [nationalfuels@crowncommercial.gov.uk](mailto:nationalfuels@crowncommercial.gov.uk)
3. The national fuels team will respond with further guidance

**Q5. How long does a site addition take?**

Assuming the site addition template is complete and received and agreed by the supplier your requirement can be added to the contract immediately.

Customers should be in a position to order fuel the following day.

**Q6. How long does a further competition take?**

1. Customers will have the option to access the framework by running a further competition themselves. Guidance for this is available via the website in Toolkits 1 & 6.
2. CCS will conduct a ‘quarterly aggregated further competition’ on your behalf. Standard further competitions can be completed within 5-7 working days (i.e. evaluated and awarded) If you intend to run a further competition please populate the site addition template found under the documents tab on our website and send to : [Nationalfuels@crowncomercial.gov.uk](mailto:Nationalfuels@crowncomercial.gov.uk)

**Q7:  What are the benefits of using the framework?**

A:   Benefits to using this framework:

● Fully EU Compliant Framework Agreement

● Easy route to market for fuel requirements

● Flexible framework which meets the needs of a diverse range of customers

● Lotting structure which regional solutions for customers

● Weekly pricing notifications

● Discount on early payment options

● Framework Management ensuring service levels and KPIs are met

● Extensive product range ………. N.B. RM3801 has the provision to add new and innovative products as and when they come to market

● Award of Call Off Contracts

● Availability of additional services such as supplier managed inventory, supplier managed replenishment

**Q8. How do I access or find out more information about this framework?**

A. The National Fuels Framework Agreement, applicable service Lots, supplier information, customer guidelines and other related documentation can be accessed via this link.

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

**Q9**. **Am I eligible to use the CCS National Fuels Framework RM3801?**

**A.** All Central Government, Wider Public sector, Not for Profit and Charities are eligible to use the CCS National Fuels framework. For the complete list of eligible customers please see the OJEU notice (link below).

**http://ted.europa.eu/TED/notice/udl?uri=TED:NOTICE:131319-2017:TEXT:EN:HTML&src=0**

**Q10. Who are the suppliers under the framework?**

**A.** There are 34 suppliers servicing the 5 Lots within the Framework. The suppliers, their contact details and servicing Lots can be accessed via the below link (see Lot Details Tab).

http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3801

**Q11. Can I select a supplier from the framework that I wish to use?**

**A.** As a customer you are only able to direct award under Lots 3, 4 and 5 using the online catalogue service. Instructions on how to access these can be found on our website at: http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3801

**Q12. Can my incumbent Supplier become a Framework Supplier?**

A. A list of all the Framework Suppliers can be found on our website at:

<http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3801>

The framework suppliers are fixed at the point when the Framework Agreements are awarded and cannot be changed post award. We would advise that your incumbent supplier keep an eye on our website and TED for future opportunities.

**Q13:  How do CCS recover costs, is a fee charged for accessing the framework?**

**A:** CCS is part of the Cabinet Office and is a not for profit organisation.

A CCS management fee applies from the Contract Award date.

* Lot 1 - Under the framework the CCS management fee is £0.0020 pence per litre (ppl)
* Lot 2 - Bulk LPG is £0.0020ppl and bottled gas is 1% of the total net spend. Bottled gas is 1% of the total net spend
* Lot 3 - Biomass is 1% of the total net spend
* Lot 4 - Lubricants and Greases is 1% of the total net spend
* Lot 5 - Additional Services is 1% of the total net spend

The charges payable by the supplier are included in the unit price charged to the customer by the supplier.

The supplier shall not pass through or recharge to, or otherwise recover any additional costs from any customer.

**Q14:  What is CCS involvement in account management? Would you liaise with suppliers on our behalf or would we do that ourselves?**

CCS manage the framework and suppliers using the CCS Supplier Relationship Management model. This

involves reviewing/analysing supplier performance against the framework KPI's and service delivery

commitments.

Whilst customers would manage their own operational relationship with suppliers, CCS will help and support with any escalated issues or problems which a customer has been unable to resolve effectively with the supplier directly

I.e. examples where the customer may require assistance from National Fuels Team:

* Invoicing discrepancies
* Pricing discrepancies
* Delivery Issues
* Oil Spill/ Site Incident
* Underperformance

**CCS Aggregated eAuction**

**Q15. What is an aggregated eAuction?**

**A.** Aggregation is the collation of customer common requirements and collective buying in order to obtain a better price overall. This activity is carried out on behalf of all customers every 2 years for replacement Call-Off Contracts.

