



BOARD OF SUPERVISORS AGENDA ITEM REPORT
AWARDS / CONTRACTS / GRANTS

☒ Award ☐ Contract ☐ Grant

Requested Board Meeting Date: 07/25/2023

* = Mandatory, information must be provided

or Procurement Director Award: ☐

***Contractor/Vendor Name/Grantor (DBA):**

FPG Arizona, LLC. DBA Adair Funeral Home (Headquarters: Orlando, FL)
Sensible Cremation and Funerals, LLC. (Headquarters: Tucson, AZ)
Tucson Cremation, LLC. DBA Tucson Cremation Services (Headquarters: Tucson, AZ)

***Project Title/Description:**

Indigent Interment Services

***Purpose:**

Award: Master Agreement No. MA-PO-24-002. This Master Agreement is for an initial term of one (1) year in the shared annual award amount of \$450,000.00 and includes four (4) one-year renewal options.

Administering Department: Medical Examiner.

***Procurement Method:**

Pursuant to Pima County Procurement Code 11.12.010, Competitive sealed bidding, Solicitation No. IFB-PO-2300096 was conducted. Three (3) responses were received. Award is to the responsive and responsible bidders.

PRCUID: 479031

Attachments: Notice of Recommendation for Award and Master Agreements.

***Program Goals/Predicted Outcomes:**

The Pima County Office of the Medical Examiner will provide indigent cremation services to decedents in Pima County that meet the criteria.

***Public Benefit:**

Cremation services will be provided by licensed practitioners. The indigent deceased located in Pima County will be cremated in accordance with applicable state statutes.

***Metrics Available to Measure Performance:**

Cremation services will be tracked to determine how long a decedent is held till completion and the quantity of approved decedents in the program to assist the County in statistical data.

***Retroactive:**

No.

TD: COB 7-11-23 (1)
Vers: 1
pgs: 55

THE APPLICABLE SECTION(S) BELOW MUST BE COMPLETED

Click or tap the boxes to enter text. If not applicable, indicate "N/A". Make sure to complete mandatory (*) fields

Contract / Award Information

Document Type: MA Department Code: PO Contract Number (i.e., 15-123): 24-002
 Commencement Date: 08/01/23 Termination Date: 07/31/24 Prior Contract Number (Synergen/CMS): _____
☒ Expense Amount \$ 450,000.00 * ☐ Revenue Amount: \$ _____

***Funding Source(s) required: General Fund**

Funding from General Fund? ☒ Yes ☐ No If Yes \$ _____ % 100

Contract is fully or partially funded with Federal Funds? ☐ Yes ☒ No

If Yes, is the Contract to a vendor or subrecipient? _____

Were insurance or indemnity clauses modified? ☐ Yes ☒ No

If Yes, attach Risk's approval.

Vendor is using a Social Security Number? ☐ Yes ☒ No

If Yes, attach the required form per Administrative Procedure 22-10.

Amendment / Revised Award Information

Document Type: _____ Department Code: _____ Contract Number (i.e., 15-123): _____
 Amendment No.: _____ AMS Version No.: _____
 Commencement Date: _____ New Termination Date: _____
 Prior Contract No. (Synergen/CMS): _____

☐ Expense ☐ Revenue ☐ Increase ☐ Decrease

Amount This Amendment: \$ _____

Is there revenue included? ☐ Yes ☐ No If Yes \$ _____

***Funding Source(s) required: _____**

Funding from General Fund? ☐ Yes ☐ No If Yes \$ _____ % _____

Grant/Amendment Information (for grants acceptance and awards)

☐ Award ☐ Amendment

Document Type: _____ Department Code: _____ Grant Number (i.e., 15-123): _____
 Commencement Date: _____ Termination Date: _____ Amendment Number: _____
☐ Match Amount: \$ _____ ☐ Revenue Amount: \$ _____

***All Funding Source(s) required: _____**

*Match funding from General Fund? ☐ Yes ☐ No If Yes \$ _____ % _____

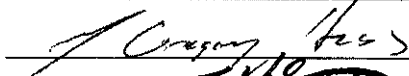
*Match funding from other sources? ☐ Yes ☐ No If Yes \$ _____ % _____

*Funding Source: _____

*If Federal funds are received, is funding coming directly from the Federal government or passed through other organization(s)?

