

**TORBAY COUNCIL**

**Part 5 Award Questionnaire**

**Contract Reference**

**TCCS7824**

**Contract Title**

**Funeral Director's work in connection with National Assistance Act Funeral (Burials and Cremations) within the Torbay boundary 2024**

**Maximum Period of Contract**

**5 years (3 years + up to two further years)**

**Return Date**

**29<sup>th</sup> October 2024**

**Return Time**

**By 12:00 Noon**

**Return To**

**[www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)  
(ProContract)**

**Applicant Name**

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# Stage Two – Award Criteria

## Section A. Not Used

## Section B. Method Statements

Applicants are required to submit Method Statements. They should be drafted in such a manner so as to be able to form part of the Contract. They should be submitted containing sufficient detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification.

Responses must be relevant to the question and appropriate in length. Supporting information may be submitted, provided that it is clearly labelled, referenced in the question to which it relates and appended to the main submission.

The evaluation of the response will not go beyond the word limit that has been set, if applicable.

Method Statement Number	Method Statement	% Score
B1	<p><b>Running the Contract:</b></p> <p>Please describe how you are going to operate this Contract to ensure that it is set up and run efficiently and effectively which will result in meeting the Minimum, Mandatory and other requirements as detailed in Part 2 Specification.</p> <p>Applicants should cover the following within this section:</p> <ul style="list-style-type: none"><li>• Benefits of proposals;</li><li>• How the proposals meet the requirements and outcomes for the Service;</li><li>• That the proposals are deliverable;</li><li>• How the proposals set the Applicant apart from other potential Applicants;</li></ul>	<b>25.00%</b>

	<ul style="list-style-type: none"> <li>• That your organisation will be fully mobilised on the Contract commencement date of 01<sup>st</sup> January 2025;</li> <li>• Sustainability and environmental considerations.</li> </ul> <p>Topics to specifically include:</p> <ul style="list-style-type: none"> <li>• Mobilisation;</li> <li>• Approach to the running of the Contract including information on the resources that you will be using to support the Contract, twenty-four (24) hours per day, seven (7) days per week, fifty-two (52) weeks of the year. Also, the identification of your organisation’s nominated Contract Manager for this Contract and Senior Manager or Director to assist in the resolution of any Contractual issues, as required.</li> <li>• Behaviour and professionalism of your organisation’s personnel in carrying out the work under this Contract, on behalf of the Authority, particularly when dealing with bereaved relatives and friends;</li> <li>• Suitable attire of your personnel and the carrying of appropriate photographic identification (at all times) in carrying out the work under this Contract, on behalf of the Authority;</li> <li>• How your organisation intends to ensure that the body is, at all times, treated with care, respect and dignity;</li> <li>• The prompt attendance of your organisation’s personnel at the place of death, following an instruction for collection;</li> <li>• Facilities that your organisation can provide in the local area (of Torbay), for family viewing.</li> </ul>	
<p><b>Minimum Requirement</b></p> <p>That the Applicant provides a response to this question.</p> <p>This question has a minimum non-weighted score of 3. The Applicant must satisfactorily demonstrate the relevant ability, understanding, experience, skills, resource &amp; quality measures required to deliver the requirements, with evidence to support the response.</p> <p><b>Evaluation Criteria</b></p> <p>Your response will be evaluated against your ability to demonstrate and evidence you can meet the Core requirements listed above and within Part 2 Specification.</p>		

	<p><b>Page / Word Limit:</b> A <u>maximum</u> four sides of A4 in 'Arial' font 12. Please note that only the first four sides of A4 will be considered for evaluation purposes.</p> <p><b>Permitted Appendices and Supplementary Information</b></p> <p>The inclusion of Appendices and Supplementary Information is not permitted:</p>	
<p><b>Response:</b></p>		
<p><b>B2</b></p>	<p><b>Business Continuity:</b></p> <p>Please describe how your organisation will continue to function and meet its obligations under this Contract (to ensure that service provision will be fully available), after a major event, e.g. a flood or fire that results in the loss of computers, telephones, premises, etc, or any other interruption to your business. As a minimum, please submit your organisation's Business Continuity and Disaster Recovery Plans and Policies (as attachments) and provide any additional commentary to evidence the effectiveness of your plans.</p> <p>Additionally, please describe what day to day processes you have in place to ensure that there is continuity of service when you are running a contract, for example in cases of staff turnover, holiday periods, taking on new contracts, etc.</p>	<p><b>15.00%</b></p>
	<p><b>Minimum Requirement</b></p> <p>That the Applicant provides a response to this question.</p> <p>This question has a minimum non-weighted score of 3. The Applicant must satisfactorily demonstrate the relevant ability, understanding, experience, skills, resource &amp; quality measures required to deliver the requirements, with evidence to support the response.</p> <p><b>Evaluation Criteria</b></p> <p>Your response will be evaluated against your ability to demonstrate and evidence you can meet the Core requirements listed above and within Part 2 Specification.</p> <p><b>Page / Word Limit:</b> A <u>maximum</u> of 2 sides of A4 (in Arial 12). Please note that only the first two sides of A4 will be considered for evaluation purposes.</p> <p><b>Permitted Appendices and Supplementary Information</b></p> <p>Your organisation's Business Continuity Policy and Disaster Recovery Plan.</p>	

