

Tender Specification – Funeral Service Provision

## Lot 1. York & Lot 2. Scarborough

## York and Scarborough Teaching Hospitals NHS Foundation Trust

## OJEU Number: 008384

## The Authority Reference Number: ML/23/1528

SPECIFICATION

This Specification and the bidder’s responses will form part of the Contract between the Authority and Providers.

The funeral service provision is for the York and Scarborough Teaching Hospitals NHS Foundation Trust, which may include bodies from local community hospitals being stored on behalf of the Authority at approved specified local undertakers and not on community sites.

The underlying ethos behind the contract between the Authority and Funeral Director is the same standard of service is offered to that of a private funeral throughout the whole process. The same level of service will be expected unless the provider identifies those areas where this will not be the case.

1. **SCOPE OF TENDER**
   1. The service provision will be divided into hospital sites (Lots) as detailed below.

|  |  |  |
| --- | --- | --- |
|  | **LOT 1 – York** | **LOT 2 - Scarborough** |
| **Available Sites** | York Hospital  Wigginton Road  York  North Yorkshire  YO31 8HE | Scarborough Hospital  Scalby Road  Scarborough  North Yorkshire  YO12 6QL |
| **Target date of commencement** | **1 December 2023** | **1 December 2023** |

* 1. The Authority reserves the right to appoint one main Provider or to appoint a single Provider

for each Lot.

* 1. Providers can bid for either or both lots and are required to provide a bid for each lot they wish to be evaluated for.
  2. Each Lot will be evaluated separately and awarded to the Provider offering the most advantageous offer to the Authority.
  3. If you wish to bid for one or both lots but on evaluation, you only secure a single Lot, then you will be required to provide the service for the Lot secured at the original price quoted.

1. **CONTRACT DURATION AND COMMENCEMENT**
   1. The contract for the funeral service provision is anticipated to commence on **1 December 2023** for a period of 2 years with 2 further optional extensions of 1 year each. The contract duration will not exceed 4 years.
   2. These arrangements will be terminable by the Authority on 3 months’ notice; the Authority will not be liable for any break charges or any other charges.
2. **TERMINATION**
   1. In the event of either party wishing to terminate or not renew the agreement for the provision of funeral services, a period of 3 months’ notice must be given.
   2. In the event of a Serious Untoward Incident (SUI) the service would be suspended with immediate effect.
   3. The provider is strongly advised to read the standard NHS Terms and Conditions of the contract prior to submitting their tender responses. <https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services>
3. **SERVICE SUMMARY**
   1. The Authority requires the provision of Funeral services, to include removal and storage of deceased patients from the aforementioned Authority sites specified or other requested locations.
   2. The contract shall cover the provision of Funeral Services as required by the Authority. The sites participating in the Contract may change pending any future reviews of the status of these sites. The Provider will be advised in advance of any changes.
   3. The Provider will perform the contract in accordance with the ‘Code of Practice’, of ‘The National Association of Funeral Directors’ (NAFD) or The National Society of Allied and Independent Funeral Directors (SAIF).
   4. In addition, this contract will also include funerals for stillbirths, including pregnancy loss pre-24 weeks gestation and early neonatal deaths.
   5. Transportation for post-mortems will also be required within 48hrs of notification.
   6. The Provider of this service shall be required to supply high-quality, compassionate funeral services, removal, and storage of deceased patients from the hospital site or other requested location.
   7. Access to the provision of this service in exceptional circumstances may be required 24 hours a day, 7 days per week 365 days per year/ Weekend/ Bank Hols within 3 hours of notification.
   8. Transporting the deceased from the Mortuary within 24 hours of notification and holding them in their undertakers/Funeral Directors’ facility until the families of the deceased make final arrangements.
   9. Transport from other Authority sites as required.
   10. Due to the sensitive nature of this service, there may be time-constrained situations where no other suitable solutions are available. Therefore, the availability, punctuality, flexibility, and reliability of these services are essential to this contract.
   11. Please note that this specification outlines services for a cremation which will be the norm. However, exceptions must be provided when required.
4. **ANNUAL ESTIMATED ACTIVITY LEVELS**
   1. Funeral Services are arranged in accordance with the needs of the Authority and, therefore, demand may vary substantially. **The following details are based on an average of the last 3 years of activity for the Authority and are approximate. The Authority shall not be bound by such estimates:**

