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Tender

Coroner's Removal Service

Rochdale Metropolitan Borough Council
Bolton Council

F02: Contract notice

Notice identifier: 2023/S 000-029226

Procurement identifier (OCID): ocids-h6vhtk-0407c1

Published 4 October 2023, 11:09am

Section I: Contracting authority

I.1) Name and addresses

Rochdale Metropolitan Borough Council

Smith Street

Rochdale

OL16 1XU

Contact

Mr Graham Bramwell

Email

Graham.Bramwell@star-procurement.gov.uk

Telephone

+44 7817018850

Country

United Kingdom

Region code

UKD3 - Greater Manchester

Internet address(es)

Main address

<http://www.star-procurement.gov.uk>

Buyer's address

<http://www.star-procurement.gov.uk>

I.1) Name and addresses

Bolton Council

Victoria Square

Bolton

BL1 1RU

Email

chris.walker@bolton.gov.uk

Country

United Kingdom

Region code

UKD3 - Greater Manchester

Internet address(es)

Main address

www.star-procurement.gov.uk

I.2) Information about joint procurement

The contract involves joint procurement

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

www.procontract.due-north.com

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.procontract.due-north.com

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Coroner's Removal Service

Reference number

DN690292

II.1.2) Main CPV code

- 98370000 - Funeral and related services

II.1.3) Type of contract

Services

II.1.4) Short description

To secure the services of a suitably qualified and professional service to transport the deceased and/or medical notes from within the jurisdiction areas of Manchester (North) and Manchester (West) to a nominated mortuary.

In doing so, the service provider must

- Show reverence to the family and friends of the deceased, by adopting a sympathetic approach, and respect for the deceased in handling and removal.
- Dignity and respect of deceased- Providers are expected to maintain a caring and sensitive attitude to relatives and carers of the deceased. It is vital that a culture of compassion, sympathy and dignity are preserved at all times. The provider should be aware of the impact on differing religions and cultures upon removals and ensure this has been considered and addressed.
- Discharge all duties in a professional manner as not to identify their company name or brand either verbally or non-verbally
- Work within a time frame set by the service level agreement in respect of arrival and transfer times.

- Where the timeframe cannot be met, a phone call should be made to the relative or person present at the collection location to inform them of estimated time of arrival.
- Represent the Coroner's Service in a positive manner.

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

A bidder can provide services on both Lots.

II.2) Description

II.2.1) Title

Lot No

1

II.2.2) Additional CPV code(s)

- 98390000 - Other services

II.2.3) Place of performance

NUTS codes

- UKD3 - Greater Manchester

II.2.4) Description of the procurement

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- Represent the Coroner's Service in a positive manner.

Currently, all Coroners within the Greater Manchester Area operate under one agreed protocol with regard to out of hour's deaths and the release of the body to the family or undertaker.

However, unless the G.P. is able to issue a Medical Certificate as to Cause of Death (MCCD) it must be treated as a sudden death and police will attend.

The provision of out of hours GP services, together with initiatives such as the Care of the Dying pathway (enabling terminally ill patients to die at home) has resulted in a significant increase in the number of community deaths being reported to the Coroner.

Any delays inevitably cause distress to the relatives of the bereaved who have the right to expect a prompt and dignified service.

The purpose of this contract is to put in place a formal contractual arrangement with specified standards in order to achieve a consistently high standard of service whilst meeting the Coroner's requirements in a manner, which is sensitive to the needs of bereaved relatives.

This tender is to be split into 2 Lots;

LOT 1 GREATER MANCHESTER NORTH (covering Rochdale, Bury and Oldham)

LOT 2 GREATER MANCHESTER WEST (covering Bolton, Salford, Wigan and Leigh)

The estimated spend highlighted below reflects total spend for both Lots.

Rochdale are the lead authority for Lot 1 and will be the named authority on the agreed contract.

Bolton are the lead authority for Lot 2 and will be the named authority on the agreed contract.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2024

End date

31 March 2026

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Coroner's Removal Service Greater Manchester West Lot 2

Lot No

2

II.2.2) Additional CPV code(s)

- 98370000 - Funeral and related services

II.2.3) Place of performance

NUTS codes

- UKD3 - Greater Manchester

II.2.4) Description of the procurement

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Options: No

II.2.13) Information about European Union Funds

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Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

6 November 2023

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

6 November 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom