****

**The Provision of Funeral Services and Movement of Deceased Services**

**MBH/17/147/SB**

**TENDER QUESTIONNAIRE**

**Date: 01/ 09/2017**

***Date and time for return of Tender Questionnaire: 23:59hrs on 26/09/ 2017***

**Approved By: Sue Brogan**

**Date: 11/ 09/2017**

***Copyright 2017***

***The material herein contained remains the property of University Hospitals Morecambe Bay NHS Foundation Trust. It may not be reproduced, adapted or used without the prior written permission of this Trust.***

**Contents**

|  |
| --- |
| **PART A – Background Information** |

|  |  |  |
| --- | --- | --- |
| **Section** | **Description** | **Page No** |
| 1.0 | Introduction   * 1. Background to the Project   2. Scope of Contract | 3 |
| 2.0 | Procedural Information | 4 |
| 3.0 | Project Timetable | 9 |
| 4.0 | Evaluation of Bids | 10 |

**FORMATION**

|  |
| --- |
| **PART B – Project Information and Service Specification** |

|  |  |  |
| --- | --- | --- |
| 1.0 | Funeral Arrangements and Service Specification | 11 |
| 2.0 | Company Details | 15 |
| 3.0 | NHS Terms and Conditions | 15 |
| 4.0 | The Specification   * Time lines * Vehicles * Training * Contract Monitoring * Exit Strategy | 16 |

|  |
| --- |
| **PART C – Cost Information** |

|  |  |  |
| --- | --- | --- |
| Document 2 | Offer Schedule | 19 |

**List of Appendices**

|  |  |
| --- | --- |
| **Appendix** | **Description** |
| A | Flow Charts (RLI) Appendix A |
| B | Flow Charts (RLI) Appendix B |
| C | NHS Terms and Conditions |

**1.0 INTRODUCTION**

**1.1 Background to the Project**

A full Funeral Service is required by University Hospitals of Morecambe Bay NHS Foundation Trust to ensure that appropriate arrangements are made for deceased Adults, who have no relatives, next of kin or no known or traceable means of funding, and for Children, Babies, Stillborn and Fetal, where the liability falls to the Trust, to be buried or cremated in a timely, coordinated and dignified manner in line with their religious beliefs, where known. The full service will include the removal of the body to an appropriate facility, making arrangements for a funeral service, preparation of the body and the provision of the coffin.

The service required will also include the movement of the Deceased which may be between any of the current Trust sites including Furness General Hospital, Westmorland General Hospital and Royal Lancaster Infirmary or to other NHS / Specialist sites in an agreed time scale. Please note that the boundaries for the Trust may change during the proposed contract life

The purpose of this tender is to select a provider who can deliver a funeral service which will represent value for money, high quality service as well as the ability to identify and implement service efficiencies for the Trust

This service will be divided into three lots for each hospital site:

Lot 1 – Royal Lancaster Infirmary (RLI), Ashton Road, Lancaster, Lancashire LA1 4RP

Lot 2 – Westmorland General Hospital (WGH), Burton Road, Kendal, Cumbria LA9 7RG

Lot 3 – Furness General hospital (FGH), Dalton Lane, Barrow in Furness, Cumbria LA14 4LF

The Bidder may bid for one, some or all Lots. The Trust reserves the right to appoint one main Contractor or to appoint a single Contractor for each Lot.

For information only, the number of Funerals arranged within FY 16-17 was:

|  |  |  |
| --- | --- | --- |
|  | **NUMBER** | |
| **Description of service** | **Burials** | **Cremations** |
| Funerals Adults 18 years and over |  | 12 |
| Funerals Children Birth - 18 years |  |  |
| Stillbirth |  |  |
| Non-viable Foetus (NVF) |  | RLI 180  FGH 99 |
|  |  |  |
| **Transportation of Deceased** |  |  |
| NVF remains to Manchester  Stillbirths for post mortem from RLI |  | 6  3 |
| NVF remains to Manchester  Stillbirths for post mortem from FGH |  | 3  2 |
| Other journey between sites- variable |  |  |
|  |  |  |
| **Total Annual Spend** |  | |
| **Furness General Hospital FGH** | £7404 | |
| **Westmorland General WGH** | £500 | |
| **Royal Lancaster Infirmary RLI** | £36500 | |

**1.2 Scope of Contract**

University Hospitals Morecambe Bay NHS Foundation Trust wishes to contract with a suitably experienced provider of Funeral Services for an initial period of **TWO YEARS** on a fixed price contract with an option to extend the contract for up to an additional period of up to 12 months subject to continuing demand and / or satisfactory performance.

