

Award Criteria questions

for the provision of Body Removal (Coroner’s Service)

**CONTRACT DURATION: Three years (3) + one extension of 2 years (3+2)**

**CONTRACT START DATE: 1st December 2022**

**DEADLINE FOR SUBMISSION OF YOUR TENDER**: **25th July 2022**

**Full instructions and the evaluation process for these sections are set out in the Instructions to Tenderers.**

**The Award Criteria are as follows:**

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| **Quality evaluation criteria (total weighting** | **Weighting (%)** |
| 1. Implementation and Risk plan
 | 8% |
| 1. Approach to flexible service delivery and partnership working / change to volume. Outline processes in relation to partnership working in delivery of the service
 | 8% |
| 3. Staffing Structure, Recruitment and Staff Retention, and Equality, Diversity and inclusion | 6% |
| 4. Contract Performance and Outcomes Management | 4% |
| 5. Professional training / codes of conduct and manual handling | 4% |
| 6. Social value | 10% |
| **Total Quality Score** | **40%** |
| **Total Price Score** | **60%** |
| **Combined Total** | **100%** |

**QUALITY 40% - Evaluation Guidelines**

The tender will be evaluated against the criteria stated in the ITT instructions.

**Please note there is a page limit for each section, as the panel will only evaluate the words within the given pages allocated. Responses to questions are to be submitted using font no less than size 12 font Arial.**

**Any excel documents, relevant forms, tools, or programmes will not be included in the word count for each question, but please only include relevant documents. Please note that the maximum number of appendices submitted should be 10.**

**SECTION 1: IMPLEMENTATION PLAN (8%)**

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**1** **Implementation Plan**

Please sets out how you propose to implement the various aspects of the service as described in the specification. Please also include a how you propose to to implement the transitional arrangements, key milestones and outline how you will ensure the delivery of this service.

 The plan should cover key tasks that will be undertaken from the award of the contract until the contract commencement 1st December 2022 and the first 12 months of the contract. Please make clear what resources you will commit prior to the commencement date, The plan must contain key start and completion dates/period with the title of assigned officer for each task. You may include an excel workbook to demonstrate your implementation plan.

Please outline any potential key risks your organisation may have to overcome to meet the contract start date and a timely and effective implementation,

 Please provide a supporting narrative in the box below.

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**Page limit for this section is six (6) A4 pages, not including the excel workbook.**

**SECTION 2: APPROACH TO FLEXIBLE SERVICE DELIVERY / PARTNERSHIP WORKING (8%)**

**2. Approach to flexible service delivery and partnership working**

In line with the service specification, please detail your organisation’s approach to providing the coroner’ Body removal service including transfers that is responsive and assists the Council in ensuring that body removal is managed and conducted in line with the core principles set out for this service.

 How would you identify, build, and maintain good relationships with those key partners (Partnerships could include family and friends of the deceased, mortuaries Metropolitan Police and Council staff).

Please describe how your organisation will manage any variation to volume or activity in the provision of body removal and transfer during the duration of the contract. Please explain how an increased volume may be supported by additional body storage facilities.

The Cost Breakdown submitted as part of the pricing schedule will also be used in the evaluation of the response to this question.

Please provide a supporting narrative in the box below.

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**Page limit for this section is six (6) A4 pages**

**SECTION 3: Staffing Structure, Recruitment, Staff Retention and Equality, Diversity and Inclusion (6%)**

**3.**  **Staffing structure, recruitment, retention and Equality, Diversity and Inclusion**

Please confirm the number of staff, structure, and skills relevant to the level of responsibility you will offer to fully deliver this service. For those in supervisory or management positions, please also include, how you will ensure they manage this account and service with consistency, dignity, and continued improvement. Please set out how you will retain staff to ensure a high level of service.

Please provide short CV profiles (1 page per person) for each member. You can either use actual CVs for those already in your employment or if your organisation needs to advertise for new employees, please provide a model CV.

With reference to the **Council’s Inclusive Values** as set out in the link below, how will you ensure your proposed workforce for this contract is diverse and reflective of the communities in the boroughs the contract serves? How will you ensure equality and diversity is embedded in your recruitment process for this contract?

Please provide evidence of the training that will be given to employees on how to conduct themselves when entering people’s homes and how you will ensure all religious/cultural practices are followed, and the wishes of the deceased and their families are respected.

[Council’s Equality Statement](https://www.camden.gov.uk/documents/20142/0/Equality%2Bpolicy.pdf/089d9018-5f49-7878-54ba-d6bbf70b99b7?t=1613746309658)

Please provide a supporting narrative in the box below.

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**Page limit for this section is four (4) A4 pages, not including the attached CVs.**

**SECTION 4: Systems / Performance (KPI’s) and Outcomes Management (4%)**

 **4.** Please outline details of the quality systems, tools, and information management systems your organisation will use to support this service. Include in your answer but not limit to:

* How you will ensure the systems are robust
* Data is kept confidential and secure
* Mechanisms for collating performance data

As set out in the specification, please demonstrate how your organisation intends to use continuous evaluation to ensure the aims and objectives of the service are achieved.