|  |  |  |
| --- | --- | --- |
|  | **LOT 1 – York** | **LOT 2 - Scarborough** |
| **Adult Funerals** | 20 | 10 |
| **Baby Funerals (including stillbirths, pregnancy loss, pre-24 weeks gestation, and early neonatal deaths)** | 50 | 25 |
| **Post Mortem (normally to Leeds – for pregnancy loss pre-24 weeks gestation, stillbirths, and early neonatal deaths)** | 50 | 20 |

1. **MANDATORY REQUIREMENTS**

It is not expected for bidders to have these in place whilst bidding for the tender, these requirements will however become a condition of the contract and it is expected for the winning bidder to have them in place by the contract start date.

* 1. The Provider must have employers’ liability insurance.
  2. The Provider must have public liability insurance.
  3. The Provider must have professional indemnity insurance (to cover their own).
  4. This service contract is to be provided by a provider who is/are member(s) of a registered funeral-associated professional affiliation.

1. **SERVICE SPECIFICATION – MAIN DUTIES AND RESPONSIBILITIES**

The Authority requires the Provider to offer a highly professional, quality, compassionate, and sensitive service to Authority.

**The Provider must:**

* 1. Due to the nature of the service, it is essential the Provider and their personnel must:
     1. Possess excellent communication, compassion, listening, and people skills
     2. Have a dignified, respectful, and serious manner
     3. Be extremely well presented in their attire
     4. Be understanding and accepting of different religious and cultural beliefs
     5. Have a flexible, approachable manner
     6. Have the emotional strength to cope with other people’s distress

1. **RESPONSE TIMES**
   1. On the request of the Authority for initiating a funeral, a response within the same working day is required.
   2. Communication between the Authority and the Provider will be required until the completion of the funeral.
   3. The Provider’s Lead contact, or a deputy as detailed in the offer schedule, must be contactable between the hours of 9 am – 5 pm Monday to Friday.
   4. On receipt of a request, the Provider must be at the requested destination for collection within 24 hours timeframe.
   5. The Provider should advise the Authority’s authorized officer of any known delays due to traffic problems.
2. **SERVICES TO BE PROVIDED BY THE PROVIDER** 
   1. It is expected that the same level of service is given for a hospital funeral as to any other funeral including the same number of bearers offered as to any other client.
   2. Family/Bereavement staff are to be able to pick a suitable time for the service for all i.e., not just the first appointment of the day.
   3. Family to be able to view the deceased, if appropriate, at the funeral director’s chapel of rest as often as they would like should they wish to. Chapel visits between 9 am and 5 pm on a weekend unless otherwise arranged with the funeral director.
   4. The Provider is to provide timely transport for the officiating authorized person (if appropriate a Hospital Chaplain) to and from the hospital and place of the funeral.
   5. In exceptional circumstances, if the deceased relatives request interment, this can include but is not limited to, a cemetery near the deceased’s residency, i.e., a Selby family may wish to bury their child in a local cemetery. This can only be within the Trust’s radius.
   6. Cremated remains pertaining to stillbirths, including pregnancy loss pre-24 weeks gestation and early neonatal deaths, child, or adult cremation) must be stored in an appropriate and secure receptacle, to be held by the Provider.
3. **PROVISION OF CHAPEL OF REST AND VIEWING FACILITIES**
   1. A Chapel of Rest and viewing facilities must be made available for families. Times for the family to visit are to be mutually agreeable.
   2. The chapel shall be suitably furnished throughout with the coffin placed on a bier or trestles.
   3. For babies or young children, a suitable moses basket/cot should be available.