**2.0 PROCEDURAL INFORMATION**

|  |
| --- |
| **Important Notices Forming Part of this Invitation to Tender** |

**The laws of England and Wales apply to this Invitation to Tender**

**Procurement Procedure**

2.1 The Authority has set out in this Invitation to Tender and may set out in other Procurement Documents the intended Procurement process. Nevertheless, the Authority reserves the right to alter such process and/or its timetable at any time.

* 1. The Authority reserves the right to terminate the Procurement process and does not undertake to award a contract for the provision of the Service to any Bidder. In no circumstances shall the Authority be liable for any costs incurred by a Bidder in relation to the Procurement process or entering into a contract for the provision of the Service.
  2. Although it is currently the intention that the Procurement process will take place in accordance with the provisions of this Document, the Authority reserve the right, subject to procurement law, to change by notice the basis of or the procedures for the Procurement process at any time or not to proceed with the proposed Procurement at all. Under no circumstances shall the Authority or its staff, agents or advisers incur any liability in respect of such matters.
  3. By participating in the Procurement process Bidders agree and accept that they are bound by all of the terms of this Document. The submission of a Bid will imply the full acceptance of the provisions of this Document by the relevant Bidder. Any attempt to qualify any of the provisions of this Document may result in a Bid being disqualified.

**Reliance on Information and Liability of the Authority**

* 1. The information in this Document and any other information provided by or for the Authority (‘Information’) will be provided in good faith. Such Information is intended only as an explanation of the Authority’ requirements and is not intended to form the basis of a Bidder’s decision as to whether to enter into a relationship with the Authority.

* 1. The Information does not purport to be all inclusive or to contain all of the information that a prospective Services Provider may require. Bidders and their advisers must take their own steps to verify any information which they use and must make an independent assessment of the opportunities described in this Document after making such investigation and taking such advice as they think necessary.
  2. Neither the Authority nor any of its members, directors, officers, employees, agents or advisers make any representation or give any warranty as to the adequacy, accuracy, reasonableness or completeness of the Information provided. Bidders considering entering into a relationship with the Authority should make their own enquiries and investigations of its requirements.
  3. Neither the Authority nor any professional advisers shall be liable for any loss or damage arising as a result of reliance on the Information or for any expenses incurred by Bidders at any time in connection with the Procurement process.

2.10 Any advisers appointed by the Authority, whether legal, financial, technical or otherwise, will not be responsible to anyone other than the Authority for providing advice in connection with the Project.

**Confidentiality and Publication of Information**

* 1. The information provided in and in connection with this tender (“Information”) is made available on the condition that it is treated as confidential (except any such Information as may already be in the public domain or may come into the public domain otherwise than by reason of a breach of a confidentiality obligation). The Bidder and any Bidder Party must not disclose, copy, reproduce, distribute or pass to any other person at any time (except for the purposes of enabling a response to any Procurement Document) any Information. In any case any disclosure to any person shall only be made to a person who needs to receive the same and who has given an understanding at the time of receipt of the relevant Information to keep such Information confidential.
  2. Bidders acknowledge and agree that at certain stages in the Procurement, the Authority may be obliged to disclose detailed information relating to any proposals by a Bidder. Where Bidders provide commercially sensitive information (and identify it as such in writing to the Authority), the Authority shall not disclose it to third parties unless legally obliged to do so. (See also paragraph 2.27 below regarding Freedom of Information)

**Publicity**

* 1. Bidders must obtain approval from the Deputy Head Procurement & Supplies (see Section 3.2 below) before any disclosures are made to the press or; in any other way made available to the public in respect of the Project. Bidders must not undertake any publicity activities in relation to the Project without the express written permissionof the Project Manager.

**Copyright**

* 1. This Document is the copyright of the Authority and their professional advisers. Bidders shall not reproduce, copy, distribute or otherwise make available to any third party the whole or any part of this Document in any material form (including photocopying it or storing it in any medium including electronic means) without the written permission of the Project Manager other than for use strictly for the purpose of preparing their Bid in relation to this Procurement.
  2. This Document and all copies thereof and any Document at any time supplemental to it are and shall remain the property of the Authority and must be returned on demand.

