

3. Scope of Work Services 3: Fuel Card Services

Provision of Fuel Card Services for Official Vehicles and Generators

1. Introduction

The organization intends to engage a reputable fuel service provider for the provision of **fuel cards for official vehicles and generators**. The objective is to ensure controlled, transparent, efficient, and uninterrupted fuel management through a centralized fuel card system.

2. Scope of Services

The selected service provider shall provide the following services:

2.1 Provision of Fuel Cards

- Issue dedicated fuel cards for all authorized official vehicles and generators.
- Each fuel card shall be uniquely linked to a specific vehicle/generator, registration number, or identification number.
- Replacement cards shall be provided in case of loss, damage, malfunction, or expiry, subject to the agreed terms.
- The service provider shall maintain confidentiality and security of all card-related information.

2.2 Fuel Availability

- Ensure availability of required fuel, including **petrol, high-speed diesel (HSD), and other approved fuel types**, at authorized fuel stations.
- Provide uninterrupted fuel services throughout the contract period.
- The organization shall have access to a sufficiently wide network of fuel stations in Islamabad/Rawalpindi and other cities where official vehicles may operate.

2.3 Controlled Fueling

The fuel card system shall allow the organization to establish fueling limits and controls, including:

- Vehicle/generator-wise monthly or daily fuel limits.
- Fuel type restrictions.
- Maximum quantity allowed per transaction.

- Number of transactions permitted within a specified period.
- Restriction of unauthorized fueling.
- Restriction of fueling outside approved locations or timings, where required.

2.4 Generator Fuel Management

- Separate fuel cards shall be issued for generators where required.
- Generator cards shall be identified by the relevant office/site/generator.
- Fuel consumption shall be recorded against each generator.
- The system should allow monitoring of fuel quantities consumed and expenditure by generator/site.
- Fueling shall be carried out only against authorized cards and approved limits.

2.5 Real-Time Transaction Recording

The service provider shall maintain a computerized transaction record containing, at minimum:

- Date and time of transaction.
- Fuel station/location.
- Vehicle/generator identification.
- Fuel type.
- Quantity of fuel purchased.
- Rate per litre.
- Total transaction amount.
- Card/reference number.
- Any applicable taxes, discounts, or charges.

2.6 Online Management Portal

The service provider shall provide an online portal/dashboard for authorized personnel to:

- Monitor fuel consumption in real time.
- View transaction history.
- Check card status.
- Set or modify authorized limits.
- Block/unblock cards.

- Generate consumption and expenditure reports.
- Download transaction data in Excel/PDF or other commonly used formats.

2.7 Monthly Billing and Statements

The service provider shall submit consolidated monthly invoices/statements containing detailed transaction-wise information.

The monthly statement should include:

- Card-wise consumption.
- Vehicle/generator-wise consumption.
- Quantity consumed.
- Fuel price/rate.
- Total expenditure.
- Fuel station details.
- Applicable taxes.
- Any service charges.
- Discounts/rebates, if applicable.

Invoices shall be submitted along with supporting transaction reports for verification and payment.

2.8 Emergency Card Blocking and Replacement

- The organization shall be able to immediately report lost, stolen, or compromised cards.
- The service provider shall block such cards promptly upon notification.
- Replacement cards shall be issued within the agreed turnaround time.
- The organization shall not be responsible for unauthorized transactions occurring after timely notification/blocking of a card.

2.9 Customer Support

The service provider shall provide dedicated customer support for:

- Card activation/deactivation.
- Transaction-related issues.
- Lost/stolen cards.
- Fuel station-related complaints.

- Billing discrepancies.
- Technical issues with the online portal.
- Emergency assistance outside normal working hours, where required.

2.10 Fuel Price and Discount

- Fuel shall be charged according to the applicable notified/prevaling price at the time of purchase, as agreed in the contract.
- The bidder shall clearly indicate any **discount, rebate, service fee, or other applicable charges**.
- No additional charges shall be imposed without prior approval of the organization.

3. Reporting Requirements

The service provider shall submit periodic reports, including:

1. Vehicle-wise fuel consumption report.
2. Generator-wise fuel consumption report.
3. Card-wise transaction report.
4. Monthly expenditure report.
5. Fuel station-wise transaction report.
6. Exception/irregular transaction report.
7. Unused/inactive card report.
8. Any other report required by the organization.

4. Security and Fraud Prevention

The fuel card system shall incorporate appropriate controls to prevent misuse and fraudulent transactions. The service provider shall immediately investigate transactions reported as unauthorized or suspicious and provide the organization with relevant transaction details.

5. Fuel Station Network

The service provider shall maintain an adequate network of authorized fuel stations to facilitate fueling of official vehicles and generators. The bidder shall provide a list of available fuel stations and their locations along with the proposal.

6. Data and Record Management

The service provider shall maintain complete and accurate records of all fuel transactions during the contract period and for the period prescribed under applicable rules/regulations.

Transaction data shall be made available to the organization whenever required for audit, verification, or reconciliation.

7. Reconciliation and Audit

The organization shall have the right to verify and reconcile fuel transactions against its vehicle/generator records. The service provider shall provide all necessary supporting information and cooperate with internal/external audit requirements.

8. Implementation and Training

The successful bidder shall:

- Activate and issue fuel cards within the agreed timeframe.
- Configure vehicle/generator-wise limits as provided by the organization.
- Provide user manuals/guidelines.
- Conduct training/orientation for designated personnel regarding the online portal and fuel card management system.

9. Service Level Requirements

The service provider shall ensure:

- High availability of the fuel card system.
- Timely resolution of complaints.
- Prompt blocking of lost/stolen cards.
- Timely issuance of replacement cards.
- Accurate and timely billing.
- Continuous availability of fuel at the authorized network, subject to circumstances beyond the service provider's control.

10. Contract Period

The fuel card services shall be provided for the contract period specified in the tender/RFP, including any extension approved by the competent authority.

11. Compliance

The service provider shall comply with all applicable laws, regulations, taxation requirements, fuel quality standards, and instructions of relevant regulatory authorities in Pakistan.

12. Confidentiality

All information relating to the organization's vehicles, generators, fuel consumption, expenditure, transactions, and card details shall be treated as confidential and shall not be disclosed to any unauthorized person or third party.

13. Performance Monitoring

The organization's authorized representative shall monitor the performance of the service provider throughout the contract period. Any deficiency, discrepancy, or failure to meet the agreed service standards shall be brought to the service provider's notice for corrective action.

14. Deliverables

The successful bidder shall provide:

- Fuel cards for authorized vehicles and generators.
- Online fuel management portal.
- Vehicle/generator-wise transaction records.
- Monthly consolidated invoices.
- Detailed consumption and expenditure reports.
- Customer support services.
- Replacement/duplicate cards where required.
- Periodic reconciliation statements.
- Any additional reports or information required by the organization.

15. Duration of Contract

- One (1) year from the date of signing, extendable by mutual written consent for up to two (2) additional years, on same terms & conditions, subject to satisfactory performance and PPRA-compliant justification.