



Essex County Council

Specification

For

Body Removal and Storage for Mid Essex, South West Essex, and South East Essex

LOT 1: Mid Essex (Chelmsford, Maldon & South of Braintree)

LOT 2: South West Essex (Thurrock, Basildon & Brentwood)

Lot 3: South East Essex (Southend, Rochford & Castle Point)

Procurement Project C024PA

IMPORTANT:

This Specification is provided for Information purposes only and subject to amendment when the Tender Notice is issued.

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1. Essex County Council

Essex County Council is dedicated to improving Essex and the lives of our residents. Our ambition is to deliver the best quality of life in Britain. We will achieve this by providing high-quality, targeted services that deliver real value for money.

- 1.1. Everyone's Essex – Our plan for levelling up the county 2021 to 2025
 - 1.1.1. Everyone's Essex sets out our 20 commitments for this four-year period.
 - 1.1.2. We've focused on four areas where outcomes really matter for the quality of life for all people in Essex. They are:
 - the economy
 - the environment
 - children and families
 - promoting health, care and wellbeing for all ages
 - 1.1.3. Embedded in our plan is a renewed commitment to addressing inequalities and levelling up life chances for residents. For information, visit; [Everyone's Essex: Equalities and levelling up](#).
 - 1.1.4. Most of all, it is our intention to work tirelessly in service of the people of Essex – they have put their trust in us, and we will not let them down.
 - 1.1.5. A full version of our plan can be found at: [Everyone's Essex](#) or download the brochure as an accessible PDF: [Everyone's Essex](#) (PDF, 8.54mB).
- 1.2. Our 20 commitments
 - 1.2.1. Our 20 commitments are divided into 4 key areas: economy, environment, health and family.
 - 1.2.2. For more information on our 20 commitments across 4 key areas, visit; [Everyone's Essex: Our 20 commitments](#).

2. Introduction

- 2.1. Essex County council are seeking Contractors to deliver body removal and body storage solutions. This specification sets out the requirements for the services with reference to the following Lots:-

C024PA BODY REMOVAL	Lot 1	Mid Essex	Chelmsford, Maldon, and South of Braintree District
C024PA BODY REMOVAL	Lot 2	South West Essex	Thurrock, Basildon, and Brentwood.

2.2. This contract is being procured for the initial period from 1st April 2026 to 31st March 2029 with the option of an extension for a further two years. The Authority may at its sole discretion extend the Contract Term by such period as it may specify in written notice given not less than 3 months prior to the expiry of the Contract Term (as extended from time to time) and may do so on as many occasions as it shall think fit provided that such extensions shall not exceed 36 months in total.

2.3. All the requirements of the specification and therefore the subsequent contract will be required to be delivered 24 hours per day, 7 days a week for 52 weeks of the year.

3. Background

3.1. The Council is responsible for providing the Coroner Service for the Essex Coroner Area which includes the administrative areas of Essex County Council and the two unitary authorities (Thurrock Council and Southend City Council).

3.2. Any death where a doctor is unable to sign a death certificate should be referred to the H.M. Coroner. A Police officer will request the Contractor to remove the deceased and take into HM Coroner agreed storage/mortuary.

3.3. The H.M. Coroner has a duty to investigate the death where the Coroner has reason to suspect that:

- (i) the deceased died a violent or unnatural death.
- (ii) the cause of death is unknown; or
- (iii) the deceased died while in custody or otherwise in state detention.

4. Scope

The government's [English Devolution White Paper, Power and Partnership: Foundations for Growth](#), published on 16 December 2024, states that the government wants all remaining two-tier areas in England to be eventually restructured into single-tier unitary authorities and is termed Local Government Reorganisation (LGR). This reorganisation is part of a broader devolution strategy to simplify local government structures, save public funds, and improve local accountability. LGR will impact the County of Essex as it currently operates a two-tier Local Government structure.