**Sub-Contractors**

* 1. Where a Bidder intends to use sub-contractors, it will be its responsibility to provide such sub-contractors with all necessary information. Where information about the Bidder is requested during the bidding process or any Procurement Documents, such information must be provided for the prime contractor and all sub-contractors. The Bidder will use sub-contractors who have pre-qualified or otherwise advise the Authority who they are and demonstrate the criteria followed in order to select them.

**Contract**

* 1. The subject matter of any Procurement Document shall only have contractual effect when and to the extent that it is contained in the express terms of an executed written contract.
  2. The Authority will refer details of the evaluation process and selection of Bidders at any stage to appropriate persons for approval. Notwithstanding any necessary approvals having been obtained, the Authority reserves the right to reject any proposal from Bidders and/or to terminate discussions with any one or more of them at any time.

**Costs of the Procurement**

* 1. Bidders remain responsible for all costs and expenses incurred by them or by any third party acting under instructions from the Bidder in connection with their Bids, whether before or after the Bid date and whether incurred directly by them or their advisers or sub-contractors and regardless of whether such costs arise as a consequence direct or indirect of any amendments made to this Document by the Authority at any time.

**Conflicts of Interest**

* 1. Bidders are responsible for ensuring that no conflicts of interest exist between their appointed advisers and those appointed by the Authority. Any Bidder who fails to comply with this obligation may have its Bid disqualified.

**Collusion and Canvassing**

* 1. **Any attempt by any Bidder or its appointed advisers to influence the** Procurement process in any way will result in the relevant Bid being disqualified. Specifically, Bidders shall not directly or indirectly at any time:-
* fix or adjust the amount of content of any Bid in accordance with any agreement or arrangement with any other person, other than in good faith where such other person is a proposed provider of finance;
* communicate to any person other than the Authority (other than in order to obtain quotations for supplies, services or finance) or seek to obtain information about the amount or content of any other Bid;
* enter into any agreement or arrangement with any other person that will result in such a person refraining from submitting a Bid;
* enter into any agreement or arrangement with any other person as to the form, content or amount of this Bid or any other Bid; nor
* Offer or pay a sum of money, incentive or valuable consideration to any person proposing to effect changes in or omissions from any other Bid.

Direct or indirect canvassing by a Bidder or its advisers in relation to this Project or any attempt to obtain information from any of the officers, employees or agents of the Authority or their appointed advisers concerning another Bidder or another Bid will result in disqualification.

**Change of Control**

2.22. The Authority must be notified in writing of any change in the control, composition or membership of a Bidder that has taken place or takes place at any time prior to execution of the contract.

**Warranties**

2.23 The Bidder in submitting its Bid warrants and represents to and undertakes with the Authority that:-

1. it has complied with the conditions set out in this document in all respects;
2. all information, representations and other matters of fact communicated (whether in writing or otherwise) to the Authority by the Bidder or its employees in connection with the Bid are true, complete and accurate in all respects;
3. it has not submitted a Bid and will not enter into the contract in reliance upon any representation or statement (whether made orally, in writing or otherwise) which may have been made by the Authority’ officers, employees, or agents, or their appointed advisers; and
4. It has full power and all necessary authority to enter into the contract and carry out the contract for the Authority..

**Non-Solicitation of Staff**

2.24 The Authority will make members of staff available to the Bidders in order to assist Bidders in gaining a full appreciation of the requirements of the Project. In consideration of these arrangements being made, Bidders agree that they shall not, for so long as a party to the bidding process concerning the Project and for a period of six months thereafter, canvass or solicit any member of staff of the Authority for the purpose of offering that person employment, or any other form or remunerated engagement in connection with this Project or otherwise for the purposes of the business of the Bidder. This undertaking shall be deemed to be given on behalf of each sponsor and any subcontractor to the Bidder who is material to the progression of that Bidders Bid.

**Consequences of Non-Compliance**

2.25 The Authority reserve the right to rule out Reference Bids they regard as non-compliant, unless exceptional extenuating circumstances prevail, of which the Authority will be the final arbiter. The Authority may use their discretion to permit Bidders submitting incomplete bids to submit missing Documents or information. The Authority may in their absolute discretion refrain from considering any Bid if:

* It is not in accordance with this document and all other instructions issued by the Authority during the tender period; and
* The Bidder does not tender for the provision of the whole of the services required by the Authority.
* It is not received by the time specified in this document.

