



3- Specification

Contract Reference

T00817CS

Contract Title

Services to HM Coroner in Torbay and South Devon

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1 Specification

1.1 Minimum and Mandatory Requirements

This Specification sets out the Authority's minimum requirements in relation to the provision of Services to HM Coroner in Torbay and South Devon. It is the Authority's expectation that all Applicants meet these minimum requirements and will demonstrate this in their responses to the Method Statements and Technical Questions within 4 Tender Submission. The Authority has set out a number of Mandatory Requirements within this Specification, these are identified with the inclusion of the wording *(Mandatory Requirement)* against whole sections or individual requirements. Applicants will be required to confirm their compliance with these Mandatory Requirements within their Stage Two Tender Submission.

1.2 Overall Scope and Nature of the Requirement

In the unfortunate case of a violent, sudden or suspicious death it is the responsibility of the Coroner to remove bodies from the scene to complete the necessary inquest.

The Coroner for Torbay also has responsibility for areas outside the Bay (parts of Teignbridge and parts of South Hams).

The Devon and Cornwall Police Constabulary Control Centre is responsible for the initial instruction for collection of the body.

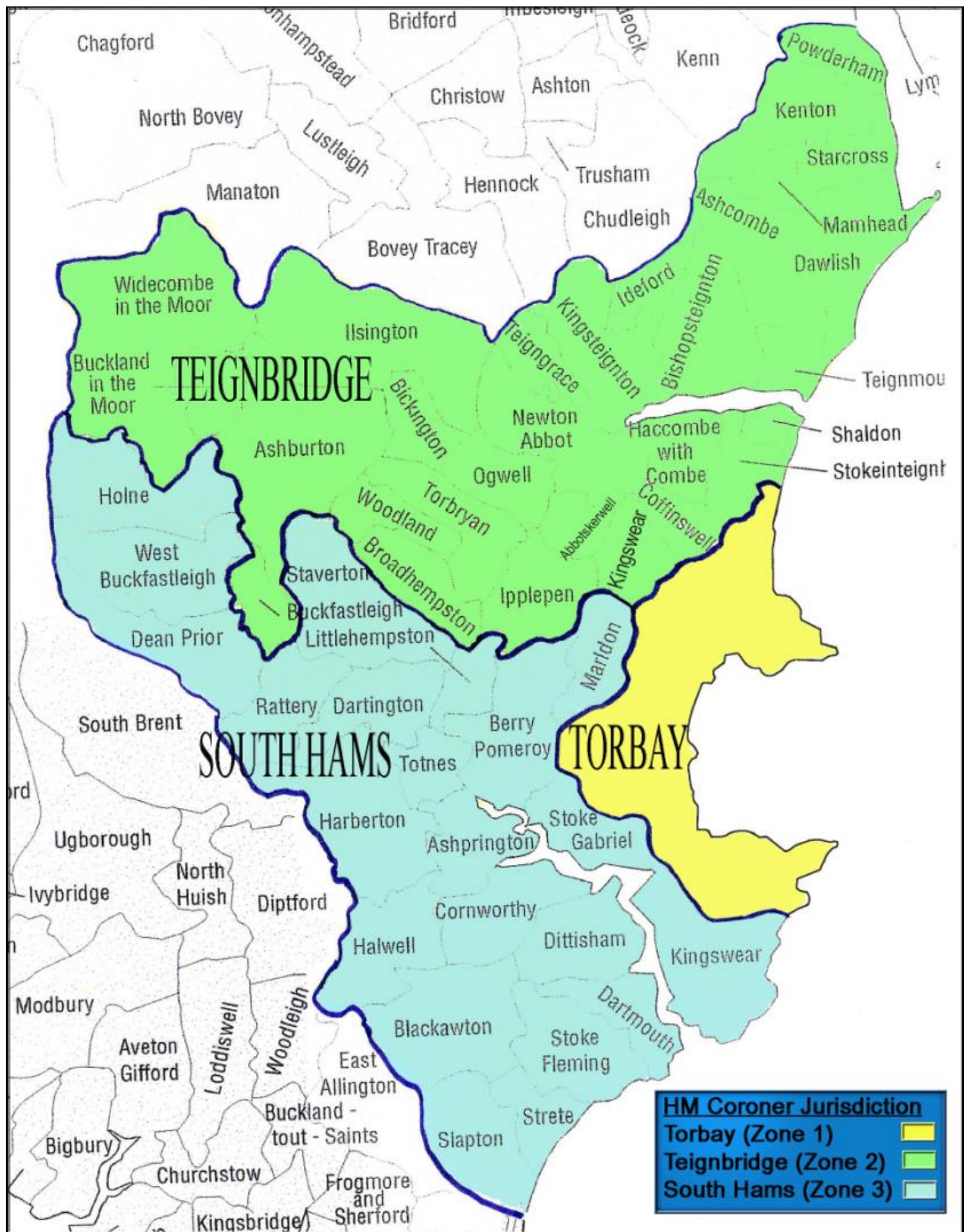
The Contract is for the collection/removals service of the deceased, on behalf of HM Coroner, by a sole service provider, covering Torbay and the surrounding areas of Teignbridge and the South Hams.