It is anticipated, that during the life of this contract/framework, the LGR process will commence and/or progress potentially impacting this contract/framework. Impacts may include, but are not limited to, modifications such as a transfer of the legal entity you currently contract with, significant increases and/or decreases in the value/volume of goods/services/works required due to the change in size/scope of the Contracting Authority, and/or changes to the scope of the nature of goods/services/works required. Although any contract scope changes should broadly relate to the nature of the existing scope, new goods/services/works of a related nature may be required that were not previously included.

The scale and exact timing of the changes are unknown at this point, but it is known that LGR will impact the County of Essex. All suppliers who work with the Authority need to be aware and where possible, work with the Authority to adapt to any changes/modifications as required to ensure smooth transition and continuity of services.

Body Removal scope

- 4.1. The main purpose of this contract is to supply a body removal service for the Coroner in Northeast Essex.
- 4.2. For the purposes of this contract the County area of Essex has been sub-divided into 6 Contract Areas. We currently have contracts in place for 5 areas. This tender invites Bidders to bid for service provision in Mid, South East and South West of Essex comprising the nine Council areas of Chelmsford, Maldon, and South of Braintree District (Lot 1), Thurrock, Basildon, and Brentwood (Lot 2) and Southend, Rochford, and Castle Point (Lot 3) which is illustrated in Appendix 2 Contract Area.

For Lot 1 the deceased will be removed to Broomfield Hospital Mortuary. For Lot 2 the deceased will be removed to Basildon Hospital Mortuary. For Lot 3 the deceased will be removed to Southend Hospital Mortuary. If the mortuary is unavailable the deceased will be redirected to an alternative Mid and South Essex Foundation Hospital Trust mortuary.
- 4.3. Appendix 4 - Average no of bodies removed per month shows the average no of bodies removed per day for each contract area based on those undertaken in 2024. No guarantee of the volume of removals or collections is intended or given under this Contract. The number of removals undertaken as set out in Appendix 4 is for indicative purposes only.
- 4.4. The scope of the contract may also require on occasion for the Contractor to store the deceased on an ad-hoc short-term basis as instructed by Essex County Council. As such Bidders will be required to submit a Body Storage Rate on the pricing matrix (this will not form a part of the evaluation).
- 4.5. No exclusivity is intended or granted in relation to any contract area under this Contract, and the Council reserves the right to make any arrangements for the handling of bodies as is deemed appropriate in any Contract Area, and on an Incident-by-incident basis.

5. Key dates

Stage	Date/Time
Invitation to Tender (ITT) Issued	02/02/2026
ITT Clarification Deadline	09/02/2026
ITT Submission Deadline	12/02/2026
Assessment Summaries (provisional)	20/02/2026
Publish Contract Award	20/02/2026
Contract Signature	05/03/2026
Commencement (start) date	01/04/2026
Initial Contract completion (end) date	31/03/2028
Contract duration (extensions available)	2 years (36 months)

6. Statement of Technical Requirements

Body Removal Requirements

- 6.1. The Contractor is required to undertake complex removals of bodies including but not limited to Bariatric, multiple injuries including traumatic amputation of body parts, severe decomposition, and high-risk infections - and from any location within the Contract Area for which they are contracted.
- 6.2. The Council gives no assurance as to the number of occasions and the time of days on which the Services of the Contractor will be required.
- 6.3. Any safeguarding issues or concerns should be escalated promptly to the designated Operations and Stakeholder Liaison Lead within the Coroner's Office as well as your internal safeguarding lead.
- 6.4. The Contractor will be required to demonstrate that they comply with funeral director best practice set out by Society of Allied and Independent Funeral Directors (SAIF) and National Association of Funeral Directors (NAFD).

Notification and Availability

- 6.5. The Contractor shall be available 24 hours per day and 365 days per year to attend to the removal of a body or bodies and shall attend within a maximum of one (1) hour from receipt of any request from the Police. The Contractor shall maintain and notify to the Council a single point of contact in respect of the Services. The Contractor acknowledges that time is of the essence with respect to the performance of the Services and in the event that the Contractor fails to achieve the response time of one (1) hour, the Council may at its discretion, terminate this Contract in accordance with its terms.
- 6.6. If the Contractor has failed to attend a removal within the specified time and has failed to make alternative arrangements as prescribed in paragraph 6.5 the H.M. Coroner, a Coroner's Officer, may instruct another Contractor to undertake that removal and may recover from the Contractor the additional costs so incurred.
- 6.7. All bodies removed by the Contractor must be received at the Storage Location within three (3) hours from the time of receiving the request as described in paragraph 6.5.
- 6.8. The Contractor shall provide and maintain vehicles, necessary equipment and materials which are suitable for the purposes of delivering the Services. Vehicles used for the removal of bodies must always be secure, clean and properly disinfected and bear only discreet company markings.

Removal at Location

- 6.9. The Contractor is required to move the body from the place of death to the Storage Location. The Contractor shall comply with any reasonable instructions given by H.M. Coroner, a Coroner's Officer or a Police Officer in relation to the removal and storage of the body.
- 6.10. The Contractor shall provide a minimum of two (2) attendants at every removal and all attendants will be suitably attired. The attendants are only permitted to display a discreet company logo on their clothing. They will be required to present a form of identification, provided by the Council, confirming that they are providing a service on behalf of H.M. Coroner.
- 6.11. Police may not remain on site prior to the arrival of the Contractor. The contractor will be responsible for undertaking the required risk assessments and removal of the deceased.
- 6.12. The Contractor is responsible for ensuring that all bodies are tagged/labelled as per Human Tissue Authority Traceability Standards as outlined in Appendix 5 prior to handover to the Mortuary. This involves labelling the body with two wristbands showing at least three identifiers, including at least one unique identifier (for example name and surname, date of birth, home address/place of death, and coroner's reference number). In cases where the identity of the deceased is unknown, information such as mortuary register number, coroner's reference number, date of admission to the mortuary and place of death shall be used. A Bought in Dead (BID) form must also be completed. Body bags shall be used where appropriate, and bodies should be clearly identified as to any risks they present for infection.
- 6.13. Under no circumstances should the Contractor remove any articles from the body or interfere with it in any way, without the consent of a Police Officer, H.M. Coroner or a Coroner's Officer. The relevant Police Officer or Hospital Mortuary will be responsible for the return of property to the appropriate next of kin or nominated representative.
- 6.14. The Contractor shall not allow any body to be inspected or viewed while it is in their care, unless explicitly authorised by the H.M. Coroner. Any infringement of this will result in immediate termination of this Contract.
- 6.15. Bodies shall be removed in a respectful and discreet manner. Where possible and within the terms of this Contract, sensitivity should be shown to the requests from family members of the deceased including religious beliefs. The Contractor shall always show the proper respect to the deceased and those present; must not act in a way that could be interpreted as disrespectful or upsetting; and shall display a sense of decorum appropriate to the standards of their profession.
- 6.16. The Contractor shall not, under any circumstances, contact or canvass (e.g., make courtesy calls, provide business cards or promotional materials) family members of the deceased with

a view to conducting the funeral arrangements. Families are to be advised that the Coroners Service will make contact and provide information on the process. Notwithstanding any other rights and remedies available to the Council under the Contract, any such action will amount to a material Default and breach of this Contract and may result in termination of this Contract and may also result in preclusion from future provision of services to the Council. The only printed information that is permitted to be given out is that provided by the Council.