**Sufficiency of Information**

2.26 Bidders shall ensure that they are familiar with the content, the extent and nature of its obligations as outlined in the procurement documents and shall in any event be deemed to have done so before submitting their tenders. Financiers and key companies forming part of the Bid should be included at all stages in the procurement.

Bidders will be deemed to have carried out all reasonable research, investigations and made all necessary enquiries in order to have satisfied themselves as to the nature, extent, volume and character of the services to be provided in this procurement and their obligations as outlined in these procurement documents, the extent of the personnel, equipment, assets, plant and machinery which may be required and any other matter which may affect their Bid, pricing projections or financial modelling.

**Freedom of Information**

2.27 All information submitted to University Hospitals Morecambe Bay NHS Foundation Trust may be disclosed and/or published by the Authority. All information relating to any candidature for short listing or any tender made to the Authority or any contract to which the Authority is party, including information arising under a contract or about its performance may be accessible under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004 (together FOIA). The Authority will be under a legal obligation to disclose such information if requested, unless an exemption applies. The Authority may also be subject to disclosure requirements under other legislation or applicable codes of practice or as required by operation of law.

Any person applying to be selected to tender for, tendering for or entering in to a contract with the Authority must, as part of the tender process, inform the Authority of information which it regards as being potentially exempt from disclosure by the Authority under FOIA. Such information will be called exempted information.

If the contractor wishes provisionally to exempt any information from disclosure under FOIA it must put forward any information or classes of information which it wishes to have exempted and must state the grounds of the exemptions which relate to the information, which may be one or more of the following:

* that the information constitutes a trade secret and is eligible for exemption under section 43 ;
* that the disclosure of the information would prejudice substantially the commercial interests of any person (section 43);
* that the information will be disclosed by the contractor to the Authority **and** that the nature of the information, and the circumstances in which it is imparted are such as to justify the acceptance by the Authority of an obligation of confidence in respect of it (section 41);
* that the information is personal data or otherwise relates to the private life of any individual which is appropriate for protection (section 40); and
* Any other exemption set out in FOIA.

It should be remembered, that, even where a contractor has indicated that information should be exempted, the Authority may disclose this information where they see fit. The Authority may consult with the contractor in its absolute discretion before making a decision on a request for information. The interpretation of the Authority in relation to any exemption shall be final. Receipt by the Authority of any material marked 'confidential' or equivalent should not be taken to mean that the Authority accept any duty of confidence by virtue of that marking. Please note that the Authority reserves the right not to accept any information marked as confidential or sensitive in its entirety.

Further, the Authority may also disclose all information submitted to them to the Scottish or United Kingdom Parliament or any other department, office or agency of Her Majesty's Government in Scotland or the United Kingdom, and their servants or agents.

The Authority have obligations to respond to requests for information under FOIA and other applicable legislation and the contract will include appropriate terms requiring the contractor to co-operate and assist with this process as appropriate.

**3.0 PROJECT TIMETABLE**

Set out below is the proposed procurement timetable. This is intended as a guide and, whilst the Authority does not intend to depart from the timetable, it reserves the right to do so at any time.

|  |  |
| --- | --- |
| **Date** | **Action** |
| September 11th 2017 | Issue tender document to bidders |
| September 22nd 2017 | Final date for receipt of tender clarification requests from the Bidder. |
| September 29th 2017 (23:59hrs) | Deadline to receive completed Tender submissions |
| October 6th 2017 | Deadline date for completion of Tender evaluation scoring by Trust. |
| October 20th 2017 | Contract Award – send out correspondence re success / unsuccessful to Bidders. |
| October 30th 2017 (23:59hrs) | Standstill period ends |
| November 7th 2017 | Contract issued to successful bidder(s). |
| December 1st 2017 | Contract commences |

**4.0 EVALUATION OF BIDS**

1. Any question awarded a PASS for a PASS/FAIL will enable evaluation of the Tender to continue
2. Any question awarded a FAIL for a PASS/FAIL will result in the Potential Bidder and any of its consortium members and any sub-contractors being disqualified from participating further in the evaluation.
3. Completion of Part C - Document 2 – Costing Information, this will be used to find the most cost effective bidder

**5.0 TENDER SUBMISSION**

**How to complete your submission**

The purpose of this questionnaire is to assist University Hospitals of Morecambe Bay NHS Foundation Trust to select a supplier to provide a Funeral and Transport of deceased Service.