**Response:**

## Section C. Technical Questions

Applicants are required to submit their responses to the following Technical Questions. They should be drafted in such a manner so as to be able to form part of the Contract. They should be submitted containing sufficient detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification.

Responses must be relevant to the question and appropriate in length. Supporting information may be submitted, provided that it is clearly labelled, referenced in the question to which it clearly relates and appended to the main submission.

The evaluation of the response will not go beyond the word limit that has been set, if applicable.

Technical Question Number	Technical Question	% Score
<b>Questions C1, C2 and C3 relate to section Data Protection and Information Security of Part 2 Specification.</b>		
	<p><b>Data Collection and Data Processing:</b> Please complete the table below.</p> <p><b>Minimum Requirement</b></p> <p>The Applicant must complete the table in the box below</p> <p>This question has a minimum non-weighted score of 3. The Applicant must satisfactorily demonstrate the relevant ability, understanding, experience, skills, resource &amp; quality measures required to deliver the requirements, with evidence to support the response.</p> <p><b>Evaluation Criteria</b></p> <p>Your response will be evaluated against your ability to demonstrate and evidence you can meet the following requirements:</p> <ul style="list-style-type: none"> <li>The Core Requirements outlined under Data Collection and Data Processing in Part 2 Specification</li> </ul> <p><b>Page / Word Limit:</b> Maximum 1,000 words in Arial 12</p> <p><b>Permitted Appendices and Supplementary Information</b></p> <p>The inclusion of Appendices and Supplementary Information is not permitted:</p>	3.00%

**C1 Response**

The means of processing the data:
Approved sub-processors and in each case: <ul style="list-style-type: none"><li>• Nature and purpose of processing</li><li>• Location of processing</li></ul>
Details of approved international transfers of Contract Personal Data together with details of approved transfer mechanisms:
Details of the technical and organisational measures in place to protect contract personal data:



C2	<p><b>Protection for the Rights and Freedoms of Data Subjects:</b></p> <p>Please detail how your proposed system complies with the requirements set out in Part 2 Specification.</p>	3.00%
<p><b>Minimum Requirement</b></p> <p>That the Applicant provides a response to this question.</p> <p>This question has a minimum non-weighted score of 3. The Applicant must satisfactorily demonstrate the relevant ability, understanding, experience, skills, resource &amp; quality measures required to deliver the requirements, with evidence to support the response.</p> <p><b>Evaluation Criteria</b></p> <p>Your response will be evaluated against your ability to demonstrate and evidence you can meet the following requirements:</p> <ul style="list-style-type: none"> <li>• Core Requirements <ul style="list-style-type: none"> <li>○ In addition to the requirements set out in Framework and in Part 2 Specification, please also provide confirmation on the following: <ul style="list-style-type: none"> <li>• Details of your Data Protection Officer and their responsibilities</li> <li>• Evidence of your data retention policy</li> <li>• Details of staff training in relation to data protection and information security</li> <li>• Details regarding your records of processing activities and how often these are reviewed</li> </ul> </li> </ul> </li> </ul> <p><b>Page / Word Limit:</b> Maximum 1,000 words in Arial 12</p> <p><b>Permitted Appendices and Supplementary Information</b></p> <p>The inclusion of Appendices and Supplementary Information is not permitted.</p>		
<p><b>C2 Response:</b></p>		

