



Subject: **PROCUREMENT STRATEGY FOR THE RENEWAL OF CONTRACT FOR MORTALITY SERVICES (P0332-2023)**

Report of: **Craig Cooper - Strategic Director City Operations**

Relevant Cabinet Member: **Councillor Nicky Brennan - Cabinet Member for Social Justice, Community Safety and Equalities**

Relevant O &S Chair(s): **Councillor Albert Bore - Chair of Co-ordinating Overview & Scrutiny Committee**

Report author: Bev Nash, Head of Service Bereavement
Email: bev.nash@birmingham.gov.uk

Are specific wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No – All wards affected
If yes, name(s) of ward(s):		
Is this a key decision?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If relevant, add Forward Plan Reference: 012712/2024		
Is the decision eligible for call-in?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

1 Executive Summary

- 1.1** To obtain approval to the strategy and seek authority to proceed with the procurement of Mortality Services via the Open route. The framework agreement for seven lots (lots 1-4 & 6-8) will be for a period of 4 years and the call-off for lot 5 will be for 8 years, commencing July/August 2024. The total estimated combined value based on historical data and potential future requirements is an annual average of £1.693m and £9.45m over the lifetime of the individual contracts. Descriptions of the lots are listed under section 3.2 below.

2 Recommendations

That Cabinet

- 2.1 Approves the contents of this report in order to implement the strategy and the commencement of procurement activity for Mortality Services in accordance with the requirement and approach set out in Section 3.
- 2.2 Authorises the Strategic Director of City Operations & Strategic Director of Adult Social Care (or their delegates) in conjunction with the Assistant Director – Procurement (or their delegate), Interim Director of Finance & Section S151 Officer (or their delegate) and Interim City Solicitor & Monitoring Officer (or their delegate) to approve subsequent contract award decisions required to support the implementation of the recommendations within this report and any contract modifications within the scope of Regulation 72 of the Public Contracts Regulations 2015.
- 2.3 Authorises any subsequent call off contracts to be awarded as follows:
 - 2.3.1 Contract awards above the Procurement Threshold will be approved by the Strategic Director of City Operations & Strategic Director of Adult Social Care (or their delegates) in conjunction with the Assistant Director – Procurement (or their delegate), Interim Director of Finance & Section S151 Officer (or their delegate) and Interim City Solicitor & Monitoring Officer (or their delegate)
 - 2.3.2 Contract awards below the Procurement Threshold will be in accordance with the relevant Chief Officer Directorate Scheme of Delegations.

3 Background

Overview of requirements:

- 3.1 The council has a requirement for a variety of mortality goods and services. A list of current requirements are listed in section 3.2 below. This is not an exhaustive list. The services support after life provisions for and behalf of the deceased. A range of mortality services are provided by joint working between Coroners, Bereavement and Adult Social Care services ensuring that the council is carrying out its legal and moral duties in accordance with Council's laid down policies and procedures.
- 3.2 The proposed new tender requirements have been divided into eight lots, maximising the opportunities for suppliers, especially the SMEs to participate in the competition.

Lot Number	Description	Product / service
1	Memorial benches	Hardwood/other material memorial bench with 2 line engraved inscription up to 50 characters
2	Memorial Products	A range of memorial products such as urns for cremated remains, memorial wall plaques and book of remembrance.

3	Inspection and Making Safe of Memorials	Servicing, making safe, repair and maintenance of memorials
4	Collection of Deceased Persons	Collection of deceased from hospitals, road accidents and scenes of crime to HM Coroner for Birmingham and Solihull and as part of their statutory duty (Coroners and Justice Act 2009) to undertake the investigations.
5	Provision of Funerals	Public funerals including temporary mortuaries
6	Memorial schemes	6a. Mini grave
		6b. Mausoleums
		6c. Walled grave
7	Monument masonry service	Installation and maintenance of headstones, tombstones etc.
8	A funeral director service	Arrangement of funeral services including preparation e.g. washing, dressing and liaison with family members.

- 3.3** The existing framework agreement for lot 1 expired on 31/01/2017 and lots 2,3,4 and 5 expired on 31/01/2021 and the services continued with a combination of continuing with the existing suppliers via previous contractual arrangements and via ad-hoc and quotation routes.

The original framework in 2017 (PO332) did not appoint any providers under lot 1 as none of the bidders met the specification for that lot. This is a low value lot (£11.1K per annum). This report seeks to bring this lot back into compliance.