Please ensure that you read and fully understand the tender document, the Procedural Information and the appendices.

You are required to complete and return:

**TENDER RETURN DOCUMENT FOR COMPLETION & RETURN BY BIDDERS**

* **Part B - Project Information**
* **Part C - Cost Information**

Please answer every question. Failure to do so may result in your application being disqualified.

Please complete, duly sign and return this document via email by no later than: **23:59hrs on September 29th 2017**

If you have any queries concerning this document or would like any further clarification concerning its content please contact the undersigned directly via email.

Sue Brogan

Senior Buyer

University Hospitals Morecambe Bay NHS Foundation Trust

Royal Lancaster Infirmary

Ashton Road

Lancaster

Lancashire, LA1 4RP

T: 01524 516456

E: [sue.brogan@mbht.nhs.uk](mailto:sue.brogan@mbht.nhs.uk)

**TENDER RETURN DOCUMENT FOR COMPLETION & RETURN BY BIDDERS**

**ONE: COMPANY BACKGROUND**

|  |
| --- |
| **PART B – Project Information and Service Specification** |

**1 Funeral Arrangements –**

**Burials to be in special circumstances only by agreement**

* 1. The contractor shall make all the necessary arrangements, acting upon the instructions of the Trust appointed officers, with the cremation / cemetery authorities for the cremation / interment of bodies and disposal of ashes. See appendix A
  2. The Trust may request that the body shall be removed from the hospital mortuary to the Contractor’s Chapel of Rest and remain there until the time of the funeral to facilitate instances where ‘viewing’ has been requested and authorised by the Trust. A closed vehicle not an open vehicle may be used for these removals.
  3. The contractor shall also comply with all the requirements of the respective crematorium / cemetery authorities and shall provide all necessary assistance and appliances as may be required.
  4. The funeral and all arrangements connected therewith shall be conducted with the reverence and respect customarily accorded to the deceased.
  5. The contractor shall be in attendance at the hospital with the cortege in sufficient time to ensure that the burial place is reached by the arranged time.
  6. All drivers, undertakers and bearers employed by or on behalf of the contractor and having direct connection with either the cortege or the grave side arrangements should be suitably attired.
  7. Still births will be generally cremated unless a burial in a dedicated child’s grave, or specific grave purchased by the Family is preferable, or an existing grave is available with accessible grave deeds. The contractor will supply a white coffin, unless specific alternative provision is made by the Family to covey from hospital to crematorium or selected cemetery. Arrangements to be made with the Hospital Chaplain or appropriate faith group representative / civil celebrant as per Families requests with regard to religious / non-religious rites (eg Blessings).
  8. The contractor will be expected to co-operate in all respects with the appropriate Trust appointed officer and supply written information of details of funeral arrangements in a timely manner. For Royal Lancaster Infirmary this should be in line with the Trust protocol as per the Appendices A and B
  9. The contractor shall arrange for the interment / disposal of ashes in the class of grave as specified by the Trust ordering officer.
  10. Non-Viable Fetus under 24 weeks (NVF) – the agreement shall also cover the transportation to the crematorium of NVF as required. See Appendix B: the contractor will collect from the mortuary any NVF to be transported to the crematorium for cremation or for sensitive disposal as per the discretion of the Family. Arrangements to be made with the Hospital Chaplain as per the Families request with regard to religious rites (eg blessings) / non-religious rites in accordance with the protocol stated in the appendices. Transfer of cremation forms to crematorium prior to funeral
  11. The contractor will Liaise with the Trust appointed Bereavement Midwife and Mortuary Manager regarding arrangements for NVF and stillbirths
  12. For all cremations the return of ashes to Family / next of Kin / Executor (if required) should be in an appropriate standard biodegradable container.
  13. The Movement of the Deceased may be between any of the Trust sites including Furness General Hospital, Westmorland General Hospital and Royal Lancaster Infirmary or to other NHS / Specialist sites. This must be within the time agreed by the Mortuary. On occasion this may need to be within 2 hours.