1. **ARRANGEMENTS ON THE DAY OF THE FUNERAL**
   1. The Provider shall be responsible for ensuring that the funeral, as agreed with the client, is carried out punctually and with due care and attention to detail.
2. **MORTEM TRANSPORT (USUALLY TO LEEDS)**
   1. As required transport for post-mortems must be provided. Only one adult to be transported at any one time, however for pregnancy loss pre 24 weeks gestation, stillbirths and early neonatal deaths more than one baby can be transported. This is to be charged per journey not per number of deceased.
   2. Provision for patients deemed to be bariatric must be available.
   3. Transportation for post-mortems will also be required within 48hrs of notification.
3. **PROCEDURES TO FOLLOW FOR THE REMOVAL OF BODIES**
   1. Ensure location of body prior to collection – if in doubt report to reception.
   2. Must use stacking trolley.
   3. Transfer of body to own refrigeration after collection.
   4. Report to named person on arrival – do not attempt to remove a body before doing so.
   5. Collection of a body must be completed in a timely manner of the request being made from the hospital.
   6. A minimum number of two staff should be provided to carry out this service.
   7. Please refer to the HSE regulations on "Controlling the risks of infection at work from human remains" when handling the deceased.
   8. **Important note:** Bodies from community hospitals may be stored on behalf of the Authority at approved specified local undertakers, and not on the community sites.
4. **CLOTHING / OTHER PROPERTY**
   1. It is to be understood, that it is acceptable for the deceased to be dressed in their own clothing, where this has been their wish, or is the preference of family members/next of kin. Where cremation is taking place, it is understood that certain materials will not be acceptable, to comply with regulations, however, this is to be discussed on an individual basis, and every effort is to be made, for the deceased /deceased families wishes, to be honoured.
   2. It is the responsibility of the bidder to operate in accordance with HSE regulations on controlling the risks of infection at work from human remains.
5. **ADULT FUNERAL**
   1. The Authority will offer a standard package which includes the services provided by the funeral director. This will include the cost of:
      1. Cremation fees or interment fees, (as appropriate),
      2. The coffin,
      3. The authorised person to officiate at the funeral (if appropriate a Hospital Chaplain)
      4. Hearse to transport the deceased from the funeral directors to the place of the funeral.
      5. If an interment is appropriate, then a graveside or small chapel service only will be provided.
   2. Please note this service is only carried out if there is no known next of kin or the Authority understands that the family are unable to pay for the funeral themselves.
6. **BABY FUNERAL**
   1. The Authority will offer a standard package which includes the services provided by the funeral director. This will include the cost of:
      1. Cremation fees or interment fees, (as appropriate),
      2. The coffin,
      3. The authorised person to officiate at the funeral (if appropriate a Hospital Chaplain)
      4. Hearsette or suitable approved vehicle to transport the deceased from the funeral directors to the place of service.
   2. Where the funeral is for stillbirths, including pregnancy loss pre-24 weeks gestation and early neonatal deaths, paper petals are to be offered to families as an alternative to soil for scattering over the coffin.

**The family or those organising the funeral would be expected to pay for additional costs such as the following:**

* Flowers
* Private plots
* Additional cars for mourners
* Headstones or memorial plagues
* Church services

