

## **PART TWO**

### **SPECIFICATION**

#### **Introduction**

Warren Hill Crematorium carries out on average 2000 cremations per year. The crematorium has two ceremony rooms, Edgar Newman and Albert Munn. The Albert Munn room is part of the original construction of the crematorium while the Edgar Newman Room was completely rebuilt as part of an improvement programme at the site in 2013. Since 2002 music facilities at the Crematorium have been supplied by our partner Crematorium Music Limited. The music provision has been used extensively by service users of the crematorium. Families have been able to personalise their service by providing favourite pieces of music as well as photographs displayed on a screen in the ceremony room. Audio and visual facilities have also been provided in the waiting rooms for larger services as well as audio facilities in the Porte Cocheres.

To ensure the crematorium service continues to provide the highest level of service, maximising the digital technology that is now available and one which will offer added value through the delivery of additional service options, the Council is seeking to replace the existing visual & audio system in the ceremony rooms.

The Albert Munn ceremony room has seating for 70 people with further standing space for an additional 50 people. The lectern is situated at the front of the chapel and the existing audio system is located at the rear of the chapel with the organ. The Edgar Newman ceremony room has seating for 135 people together with 80 people standing. The layout follows the same format as above although while the Albert Munn room is long the Edgar Newman room is wide. The current system allows funeral directors to arrange music for services through a website. The playlist is then downloaded to a workstation at the organ where the music for the service is currently controlled .by the organists.

Celebrants have the use of a microphone system which will need to be replaced as part of this contract. New screens and speakers will need to be provided.

The authority also provides wedding facilities at the site.

The contract will be for three years with the option of an extension for 2 years on the agreement of both parties, any extension to be agreed 6 months prior to the contract termination date.

#### **Requirements**

1. To supply and install any necessary hardware and software for providing audio and visual tributes in the crematorium ceremony rooms. The system must also include live streaming and recording functionality of services.
2. The system must allow funeral directors to order music online, with the option to listen to a sample of the music ordered and to allow funeral directors to modify music requests up to a point in time designated by the provider.
3. Should the proposed solution require the leasing of any hardware, this lease agreement must include all maintenance and support for this equipment throughout the term of the contract
4. Should the proposed solution require the Council to own any hardware, all standard warranties and guarantees must apply.
5. This system will provide access to a digital music library which will also allow for tracks to be downloaded on request.
6. Prepare and supply visual tributes from suitable material supplied by either the funeral director or family member or Bereavement Services.

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7. All music and visual tributes are to be preloaded onto the system the day before the service takes place via a secure and stable internet link. The organist to be able to view the daily tributes on a screen at the rear of the chapel.
8. The system must have the ability to control both audio and visual requests by both the officiant at the lectern and from an additional point within the ceremony room to be agreed on site.
9. The facility must enable a service to be recorded and written onto a suitable media by the provider. Recorded media to be sent to Bereavement Services.
10. The facility to enable a service to be live streamed on request by a web link. Web link to be supplied to Bereavement Services.
11. The provider must provide ongoing support to ensure the audio-visual system is always available and operational.
12. The provider must have backup systems included to allow for business continuity in the event of a system failure either at the crematorium or at the supplier's offices.
13. System to provide a full audit trail.
14. Training on the use of all the above to be provided for both funeral directors and crematorium staff at the crematorium following installation.
15. The supplier to provide free software updates, as required to maintain security and ensure the operational efficiency of the system.
16. Potential Suppliers are required to carry out an onsite visit and create their own plan of the chapel by prior appointment before submitting tenders.

### **Additional / Essential Requirements**

It is essential that during the works on site there is no impact to services being held and that where there may be any risk of such impact that there is liaison with the site manager before any further work is done.