Transfer

- 6.17. Where a deceased is required to transfer a body between locations in addition to paragraphs 6.10, 6.12, 6.13, 6.14 & 6.15 the following shall apply: -
 - 6.18. Identification and Documentation
 - Complete ID checks on the deceased, ensuring all appropriate bands and labels are correctly applied.
 - Conduct the three-point check to confirm identity.
 - Ensure all necessary paperwork is completed for both the collection point and the arrival location.
 - 6.19. Standards of Respect and Dignity Respectful and dignified to be always applied.
 - All actions must always be carried out in a respectful and dignified manner.
 - 6.20. Personal Protective Equipment (PPE)
 - Appropriate PPE and suitable equipment must be used during all procedures.
 - 6.21. Maintenance and Equipment Standards
 - All equipment must be fit for purpose and maintained to a high standard.
 - Equipment with holes or visible damage must not be used.
 - 6.22. Specialised Vehicles
 - Use specialised vehicles that meet the required standards for safe and respectful transport.
 - 6.23. Efficient Transfer Process[#]
 - Minimise delays in transfer by:
 - Ensuring appointments are booked at both the collecting and receiving mortuaries.
 - Confirming routes are known and planned in advance.
 - Minimize delay in transfer, appts booked at collecting and receiving mortuaries.

Mortuary Arrangements

- 6.24. The primary storage locations are set out for each lot in 4.2.
- 6.25. If the primary storage location is unable to accept the deceased, they may be stored at the Contractors premises until instructed by the Coroners Service to transfer to secondary location as per release notification.

- 6.26. In the event that the designated Hospital Mortuary or secondary storage location for the Contract Area is unavailable, or in the event of local arrangements with a hospital or other location change during the course of this Contract, the Contractor may be required to remove the deceased to an alternative storage location, either within or outside the Essex Coroners Area, as directed by H.M. Coroner or a Coroner's Officer. Under these circumstances, the Service Provider shall invoice in accordance with paragraph 6.23.
- 6.27. On arrival at the Hospital Mortuary or secondary storage location the body must be booked in, in accordance with the required procedures for that storage location. Failure to do so may result in the storage location provider requesting you to return to complete the procedures. This will be at the Contractors own expense.
- 6.28. In the event that a major incident results in multiple deaths, the Council expects to draw on the services of the Contractor, however the Council reserves the right to make alternative arrangements for the handling of bodies as deemed appropriate on an incident by incident basis.

Temporary Body Storage

- 6.29. In circumstances where capacity is not available from Essex County Council's existing body storage contracts the supplier may be required to temporarily store bodies whilst additional capacity is being arranged.
- 6.30. The Contractor will maintain suitable body storage facilities in line with HTA guidelines at the commencement of the contract and to include any updated guidance throughout the lifetime of the contract. (<https://www.hta.gov.uk/guidance-professionals/guidance-sector/post-mortem/guidance-contingency-storage-arrangements>), with temperature maintained at a level of 4°C or lower with an appropriate temperature monitoring system including a temperature alarm .
 - a. Enable access and suitable support 24 hours per day and 365 days per year to receive a body for storage in the facility.
 - b. Provide secure storage for personal belongings that are staying with the deceased.
 - c. Operate a robust and auditable tracking system for all deceased and their personal belongings while in the provider's care.
 - d. Manage all necessary paperwork as defined by ECC including ID checks upon arrival and release.
 - e. Liaise with the deceased family's appointed Funeral Director
 - f. Submit a daily situation report (Sit rep) providing information relating to but not limited to the number of Coroners body stored and body storage availability. A sample

template is provided for information. This report must be delivered to customer.opintell@essex.gov.uk and Katy.Smith2@essex.gov.uk.

- g. Maintain business continuity plans that demonstrate how the provider manages their storage space. As part of their Business Continuity Plan, the Provider should identify possible risks that may affect the execution of the required services, and what mitigations will be enacted to reduce the negative consequences of risks, for example restricted access to body storage and CCTV recording available. The provider must have all relevant permissions in place to put the proposed plan into operation with organisations such as the local planning authority.