The procurement process for lots, 2, 3, 4 and 5 was commenced in early 2020, but was suspended after the announcement of Covid and emergency measures being put in place by Birmingham City Council. Emergency provisions ceased in February 2022 and the Council entered a recovery phase until end of 2022. The procurement process re commenced in early 2023. This report seeks to bring these lots back into compliance.

Lots 7 & 8 are new requirements as the Council wish to provide a fixed price dignified funeral service to its bereaved residents which will address the gap in demand as well as generating much needed additional revenue for the council.

- 3.4** A new framework is therefore required for the provision of these services. The proposed procurement strategy is set out as follows:

4 Options considered and Recommended Proposal

These are set out in section 7.4 below Consultation.

5 Consultation

Councillor Nicky Brennan, Cllr Rob Pocock, Officers from Legal Services and Corporate Finance and Lead Officers from Bereavement Services, Environmental Services and Funerals and Protection of Property & Transport Operations, Strategic Director Adult Social Care were consulted in preparation of this report.

6 Risk Management

The CPS approach is to follow the Council Risk Management Methodology and the Procurement Team is responsible for local risk management. CPS maintains a risk management register and documentation relevant for each contract. The risk register for the service has been jointly produced and owned by City operations and Adult Social Care Directorates and CPS with arrangements being put in place to ensure operational risks are appropriately mitigated.

7 Compliance Issues:

How are the recommended decisions consistent with the City Council's priorities, plans and strategies?

7.1 The scheme will support the priorities set out in the Council's Plan 2022 – 2026, including:

- **A Bold Inclusive Birmingham**

The service provisions under all lots will be made inclusive by making all provisions available to members of all communities. Additionally, the proposed service lends itself to the following objectives within Everybody's Battle; Everybody's Business:

“Deliver responsive services and customer care that is accessible, inclusive to individual's needs and respects faith, beliefs and cultural differences.”

7.2 Birmingham Business Charter for Social Responsibility (BBC4SR)

Compliance with the BBC4SR is a mandatory requirement that will form part of the conditions of these contracts. Tenderers will be required to submit an action plan with their tender that will be evaluated in accordance with the procurement strategy set out in paragraph 3.5 and the action plan of the successful tenderers will be implemented and monitored during the contract period. Where the projects are below the PCR 15 threshold, the tenderers are encouraged to include a commitment under the MatchMyProject portal. The Living Wage Policy will be applied as appropriate.

7.3 Environment and Sustainability Assessment

This is included as Appendix 1.

7.4 Legal Implications

Safety within a burial ground is governed by the Health and Safety at Work Act 1974 and the Occupiers Liability Act 1957 & 1984 (Duty of Care) to ensure that, as far as reasonably practicable, their sites are maintained in a safe condition.

- 7.4.1 The Council as a burial authority is required to keep its cemeteries in good order and repair in accordance with Article 4 Local Authorities' Cemeteries Order 1977 ("1977 Order") and may put and keep in order any memorial in a cemetery under Article 16 1977 Order.
- 7.4.2 Removal and relocation of deceased persons to the Coroner's office is governed by the Coroners and Justice Act 2009 (investigations of deaths) and section 15 (registration & certification of deaths) of the same Act.
- 7.4.3 The Council has a statutory duty under the provisions of Section 46 (Burial and cremation) of the Public Health (Control of Disease) Act 1984 to undertake the disposal of deceased persons, either by cremation or burial.
- 7.4.4 Safety within a burial ground is governed by the Health and Safety at Work etc Act 1974 and the Occupiers' Liability Act 1957 to ensure that, as far as reasonably practicable, their sites are maintained in a safe condition.
- 7.4.5 The Council has a statutory duty under the provisions of Section 46 of the Public Health (Control of Disease) Act 1984 to undertake the disposal of deceased persons, either by cremation or burial of any person who has died or been found dead in their area, in any case where it appears to the Council that no suitable arrangements for the disposal of the body have been or are being made otherwise than by the authority

7.5 Financial Implications

- 7.5.1 This is a procurement process for a framework agreement which will not commit the Council to any particular level of expenditure. The estimated cost of the service is based on historical BCC spend data is £1.693m per annum (PA) across all lots. That is, £669.6k pa for lot 5 within Adult Social Care and £1.023m pa for the remaining lots within City Operations.
- 7.5.2 Authorisation has been received from the City Operations S151 Spend Control Panel on 23/02/24 for the Bereavement Services and Coroner & Mortuary services on the basis that the expenditure criteria conforms With the mandatory spend control requirements. Lot 5's annual spend approval for 23/24 was authorised by S151 Spend Control Board on 27th February 2024 for public health funerals.
- 7.5.3 The costs for the products and services will be met from the following:

Lots 1 - Memorial Benches (11.1k per annum)

Funded within the Bereavement Service budget. Costs recovered through the onward charging to customers

Lot 2 - Memorial Products (41.5k per annum)

Funded within the Bereavement Service budget. Costs recovered through the onward charging to customers

Lot 3 - Inspection of Memorials (£85k per annum)

There is a revenue provision within the approved Bereavement Services budget to fund this service requirement. Memorial inspections are carried out on an annual basis in accordance with guidance issued by the Ministry of Justice in relation to the management of memorials. The inspections are programmed to be contained within the resource available.

Lot 4 - Collection of Deceased (£200k per annum)

The cost of collection, temporary storage and transport of bodies as required by the Coroner is funded from budgets held within the Coroner's service.

Lot 5 - Provision of Funerals (Public Health) (£670k per annum)

Costs are fully rechargeable to the estate of the deceased. If relatives cannot be traced by the Funerals and Protection of Property Team, the services of a tracing agency or genealogist are engaged. If there are no private funds available to pay for a funeral, the cost is met by the Funerals and Protection of Property budget. The cost recovery rate over the past decade has been in the region of 40% on average.

Lot 6 – Provisions of Memorials

6a - Mini grave (122k per annum)

6b – Mausoleums (£66k per annum)

6c - Walled grave (£80k per annum)

Funded within the Bereavement Service budget. Costs recovered through the onward charging to customers

Lot 7 - Provision of a monument masonry service (£208k per annum)

Funded within the Bereavement Service budget. Costs recovered through the onward charging to customers

Lot 8 – Provision of a funeral director service (£208k per annum)

Funded within the Bereavement Service budget. Costs recovered through the onward charging to customers

7.6 Procurement Implications (if required)

The proposed procurement strategy for the new contract is as follows.

7.6.1 Outcomes Sought - The intended outcomes from this new arrangement are:

- A choice of memorial products and benches to members of the public.
- Installation, regular inspection, maintenance and making safe of memorials, headstones, tombstones etc.
- The removal and relocation of deceased from hospitals, road and traffic accidents etc to HM Coroner premises.
- Provision of public and private funerals (cremation or burial) in line with a deceased persons religious requirement.
- A choice of memorials to include vaulted grave with integral memorials, mini grave, brick grave and mausoleums for the members of the public.
- A choice of stonemasonry focusing on the creation, installation, and repairs of the headstones and other memorials.
- Arrangement of funeral services including preparation e.g., washing, dressing and liaison with family members.

7.6.2 Market Analysis

The provision of mortality services and products overall is a niche market with limited providers who can supply the product and services that will make up this framework. Following options were considered:

7.6.3 Make or buy options

Use of internal Council Services, an existing compliant Framework or Award of a Contract to the Council's wholly owned Company with Teckal status was deemed not suitable to deliver the range of services in this contract.

7.6.4 To tender for a Birmingham only contract

This is the proposed route to meet the Council's requirements all nine lots with the addition that, lot 1's pre-existing lease agreements is to be negotiated with current supplier to maintain service continuity until expiry.

7.6.5 Procurement Approach

7.6.6 Duration and Advertising Route

The duration of the framework agreements for lots 1-4 and lots 6-8 will be for 4 years. This is the maximum length under Regulation 33 of the Public Contracts Regulations 2015 where there are no exceptional circumstances which justify a longer period.

The duration of the framework call-off for lot 5 will be for 8 years as there are exceptional circumstances which justify a longer period. The exceptional circumstances being allowing bidders sufficient time realise return on their investment in purchasing specialist electric hearses in order to deliver the required services at zero extra cost to the council for complying with Council's net zero target. Engagement with the market suggest that four years would not be sufficient to provide a return on supplier's investment on electric hearses.

This duration maximises the value of the tendering process as it takes into account the costs associated with undertaking tendering in terms of officer time etc. The tender opportunity will be advertised on Contracts Finder, finditinbirmingham.com and Find a Tender.

7.6.7 Sourcing Strategy

The framework agreement will be split into 8 lots as detailed in the table in 3.2 above & will be awarded to up to 14 supplier(s). The proposed number of suppliers per lot is set out in the table at para. 7.6.16. Providers will be able to bid for one or more lots.

7.6.8 Procurement Route

The framework agreement will be tendered following the Open Procedure route on the basis that:

- The services and products can be clearly defined.
- There are few providers in the marketplace for the services and products required.

7.6.9 Scope and Specification

The scope of the framework has been divided into eight lots as stated in section 3.2 above.

7.6.10 Tender Structure (Including Evaluation and Selection Criteria)

7.6.11 Evaluation and Selection Criteria

7.6.12 The quality/social value/ price % splits below were established having due regard for the corporate document 'Evaluating Tenders' which considers the complexity of the services to be provided. The tender documents will include the standard contract terms and conditions.

7.6.13 The evaluation of tenders will be assessed as detailed below:

7.6.14 The assessment will be divided into the following stages:

Stage 1 – Selection Stage
Stage 2 – Invitation to Tender

Stage 1 – Company Information

Criteria	Evaluation
STAGE ONE - Selection Stage	
Company Information	Pass / Fail
Financial Information (including Insurance)	Pass / Fail
Health and Safety	Pass / Fail
Compliance with Equalities	Pass / Fail
Quality Management	Pass / Fail
Grounds for Mandatory Exclusion	Pass / Fail
Grounds for Discretionary Exclusion	Pass / Fail
Supplier Portal	Pass /Fail
Modern Slavery Act 2015	Pass / Fail
Technical and Professional Ability	Pass / Fail
Declaration	Pass / Fail

For Lot 3

The successful provider will be required to be a member of the National Association of Memorial Masons (NAMM) and/or the British Register of Accredited Memorial Masons (BRAMM) or European equivalent such as EUROROC (European and International Federation of Natural Stone Industries) to ensure that the quality of fixings and re-fixings are maintained to a minimum safe standard.

Both organisations have an established a recognised uniform standard of workmanship to meet the requirements of the British Standard 8415:2018 (Monuments within Burial Grounds and Memorial Sites. Specification).

For Lots 4 and 5

The successful providers will be required to be members of National Association of Funeral Directors (NAFD), the National Society of Allied and Independent Funeral Directors (SAIF), the European Federation of Funeral Services (EFFS) or any other relevant organisations.

These organisations require members to meet certain quality standards. These standards provide assurance that the contractor can deliver high quality services. Members' premises are also subject to periodic inspections throughout their membership.

Tenderers will be required to pass Stage 1 in order to progress to Stage 2.

Stage 2 – Invitation to Tender Stage

Evaluation and Selection Criteria by lots.

The contract award will be based on the Most Economically Advantageous Tender. This will be determined by a balance between quality, social value and price to be provided as detailed and evidenced in the tenderer's responses to each lot.

Tenders will be evaluated using separate quality / social value / price balances for each lot in accordance with a pre-determined evaluation model. The quality / social value / price balance has been established having due regard to the corporate document 'Evaluating Tenders' which considers the complexity of the services to be provided and the degree of detail contained within the contract specification.

Tenderers who score less than 60% of the quality threshold i.e. a score of 60 out of a maximum quality score of 100 (60 marks out of 100) will not proceed to the next stage of the evaluation.

The quality/social value/price scoring of each tender submission will be assessed in relation to specific requirements for each lot as set out in the tender documents. These are:

Lot 1 – Memorial Benches Evaluation Criteria

Quality – 50%

Criteria	Overall Weighting	Weighting
Quality and customer focus	100%	100%

Social Value

The estimate total value of the contract is in the region of £44k and in accordance with guidance on evaluating Social Value the recommended approach is that Tier 1 BBC4SR will apply (deliver one match my project during lifetime of the contract) as this is a contract for goods worth less than the PCR15 Threshold.

Price – 50%

Evaluation of prices will be based on a pre-determined cost model outlining the provision of memorial benches with lettering.

Lot 2 – Memorial Products Evaluation Criteria

Quality – 50% Weighting

Criteria	Overall Weighting	Weighting
Quality and customer focus	100%	100%

Social Value

The estimate total value of the contract is in the region of £166k and in accordance with guidance on evaluating Social Value the recommended approach is that Tier

1 BBC4SR will apply (deliver one match my project during lifetime of the contract) as this is a contract for goods worth less than the PCR15 Threshold.

Price – 50% Weighting

Evaluation of prices will be based on pre-determined cost model outlining a schedule of memorial products such as cremation urns, memorial wall plaques, book of remembrance inscriptions, cremated remains caskets etc.

Lot 3 – Inspection and Making Safe of Memorials – Evaluation Criteria

Quality – 45% Weighting

Criteria	Overall Weighting	Weighting
Quality and customer focus	100%	100%

Social Value – 10% Weighting

The estimate total value of the contract is in the region of £340k and in accordance with guidance on evaluating Social Value the recommended approach is Tier 2 BBC4SR (Fully consider Social Value and all action plan measures) as this is a contract for goods worth more than PCR15 Threshold. The evaluation of social value will consider the measures as detailed below:

	Sub-Weighting	Sub-Criteria	Theme Sub-Weighting
Living Wage			Pass/Fail
Qualitative	10%	Local Employment	25%
		Buy Local	10%
		Partners in Communities	30%
		Green and Sustainable	10%
		Good Employer	25%
			TOTAL 100%
Quantitative	10%	BBC4SR Action plan	Total of Action Plan Value (£) score
			TOTAL 100%

Price – 45% Weighting

Evaluation of prices will be based on pre-determined cost model outlining a schedule of memorial products such as cremation urns, memorial wall plaques, book of remembrance inscriptions, cremated remains caskets etc.

Lot 4 – Collection of Deceased– Evaluation Criteria

Quality – 50% Weighting

Criteria	Overall Weighting	Weighting
Management & Resources	100%	30%
Operational & Technical Skills		70%

Social Value – 10% Weighting

The current value of the contract is in the region of £800k and in accordance with guidance on evaluating Social Value the recommended approach is Tier 2 BBC4SR (Fully consider Social Value and all action plan measures) as this is a contract for goods worth more than the PCR15 Threshold.

The evaluation of social value will consider the measures as detailed below:

	Sub-Weighting	Sub-Criteria	Theme Sub-Weighting
Living Wage			Pass/Fail
Qualitative	10%	Local Employment	25%
		Buy Local	10%
		Partners in Communities	30%
		Green and Sustainable	10%
		Good Employer	25%
			TOTAL 100%
Quantitative	10%	BBC4SR Action plan	Total of Action Plan Value (£) score
			TOTAL 100%

Price – 40% Weighting

Evaluation of prices will be based on a pre-determined cost model outlining the removal and transfer of deceased to the central mortuary from hospitals, accidents and scenes of crime, the storage of deceased outside of normal hours and travel per mile when operating outside of the Birmingham and Solihull district boundaries.

Lot 5 – Provision of Funerals – Evaluation Criteria

Quality – 55% Weighting

Criteria	Overall Weighting	Weighting
Management & Resources	100%	30%

Operational & Technical Skills		70%
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Social Value – 15% Weighting

The estimate total value of the contract is in the region of £5.35m and in accordance with guidance on evaluating Social Value the recommended approach is Tier 2 BBC4SR (Fully consider Social Value and all action plan measures) as this is a contract for goods worth more than PCR15 Threshold.

The evaluation of social value will consider the measures as detailed below:

	Sub-Weighting	Sub-Criteria	Theme Sub-Weighting
Living Wage			Pass/Fail
Qualitative	10%	Local Employment	30%
		Buy Local	15%
		Partners in Communities	20%
		Good Employer	25%
		Green and Sustainable	5%
		Ethical Procurement	5%
			TOTAL 100%
Quantitative	10%	BBC4SR Action plan	Total of Action Plan Value (£) score
			TOTAL 100%

Price – 30% Weighting

Evaluation of prices will be based on a pre-determined cost model outlining the services required in the provision of funerals at crematoria and cemeteries.

Lot 6 Memorials. – Evaluation Criteria

Bidders will be requested to submit tenders for each of the following lots separately:

- 6a. Bricked grave
- 6b. Mausoleums
- 6c. Walled grave

Quality – 45% Weighting

Criteria	Overall Weighting	Weighting
Quality and customer focus	100%	100%

Social Value – 10% Weighting

The estimate total value of the contract is in the region of £1.871m and in accordance with guidance on evaluating Social Value the recommended approach is Tier 2 BBC4SR (Fully consider Social Value and all action plan measures) as this is a contract for goods worth more than the threshold of £181k.

The evaluation of social value will consider the measures as detailed below:

	Sub-Weighting	Sub-Criteria	Theme Sub-Weighting
Living Wage			Pass/Fail
Qualitative	10%	Local Employment	25%
		Buy Local	10%
		Partners in Communities	30%
		Green and Sustainable	10%
		Good Employer	25%
			TOTAL 100%
Quantitative	10%	BBC4SR Action plan	Total of Action Plan Value (£) score
			TOTAL 100%

Price – 45% Weighting

Evaluation of prices will be based on a pre-determined cost model outlining the services required in the provision of funerals at crematoria and cemeteries.