(Mandatory Requirement) the service must commence from 01 May 2017 for all three service requirements (as detailed below) and must be provided twenty four hours a day, seven days a week, three hundred and sixty five days per year.

A map of the three zones (of Torbay, Teignbridge and the South Hams) which this Contract requires service provision for (on behalf of the Coroner) can be found on the following page.

Please note that service provision for all three areas/zones will be required from the commencement of contract.

(Mandatory Requirement) for this Contract that the sole successful service provider will arrange their own effective provision for all three service requirements (as detailed below), either within their own organisation, or via the use of other suppliers (through their own supply chain arrangement), to ensure that all call-outs and removals are undertaken effectively and within the expected timeframes for attendance. This effective provision must be in place all year round.



The Specification is broken down into three requirements. The three requirements are:

- i. Body Transfer from Scene to Mortuary;
- ii. Transfer from Mortuary to destination outside Torbay;
- iii. Support to the Councils in the case of mass-fatalities.

1.3 Body Transfer from Scene to Mortuary

- 1.3.1 *(Mandatory Requirement)* the Contract service coverage must be twenty four hours per day, seven days per week, fifty two weeks of the year.
- 1.3.2 *(Mandatory Requirement)* the Contract will be awarded to a sole supplier for service provision within the entire area of Torbay and the two outlying areas of Teignbridge and South Hams (as detailed within the map above). In the event of multiple call-outs or delays, etc, it will be the responsibility of the successful service provider to arrange their own effective provision, either within their own organisation, or via the use of other suppliers (through their own supply chain arrangement), to ensure that all call-outs and removals are undertaken effectively and within the expected timeframes for attendance. This effective provision must be in place all year round.
- 1.3.3 Applicants must submit costs for collections from all three areas as identified above, within 5 Pricing Submission.
- 1.3.4 The successful applicant must be at the place of death within the agreed collection times following an instruction for collection from the Police Control Centre.
As detailed within the map above, the collection times are as follows:
Within Torbay - within one hour;
Within Teignbridge - within one hour and fifteen minutes;
Within South Hams - within one hour and thirty minutes.
- 1.3.5 *(Mandatory Requirement)* if after accepting the collection, a delay is encountered, the team must contact the Police immediately, stating the reason for delay and revised arrival time.
- 1.3.6 The proof and time of instruction, collection and delivery must be measured and retained by the supplier. Times of all collections and deliveries must be recorded on the “**CORONERS REMOVAL CHARGES**” standard form set out within the attached Appendix A) in which the contractor will invoice the Coroner for costs on a monthly basis.
- 1.3.7 That when a second collection arrival time is delayed beyond the times stated above, due to either the Police delaying the departure of the first collection or Police instructions giving new priorities, the statistic will not be classified as late. It will be classed as a mitigated exception. In such a case a “Worksheet Two” shall be submitted to explain the individual circumstances.