Contact: Procurement Officer: Michael Warren Digitally signed by Michael Warren Date: 2023.07.05 16:51:08 -07'00' Acting Division Manager: Kelsey Braun-Shirley Digitally signed by Kelsey Braun-Shirley Date: 2023.07.05 16:05:04 -07'00'

Department: Procurement Director: Terri Spencer Digitally signed by Terri Spencer Date: 2023.07.05 16:45:34 -07'00' Telephone: (520)724-7466

Department Director Signature:  Date: 7/6/23

Deputy County Administrator Signature:  Date: 7-7-2023

County Administrator Signature: _____ Date: 7-7-2023



NOTICE OF RECOMMENDATION FOR AWARD

Date of Issue: July 6, 2023

The Procurement Department hereby issues formal notice to respondents to Solicitation No. IFB-PO-2300096 for Indigent Interment Services that the following listed respondents will be recommended for award as indicated below. The award action is scheduled to be performed by the Board of Supervisors on or after July 25, 2023.

Award is recommended to the responsive and responsible bidders.

<u>AWARDEE NAMES</u>	<u>SHARED ANNUAL AWARD AMOUNT</u>
FPG Arizona, LLC.	\$450,000.00
DBA Adair Funeral Home	

Sensible Cremation and Funerals, LLC.

Tucson Cremation, LLC.
DBA Tucson Cremation Services

OTHER RESPONDENT NAMES
None

Issued by: Kelsey Braun-Shirley, Procurement Officer

Telephone Number: (520) 724-7466

This notice is in compliance with Pima County Procurement Code §11.12.010(C) and §11.20.010(C).

Copy to: Pima County SBE via e-mail at SBE@pima.gov.



MASTER AGREEMENT

PIMA COUNTY, ARIZONA

THIS IS NOT AN ORDER - TRANSMISSION CONSTITUTES
CONTRACT EXECUTION

Master Agreement No: 2400000000000000002

MA Version: 1

Page: 1 of 6

Description: Indigent Interment Services

I S S U E R	<p>Pima County Procurement Department 150 W. Congress St. 5th Fl Tucson AZ 85701</p> <p>Issued By: Kelsey Braun-Shirley Phone: 5207247466 Email: kelsey.braun-shirley@pima.gov</p>	T E R M S	<p>Initiation Date: 08-01-2023 Expiration Date: 07-31-2024</p> <div><p>NTE Amount:</p><p>Used Amount: \$0.00</p></div>
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V E N D O R	<p>FPG Arizona LLC DBA: Adair Funeral Home 4901 Vineland Rd, Ste 300 Orlando FL 32811</p>	<p>Contact: Joseph Stone Phone: 520-326-4343 Email: jstone@bringfuneralhome.com Terms: 0.00 % Days: 30</p>
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Shipping Method:	Vendor Method
Delivery Type:	
FOB:	FOB Dest, Freight Prepaid
Modification Reason This Master Agreement is for an initial term of one (1) year in the shared annual award amount of \$450,000.00 and includes four (4) one-year renewal options. Attachment: Offer Agreement.	

This Master Agreement incorporates the attached documents, and by reference all instructions, Standard Terms and Conditions, Special Terms and Conditions, and requirements that are included in or referenced by the solicitation documents used to establish this agreement. All transactions and conduct are required to conform to these documents.



PIMA COUNTY

MASTER AGREEMENT DETAILS

Master Agreement No: 24000000000000000002

MA Version: 1

Page: 2 of 6

Line	Description					
1	Cremation Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$600.00			
2	Non-County Cemetery Mileage Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	MI	\$0.625			

OFFER AGREEMENT**1. PURPOSE**

This contract establishes a system-generated form Master Agreement ("MA") for Contractors to provide Pima County ("County") with mortuary and cemetery services for the bodies and human remains that are within the jurisdiction of Pima County for decedents who have been determined indigent and have no other person or entity willing or financially able to bury or provide other funeral and disposition arrangements, pursuant to A.R.S. § 36-831, on an "as required basis" by issue of Delivery Order ("DO") or Delivery Order Maximo ("DOM").

The established MA will be issued to all Contractors awarded on this contract. County will order Goods/Services from the Contractors on a rotating basis.

