



**TENDER SPECIFICATION FOR
REMOVAL OF DECEASED ON BEHALF OF [REDACTED]
[REDACTED]**

**PROACTIS SUPPLIER PORTAL REFERENCE
REQD1000749**

SECTION 4 OF TENDER PACK

**TENDER FOR THE PROVISION OF REMOVAL OF DECEASED ON
BEHALF OF [REDACTED]**

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SECTION 1 – INFORMATION

1. Background and Context

- 1.1 [REDACTED] covers the four unitary authorities of [REDACTED], [REDACTED], [REDACTED] and [REDACTED]. [REDACTED] is the lead local authority supporting the administration, court service and public mortuary for HM Senior Coroner.
- 1.2 The area has a population of just over 1 million and comprises of approximately 454,000 households located across an area of 133,244 hectares. [REDACTED] is the largest urban area in the [REDACTED] with a population of approximately 441,300 and is located centrally within the [REDACTED]. The city is complemented by the other strategically significant cities and towns of the [REDACTED] (population 90,000) and [REDACTED] (population 80,000). Beyond these principal urban areas lie the market towns of [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], and [REDACTED], with many villages set in rural surroundings and the coastal towns of [REDACTED] and [REDACTED]. [REDACTED] illustrates the [REDACTED]'s jurisdiction within the four local authority boundaries.
- 1.3. This area provides a gateway to both the [REDACTED] and [REDACTED]. The [REDACTED] connects [REDACTED] and the [REDACTED] to [REDACTED] and [REDACTED], as well as the major urban areas of [REDACTED], [REDACTED], [REDACTED], [REDACTED] and [REDACTED]; whereas the [REDACTED] connects the area to [REDACTED] in the North and [REDACTED] in the [REDACTED]. The [REDACTED] also benefits from good transport links through mainline railway services, [REDACTED] and the [REDACTED].
- 1.4 The economy of the area has a diverse economic base with particular strengths in aerospace; creative industries; environmental industries; silicon design and microelectronics; finance; and tourism. [REDACTED] is a significant 'heavy industry' business area with specific and potentially hazardous industrial units. The jurisdiction is also home to a number of internationally renowned businesses. The area hosts a wealth of Small and Medium sized Enterprises (SMEs), which play a significant role within the local economy.
- 1.5 There are a number of prisons within the jurisdiction, including:
- [REDACTED]
 - [REDACTED]
 - [REDACTED]

- [REDACTED]

1.6 There are significant hospitals within the jurisdiction, including:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

These hospitals have a wide catchment beyond the boundaries of the local authorities, especially where there are specialisms such as burns units and head injury/trauma units.

In addition to the major hospitals in the area, there are numerous, smaller 'cottage' hospitals dotted around the district, including:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

1.7 [REDACTED] legal services division: Statutory Services is responsible for providing the support for the Coroner's service across [REDACTED]. [REDACTED] is a Judicial Officer whose costs are met by the local authorities which lie within the coronial area. In many areas there is a split in responsibility for work to support the Coroner between the Police service and the local authority, and this is the case within [REDACTED]. In certain cases when there is a sudden or unexplained death it is the responsibility of the Coroner to examine the cause of death. It is also the Coroner's responsibility to remove bodies from the place of death. There are two main categories i) hospital deaths and ii) deaths in the community.

1.8 All [REDACTED] referred deaths will need to be removed from either the hospital or the community to the public mortuary at [REDACTED] pending post mortem examination. The exception will, in general, be inpatient deaths at [REDACTED]. Given the size of the [REDACTED] area there may, on

occasion, be the need to transport the deceased to another mortuary either within the jurisdiction (for instance [REDACTED]) or with our additional business contingency partner in Gloucester. A further exception could be to transport deceased children to specialist units, such as the one at [REDACTED]. HM Senior Coroner, a Coroner's Officer or a Police Officer (Forensic section or Emergency Control) will instruct an undertaker and make such arrangements for deceased in the care of the Coroner.

1.9 Community deaths can occur in all sorts of locations across the jurisdiction, and recovery and collection of the deceased could involve areas such as airports, motorways, woods, rivers, inaccessible sites (as well as homes, flats etc). The deceased could be in many different conditions, with some circumstances leading to horrific injuries to individuals; therefore, it is necessary for contractors to be aware of, and manage, conditions such as bodies which have started the decomposition process, bodies found in water, bodies with extensive bleeding, bodies with catastrophic injuries, and fragmented bodies. Deceased will be from across society, including all ages - from babies to the elderly. All necessary equipment to recover such bodies safely will need to be provided by the contractor. The police do not always remain present at the scene of a death until the contractor arrives.

1.10 This tender is for the provision of Removals of Deceased within [REDACTED] district, covering the four local authority areas described in 1.1. [REDACTED] and [REDACTED] have considered splitting the area geographically and looking at rural/city splits, however, for a variety of pricing, quality, consistency and management points of view (such as a single point of contact for all stakeholders), the contract is being let as a whole. Tender submissions are invited from properly interested parties from appropriate professions, including national and local companies or individuals or organisations/individuals working as part of a consortium - however there will need to be a named lead company or organisation (i.e. single point of contact) for co-ordination, administration and mobilisation purposes.

1.11 The key contact within the Council will be an operational manager within the Coroner Service. [REDACTED] constabulary is a key stakeholder in the Coroner service.

2. Payments

2.1 The Council is trading online using [REDACTED] and [REDACTED] through which information is exchanged including orders and invoices. The Contractor must co-operate during the Contract term with the Council in using and developing these systems. The Council operates a strict no Purchase Order No Pay policy.

3. Health & Safety

- 3.1 The Contractor must advise their employees, carriers or agents about their responsibility for observing health and safety policies and ensure that all relevant law, rules and procedures concerning fire, health and safety are met.

SECTION 2 – SPECIFICATION

1. General

- 1.1 This specification should be read in conjunction with the Information and Instructions to Tenderers, Price Schedule, Conditions and other sections of the tender including Section 1 Background and Context.
- 1.2 If it is necessary for some parts of the Contract to be sub-contracted then the Contractor shall inform the City Council of it's preferred sub-contractor(s), and subject to Council agreement, ensure that any sub-contractors comply with and perform in accordance with this Contract.

2. Service Specification and Pricing

2.1 The Service: What and Where?

Scope 1: The contractor is required to undertake the movement of deceased in the care of HM Senior Coroner from the place of death (including hospitals, prisons and within the community) across the entire [REDACTED] jurisdiction as detailed in 1.1 and 1.2 in Section 1 above and as attached in the map:

[REDACTED] to the public mortuary at [REDACTED].

Scope 2: The contractor could, from time to time, be required to transport deceased children to specialist units such as [REDACTED]. Deceased could need to be transported to other mortuaries outside the area (i.e. [REDACTED] mortuary – our additional contingency site – or within area to the [REDACTED]).

Scope 3: The contractor will be required to support the Council in the case of mass fatalities or other disaster victim identification (DVI) work. It must be noted that HM Senior Coroner may direct the contractor to any mortuary.

2.2 The Service: When?

Contract service coverage is required 24 hours a day, 7 days a week and 52 weeks of the year, without exception and including bank holidays. Business continuity plans are required to mitigate any adverse conditions such as weather disruption (floods and snow for instance) or other potential service disruption (fuel shortage, flu pandemic leading to staff shortage, etc). Direction and contact for removal and movement of the deceased will come from a number of approved sources/personnel such as HM Senior Coroner, HM Coroner's Officers, HM Coroner support staff, Police emergency control room operators, Police forensic officers.

The contract service level for the collection of the deceased for movement is required to be within 1 hour for a forensic and 1.5 hours for a death anywhere within the community and when notified of a prison or hospital death. It is accepted that access to hospitals could be limited out of core business hours; however arrangements must be made to ensure collection upon the next available opening of the facility. Key performance indicators will take into consideration such times when it is not possible to collect bodies due to, for instance, hospitals not being open. Exceptions in timeliness of collection could also occur within the process of a police investigation. Recording of collection times from the place of death and delivery times of the deceased to the mortuary is required to ensure appropriate service levels are adhered to (See Key Performance Indicators in Section [] below).

The timeliness of the whole after death process, considering the family at the centre of service delivery, is a high priority for the HM Senior Coroner and her whole service. The importance of transporting the deceased to the mortuary in a timely way, to complete any further required work such as post mortem, is part of an overall commitment to keep to a minimum the time prior to release back to properly interested parties, such as families. For environmental considerations, the movement of the deceased in the care of the Coroner must be utilising the shortest routes to any mortuary, where practicable.

2.3 The Service: How?

The contractor shall, at their own expense, provide and maintain any necessary vehicles, equipment and materials as may be necessary to carry out the collection of the deceased. Equipment and vehicles must be secure, clean/disinfected and properly handled. Any vehicle used in the performance of the contract must be suitable, fit for purpose, appropriately insured, and not carry inappropriate materials, equipment or passengers. The vehicles must be regularly serviced and maintained as appropriate. It must bear no markings (Private ambulance is permitted), no advertisements or other feature to identify the name of the contractor. The Council may inspect at any time, without prior notice to the Contractor, any vehicle and equipment used in the pursuance of this contract for the purpose of inspecting the condition and fit for purpose of the equipment or vehicle. Any occasions where multiple collections are undertaken from a scene or a building requires effective and accurate identification of the deceased, and extra vigilance. Clear working procedures must be maintained and adhered to at all times and reviewed to cover business as usual. Specific working procedures

are required for any exceptions such as high risk (e.g. infectious or chemical) collections.