- 1.3.8 Where a delay is encountered due to Police investigations, the attending team must log arrival and departure times.
- 1.3.9 Under current Torbay Hospital arrangements, a Mortuary attendant at the Hospital will be on duty twenty four hours a day, seven days a week, for access for all deliveries and collections from the Mortuary. However, this may or may not be subject to change, during the life of this Contract.
- 1.3.10 At least two able body staff must attend to carry out any removal.
- 1.3.11 Where a body is estimated to be over 24 stone / 153 Kg or the collection may require special arrangements due to limited / restricted access retrieval or even sensitivity to the body, public or family, support may be required from extra personnel/services.
- 1.3.12 Recovery of bodies within high risk / dangerous scenes must be conducted by the successful applicant's operatives, only if deemed safe to do so by the attending Police Officer(s).
- 1.3.13 No medical equipment is to be removed from the body by the collection team. This must be conducted by approved medically trained personnel.
- 1.3.14 In a public building the collecting team must consult with the senior residential staff to ensure the most appropriate route of exit.
- 1.3.15 Where fluids or a contractible disease is suspected the body must be placed in an appropriate approved, water proof, oblique body bag.
- 1.3.16 Attending staff must be suitably qualified and experienced to conduct such work, they should:-
- i. Have photographic identification;
 - ii. Be suitably dressed;
 - iii. Carry such equipment as is necessary to perform in line with these conditions of contract. Ensuring protective clothing is worn when necessary, so to conform to all health and safety obligations;
 - iv. Be immunised against the following:-

Polio, Tetanus, Tuberculosis, Hepatitis B and against any other disease that the Coroner may advise from time to time;
 - v. At all times behave in a polite and sympathetic manner, in particular when dealing with the bereaved relatives and friends;
 - vi. Ensure the body is at all times, treated with care, respect and dignity. All bodies must be placed within a new approved body bag being secure and leak proof, before being delivered to the Mortuary at Torbay Hospital. Transfer prior to removal, must be supervised by the senior officer at the scene;

- vii. Shall not canvass for business for any other party or leave any visiting cards or any advertising material. Only literature, which has been requested or pre-approved by the Coroner, may be left at the scene;
 - viii. *(Mandatory Requirement)* must have an up to date Enhanced Disclosure and Barring Service (DBS)) check conducted and approved;
 - ix. Must hold suitable HSE certificates for manual handling;
 - x. Have a signed confidentiality agreement ensuring collection details are not leaked in the public domain;
- 1.3.17 Staff should be offered counselling and supported at regular intervals, ensuring their health and wellbeing. This should be conducted in accordance with the procedure stated.
- 1.3.18 *(Mandatory Requirement)* the successful applicant's vehicle(s) must be suitable for removals. It must at all times be suitably equipped with all the associated equipment – including all equipment needed for attendance at dangerous or hazardous scenes. (Please note that replacement body bags are supplied by the Mortuary Team at Torbay Hospital, each time a body is delivered). The vehicle must not carry any advertising media.
- 1.3.19 *(Mandatory Requirement)* the vehicle(s) must be appropriately and adequately insured for the purposes of this Contract.
- 1.3.20 The body will be delivered direct utilising the shortest route to the selected mortuary. Unless otherwise instructed this will be Torbay Hospital. Full tracking data for the journey will be held by the successful applicant for a period of five years and be available for inspection by the council when requested.
- 1.3.21 All contingency plans & working procedures must be maintained and regularly reviewed to cover multi-collections or high risk collections.
- 1.3.22 On delivery to the mortuary the body and accompanying paper work will be accepted and signed for to confirm delivery. Adherence to Torquay Procedures for the Reception of Bodies (H5002) (Appendix B, attached) and the Code of Practice for Funeral Directors visiting the Department of Anatomical Pathology, Torbay Hospital (H5204) - (Appendix C, as attached) apply. **Copies are included as attached Appendices.** It is the responsibility of the successful applicant to ensure they work with Torbay Hospital ensuring a smooth transfer.
- 1.3.23 *(Mandatory Requirement)* on the rare occasion where a body cannot be delivered to the mortuary the supplier must have access to an approved chapel of rest, which must have refrigeration facilities.
- 1.3.24 The Coroner will need to have access to the body. The successful applicant must obtain approval from the Coroner or Coroner's Officer to keep the body safely, during these occasions. The successful applicant must demonstrate that they have (or have access to) these facilities, within the Method Statement within Volume Four (4) Evaluation.
- 1.3.25 *(Mandatory Requirement)* the successful applicant will inform the Coroner's office preferably via telephone and followed up via email, or by letter or fax, within twenty four hours of any abnormal activity or issues encountered during any collection.