1. **COFFIN SPECIFICATION**
   1. Timber
      1. To be not less than ¾” finished thickness, good sound timber suitable for the purpose, free from shakes and knots.
      2. All outer surfaces are to be well rubbed off with glass paper and left perfectly smooth. The finish is to be stained and waxed or polished.
      3. The Coffin is to be strongly constructed, with nail heads punched in and stopped. The Inside is to be properly sealed and watertight.
      4. Suitable mouldings to be less 1.25” to be provided around lid and bottom.
   2. Interior Furnishing
      1. The interior of the coffin to be furnished as follows:
      2. To be lined with domette or bleached calico, furnished with combined mattress and pillow, face clothe and gown.
   3. Exterior Furnishing
      1. The exterior furnishings of the coffin to be as follows:
      2. Three pairs of good quality grips or rings, with rear plate or rose, to be strongly affixed two on each side of coffin, and one each at head and foot ends. Breastplate to be 10” x 6” and suitably inscribed. Coffin to be secured with at least six matching coffin screws, or alternatively, with the same number of countersunk screws surmounted with matching caps or wreath holders.
   4. Coffins for those up to 1 year (stillbirths, including pregnancy loss pre-24 weeks gestation and early neonatal deaths)
      1. In place of the finish specified above, an appropriate size coffin should have a white exterior and have a complete covering of white swansdown inside. The exterior furnishings are to consist of two pairs of grips or rings with rear plate or rose. The breastplate to be 8” x 6” suitably inscribed.
   5. Coffins for those up to 6 years
      1. In place of the finish specified above, the coffin should have a white exterior and have a complete covering of white swansdown inside. The exterior furnishings are to consist of two pairs of grips or rings with rear plate or rose. The breastplate to be 8” x 6” suitably inscribed.
2. **VEHICLES**
   1. The Provider shall hold licenses for, and provide:
      1. A private ambulance for transportation (to include bariatric solution)
      2. Provide a modern glass-sided motor hearse which will be identical in all aspects to those used on funeral outside the contract.
      3. Provide a Hearsette or approved modified vehicle for baby funerals which will be identical in all aspects to those used on funerals outside the contract.
      4. The hearse, hearsette and car for mourner and all vehicles supplied shall be maintained to the highest standards of cleanliness and mechanical reliability.
      5. The Provider shall in the event of a breakdown of a vehicle allocated for a journey to be undertaken on behalf of the Authority, supply an equivalent replacement vehicle at no additional cost.
      6. All vehicles used in conjunction with the contract need to be maintained in a presentable, safe roadworthy and clean condition.
      7. Vehicles must not be used for the transportation of any other provision whilst being used on the Authorities specified business.
      8. Access to the vehicles for the purposes of inspection of the vehicle must be provided for the Authority’ Authorised Officer, as and when required. Any costs incurred for such inspections to be met by the Provider. Such inspections shall not be taken by the Provider as being an approval or guarantee of road worthiness.
3. **POLICIES AND PROCEDURES**
   1. The Provider shall allow for complying with the following Authority policies and procedures, not limited to:
      1. Control of Infection
      2. Health and Safety Policy; Accidents at Work including Smoking and
      3. First Aid
      4. Fire Procedures
      5. Major Incident Procedure
      6. Bomb Alert Procedure
      7. Car Parking
      8. Disinfection Policy
      9. COSHH
      10. Healthy Workplace Strategy
      11. Hepatitis Advisory Group – Guidelines for the Care of Patients with
      12. Hepatitis B, Virus Inspection, November 1989
