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Planning

Community Deceased Removals

Stoke on Trent City Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-014413

Procurement identifier (OCID): ocds-h6vhtk-0500e4

Published 10 April 2025, 9:18pm

Scope

Reference

SandR/2025/461

Description

The Coroners Service of Staffordshire & Stoke-on-Trent wishes to establish a contract with supplier(s) to transport and store community deceased patients on behalf of HM Coroner whilst they are awaiting the outcome of the initial investigations and transport for a post mortem where necessary.

This function is currently carried out by a number of Funeral Directors within the Stoke on Trent and Staffordshire area, however this needs to be reviewed to ensure best value and fair practice as per the Procurement Act 2023.

The current contracts cover the following areas:

Burton

Cannock

East Staffordshire

Lichfield

Newcastle-under-Lyme

South Staffordshire

Stafford

Staffordshire Moorlands

Stoke on Trent

The Coroners Service of Staffordshire and Stoke-on-Trent, have a number of key performance indicators that must be met in order for a contract to be awarded, these are:

- A deceased is required to be removed from the specified community area within a 60-minute response time, subject to already being engaged on an existing call. Should this be the case coroners call will be prioritised to the next pending call out.
- On arrival to the scene the Funeral Director staff will be suitably attired in anonymous uniform and vehicles that carry fit for purpose equipment to perform task.
- The Funeral Directors will be prohibited from any form of solicitation but should they be asked where the deceased is to be taken must be able to state the temporary location prior to coroner's mortuary.
- The Funeral Directors will use purpose-built vehicles for the transportation of bodies to and from all locations. These vehicles will be un-liveried and clean.
- All deceased will be placed in a single use cadaver bag and identification wristlet place on opposing ankle and wrist. ID details will be Name and Address.
- Any next of kin, family and friends present at the time of removal will be provided with coroner's information guide by the Funeral Director.
- All deceased transferred from the community must be transferred one deceased at a time, unless:
 - a) Informed to transfer direct to mortuary.

b) Collecting deceased from a 3rd party funeral director during business hours enroute to the mortuary as part of daily transfer.

c) Multiple fatality.

- Any deceased will automatically be transferred to the Funeral Directors until requested by the mortuary for transfer.

- The Funeral Directors will then have a maximum of 48hrs to transfer deceased to the specified mortuary when contacted by the Public Mortuary or Coroners Service. If any case is required urgently then this information may be related verbally and the instruction will be prioritised for transfer as soon as possible.

Commercial tool

Establishes a framework

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- 3 years

Main procurement category

Services

CPV classifications

- 98370000 - Funeral and related services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Engagement

Engagement deadline

30 June 2025

Engagement process description

1. INTRODUCTION

The Coroners Service of Staffordshire & Stoke-on-Trent is currently preparing to initiate a procurement process to establish a contract with suppliers to provide to service of transportation and storage of community deceased patients. The potential scale and scope of this service is such that it offers a significant opportunity to bidders. Prior to initiating the procurement, the Coroners Service wishes to establish the level of market interest in participating in the procurement process.

2. BACKGROUND

The Coroners Service of Staffordshire & Stoke-on-Trent wishes to establish a contract with supplier(s) to transport and store community deceased patients on behalf of HM Coroner whilst they are awaiting the outcome of the initial investigations and transport for a post mortem where necessary.

This function is currently carried out by a number of Funeral Directors within the Stoke on Trent and Staffordshire area, however this needs to be reviewed to ensure best value and fair practice as per the Procurement Act 2023.

The current contracts cover the following areas:

Burton

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East Staffordshire

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Newcastle-under-Lyme

South Staffordshire

Stafford

Staffordshire Moorlands

Stoke on Trent

The current contracts are due to expire on 31.03.2026 and the Coroners Services wishes to explore the market to ensure the above is being offered.

3. SCALE SCOPE AND NATURE OF REQUIREMENT

The Coroners Service of Staffordshire and Stoke-on-Trent, have a number of key performance indicators that must be met in order for a contract to be awarded, these are:

3.1 A deceased is required to be removed from the specified community area within a 60-minute response time, subject to already being engaged on an existing call. Should this be the case coroners call will be prioritised to the next pending call out.

3.2 On arrival to the scene the Funeral Director staff will be suitably attired in anonymous uniform and vehicles that carry fit for purpose equipment to perform task.

3.3 The Funeral Directors will be prohibited from any form of solicitation but should they be asked where the deceased is to be taken must be able to state the temporary location prior to coroner's mortuary.

3.4 The Funeral Directors will use purpose-built vehicles for the transportation of bodies to and from all locations. These vehicles will be un-liveried and clean.

3.5 All deceased will be placed in a single use cadaver bag and identification wristlet place on opposing ankle and wrist. ID details will be Name and Address.

3.6 Any next of kin, family and friends present at the time of removal will be provided with coroner's information guide by the Funeral Director.

3.7 All deceased transferred from the community must be transferred one deceased at a time, unless:

- a) Informed to transfer direct to mortuary.
- b) Collecting deceased from a 3rd party funeral director during business hours enroute to the mortuary as part of daily transfer.
- c) Multiple fatality.

3.8 Any deceased will automatically be transferred to the Funeral Directors until requested by the mortuary for transfer.

3.9 The Funeral Directors will then have a maximum of 48hrs to transfer deceased to the specified mortuary when contacted by the Public Mortuary or Coroners Service. If any case is required urgently then this information may be related verbally and the instruction will be prioritised for transfer as soon as possible.

4 Objectives of the Market Engagement Exercise

The objectives of this exercise are to:

- gain initial supplier awareness, engagement and opinion,
- provide confidence around viability of concept;
- gain insight to the market possibilities and potential innovative solutions;
- understand risks and issues not previously considered;

- inform the Outline Business Case;
- inform the Procurement Strategy;

To express your interest in participating in this market engagement exercise, please email sam.woodward@stoke.gov.uk by 02nd May 2025.

A market engagement questionnaire will be issued during the week commencing 06th May 2025. The deadline for submitting completed questionnaires will be confirmed via email when questionnaire issued, and is expected to be either two or three weeks following distribution.

Contracting authority

Stoke on Trent City Council

- Public Procurement Organisation Number: PDQZ-1442-RZTZ

Civic Centre, Glebe Street

Stoke-on-Trent

ST4 1HH

United Kingdom

Contact name: Dasa Kucharkova

Email: Dasa.Kucharkova@stoke.gov.uk

Website: <http://www.stoke.gov.uk>

Region: UKG23 - Stoke-on-Trent

Organisation type: Public authority - sub-central government