- 1.3.26 Were a multiple collection is conducted in the same building extra vigilance must be taken that Police have clearly identified the individual bodies.
- 1.3.27 Upon Contract award, the successful applicant must ensure that all of their operatives covering this service provision, will at all times carry a copy of the map (within 2 Information of this ITT) of the three zones of Torbay, Teignbridge and the South Hams.
- 1.3.28 Unless specifically instructed by police Control or by the Coroner's Office, all collections within the boundaries of the three areas (shown on the map above) will need to be delivered to the Mortuary at Torbay Hospital.
- However, Applicants may on occasion, be instructed to deliver to other mortuaries such as Plymouth (Derriford Hospital), Exeter (Royal Devon and Exeter Hospital), or Barnstaple (North Devon District Hospital). Applicants are asked to include their additional costs for day time working hours and out of hours working hours, for recovery/collection and delivery to these other mortuaries, within 5 Pricing Submission.
- 1.3.29 The Coroner's Office in Torquay will raise an individual order to cover this requirement and send to the successful applicant.
- 1.3.30 The successful applicant will submit invoice for payment on a monthly bases.
- 1.3.31 Torbay Council will pay invoice within thirty days of receipt of invoice.
- 1.3.32 The supplier shall operate under all British and European Standards and ethics relevant to the industry.
- 1.3.33 The Police control room, on scene Police Officer or Coroner's office are responsible for the following:-
- Service requests for removals will be made on behalf of the Coroner, through Police Operations Room or the Coroner's office;
 - Any request for collections / delivery from the Coroner's office will be supplied in writing by either fax / email within one hour of any verbal instruction;
 - Tagging of the body is the responsibility of the attending Police Officer. The collection team are not to tag the bodies, unless supervised by the attending Police Officer, who is responsible for ensuring that all tagging is done correctly;
 - Searching of deceased clothing must be conducted by the attending Police Officer;
 - Ensure medically approved personnel are called to site for the removal of any medical equipment attached to body.
- 1.3.32 Where it is confirmed to the successful applicant that a collection of an individual(s) is due to criminal activity, then transport of the deceased must be made directly to Exeter (Royal Devon and Exeter Hospital) with immediate effect, following instruction from the Police. When this is required, it may or may not be via a 'blue light' Police escort.

1.4 Transfer from Mortuary to destination outside Torbay

On the occasion where the expertise does not exist within Torbay area to complete a specific post-mortem examination, it is the Coroner's responsibility to transfer and return the body to the designated mortuary.

Applicants must adhere to all requirements set out at section 1.2, in covering the provision of service for these additional requirements.

Torbay Council invites tenders to cover this requirement in accordance with the following Scope of work:

- 1.4.1 The Coroner's office will advise the destination and approximate examination time required.
- 1.4.2 In certain transfers accurate delivery times are critical (i.e. post mortems in London must be delivered within a very limited window).
- 1.4.3 The successful applicant will advise availability of staff. Mileage should be calculated using www.rac.co.uk/routeplanner or cost in line with the Contract awarded (please refer to Volume 5 Pricing Submission).
- 1.4.4 The Coroner's Officer will authorise journey with formal instructions and the allocation of a purchase order.
- 1.4.5 When bodies (particularly babies and infants) are transferred for post mortems outside of the Torbay area, the contractor who is designated to deliver the body will also be required to collect and return – even if rota arrangements change during that period of time.
- 1.4.6 On completion, the successful applicant will invoice The Coroner for costs. Should the cost be different to the pre-agreed cost, the successful applicant should advise amended costs and reasons for any amendment.
- 1.4.7 The Coroner will raise an individual order to cover this requirement and send to the successful applicant.
- 1.4.8 The Authority will pay invoices within thirty days of receipt of invoice.