      13. UK Health Department – AIDS – HIV Infected Health Care Workers,
      14. December 1991
      15. Policy for Handling Media Enquiries
      16. Control of Pesticides Regulations 1986
      17. Control of Pollution Act 1974 (Prevention of Pollution of Water)
      18. Caldicott Report on confidentiality
      19. Inclusivity / Equalities Policy
      20. Any relevant statutory legislation
   2. In some instances, the Authority may have their own procedures and the Provider will be expected to comply with these so far as they affect sites to which they are applicable. The Provider should contact the Authority Authorised Officer for guidance. This list is not necessarily exhaustive. The Authority will, as soon as is reasonably practical, provide to the successful Provider copies of all relevant policies, rules, procedures or standards. The Authority will throughout the contract period ensure that any changes in such documents made from time to time are brought to the attention of the Provider.
4. **RISK MANAGEMENT**
   1. The Provider must give a commitment to train their personnel and ensure they adhere to the procedure and policies.
   2. The Provider must report any accidents, incidents or spillages whilst carrying out a requirement the Authority to the Authorised Officer(s).
   3. The Provider must provide a copy of their Health & Safety policy and any risk assessments, safe systems of work, staff training procedures, safety rules or similar, if requested.
      1. Please include within your submission copies of the following
      2. Recruitment/selection policy process
      3. Operating Licence’s
      4. Health & Safety (including but not limited) Lift Operation and Lifting Equipment regulations
      5. Complaints procedure
5. **COMPLAINTS**
   1. The Provider will inform the ‘Authorised Officer’ verbally within 24 hours of being made aware. The Provider should submit any formal complaints in writing, in relation to this contract to the Authorised Officer within reasonable time of the issue arising.
   2. In order to facilitate the investigation of complaints from service users the provider must provide upon request written details of each requirement for the past 3 years.
   3. Any complaints received by the Provider from the Authority regarding service or elements of service being provided must be replied to within 72 hours. Failure to do so will result in delay in invoice payment until the complaint is answered in writing to the satisfaction of the Authority Authorised Officer. The Provider must nominate a specific member of staff from his own team to deal specifically with complaints.
   4. Feedback will be received from families of the deceased, the clergy performing the service and witnesses to the service in cases where Trust employees have acted as witness.
6. **ADMINISTRATION**
   1. The Provider must only act on instructions from Authorised Officers of the Authority. The Authority will provide the Provider (at the commencement of the contract) with details of the duly Authorised Officer(s) and their contact details. No variation shall be made other than in pursuance of the request issued by a duly Authorised Officer of the Authority.
   2. *RELATING TO THE FUNERAL*
      1. The Provider shall update and communicate regularly important factors of the funeral.
7. **CONFIDENTIALITY**
   1. Providers are reminded of the absolute necessity for maintaining in strict confidence any information or knowledge which may come into their possession relating to the Authority, any of its staff and/or patient under this contract. It is the Provider’s responsibility to ensure that their employees who may be engaged on any part of the Contract are fully informed and aware of this clause.
8. **INVOICES / PAYMENT**
   1. The Provider shall provide a funeral service and arrange payment of all fees and disbursements related to the funeral. Invoice(s) should then be sent to the Authority.
   2. Invoices for the Funeral Services undertaken by each of the Hospital’s site must be submitted individually to:

York Teaching Hospitals NHS Foundation Trust

Finance Department

Tribune House

Centurion Park

Tribune Way

Clifton Moor

York

YO39 4RY

* 1. All invoices must include the following information:
* Purchase Order Number
* Date of Funeral Service
* Case Numbers of deceased
* Location of Service
* Package detail as the pricing schedule
  1. Invoices will only be paid when supported by the above details.
  2. Should the relatives and/or family, having previously requested any additional requirements over the above the contract funeral and in addition to those authorised by Authority management, they shall be duly invoiced directly for such items.

1. **STAFF**
   1. All staff employed by the Provider must be subject to a Disclosure and Barring Service (DBS) check to comply with the Authority requirements.
   2. The Provider would be expected to have completed all appropriate employment checks.
   3. All drivers, undertakers and bearers shall be dressed in black or uniformly dressed in dark grey or navy blue, to an acceptable standard in the manner normally associated with private funerals. The same standard of smart dress attire shall apply to the collection and removal of bodies from the identified locations.
   4. Behave at all times in a polite and empathic manner, in particular when dealing with bereaved relatives and friends. Act appropriately around press interest in the deceased’s movements.
   5. Ensure the deceased is, at all times, treated with care, respect and dignity, and that chosen routes of exit/access to buildings to vehicle are appropriate.
   6. Refrain from canvassing for business for themselves or any other party, including not leaving business cards.
2. **TRAINING**
   1. The Provider is responsible for ensuring that their staff are up-to-date with any qualifications, courses, statutory & mandatory training and vaccinations required to perform their duties. This includes appropriate training for any equipment or materials utilised in the provision of the service. This will be at the Providers’ own cost.
   2. All Staff to hold HSE certificates for manual handling.
3. **CONTRACT REVIEW MEETINGS**
   1. The Authority requests an initial review, 6 months after the contract period commences. Following this, the Authority and the Provider will meet up to 6 months with the ability to schedule additional meetings if any contractual issues occur.
   2. Meetings shall be essential with both parties, the Authority and the Provider to discuss the on-going service of the outsourcing activity.
   3. Monitoring will be carried out by the Authorities Authorised Officer, or a person nominated for the purpose by the Authorities Authorised Officer who will have detailed knowledge of the specification, an understanding of the required services, together with sufficient knowledge to make decisions on any necessary changes. The decision will be binding on the Provider.
   4. This may be by way of a face-to-face meeting or a teleconference.
   5. Prior notification shall be given by the Authority to manage 6 monthly review meetings.
   6. Where the Provider fails to meet these quality standards, the Authority reserve the right to enforce the following:
      1. The Provider will be notified of where any failures to achieve quality standards have occurred;
      2. Any failure to meet the defined quality standards will be discussed at the monitoring meetings and may affect and may ultimately result in the suspension or cancellation of the contract;
   7. Key Performance Indicators (KPI)’s are to be provided to the Authority by the Provider. The Provider must liaise with the Authority to ensure all required data is complete where necessary.
   8. Nominated members of the Authority may take unannounced visits to Provider’s premises.
4. **KEY PERFORAMNCE INDICATORS (KPI’S) AND SERVICE CREDIT**

**All indicators must be on par or exceed those achieved by the Authority.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Key Performance Indicators (KPIs)** | | | |
| **Measure** | **Target** | **Period** | **Remediation/Service credit** |
| Employer’s liability insurance | 100% | Annually | Termination of contract |
| Public liability insurance | 100% | Annually | Termination of contract |
| Professional indemnity insurance | 100% | Annually | Termination of contract |
| Member of a registered funeral associated professional affiliation | 100% | Annually | Termination of contract |
| Vehicle insurance | 100% | Annually | Termination of contract |
| Changes to vehicles to reported | 100% | Monthly |  |
| Random vehicle inspections | 100% | Annually |  |
| Inspection of premises:   1. Vehicle Inspection at Premises 2. Staff Records inc Disclosure and Barring Service (DBS) records of all staff 3. Staff Training Records for all staff incl 4. Staff Training Records for all staff incl qualifications, courses, statutory & mandatory training | 100% | Annually |  |
| The Funeral Director and his/her staff in attendance at the service must ensure that they are presented professionally in dress and manner | 100% | Annually |  |
| Comply with the agreed response times for responding to initial requests | 90% | 6 months | £150 |
| Comply with the agreed response times for the completing the service | 90% | 6 months | £150 |
| Regular communication with the Provider until the completion of the funeral | 90% | 6 months | £150 |
| Lead contact or Deputy to be contactable 9am – 5pm Monday to Friday | 90% | 6 months | £150 |
| Regular communication with the Provider until the completion of the funeral | 90% | 6 months | £150 |
| Complaints | <1% | 6 months | Cost incurred by the Authority |
| Failure to respond to requests | 100% | 3 months | Cost incurred by the Authority |
| Failure to consistently provide standard of service stated |  |  | Equal sum of service not provided |