1. **Fees and Charges**

Nett disbursements as follows are to be added to the itemised invoice for refund:

* 1. Announcements in newspaper (when requested and agreed with the Trust appointed officer)
  2. Cemetery Registrar
  3. Doctors’ fees in case of cremation
  4. Faith group representative / civil celebrant fees where hospital chaplaincy is deemed inappropriate given the know views / belief system of deceased or in the case of parent(s) of NVF, family. (Hospital chaplaincy team excluded)

**3 Coffin Specifications**

Where details of sizes, densities or thickness of material are stated this is our **minimum** requirement

1. Chipboard timber of first quality, close core, oak or elm foiled finish. For NVF, babies and children a white coffin with furnishings.
2. Coffins to be of appropriate size, sides, ends, lid and bottom to be minimum 12mm thickness, minimum 500 density
3. Coffins to be soundly put together with closed joints according to current recognised trade practice.
4. Bottom to be stapled/nailed with minimum 45mm fixings at maximum 150mm centres.
5. If sides and ends are mitred according to usual practice, the joint to be glued and with minimum 8 (eight) staples/pins “cross pinned” at each corner minimum length 40mm
6. If sides and ends are butt-jointed, the joint to be glued and fastened with the minimum 4 (four) staples/nails at each corner, minimum length 45mm and the exposed edge to be concealed with a matching timber fillet.
7. Hardwood mouldings to lid and base to be a minimum 40 x 6mm and to be secured by staples/nails, minimum length 20mm at maximum 150mm centres.

**Exterior Finish and Fittings**

1. Surfaces and joints to be trued, staples/nails to be punched, sandpapered all over as necessary and finished appropriately.
2. Lid to be fastened with four raised head steel screws minimum length 40mm
3. Lid to have a nickelled / brassed metal nameplate, 200mm x 150mm suitable chased or engraved with name, age and date of death. For cremations appropriate nameplate are to be provided.
4. Four clenched/screwed handles on sides nickelled / brassed metal (or plastic handles if appropriate). For cremations metal items are to be replaced with plastic ring fittings.
5. Two metal lowering rings with roses at each end, bolted or clenched (burial coffins only)

**Interior Finish**

1. Coffins to be upholstered and lined in white swansdown with built up headrest to be provided in white calico.

**Please note:**

Where coffins are provided for cremation the contractor shall ensure that they comply with current crematoria regulations including those for smoke-emission.

**4 Trust Officers appointed for dealing with matters pertaining to this contract are:**

|  |  |
| --- | --- |
| **Bereavement Office** Royal Lancaster Infirmary  Ashton Road Lancaster Lancashire, LA1 4RP  T: 01524 512405 or T: 01524 512406  E: bereavement.office@mbht.nhs.uk | **Bereavement Office** Furness General Hospital Dalton Lane Barrow in Furness Cumbria LA14 4LF  T: 01229 403587 or T: 01229 406770 E:bereavement.office@mbht.nhs.uk |
| **Bereavement Midwife** Royal Lancaster Infirmary  Ashton Road Lancaster Lancashire, LA1 4RP  T: 01524 583850 E: celia.sykes@mbht.nhs.uk | **Bereavement Midwife** Furness General Hospital Dalton Lane Barrow in Furness Cumbria LA14 4LF  T: 01229 491089 E: rebecca.bleackley@mbht.nhs.uk |
| **Mortuary Manager** Royal Lancaster Infirmary  Ashton Road Lancaster Lancashire, LA1 4RP  T: 01524 516052 E: joe.ogle@mbht.nhs.uk |  |

The Contractor will be expected to co-operate fully in all respects with the appropriate Trust officer.

**5 Assignment**

The contractor shall not assign, directly or indirectly, the whole or any part, or share an interest in the contract without the written consent of the contracting Trust. Where such consent is granted, all conditions of the contract shall continue to apply, and the Contractor and the assignee shall be jointly and severally liable to the Trust for the performance and observance of the agreement

**6 Invoices**

1. Invoices for burial and cremation services must be submitted each month via email or to the following address:

Email: [accounts.payable@mbht.nhs.uk](mailto:accounts.payable@mbht.nhs.uk)

PO Box 98

Royal Lancaster Infirmary

Ashton Road

Lancaster

LA1 4GG

1. Invoices must contain the following information:

* Date of Issue
* Date of service
* Name and location of cemetery or crematorium
* Initials of deceased
* Our contract reference and purchase order number
* Price (itemised where applicable)

**7 Complaints**

Any complaints received by the Contractor from the Trust regarding the service being provided, must be replied to within 48 hours. Failure to do so will result in a delay on invoice payment.