Price and Payment

- 6.31. The Contract Price is calculated on a fixed price per removal as outlined in the pricing matrix. The Contract Price is for one removal, at any time, from anywhere within the Contract Area to the designated Hospital mortuary or alternative Hospital mortuary. The designated for the appropriate lot. The Contract Price is fully inclusive of all resources and materials required to undertake the removal.
- 6.32. The pricing matrix will also require a price to be submitted for the storage of bodies. This will be a rate per body, per day and will only be used when a body is stored by the Contractor under this contract.
- 6.33. As described in paragraph 6.17, there may be occasions where the removal of bodies to a hospital mortuary other than the one designated for that Contract Area, or to a secondary storage location outside the Contract Area and / or destinations outside of the Essex Coroner Area is required. Where this occurs, the Contractor shall be entitled to invoice the Council at 45 pence per mile for the additional distance from the allocated storage facility to the alternative location and back to the Contractors premises in addition to the Contract Price. The Contractor shall calculate the number of miles using the AA route planner and include this on the invoice breakdown. For the avoidance of doubt this does not apply where the designated Hospital Mortuary for the Contract Area is located outside the Contract area.
- 6.34. All prices remain fixed for the duration of the initial term of the contract. Should the Authority and the Contractor agree to extend the Contract beyond the initial term, the rates may be increased annually in accordance with Consumer Price Index (CPI) as at the 1st April each year commencing 1st April 2028. The rate change will apply for the following 12 months duration thereafter.
- 6.35. The Contractor must submit invoices to the Council on a monthly basis by the end of the following month in which the removal has been undertaken.
- 6.36. Each month the Contractor should submit a breakdown of the invoice to the Council containing the following details for each removal undertaken in that period:
 - a. Name of the deceased (and/or the Police STORM reference number)

- b. Date of death
- c. Place of death
- d. Miles claimed for removals to or from other sites.

Performance Measures

6.38. The Contractor will be expected to achieve the levels of performance as outlined in Appendix 3 – Key Performance Indicators and Performance Reporting and Schedule 2 Performance and Standards Reporting. The KPI's are summarised below:

KPI Ref	PERFORMANCE MEASURE	DESCRIPTION
1	Arrival at scene within 1 hour of receiving call from police	The Contractor shall be available 24 hours per day and 365 days per year to attend to the removal of a body or bodies and shall attend within a maximum of one (1) hour from receipt of any request from the Police.
2	Delivery to hospital within 3 hours of arriving at scene	All bodies removed by the Contractor must be received and accepted into the Storage Location within three (3) hours from the receipt of any request from the Police.
3	Security breaches	The Contractor must ensure that the deceased is securely stored from collection to hand over to the storage location. Any incidents where there is unauthorised access to the deceased is considered to be a security breach.
4	Deceased transfer completed with identification requirements met.	The contracted funeral director is required to label the deceased with at least three points of identification, including a unique identifier, upon collecting and transferring of the deceased to the storage location. All deceased must have the correct identification of arrival at new storage location to ensure that the transfer is completed, and the deceased is accepted.
5	ECC instructions or requests responded to with 5 working days and resolved within agreed timelines.	The Contractor will respond to all correspondence within 5 working days and provide the solution estimated time for resolution. Resolution is expected within 10 working days unless otherwise agreed.

6.39. The performance measures outlined in paragraph 6.38 and Schedule 2 will be monitored monthly.

6.40. Submission of a Tender indicates acceptance of the above performance measures.

6.41. By mutual agreement between the parties, the performance measures identified in clause 6.38 and Schedule 2 may be modified throughout the duration of the Contract.