1.5 Support to the Councils in the Case of Mass-Fatalities

- 1.5.1 Under Section 198 of the Public Health Act 1936, Local Authorities are required to provide a public mortuary if directed by the Minister of Health.

Torbay Council may be required to setup an emergency mortuary when the following conditions apply:

- Post mortem and forensic examinations are required to identify the deceased and establish their cause of death, and;
- These procedures need to be undertaken at a single location to maintain continuity of evidence, and;
- The number of fatalities exceeds the capacity of local mortuary facilities.

- 1.5.2 Alternatively, Torbay Council may setup a body storage facility if the number of bodies not requiring post-mortem exceeds the capacity of local mortuary facilities (e.g. a pandemic influenza scenario). Bodies awaiting post-mortem may also be stored in this facility for up to one week before a licence is required. After this period bodies awaiting post-mortem will need to be transferred to the designated mortuary.

The scope of work during a mass fatality incident is to:

- Ensure that all bodies requiring post-mortem are transferred from the scene to the emergency mortuary, or;
- Ensure that all bodies requiring post-mortem are transferred from the scene to a temporary storage facility and onto the emergency mortuary for post-mortem.
- If required, ensure that bodies are transferred from the emergency mortuary to the final disposal location.

2 Invoicing

All invoices and deliveries should clearly state the order number to which the invoice/order refers and should be sent to the address quoted on the order form, unless specified by the Authority. Any percentage discounts that may be applied must be detailed within Volume 5 Pricing Submission.

All prices shall be in pounds sterling and shall be exclusive of Value Added Tax (VAT).

Payment will be made on completion of the updated “**CORONERS REMOVAL CHARGES**” standard form (an example of which is included as Appendix A - Coroner's Removal Charges Form – Example); in which the contractor will invoice the Coroner for costs on a monthly basis. Should the cost be different to the pre-agreed cost, the contractor should advise the Coroner of the amended costs and reasons for any amendment on the standard form.

Payment shall be made thirty days following the acceptance of a valid invoice.

3 Scope and Nature of Possible Modifications or Options

The Coroner's jurisdiction covers the areas of Torbay and South Devon but also covers the areas of Plymouth and West Devon. Although a separate contract is in place for these areas (managed by Plymouth City Council), for administration purposes the Coroner's overall jurisdiction sits centrally within Plymouth.

During the life of this Contract, the service for Torbay and South Devon areas may or may not be merged with the Plymouth Contract.

Should there be changes to the boundary areas of the Plymouth and Devon County jurisdictions during the life of this Contract, there may or may not be proposed requirements for shared services, possibly merged with the contract requirements of Plymouth City Council and/or Devon County Council.

If any changes to this Contract are proposed during the life of the Contract, there will be full consultation on future requirements, with the successful applicant (at the earliest opportunity) before they are agreed upon.

In addition, the Coroner's office (in liaison with local medical practices) is currently exploring ways of reducing the number of unnecessary collections required under the Contract, where the death is not unexpected (not sudden or suspicious).

4 Management Information

Applicants should, by way of on-going Contract performance be prepared to produce key Management Information, on (at least) an annual basis. The exact format and duration will be agreed between the successful applicant and the Authority Authorised Representative. The successful applicant should be able to produce the agreed management information in an electronic format (such as Microsoft Excel). This will be at no cost to the Authority. This information will be used to monitor the Contract and gauge if any improvements can be made to the service, during the life of the Contract.

4.1 Applicants shall be able to produce management information regarding this Contract for the following (but not limited to):-

- Number of collections for H M Coroner.
- Number of collections within:
One hour (Torbay);
One hour and fifteen minutes (Teignbridge area);
One hour and thirty minutes window (South Hams area)
(Please refer to the map on page 4).
- Number of invoices paid net thirty days from receipt of invoice;
- Number of out of hours collections;
- Number of complaints received in the supply of this service, from whom & remedial action taken;
- Development / improvement the successful applicant would like considered, with this Contract;
- Details of successful applicant's membership of Professional organisation;
- Details of successful applicant's staff training in the current year.

5 Awarding the Contract on Behalf of Other Contracting Authorities

5.1 The Authority is purchasing on behalf of other contracting authorities: No