**8 Confidentiality**

Confidentiality regarding patient details is required to be upheld at all times. Where a breach of confidentiality occurs, the Provider will accept responsibility for the incident and any possible outcomes.

Contractors are reminded of the absolute necessity for maintaining in strict confidence any information or knowledge which may come into their possession relating to the NHS, 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

**9 Agreement Period**

The agreement period is for a **TWO YEAR** period, with the option to extend for a further twelve months. However, the Trust reserves the right to terminate the agreement at any one time, providing three months’ notice is given to the Contractor in writing.

**10 Personnel**

All funerals shall be conducted in a professional manner with punctuality, decency, decorum and respect; regardless of whether mourners are in attendance.

All drivers, undertakers and bearers shall be of clean smart appearance. They 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. Jeans and trainers are not permitted. Any tattoos must be covered at all times when undertaking transfers. The same standard of conduct and dress, as described above, shall apply to the collection and removal of bodies from locations other than mortuaries. A minimum of 2 staff are required to undertake all transfers.

**2.0 Company Details**

**Bidders are requested to complete the following:**

|  |
| --- |
| **Company Information** |

|  |  |
| --- | --- |
| **Full Name of Organisation** |  |
| **Name** |  |
| **Job Title** |  |
| **Address** |  |
| **Telephone Number** |  |
| **Fax Number** |  |
| **Mobile Number** |  |
| **Email Address** |  |
| **Web Address (if Any)** |  |
| **DUNS Number:** |  |

The following mandatory requirements will be scored as a pass/fail.

Failure to meet the mandatory requirements will automatically eliminate you from the process.

**3.0 NHS TERMS & CONDITIONS**

|  |
| --- |
| **Q1 Agreement** |
| **QUESTION**  1.1 The Bidder must confirm their acceptance of the standard NHS terms and conditions as per Appendix C |
| SCORING (Pass / Fail)  Pass – Yes  Fail – No |
| **RESPONSE:** |
| Comments: |

**4.0 Specification**

|  |
| --- |
| **Q1. Time lines** |
| **Question**  **1.1** The Bidder must confirm that they will be available within 2 hours of any request from the Trust and provide a service 24 hours 7 days a week including Public Holidays. |
| SCORING (Pass / Fail)  Pass – Yes  Fail – No |
| **RESPONSE:** |
| Comments: |

|  |
| --- |
| **Q2. Vehicles and Supplies for *all* transfers to other establishments** |
| **Question**  **2.1** The Bidder must confirm that they have a private ambulance for use except for funerals where a hearse is required. The private ambulance needs to be able to transfer/carry a maximum of 4 deceased patients equipped with multi-level stretchers, with covers, capable of carrying weights up to 50 stones. The chosen bidder must also provide within the ambulance Moses baskets for the transfer of infants |
| SCORING (Pass / Fail)  Pass – Yes  Fail – No |
| **RESPONSE:** |
| Comments: |
| **Question**  **2.2**  The Bidder must confirm that they are able to provide transportation of bodies in private ambulance between any of the Trust sites including Royal Lancaster Infirmary, Furness General hospital, Westmorland General Hospital University Hospitals of Morecambe Bay sites or to other NHS / specialist sites as required. This is to be on a 24 hour 7 day a week basis as and when required by the Trust. |
| SCORING (Pass / Fail)  Pass – Yes  Fail – No |
| **RESPONSE:** |
| Comments: |

|  |
| --- |
| **Q3.   Training** |
| **Question**  **3.1** All undertakers’ staff should have received the relevant and appropriate training through their place of work. These include manual handling, infection control, confidentiality, use of equipment. Please give details of the training given. |
| **Training Details:** |
| **Question**  **3.2** Please confirm that Evidence of Training will be provided to the Trust if requested |
| SCORING (Pass / Fail)  Pass – Yes  Fail – No |
| **RESPONSE:** |
| Comments: |

|  |
| --- |
| Q4 **Code of Conduct** |
| **Question**  4.1 The Bidder will be expected to work in accordance with NAFD Code of Conduct, please confirm this working practice will be adhered to. |
| SCORING (Pass / Fail)  Pass – Yes  Fail – No |
| **RESPONSE:** |
| Comments: |