<p><b>C3</b></p>	<p><b>Information Security:</b> Please detail how your proposed system complies with the requirements set out in Part 2 Specification</p>	<p><b>3.00%</b></p>
<p><b>Minimum Requirement</b></p> <p>That the Applicant provides a response to this question.</p> <p>This question has a minimum non-weighted score of 3. The Applicant must satisfactorily demonstrate the relevant ability, understanding, experience, skills, resource &amp; quality measures required to deliver the requirements, with evidence to support the response.</p> <p><b>Evaluation Criteria</b></p> <p>Your response will be evaluated against your ability to demonstrate and evidence you can meet the following requirements:</p> <ul style="list-style-type: none"> <li>• Core Requirements</li> </ul> <p><b>Page / Word Limit:</b> Maximum 1,000 words in Arial 12</p> <p><b>Permitted Appendices and Supplementary Information</b></p> <p>You may provide the following in support of your response Data Protection Policy.</p> <p>In addition, for Applicants who are proposing a Cloud-based service, the Applicant is also required to complete and submit the attached Appendix I Cloud Information Security Questionnaire.</p>		
<p><b>C3 Response:</b></p>		

<p><b>C4</b></p>	<p><b>Additional Technical Question – Payment of fees:</b></p> <p>Please state how your organisation will comply with the requirement for the successful Applicant to be responsible for paying all fees, <b>including</b> cremation and burial fees. These costs; i.e. Officiaries, Ministers, Medical Examiners, shall be recoverable from the Authority as an addition to the Funeral Director's charge.</p> <p>Question C4 relates to section(s) B1.6g of Part 2 Specification.</p>	<p><b>3.00%</b></p>
<p><b>Minimum Requirement</b></p> <p>That the Applicant provides a response to this question.</p> <p>This question has a minimum non-weighted score of 3. The Applicant must satisfactorily demonstrate the relevant ability, understanding, experience, skills, resource &amp; quality measures required to deliver the requirements, with evidence to support the response.</p> <p><b>Evaluation Criteria</b></p> <p>Your response will be evaluated against your ability to demonstrate and evidence you can meet the following requirements:</p> <ul style="list-style-type: none"> <li>• Core Requirements</li> </ul> <p><b>Page / Word Limit:</b> Maximum 1 page of A4 in Arial 12</p> <p><b>Permitted Appendices and Supplementary Information</b></p> <p>The inclusion of Appendices and Supplementary Information is not permitted.</p>		
<p><b>C4 Response:</b></p>		
<p><b>C5</b></p>	<p><b>Additional Technical Question – Management Information:</b></p> <p>Please provide details of the Management Information you will provide covering your service provision. As a minimum, this must be in line with the minimum requirements detailed at section 4.2 of Part 2 Specification.</p> <p>Question C5 relates to section(s) C2.2 of Part 2 Specification.</p>	<p><b>3.00%</b></p>

**Minimum Requirement**

That the Applicant provides a response to this question.

This question has a minimum non-weighted score of 3. The Applicant must satisfactorily demonstrate the relevant ability, understanding, experience, skills, resource & quality measures required to deliver the requirements, with evidence to support the response.

**Evaluation Criteria**

Your response will be evaluated against your ability to demonstrate and evidence you can meet the following requirements:

- Core Requirements.

**Page / Word Limit:** Maximum 1 page of A4 in Arial 12

**Permitted Appendices and Supplementary Information**

The inclusion of Appendices and Supplementary Information is not permitted.

**C5 Response:**

<p><b>C6.</b></p>	<p><b>Additional Technical Question – Invoicing:</b></p> <p>Please state how your organisation will fully comply with the Invoicing requirements, within Part 2 Specification.</p> <p>Question C6 relates to section(s) C2.3 of Part 2 Specification.</p>	<p><b>3.00%</b></p>
<p><b>Minimum Requirement</b></p> <p>That the Applicant provides a response to this question.</p> <p>This question has a minimum non-weighted score of 3. The Applicant must satisfactorily demonstrate the relevant ability, understanding, experience, skills, resource &amp; quality measures required to deliver the requirements, with evidence to support the response.</p> <p><b>Evaluation Criteria</b></p> <p>Your response will be evaluated against your ability to demonstrate and evidence you can meet the following requirements:</p> <ul style="list-style-type: none"> <li>• Core Requirements.</li> </ul> <p><b>Page / Word Limit:</b> Maximum 1 page of A4 in Arial 12</p> <p><b>Permitted Appendices and Supplementary Information</b></p> <p>The inclusion of Appendices and Supplementary Information is not permitted.</p>		
<p><b>C6 Response:</b></p>		

**Section D. For information purposes only (not scored)**

The following question is for information purposes only and is not scored:

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Question Number	For information only
1	Please confirm if you are a member of any official Funeral Director's associations or bodies, such as the National Association of Funeral Directors (NAFD), the National Society of Allied and Independent Funeral Directors (SAIF) or equivalent and please confirm how long you have been a member.
<b>Response:</b>	