***Note: Other quality measures may be introduced subject to agreement by both parties.***

1. **EXIT PLANNING**
   1. It is imperative that the providers continue to provide a highly professional, quality and compassionate service until the final day of the contract.
   2. If a contract funeral has been arranged prior to the final contract date, and the funeral will take place up to and including 4 weeks after the final contract date; it will be a requirement of the provider to fulfil this funeral.
   3. The supplier shall produce and maintain arrangements which set out the methodology for achieving an orderly transition of these services from the supplier to the Authority or a replacement supplier on the expiry or termination of this Contract.
   4. As a minimum the arrangements will include:
      1. A detailed description of how the services will be ceased and transferred to the Authority or a replacement supplier;
      2. Details of the management structure to be employed to effectively transfer the services;
      3. Details of how relevant knowledge will be transferred;
      4. Details of any assets and/or contracts (if any) which may be available for transfer upon transfer or termination.
   5. The supplier is required to maintain and update the arrangements to reflect any changes in the services and other matters necessary to ensure that the replacement supplier is able to implement the arrangements at any time.
   6. The supplier shall provide such support and assistance as required in order to achieve a smooth transfer of the services to the Authority or a replacement supplier as specified by the Authority at any time prior to, or within 90 days following, the occurrence of termination or expiry of the Contract.
2. **ADDITIONAL REQUIREMENTS FOR LOT 1 - YORK**
   1. There are no additional requirements for York.
3. **ADDITIONAL REQUIREMENTS FOR LOT 2 - SCARBOROUGH**
   1. The contract will also include the transport of pre 14 weeks from Scarborough Hospital Mortuary to Woodlands Crematorium, Scarborough on the first Thursday of each month in a sealed white, small “baby” cardboard coffin. The coffin will be delivered using a dignified Hearse or Hearsette.

# Criteria – Scored Questions: technical and quality evaluation (worth 80% overall)

Please respond to the Technical and Quality Questions by completing Appendix A – Technical and Quality Questionnaire.



If you need a copy of the Questionnaire, please reach out to [mike.li@nhs.net](mailto:mike.li@nhs.net) via email.

The technical evaluation will be scored in accordance with the table below:

|  |  |  |
| --- | --- | --- |
| **Grade label** | **Grade** | **Definition of Grade** |
| Unacceptable | 0 | The proposal completely fails to meet the required standard or does not provide an answer |
| Weak | 1 | The proposal significantly fails to meet the standards required, contains significant shortcomings or is inconsistent with other aspects of the Tender |
| Satisfactory | 2 | The proposal meets the required standard in most material respects but is lacking or inconsistent in others |
| Good | 3 | The proposal meets the required standard in all material respects |

