



## Part 4 Award Questionnaire

**Contract Reference**

**TCOS2019**

**Contract Title**

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

**Maximum Period of Contract**

**5 years**

**Return Date**

**Tuesday 29 October 2019**

**Return Time**

**12:00 Noon**

**Return To**

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

**Applicant Name**

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# Stage Two – Award

## Section A. Pass / Fail Criteria

The questions within this section shall be assessed on the basis of pass or fail.

Question Number	Questions	Response
1	<p>The successful Funeral Director shall be responsible for ensuring that sufficient staff are available to provide support coverage for this Contract, twenty four (24) hours per day, seven (7) days per week, fifty two (52) weeks of the year within the Torbay boundary. Please confirm that your organisation will be fully compliant with this requirement, if successfully awarded the Contract?</p> <p><b>Minimum Requirement:</b> That the Applicant is fully compliant with these requirements</p>	Yes / No
<b>Comments (if applicable):</b>		
2	<p>Please confirm that under no circumstances will your organisation request any officer of Torbay Council to undertake any work on behalf of your organisation, which is deemed to be your responsibility. Please confirm that your organisation is fully compliant with these requirements, should you be successfully awarded the Contract.</p> <p><b>Minimum Requirement:</b> That the Applicant is fully compliant with these requirements</p>	Yes / No
<b>Comments (if applicable):</b>		
3	<p>Please confirm that if you are successfully awarded the Contract, that your organisation will be fully operational and able to provide the required services of this Contract, from 01 January 2020 onwards, for the duration of the Contract.</p> <p><b>Minimum Requirement:</b> That the Applicant is fully compliant with these requirements</p>	Yes / No

4	<p>Please confirm that if your organisation is successfully awarded this Contract, that the making of all administrative arrangements with the Crematorium and Cemetery Office, at Hele Road, Torquay, (for either cremation or burial as may be determined), will be in accordance with the Public Health (Control of Diseases) Act 1984 and Code of Practice as issued by the National Association of Funeral Directors.</p> <p><b>Minimum Requirement:</b> That the Applicant is fully compliant with these requirements</p>	Yes / No
<p><b>Comments (if applicable):</b></p>		
5	<p>Under this Contract, any canvassing is strictly prohibited.</p> <p>Relationship with any member or officer of Torbay Council must be disclosed before the Contract commences and for the duration of the Contract.</p> <p>Please confirm that you are fully compliant with these requirements.</p> <p><b>Minimum Requirement:</b> That the Applicant is fully compliant with these requirements</p>	Yes / No
<p><b>Comments (if applicable):</b></p>		
6	<p>Please confirm that if successfully awarded the Contract, your organisation will attend regular review meetings, (anticipated to be on a quarterly basis, each year), throughout the entire Contract period. Please also confirm your agreement that if you are successfully awarded the Contract, then the exact format for review meetings will be agreed between your organisation and the Authority's Authorised Representative, during mobilisation of the Contract.</p> <p><b>Minimum Requirement:</b> That the Applicant is fully compliant with these requirements</p>	Yes / No
7	<p>Please confirm that your organisation is fully compliant with the Safer Recruitment requirements detailed within section 5.1.1 Part 2 Specification.</p> <p><b>Minimum Requirement:</b> That the Applicant is fully compliant with these requirements</p>	Yes / No

Comments (if applicable):

## 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 of detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification.

Responses must be relevant to the question and be appropriate in length. Supporting information may be submitted, provided that it is clearly 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.

Method Statement Number	Method Statement	% Score / Weighting
1	<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><li>• That your organisation will be fully mobilised on the Contract commencement date of 01 January 2020;</li><li>• Social value, 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,</li></ul>	35%

	<p>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;</p> <ul style="list-style-type: none"> <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>Word Limit:</b> The Applicant shall provide a Method Statement of a <u>maximum</u> 3 sides of A4 in 'Arial' font 12. Please note that only the first 3 sides of A4 will be considered for evaluation purposes.</p>	
<b>Response:</b>		
2	<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>	<b>23%</b>

	<b>Word Limit:</b> The Applicant shall provide a Method Statement of a <u>maximum</u> 2 sides of A4 (Arial 12). Appendices are permitted. Please note that only the first 2 sides of A4 will be considered for evaluation purposes.	
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<b>Response:</b>
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## Section B. Technical Questions

Applicants are required to submit their response to the following Technical Question. 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 of detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification.

Responses must be relevant to the question and be appropriate in length. Supporting information may be submitted, provided that it is clearly 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 / Weighting
1	<p>Please state how your organisation will comply with the Council's requirement for this Contract for the successful Funeral Director to be responsible for paying all fees except 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><b>Word Limit</b> The Applicant shall provide a response of a maximum 1 side of A4 (Arial 12).</p>	2%
<b>Response:</b>		
2	<p>Please state how your organisation will fully comply with the Invoicing requirements, within Part 2 Specification.</p> <p><b>Word Limit:</b> The Applicant shall provide a response of a maximum 1 side of A4 (Arial 12).</p>	2%
<b>Response:</b>		
3	<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>	3%



	<b>Word Limit:</b> The Applicant shall provide a response of a maximum 1 side of A4 (Arial 12). Appendices are permitted.	
<b>Response:</b>		

### **For information purposes only (not scored)**

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

<b>Question Number</b>	<b>For information only</b>
<b>1</b>	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), or equivalent and please confirm how long you have been a member.
<b>Response:</b>	