**Q16. When is the next bulk eAuction planned? Can CCS run an eAuction for my organisation only?**

**A.** CCS will be running a bulk eAuction service on behalf of all existing framework customers in August 2019, where required. If an organisation has a significant requirement and wish to carry an eAuction they will need to contact: [nationalfuels@crowncommercial.gov.uk](mailto:nationalfuels@crowncommercial.gov.uk) for further guidance. To enable us to provide advice you will need to provide the following:

* Products required
* Estimated annual volumes
* Frequency of orders
* Geographical locations

**Q17. What information do I require to enable me to participate in the bulk aggregated eAuction?**

**A.** If you wish to participate in joining the aggregation you should contact: [nationalfuels@crowncommercial.gov.uk](mailto:nationalfuels@crowncommercial.gov.uk).

Full details of the sign-up process will be sent to customers and by return, customers will need to provide the

necessary tank and fuel requirement details to CCS.

**Q18. I require ancillary services how do I access these?**

**A:** Access for Lot 3, 4 and 5  
  
**Direct award**  
  
For direct award, an online catalogue is available for direct purchases via the Government eMarketplace.  
  
You will need to register to use the e Marketplace. Please visit our website at:

<http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3801>

Under the Access tab there’s further information on how to access the catalogues.   
  
N.B. If you are an existing Zanzibar user you can view these catalogues via your existing access. You should speak to your internal super user for more information.

**Q19:  What support do CCS offer during procurement? And what would the responsibilities be for CCS and us as the authority?**

**A:** CCS will be supporting all customers who wish to join the aggregated eAuction or quarterly competition. CCS will be compiling the specification and running the eAuction/ Quarterly competition on behalf of all customers who wish to commit their portfolios. CCS offers support for customers in order to tailor the specification to meet their needs. Full guidance and documentation is already available via the web site for any customer wishing to do this (link attached for reference).

http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3801

**Further Competition (customer mini competition)**

**Q20. Can I run a further competition under the framework independent to the CCS aggregation?**

**A.** Yes, you can run an independent further competition for any of the Lots using the framework.

You can also add bespoke T&Cs under the further competition.

In running an independent competition, you must ensure that all suppliers within the required Lot are invited to participate. Details on how to run an independent further competition are included on the website. If you do decide to run your own further competition the national fuels team MUST be notified prior to commencing the competition.

Link: http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3801

**Q21. What framework term should a customer request under a further competition?**

1. The current customer contracts have a co-terminus date of 30/09/2019, we would advise new customers to use this expiry date. CCS will be able to include your organisation in the next aggregated bulk eAuction, but customers do reserve the right to let contracts beyond the term of the framework.

N.B. Letting contracts beyond the term of the framework will generally include inflated supplier margins to cater for the unknown increased market costs.

**Q22. Can I directly award without further competition on this Framework Agreement?**

1. You can under Lots 3,4 and 5

**Call Offs & Servicing**

**Q23: How do I call off the framework?**

**A.** See Question 1

http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3801

**Q24:   Does the contract allow for sites to move on and off the agreement?**

**A:**  Once you have committed your sites to the contract /awarded supplier, they will remain on contract for the duration specified, unless a formal termination is required.

The only exception being the property or supply point in question is sold and the customer organisation is no longer responsible or e.g. a site moves to mains supply. Additional sites can be added to the contract.

**Q25. How do I add a site/tank requirement?**

**A.** See question 4.

**Q26. I am having an issue with the framework supplier, what should I do?**

**A.** If, having raised a query to the supplier and the supplier has been unable to resolve to your satisfaction, you can escalate the issue to CCS by contacting the Service Desk on 0345 410 2222 or by emailing [Nationalfuels@crowncommercial.gov.uk](mailto:National%20Fuels@crowncommercial.gov.uk)

**Greases and Lubricants**

**Q27. –** How do I access the greases and lubricants products covered under the framework?

**A.** See question 18. (it’s the same process)

**Solid Fuel: provision of solid fuel including wood and biomass products**

**Q28. –** How do I access the solid fuel products covered under the framework?

**A.** See question 18. (it’s the same process)

**Associated Services: provision of ancillary services associated with the supply and use of liquid and solid fuels such as tank services, fuel testing and cleaning, waste removal and other products and services associated with the use of fuel**

**Q29. –** How do I access the associated services covered under the framework?

**A.** See question 18. (it’s the same process)

**PRICING**

**Q30: Are supplier prices set for the duration of the framework agreement?**

**A.** Pricing is set under the agreement and can only be changed through a variation to the contract.

* The supplier margin remains fixed for the life of the contract
* The CCS fee remains fixed for the life of the contract
* The commodity cost will fluctuate weekly or monthly depending on market conditions

**Q31: What are the payment terms?**

#### **A.** Payment terms are in line with Public Contracts Regulations 2015, which state Payment of undisputed invoices within 30 days by contracting authorities, contractors and subcontractors.

#### If your organisation wish to vary the payment terms then they can do so within the specification at further competition stage.