**Scored questions:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Section** | **Section weighting (%)** | **Question no.** | **Question** | **Weighting** |
| **Pass / Fail** | **Pass / Fail** |  | | |
| Member Association | Pass / Fail | PF1 | Members of a registered funeral-associated professional affiliation. | Fail if not a member |
|  | | | | |
| **LOCATION** | FOR INFORMATION | LO1 | Lot 1 only - Please indicate if you are tendering for Lot 1 - York | Yes / No |
| LO2 | Lot 2 only - Please indicate if you are tendering for Lot 2 - Scarborough | Yes / No |
| **HUMANITARIAN, COMPASSION & PROFESSIONALISM** | 9% | **HCP1\*** | Please describe your Full Funeral attire policy for uniformed staff and provide a copy of your policy. The information provided is not limited to funeral on the day and collection of deceased. | 40 |
| **HCP2\*** | Describe how you identify the bereaved needs and what support do you offer? | 50 |
| **SECTION TOTAL** | | | | 90 |
| **SECTION TOTAL AFTER WEIGHTING** | | | | **9%** |
| **PREMISES, VEHICLES, APPEARANCE** | 15% | **PVA1\*** | How do you ensure your vehicles are cleaned after each use? | 30 |
| PVA2 | Demonstrate your vehicles are road worthy. The information provided is not limited to MOT, service history. | 30 |
| **PVA3\*** | Please describe your policies /procedures for maintaining a high standard of cleanliness of your viewing rooms. | 30 |
| **PVA4\*** | Please describe your policies /procedures for maintaining a high standard of decoration of your viewing rooms. | 30 |
| PVA5 | Please describe how you ensure staff act in a professional manner. | 30 |
| **SECTION TOTAL** | | | | 150 |
| **SECTION TOTAL AFTER WEIGHTING** | | | | **15%** |
| **QUALITY & RELIBILITY** | 23% | **QAR1\*** | Describe how you will communicate with the Bereavement Services when organising a funeral. | 40 |
| **QAR2\*** | Please describe your experience processes you would implement in order to manage and support the cremation/ babies, still births, etc. | 30 |
| QAR3 | Describe how you will be able to cope with service demand (especially at busy times) | 30 |
| QAR4 | Describe details of the staffing resource available to cope with service level demand (especially at busy times). | 30 |
| **QAR5\*** | Please describe any special equipment/facilities do you have to provide individual funerals for babies from 14 weeks gestation up to six weeks of age? | 30 |
| QAR6 | Please demonstrate your track record of providing a high-quality funeral service for all. | 40 |
| QAR7 | Please demonstrate that you complete all the necessary employment checks. | 30 |
| **SECTION TOTAL** | | | | 230 |
| **SECTION TOTAL AFTER WEIGHTING** | | | | **23%** |
| **FLEXIBILITY OF SERVICE** | 9% | FOS1 | Please describe how you would accommodate a willingness to change plans to suit relatives and options for time of service. | 30 |
| **FOS2\*** | Please describe how you would respond to a short notice request. | 30 |
| FOS3 | Please describe your flexibility to allow visits to the Chapel of Rest. | 30 |
| **SECTION TOTAL** | | | | 90 |
| **SECTION TOTAL AFTER WEIGHTING** | | | | **9%** |
| **TRAINING** | 7% | TRA1 | Please provide a brief description of how you train, supervise, and monitor your staff to ensure their ongoing competence in their roles. | 30 |
| **TRA2\*** | Please provide details of statutory and mandatory training and compliance. The information provided but not limited to is a document with details of staff, statutory and mandatory training and the relevant training required. | 30 |
| TRA3 | Please provide details of your induction process. | 10 |
| **SECTION TOTAL** | | | | 70 |
| **SECTION TOTAL AFTER WEIGHTING** | | | | **7%** |
| **KEY PERFORMANCE INDICATORS AND SERVICE CREDITS** | 4% | KPI1 | If successful, you would be held to the KPIs listed in the attached specification document. Please detail how you would monitor and demonstrate your performance against these KPIs. | 40 |
| **SECTION TOTAL** | | | | 40 |
| **SECTION TOTAL AFTER WEIGHTING** | | | | **4%** |
| **EXIT PLANNING** | 3% | EPL1 | Describe your exit plan. | 30 |
| **SECTION TOTAL** | | | | 30 |
| **SECTION TOTAL AFTER WEIGHTING** | | | | **3%** |
| **POLICIES AND PROCEDURES** | **INFORMATION** | PAP1 | Please provide a copy of your policies and procedures. | INFORMATION |
| **SECTION TOTAL** | | | | 0 |
| **SECTION TOTAL AFTER WEIGHTING** | | | | **INFORMATION** |
| **SOCIAL VALUE AND NET ZERO** | 10% | SVNZ1 | How will you actively engage with the support local communities, such as through partnerships with charitable organisations or initiatives focused on bereavement support? | 2.5 |
| SVNZ2 | What steps will your funeral service take to promote emotional well-being and provide comprehensive grief support for bereaved individuals and their families throughout the funeral process and beyond? | 2.5 |
| SVNZ3a | What measures will you take to ensure environmental sustainability and minimise its carbon footprint? | 2.5 |
| SVNZ3b | How will this be measured? | 2.5 |
| **SECTION TOTAL** | | | | 10 |
| **SECTION TOTAL AFTER WEIGHTING** | | | | **10%** |
|  | | | | |
| **TOTAL OVERALL QUALITY SECTION AFTER WEIGHTING** | | | |  |
| **PRICE SCORE (Max 20%)** | | | |
| **OVERALL SCORE** | | | |

**PLEASE NOTE: As part of the Tender process, a dedicated evaluation panel may conduct an on-site inspection of your premises to validate the responses provided. Ten specific questions have been highlighted in Bold and \* (Asterisk) for this purpose. The scoring may be subject to adjustment based on the findings during the inspection.**