- 6.42. The Contractor hereby acknowledges that the performance measures are critical to the provision of Services and any failure to achieve the performance measures shall be considered a Default upon which the Council may terminate the Contract.
- 6.43. Standards - The supplier will be required to abide by all required Standards and in particular those set by the Human Tissue Authority and within Society of Allied and Independent Funeral Directors (SAIF)and National Association of Funeral Directors (NAFD).
- 6.44. Exit Plan – The preferred bidder shall complete an exit plan following award of contract, this may include (but is not limited to).
 - i. Hand-over process, transition between providers
 - ii. Software and Licences
 - iii. Intellectual Property Rights
 - iv. TUPE
 - v. Training and Knowledge transfer
 - vi. Support arrangements
 - vii. Decommissioning & Disposal

Contract Review and Management Information

- 6.45. The Contractor is required to attend regular contract review meetings. It is anticipated that these may take place six (6) monthly but may be more frequent if the Council deems it necessary. The exact dates and locations will be mutually agreed by both parties. The Contractor must provide the name, job title and contact number for individuals responsible for supporting this Contract, together with details of an appropriate escalation path in the event that the Council experiences problems with any aspect of the contract.
- 6.46. The Contractor is required to provide the required management information identified in Appendix 3 – Key Performance Indicators and Performance Reporting and Schedule 2 Performance Standards and Reporting on a monthly basis on or before the 10th of the following month. for consideration at the appropriate contract review meeting. An electronic version will be provided prior to the Commencement Date.
- 6.47. The list of information required in Appendix 3 – Key Performance Indicators and Performance Reporting is not an exhaustive list, and the Council reserves the right to add additional items during the Contract Period.

Complaints Procedure

- 6.48. The Contractor's Bid shall provide details of their procedure for dealing with complaints from the Council, our partners including Police and Hospital Mortuaries, and/or the bereaved. The Council reserves the right to request that the procedure is reviewed to enable the contractor to meet the standards of the Performance management Schedule 2 Performance and Standards Reporting.

Standards

- 6.49. The Contractor shall be required to operate in a way that is compliant with funeral director best practice set out by Society of Allied and Independent Funeral Directors (SAIF)and National Association of Funeral Directors (NAFD).

7 Business Continuity Plan (BCP)

- 7.1 A compliant Business Continuity Plan (BCP) is required from the successful Bidder within five working days of contract award.
- 7.2 The Authority's Authorised Representative will work with the Contractor's Authorised Representative to ensure the BCP submitted with the tender response meets the required standards.
- 7.3 The BCP provides the Authority with the necessary assurances that the winning Bidder has contingency plans in place to respond to emergencies & disruptive events and to minimise any disruption caused. The details of a compliant BCP can be found in the BCP section of the Specification.
- 7.4 BCP's submitted will be assessed by The Authority's Emergency Planning & Resilience Team to confirm compliance against the six key categories outlined in the Specification.

Each category will be marked as **Satisfactory, Satisfactory with Advisories' or Not Satisfactory.**

Satisfactory - Will require no further action but will be monitored throughout the life of the contract through Contract Management and Contract Compliance Audits.

Satisfactory with Advisories - Will require further discussion and agreement during the Contract Mobilisation phase and will be monitored throughout the life of the Contract.

Unsatisfactory - Will require the Bidder to revise and resubmit the BCP to meet the specified criteria and be compliant. If the revised BCP does not meet the minimum standard of 'Satisfactory with Advisories' there will be one further opportunity to resubmit. Failure to meet the required standard at this point could result in the termination of the contract.

8. Social Value

- 8.1 The Public Services (Social Value) Act 2012 requires public authorities to "*have regard to economic, social and environmental well-being in connection with public service contracts; and for connected purposes.*" Essex County Council wishes to work collaboratively on social value with our suppliers, partners, and the community to benefit Essex.
- 8.2 In line with the Public Services (Social Value) Act 2012, Essex County Council has published a Social Value policy stating that the authority must consider *and evaluate* the wider financial and nonfinancial value created through our day-to-day activities in the delivery of contracts and express it in terms of the wellbeing generated for individuals, communities, the economy, and the environment.