2.4 The Service: Who?

Contractors are required to be members of a professional association (e.g. British Institute of Funeral Directors or equivalent). Under exceptional circumstances, the Council reserves the right to offer a contract to an established provider who is not a member of an equivalent professional association, but has a proven track record of quality service and customer care. Operational review and contract management meetings will need to take place with managers from the Council and the single point of contact from the contractor every quarter to review Key Performance Indicators, working practices, and to address any potential noncompliance or complaints.

2.5 The contractor will employ sufficient and qualified persons to ensure all services are provided at all times and in all respects in accordance with the background and context, specification and terms and conditions of the contract. There must be two attending staff at all times. Attending staff must receive suitable training to carry out their duties; in general health and safety at work, and in specific, manual handling skills relating to removal of the deceased. Training and induction into specific requirements of the police service and the Coroner service is mandatory to ensure full understanding of core documentation and due process. Dates for such inductions to be discussed on award of the contract. Changes in legislation will require continuous updates with training. For instance the potential impact in process if the introduction of Medical Examiners takes place and its impact on death certification.

2.6 Coroner's Removal teams will have autonomous access 24/7 into the Body Reception area of [REDACTED] Public Mortuary for admitting deceased. Such access will be by means of electronic photo ID, with each entry/exit being logged and monitored by [REDACTED] Security Services. The Body Reception area is covered by continually recording CCTV. Electronic Photo IDs will be provided by [REDACTED].

2.7 [REDACTED] Public Mortuary is routinely staffed between 07:00 and 16:00 Monday to Friday and, therefore, will be unmanned outside of these times.

2.8 When Coroner's Removal Teams attend [REDACTED] Public Mortuary for the purpose of collecting deceased **on behalf of their own company**, they will be subject to the same restricted collection times as other companies (07:30-12:00 and 12:30-14:30).

15. Fully appreciate, have training in, and sign a confidentiality agreement ensuring that no details about any collection, any deceased or any case is discussed at any point within a private or public domain
16. Fully understand the key details of the contract and the key performance indicators, including timescales and shortest distances
17. Be trained in core police and Coroner service work, including key documentation and updated on legislative changes.
18. Be offered, and accept, counselling and support at regular intervals, ensuring their health and wellbeing.

2.10 The prices submitted at tender stage will apply for the term of the contract.

Although such instances are expected to be rare, any additional charges over and above the core contract work must be agreed in advance by the Coroner's representative.

3. Orders

- 3.1 Goods and Services shall only be provided upon receipt of an Order which will be via an online ordering system.
- 3.2 Orders will be deemed to have been received on the same day for Orders placed electronically (including facsimile) up to 4.00 pm or the next working day if placed after 4.00 pm.

4. Management Reports

- 4.1 The Contractor shall give free and unhindered access to all information and documents relating in any way to the Contract on request by the Council's Representative.
- 4.2 The Contractor shall submit management information as and when requested by the Council ready for the quarterly contract management meetings.
- 4.3 The Contractor shall supply as a minimum the following reports:
 - Total number of deceased moved monthly
 - A breakdown of that monthly total into hospital/community split
 - Report detailing time called, time collected, time delivered per trip – split into routine or forensic cases
 - Issues report
 - Complaints log

5. Key Performance Indicators

5.1 The following Key Performance Indicators apply to the Contract:

Key Performance Indicator	Customer Service Measure	Performance/ Information Required
Implementation	Contractor to follow agreed implementation plan.	100% performance Provide data of progress in accordance with agreed implementation plan
Management Information	Management information required as outlined in the Contract documents	100% performance Management reports provided
Issue Resolution	Professional and efficient handling of any complaints	100% Performance Complaints dealt with within timescales of Complaints Policy
Service Delivery	Collection within 1 hour for forensic cases Collection within 1.5 hours for all other cases	Detailed report (see 4.3 above)

6. Quality

- 6.1 The Contractor shall meet or exceed the standards of the Key Performance Indicators (section 5 above).
- 6.2 The Contractor shall have a clear written procedure for handling complaints and dealing with Customer service queries in accordance with the KPIs (section 5 above) and shall investigate and resolve any complaint and queries in accordance with the timescales in that procedure.
- 6.3 The Contractor shall ensure good communications are on-going between quarterly meetings.

7. Equalities

- 7.1 The Council will need to satisfy itself that bidders have got relevant arrangements in place to comply with legislation and help the Council meet its Equalities obligations.

8. Sustainability and Environmental Issues

8.1 The Council will need to satisfy itself that bidders have got relevant arrangements in place to comply with legislation and help the Council meet its sustainability objectives

9. Contract Reviews

9.1 Programmed meetings will be held to an agreed schedule after commencement of the Contract between the Contractor's Representative and the Council's Representative. In addition to these an initial implementation meeting will take place when the Contract has been awarded. .

10. Marketing

10.1 The Contractor must not market their services directly within the Council's establishments without the express agreement of the relevant Council Representative.

11. Data Protection

11.1 Contractors are expected to comply with all aspects of the Data Protection Act.