Your response should make reference but not limited to the below points:

* Key performance indicators (KPI’s)
* Data management and monthly reporting information that will be shared with the council
* Customer service and complaint protocols
* Business continuity

 Please provide a supporting narrative in the box below.

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**SECTION 5: INTERNAL TRAINING / CODES OF CONDUCT / MANUAL HANDLING (4%)**

**5. Professional training and relevant training materials to support the delivery of this service**

Please outline details of how your organisation will provide professional training to support the delivery of this service Include in your answer but not limit to.

* how the training would be of benefit to the Consortium members.
* the regularity of any proposed training.

Please outline details how your organisation will ensure that all staff have access to the current codes of practices and how will this be managed to ensure records are updated (e.g. staff have access to or are aware of the policies of the National Association of Funeral Directors).

Please set out how your organisation will ensure that staff are appropriately trained in manual handling. Include in your answer but not limit to; proposed reporting processes to record near misses / incidents.

Please provide a supporting narrative in the box below.

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**QUESTION 6: SOCIAL VALUE (10%)**

**Social Value Matrix spreadsheet**

Bidders are to complete the social value matrix document provided in the tender documents pack.

Bidders should complete the ‘**Themes Outcomes and Measures’** tab of the Social Value matrix. The candidate’s offers to the Measures in this tab will be evaluated to provide a score in relation to this criterion.

For the purposes of the Social Value component of the evaluation criteria, Tenderers should complete the Social Value Matrix, noting the following Social Value outcomes are of high priority to the Council and an Absolute Must (as a minimum) for the purposes of this Tender:

* Create apprenticeship opportunity within 1 of the 4 boroughs. Support will be available from the Camden Apprenticeship Team.
* Work experience for returning to the work place after child care responsibilities

The list is not exhaustive and bidders may suggest additional or alternative offers. Candidates are not obliged to complete the form for every Measure and may include alternative ideas not included in the list of Measures.

Further information on how to complete the Social Value Matrix document is set out in the notes at the top of each tab. A definitions tab is also included for further information.

**You are to complete the Social Value Matrix spreadsheet.**

The quality element will be scored against the criteria in the table below

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| **QUALITY SCORING CRITERIA** *Note also Social Value specific element of the scoring* |
| **Score** | **Description** | **Definition** |
| 0 | No response or for the Social Value element of the response, the response is unacceptable | **Award Criteria**No response or response completely fails to address the question, or the response is considered generally irrelevant to question. |
| **The Social Value Matrix offer (SVMO) submitted:** * Has not been completed at all; and/or
* Has insufficient information such that the SVMO is totally un-assessable and or incomprehensible.
 |
| 1 | Poor | **Award Criteria**The response contains some major weaknesses or omissions that would impact delivery of the requirements of the question |
| **The Social Value Matrix offer (SVMO) submitted:** * Has insufficient evidence to demonstrate that the relevant priority areas outlined can be met; and/or
* Has significant omissions and/or there are serious doubts/concerns about aspects of the SVMO in terms of the deliverables, the approach, identified milestones, responsibility and evidence to demonstrate progress/achievements.
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| 2 | Weak | **Award Criteria**Response is incomplete or contains minor weaknesses or has omissions that may impact on delivery of the requirements of the question |
| **The Social Value Matrix offer (SVMO) submitted:** * Provides some limited evidence and assurance that the relevant priority areas outlined would be delivered; and/or
* Has some omissions and/or there are some minor doubts/concerns about aspects of the SVMO in terms of the deliverables, the approach, identified milestones, responsibility and evidence to demonstrate progress/achievements.
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| 3 | Good | **Award Criteria**The response meets all requirements of the question  |
| **The Social Value Matrix offer (SVMO) submitted:** * Provides some satisfactory evidence and assurance that the relevant priority areas outlined would be delivered; and/or
* There are no doubts/concerns about aspects of the SVMO in terms of the deliverables, the approach, identified milestones, responsibility and evidence to demonstrate progress/achievements.
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| 4 | Strong | **Award Criteria**The response exceeds the requirements of the question, is clear and presents strengths in key areas, with no material weaknesses or omission. |
| **The Social Value Matrix offer (SVMO) submitted:** * Provides good evidence and assurance that the priority areas outlined would be delivered to a good standard; and/or
* Is robust and all aspects of the SVMO gives confidence.
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| 5 | Excellent | **Award Criteria**The response exceeds requirements of the question in all areas, demonstrates significant strengths and significant added value. |
| **The Social Value Matrix offer (SVMO) submitted:** * Provides strong evidence and assurance that the priority areas outlined would be delivered to an excellent standard; and/or
* Exceeds expectations and all aspects of the SVMO provide full confidence.
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**END OF AWARD CRITERIA QUESTIONS**