- 8.3 Essex County Council has adopted the Themes, Outcomes and Measure ('TOMs') method of classifying and evaluating Social Value, adapted to the County's context and priorities, based on the ECC Corporate Strategy 'Everyone's Essex'.
- 8.4 Social Value is given a weighting of up to 20% (higher in some circumstances) and is evaluated in two parts, which, when combined result in one overall Social Value score:
 - a. Value Score (calculated using the ECC TOMs Calculator).
 - b. Supporting Statement



- 8.5 As the Social Value commitments will form part of the contract there is a requirement for the fulfilment of Social Value commitments and reporting of progress throughout the contract term. Based on their supporting statement and ECC TOMs Calculator bid, the Contractor shall produce and maintain a Social Value Plan that provides details of the Social Value commitments to be delivered each Contract Year and over the Contract Term.
- 8.6 The Contractor shall complete and return quarterly Social Value reports detailing commitments delivered as part of their Social Value Plan. Quarterly Social Value reports shall be completed and returned no later than ten (10) Business Days after the request is received.
- 8.7 The Contractor shall report annually as part of the Annual Service Report on Social Value delivered in Contract Year.
- 8.8 Social Value will be included in the performance management arrangements as a Management Indicator. Failure to deliver against the committed plan will result in performance improvement plans and/or rectification plans as required.
- 8.9 For more information on Social Value, including the full list of ECC's TOMs, Social Value examples, and bidders' guidance, you can find our Social Value Catalogue here: [Social Value Catalogue | Provider Hub | Essex \(essexproviderhub.org\)](https://essexproviderhub.org)

9 Risk

- 9.1 The successful bidder will be required to manage the contractual risks as described in the risk table (Appendix 1 Risk Matrix) identified as the responsibility of the supplier.
- 9.2 The successful bidder will be responsible for developing a risk management plan to be shared with ECC on request.
- 9.3 The Risk Plan should outline the risk, the risk strategy, actions taken and a RAG rating for each individual risk.
- 9.4 The successful bidder is expected to escalate to ECC any risk that has a status change from amber to red within 2 working days.

10 Authority's policies

The Supplier shall adhere to the below policies whilst carrying out the service on behalf of the Customer:

- 10.1 Essex County Council Supplier Charter - [ECC Supplier Charter](#)
- 10.2 Information Policy Requirements - [Information Policy](#)
- 10.3 Environment Policy - [Our environmental statement](#)
- 10.4 Code of Conduct Policy – [Code of Conduct](#)

11 Insurance and warranties

- a. Employer's (Compulsory) liability insurance - £5 million.
- b. Public liability insurance - £10 million.

12 E-Procurement Requirements

12.1 Overview

Essex County Council has implemented a fully automated Purchase to Pay system. Purchase to Pay enables the full purchasing and payment process to be carried out on-line, from order creation and authorisation to receipting and invoice matching. It is easier, faster and more efficient than conventional purchasing processes.

12.1.1 The Successful Bidder will be registered onto Essex County Council's Finance system, which is known as 'MyOracle' and in turn will receive a registration email to activate their iSupplier portal account.

12.1.2 The MyOracle iSupplier portal account will enable the Successful Bidder to:

- View Purchase Orders
- View the status of invoice payments
- Amend details including address, contact, bank account changes
- Create additional user accounts

12.1.3 The Successful Bidder will also be added to our system 'Marketplace' which is a Proactis solution. It is a web-based system used by Essex County Council to submit Purchase Orders electronically to suppliers.

12.2 E-mailed Purchase Orders

12.2.1 As a minimum, Purchase Orders will be sent electronically via Marketplace to the Successful Bidder's preferred central e-mail address. To ensure continuity of service, the Successful Bidder will be responsible for ensuring that Purchase Orders are processed quickly and efficiently. It is therefore not advisable to provide individual e-mail addresses unless appropriate access is available to ensure that orders are still processed if the main contact is unavailable. There is no transaction charge for e-mail orders which are sent to a preferred central e-mail address via Marketplace.