**ART B – Project**

|  |
| --- |
| **Q5.   Contract Management** |
| **Question**  **5.1** The bidder must confirm that take up figures for all funerals (including stillborn and NVFs) and movement of the deceased journeys undertaken will be notified to the Trust by the Contractor at quarterly intervals during the contract period. Figures should be broken down by types of funerals undertaken ie cremation or burial, journey and the costs (including all disbursements). |
| SCORING (Pass / Fail)  Pass – Yes  Fail – No |
| **RESPONSE:** |
| Comments: |
| **Question**  **5.2** The bidder must confirm their agreement to make themselves available to the Trust at agreed intervals usually quarterly or half yearly to take part in a review of the Contract arrangements etc. |
| SCORING (Pass / Fail)  Pass – Yes  Fail – No |
| **RESPONSE:** |
| Comments: |

|  |
| --- |
| **Q6.   Exit Strategy** |
| Exit strategy proposal  The bidder should have an exit strategy at ‘end of contract’ or ‘contract termination’ to:   * Maintain service continuity for a minimum of three months * Deliver a planned withdrawal of the Services in consultation with the Trust. | |
| **QUESTION**  6.1 The bidder will confirm their acceptance to the above requirement and fully detail their exit strategy arrangements. | |
| SCORING (Pass / Fail)  Pass - Yes  Fail - No | |
| **RESPONSE** | |
| Comments: | |

**Information and Service Specification**

|  |
| --- |
| **PART C – Cost Information** |

**Document 2: Offer Schedule  
Contract for Funeral and Transport Services**

**Pricing Details - Please complete a copy of this document for each lot you are bidding for.**

**Please state Lot number and Site……………………………………..…..**

|  |  |
| --- | --- |
| **Cremation** | |
|  | **Price for Cremation £ Ex VAT** |
| Non-Viable Foetus (NVF) |  |
| Stillborn |  |
| 0 to Under 18 Years |  |
| Adult |  |
| Any other costs - please itemise and fully detail |  |
|  |  |
| **Transportation** | **Cost per mile £  Ex VAT** |
| Movement of Deceased to other NHS / Specialist site and return (cost per mile) |  |
| Movement of the Deceased from Hospital Department to Hospital Mortuary (cost per mile - different sites) |  |
| Movement of the Deceased from Hospital Department to Hospital Mortuary (same site - cost per journey) | **Cost Per journey £**  **Ex VAT** |
|  |  |
| **Burial - Special Circumstances Only** |  |
|  | **Price for Burial £ Ex VAT** |
| **Special Circumstances: Funeral Arrangement A**  Graveside Ceremony conducted by the Hospital Chaplain by arrangement Arranged at the convenience of the Undertaker (no Relatives involved) **Please itemise all costs within this schedule** |  |
| **Special Circumstances: Funeral Arrangement B**  Graveside Ceremony conducted by the Hospital Chaplain by arrangement Service in the Cemetery Chapel agreed with the Hospital Chaplain Mutually arranged time with possible attendance of Relatives / Friends **Please itemise all costs within this schedule** |  |
| **Special Circumstances: Funeral Arrangement C**  Graveside Ceremony  Service in Church (Hospital Chapel or Church)  Arranged Mutually between Hospital Chaplain / Minister concerned, Relatives, Friends and Undertaker and agreed with the Trust Appointed Officer **Please itemise all costs within this schedule** |  |
| When required, bodies to be transferred to/from Westmorland General Hospital, Royal Lancaster Infirmary, and Furness General Hospital and returned by arrangement. | |
| All sites,  Pick up of foetus from Trust site and take to the crematorium as required All paperwork to be at the crematorium as per adults, special forms for foetus must be used. | |
|  |  |
| **Please note**: Reasonable wishes or requests of the Deceased, Relative, Friend or Executor should be taken into account including viewing of deceased in Chapel of Rest, flowers, memorials and remembrance book (These items are to be at the direct cost of the family / relatives and not to be incurred by the Trust) | |
|  |  |
| **All fees to be included in prices as appropriate. No additional costs will be accepted by the Trust.** | |
| **VAT although payable on certain items must not be included on prices submitted** | |
| **Prices Should be held Firm for the Life of the 2 Year Contract Period (with an option to extend a further 12 months)** | |

Bidders are requested to include any other additional costs (if any) applicable to this contract below:

|  |  |
| --- | --- |
| **Description of Offer** | **Cost**  **( £ ex VAT)** |
|  |  |
|  |  |
|  |  |

***Signature of Bidder***

|  |  |
| --- | --- |
| Organisation’s name |  |
| **Signed** |  |
| **Position** |  |
| **Date** |  |