Lot 7 Monument masonry service

Quality – 45% Weighting

Criteria	Overall Weighting	Weighting
Quality and customer focus	100%	100%

Social Value – 10% Weighting

The estimate total value of the contract is in the region of £800k and in accordance with guidance on evaluating Social Value the recommended approach is Tier 2 BBC4SR (Fully consider Social Value and all action plan measures) as this is a contract for goods worth more than the threshold of £181k.

The evaluation of social value will consider the measures as detailed below:

	Sub-Weighting	Sub-Criteria	Theme Sub-Weighting
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Living Wage			Pass/Fail
Qualitative	10%	Local Employment	25%
		Buy Local	10%
		Partners in Communities	30%
		Green and Sustainable	10%
		Good Employer	25%
			TOTAL 100%
Quantitative	10%	BBC4SR Action plan	Total of Action Plan Value (£) score
			TOTAL 100%

Price – 45% Weighting

Evaluation of prices will be based on a pre-determined cost model outlining the services required in the provision of funerals at crematoria and cemeteries.

Lot 8 - A funeral director service

Quality – 45% Weighting

Criteria	Overall Weighting	Weighting
Management & Resources	100%	30%
Operational & Technical Skills		70%

Social Value – 10% Weighting

The estimate total value of the contract is in the region of £800k and in accordance with guidance on evaluating Social Value the recommended approach is Tier 2 BBC4SR (Fully consider Social Value and all action plan measures) as this is a contract for goods worth more than the PCR15 Threshold.

The evaluation of social value will consider the measures as detailed below:

	Sub-Weighting	Sub-Criteria	Theme Sub-Weighting
Living Wage			Pass/Fail
Qualitative	10%	Local Employment	25%
		Buy Local	10%
		Partners in Communities	30%
		Green and Sustainable	10%
		Good Employer	25%

			TOTAL 100%
Quantitative	10%	BBC4SR Action plan	Total of Action Plan Value (£) score
			TOTAL 100%

Price – 45% Weighting

Evaluation of prices will be based on a pre-determined cost model outlining the services required in the provision of funerals at crematoria and cemeteries.

7.6.15 Overall Evaluation

The evaluation process will result in comparative quality, social value and price scores for each tenderer. The maximum quality score will be awarded to the bid that demonstrates the highest quality. The maximum social value score will be awarded to the bid that demonstrates the highest social value. The lowest price will be given the maximum score. Other tenderers will be scored in proportion to the maximum scores in order to ensure value for money and the proposed framework agreement will be awarded to the first ranked tenderer.

7.6.16 The proposed award for each lot will be as follows:

Lot	Recommended Award
Lot 1	Up to 2 providers to ensure complete coverage for all the products included in this lot.
Lot 2	Up to 4 providers to ensure complete coverage for all the products included in this lot.
Lot 3	1 provider to ensure contract management efficiency
Lot 4	1 provider to ensure contract management efficiency
Lot 5	1 provider to ensure contract management efficiency
Lot 6	Up to 3 providers, one for each of lot a, b and c to ensure contract management efficiency
Lot 7	1 provider to ensure contract management efficiency
Lot 8	1 provider to ensure contract management efficiency

7.6.17 Evaluation Team

The evaluation of tenders will be undertaken by officers from

- Bereavement Services (City Operations Directorate)
- HM Coroner's Office (City Operations Directorate)
- Funerals and Protection of Property (Adult Social Care Directorate)
- Supported by Corporate Procurement Services
- The 'Route to Zero Carbon' team, where relevant.

7.6.18 Indicative implementation Plan

ITT Issued	May 2024
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ITT Return	June 2024
Evaluation Period	June 2024
DPR Approval (Award)	July 2024
Contract Award	July 2024
Mobilisation period	Jul/Aug 2024
Contract Start	July/Aug 2024

7.6.19 Contract Management

The contracts will be managed at an operational level by client officers with overall contract management co-ordination from the Contract Manager in Corporate Procurement Services, if required.

7.6.20 Performance Management

Key Performance Indicators will be developed in conjunction with stakeholders and included in the tender documentation as will the need to provide monthly management information.

7.7 Human Resources Implications (if required)

None

7.8 Public Sector Equality Duty

please see attached appendix 2

8 Appendices

8.1 Appendix 1 - Environment & Sustainability Assessment (attached separately)

8.2 Appendix 2 - Equality Impact Assessment (attached separately)

9 Background Documents

9.1 Appendix 3 - Delegated Award Report 16012017 – (attached separately)