12.2.2 Purchase orders must be sent electronically to the Successful Bidder's central e-mail address.

12.3 E-mailed Invoicing

12.3.1 As a minimum, the Successful Bidder will be required to submit invoices and credit notes electronically to a dedicated mailbox (Essex County Council will confirm the email address to the Successful Bidder) using the E-mailed Invoicing method as described below.

12.3.2 The Successful Bidder must ensure that when submitting invoices to Essex County Council;

- each invoice/credit note is attached to the e-mail as an individual PDF file. Please note, multiple invoices can be attached to a single e-mail but only if each invoice is attached as a separate PDF file.
- only invoices and credit notes which are addressed to Essex County Council are emailed to the dedicated mailbox. Other attachments or documents such as statements, reminders or general queries will not be processed. This dedicated mailbox is for invoices only.
- all invoices/credit notes must reference a corresponding Purchase Order Number (with the prefix "ECC").
- all invoices/credit notes include the Billing Address: Essex County Council, PO Box 528, Telford, TF2 2JW.

12.3.3 On approval of the electronic invoice an automatic payment will be made via BACS, direct to the Successful Bidder's bank account, in line with Essex County Council's contracted payment terms

12.3.4 The Successful Bidder will be required to receive orders electronically and submit invoices and credits electronically via E-mailed Invoicing (as described within the e-Procurement Requirements) by the contract start date.

12.3.5 Essex County Council reserves the right to review and/or change the end-to-end Purchase to Pay (P2P) process where improvements are required during the term of the contract.

12.4 E-Procurement Terms of Trading

12.4.1 Goods/Services should only be provided/carried out on receipt of an Official Purchase Order which has been issued via Marketplace by Essex County Council.

12.4.2 All invoices and credit notes must be submitted electronically by the Successful Bidder to Essex County Council and as a minimum, must be submitted using the Emailed Invoicing method detailed within the e-Procurement Requirements, from the contract start date.

12.4.3 The Successful Bidder assumes full responsibility for ensuring that programs or other data downloaded uploaded or in any way transmitted electronically to Essex County Council are free from viruses, or any other items of a destructive nature whatsoever. Essex County Council makes every effort to virus check information made available for download from Marketplace. Essex County Council cannot accept any responsibility for any loss, disruption or damage to your data or your computer system which may occur whilst using material derived from Marketplace. Essex County Council recommends that users recheck all downloaded material with their own virus check software.

13 Agreement term

13.1 The Agreement term for this agreement will be 2 years. The initial term will be from 1st April 2026 to 31st March 2028 with the option of an extension for a further three years. The Authority may at its sole discretion extend the Contract Term by such period as it may specify in written notice given not less than 3 months prior to the expiry of the Contract Term (as extended from time to time) and may do so on as many occasions as it shall think fit provided that such extensions shall not exceed 36 months in total. The decision to extend the Agreement will be at the sole discretion of Essex County Council.

14 Payment

14.1 The Authority will pay any invoice issued by the Supplier within 30 days of receipt of a valid invoice following the delivery of the Good(s) and/or service(s). On the thirtieth day the payment will leave the account of the Authority

14.2 The rates/prices stated on the invoice must be those specified under this Agreement.

15 Commercial Response / Pricing Matrix

15.1 The Tenderer is to complete the commercial response / pricing matrix detailed within the E-sourcing portal

IMPORTANT:

This Specification document is issued for Information only and subject to change when the Tender Notice is issued.

Appendices

The following appendices are provided in separate documents

Appendix 1 - **Risk Matrix**

Appendix 2 - **Contract Area and list of Parishes**

Appendix 3 - **Key Performance Indicators and Performance Reporting**

Appendix 4 - **Average no of bodies removed per month**

Appendix 5 - **HTA information**

Appendix 6 - **Technical Quality Questions**