
Fuel Provision Services

OVERVIEW

This document provides an overview of the logistics services to be made available through the Logistics Cluster, how humanitarian actors responding to the crisis in Yemen may access these services, and the conditions under which these services are to be provided. The objective of these services is to enable responding organisations to establish an uninterrupted supply chain that supports the delivery of humanitarian relief items to the affected population. These services are not intended to replace the logistics capacities of other organisations, nor are they meant to compete with the commercial market. Rather, they are intended to fill identified gaps and provide a last resort option in case other service providers are not available.

These services are planned to be available until 31 December 2019, with the possibility of further extension. The service may be withdrawn before this date in part or in full, for any of the following reasons:

- Changes in the situation on the ground
- No longer an agreed upon/identified need
- Funding constraints

This document will be updated, and services provided may change as the situation evolves and operational requirements develop. Updated versions will be shared on the Yemen operations page (<http://logcluster.org/ops/yem10a>) and shared via the mailing list.

KEY NOTES TO USERS

- I. All organisations wishing to use the service **must sign a Service Level Agreement (SLA)** with WFP to be eligible to use this service.
- II. **This service aims to make available fuel to organisations, not to provide fuel storage on their behalf. In addition, fuel storage capacity is limited.** For these reasons, service users can only request 2,500 litres of diesel and 2,500 litres of petrol at the time, unless requesting organisations have their own storage capacity and are able to withdraw the requested quantity, greater than 2,500 litre, at one time.
- III. Service users must collect their fuel within one week from the issuance of the release order to ensure sufficient storage space is available to accommodate subsequent re-supply. Limitations on available storage space restrict the capacity to replenish the stocks regularly and to make available fuel to the humanitarian community.
- IV. WFP will make every effort to procure and make available a sufficient quantity of fuel to meet the needs of the service users; however, due to the volatile context WFP is unable to guarantee the quantity of fuel that will actually be made available.
- V. WFP assumes no responsibility for fuel that is lost while in storage.
- VI. Fuel can be collected at the fuel stations in Aden, Hodeidah and Sana'a. Otherwise, service users can request overland transportation to final destination by submitting a Standard Request Form (SRF) following the [Transport SOPs](#).

FUEL PROVISION SERVICES

The Logistics Cluster will facilitate access to the following fuel provision services:

- Distribution of fuel (diesel and petrol) **on a cost recovery basis** subject to operational constraints at dedicated fuel stations in Aden, Hodeidah and Sana'a

HOW TO ACCESS THE SERVICES

- Any eligible organisation (see "Limitations and Conditions of Service" below) wishing to become a Service User must first submit an official **Letter of Request** (LoR).
 - The LoR must be signed by the designated Head of the Organisation in Yemen (or a representative with sufficient delegated authority)
- Any eligible organisation (see "Limitations and Conditions of Service" below) wishing to become a Service User must sign a **Service Level Agreement** (SLA) with WFP:
 - The details of the SLA must be agreed bilaterally between the organisation and the WFP Country Office;
 - The SLA must include a completed **Focal Point Assignment Form**;
 - The SLA must be signed by the designated Head of the Organisation in Yemen (or a representative with sufficient delegated authority);
 - The completed, signed SLA must be returned to the WFP Country Office to be co-signed by the WFP Country Director.
- Based on the signed SLAs, available storage, operational constraints, and commercial availability of fuel WFP will procure a quantity of fuel to meet the estimated needs of the Service Users in a given timeframe.
 - WFP will make every effort to procure and make available a sufficient quantity of fuel to meet the needs of the service users; however, due to the context WFP is unable to guarantee the quantity of fuel that will actually be made available.
- To request fuel, service users should submit a stamped and signed **Fuel Requisition Form** (FRF) indicating the commodity requested (diesel, petrol or both), the quantity (in litres), the purpose and location desired quantity (in litres) of the commodity.
 - Based on the FRF, the Logistics Cluster will issue to the service user a **Pro Forma Invoice** (PFI) that will provide then indicative price (see "Cost of Fuel" below) for the fuel to be allocated to the Service User.
- The Service User must return the signed and stamped PFI to the Logistics Cluster; the PFI will be then stamped and signed by WFP, and shared back with service users.
- The Service User must then proceed with the payment according to the terms outlined in the SLA, and for the amount stated on the PFI. Service Users should confirm the payment by sharing the proof of the bank transfer.
- Once the Logistics Cluster receives confirmation of payment from WFP, a **Fuel Release Order Form** (RO) will be issued to the Service User through the Logistics Cluster within 48 hours, detailing the total amount of fuel allocated to the Service User per location.
- To collect allocated fuel from any of the locations, the Service User focal point must:

- Provide the Fuel Storekeeper at the location with the corresponding signed Fuel Release Order Form
- Provide the Fuel Storekeeper at the location with an ID card (in line with details provided in the Focal Point Assignment Form)

NOTE: Fuel must be collected within one week maximum from the issuance of the Fuel Release Order.

- The Fuel Storekeeper at the location will issue the Service User focal point a Goods Receipt Note (GRN), at the time the fuel is collected, confirming the quantity distributed from that location at that time.
 - The Logistics Cluster will monitor the total quantity allocated per Service User per location, and the actual quantity distributed per Service User per location. Service Users can only submit a new Fuel Requisition Form if the balance from the previous request for the same commodity is either zero or lower than 200 litres.

ALLOCATION PLAN

Due to the nature and complexity of the context, the Logistics Cluster is unable to guarantee the quantity of fuel that will be made available:

- WFP will make every effort to procure the quantity fuel required by the Service Users to support the delivery of humanitarian relief items to the affected population.
- Any quantity of fuel indicated on the PFI represents the maximum amount of fuel to be made available to a Service User (for the corresponding procurement action). If WFP is unable, due to operational limitations (i.e. insecurity or lack of access), to position sufficient stock to meet the expected needs in a given location, the actual quantity of fuel allocated may be less than the quantity indicated on the Pro-Forma Invoice.
- With each Fuel Requisition Form, Service Users can only request up to 2,500 litres for each diesel and petrol (total of 5,000 litres per requisition form for both commodities), unless requesting organisations have their own storage capacity and are able to withdraw the requested quantity, greater than 2,500 litre, at one time. These cases will be addressed on an ad hoc basis.

NOTE: The Logistics Cluster established this cap in light of several instances where organisations requested significant amounts of fuel, which were kept in storage at the Logistics Cluster fuel stations for up to one year. This practice rendered stock replenishments difficult, as part of the fuel stations' capacity was used for storage purposes rather than distributions; thus preventing the Logistics Cluster to address all fuel requests received.

COST OF FUEL

Due to variations in the market price of fuel and variations in the currency exchange rates, the cost of the fuel will vary.

- The Logistics Cluster establishes the price (as shown on the PFI) based on the following elements:
 - Actual cost of fuel at the time of procurement from suppliers, in USD;
 - Logistics Cluster service cost at the time of procurement, in USD.
- In case of significant market fluctuations in the procurement price from suppliers, the Logistics Cluster will revise the selling price and communicate it to service users accordingly.

LIMITATIONS AND CONDITIONS OF SERVICES

- Only UN Agencies, International Humanitarian Organisations (i.e. IOM, IFRC, etc.), and International or National Non-Governmental Organisations (NGOs) operating in Yemen are eligible to use this service.
- WFP Fuel Storekeepers will monitor the quality of fuel held in storage at each distribution location, and WFP Procurement will make appropriate arrangements with suppliers to ensure the quality of fuel provided. Any issues with fuel quality should be reported to the Logistics Cluster Coordinator.
- Storage of fuel will result in losses due to evaporation. To prevent these operational losses, the Logistics Cluster applies the following:
 - o Service Users will have 7 days to collect the total actual quantity of fuel allocated to them from the moment that payment is confirmed. This measure will also allow the Logistics Cluster to replenish the stocks regularly, without penalizing other service users.
 - o Service Users will be notified regularly notified by the Logistics Cluster of the status of any fuel they have remaining in storage.
- WFP assumes no responsibility for storage or transportation and/ or any loss or damage to the goods carried. WFP undertakes the provision of services in good faith and will ensure that the services are carried out with due diligence.