It is understood by Offerors submission of bids that the County may enter into separate contracts with other providers of the services set forth herein. Numerous mortuaries may enter into this contract and may be placed on a "rotation list" with other providers.

The County reserves the right to add additional Contractors, at the County's sole discretion, to satisfy the County's needs to ensure adequate competition and sufficient capacity to fulfill the demands of the County for these services.

2. CONTRACT TERM, RENEWALS, EXTENSIONS and REVISIONS

The MA will document the commencement date of the contract, and will be for a one (1) year period with four (4) one-year renewal options that the parties may exercise as follows: County will issue contract extensions, renewals, or revisions to Contractor with a revised MA document. Contractor must object in writing to the proposed revisions, terms, conditions, scope modifications and/or specifications within ten (10) calendar days of issuance by County. If Contractor does not notify county of any objections within that timeframe, the revision(s) will be binding on the parties.

3. CONTRACTOR MINIMUM QUALIFICATIONS

The Contractor certifies that it is competent, willing, and responsible for performing the services or providing the products in accordance with the requirements of this contract.

Contractor certifies that it possesses all necessary permits and licenses to perform these services within the State of Arizona and local municipalities.

Contractor will research the designated Issuing Agency requirements to perform the requested work; will list **currently active** licenses and agrees to maintain said license(s) for the term of the contract and to notify County within ten (10) business days of any change in license status.

A Contractor whose license is suspended, revoked, or undergoing disciplinary action by any regulatory agency of the State of Arizona shall be prohibited from providing services pursuant to this contract and may be subject to termination. A history of non-compliance with the terms of this contract, the governing authorities or the County directives and policies may also result in contract termination.

Contractor will check appropriate response below and provide requested documents. Failure to check appropriate response and provide copies of requested documents may cause the offer to be rejected and deemed non-responsive:

1	Contractors' funeral establishment(s) and crematory(ies) must have an active license issued by the Arizona State Board of Funeral Directors and Embalmers pursuant to A.R.S. § 32-1381 and A.R.S. § 32-1393. Copies of funeral establishment license(s) and crematory(ies) license(s) for all locations where services will be provided pursuant to this contract must be submitted with bid.	<input checked="checked" type="checkbox"/> Yes <input type="checkbox"/> No
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4. PRODUCT OR SERVICE SPECIFICATIONS & SCOPE OF WORK

4.1. See Exhibit A: Scope of Services (4 pages).

5. SUSTAINABILITY

In accordance with Board of Supervisors Resolution 2007-84, Pima County values and highly encourages contractors to utilize sustainable practices. Please **CHECK** any of the following that your business incorporates:

- ☒ Waste prevention/reduction or material recycling/reuse.
- ☐ Alternative energy/fuels (such as solar/wind energy; bio-diesel; alternative fuels; hybrid vehicles) in your program's preparation, transportation, and demonstration.
- ☒ Environmentally preferable materials (such as recycled materials; locally produced/manufactured products).
- ☒ Sustainable practices that lessen impact on non-renewable resources and global climate change (such as reduction in water/energy/paper use; minimization of hazardous materials; use of compressed/flexible work schedules).
- ☒ Other practices which coincide with County's definition of sustainable practices (such as alternative modes of transportation; transportation minimization; life-cycle costs; product/packaging "take back" practices; preference to firms located with Pima County).

6. OFFER ACCEPTANCE & ORDER RELEASES

County will accept offers and execute this contract by issuing an MA (recurring requirements) to be effective on the document's date of issue without further action by either party. The MA will include the term of the contract.

Pursuant to the executed MA, County departments requiring the goods or services described herein will issue a DO or DOM to the Contractor. County will furnish the DO or DOM to Contractor via facsimile, e-mail or telephone. **If County gives the order verbally, the County Department issuing the order will transmit a confirming order document to Contractor within five (5) workdays of the date it gives the verbal order.**

Contractor must not supply materials or services that are not specified on the MA and are not documented or authorized by a DO or DOM at the time of provision. County accepts no responsibility for control of or payment for materials or services not documented by a County DO or DOM.

Contractor will establish, monitor, and manage an effective contract administration process that assures compliance with all requirements of this contract. In particular, Contractor will not provide goods or services in excess of the executed contract items, item quantity, item amount, or contract amount without prior written authorization by contract amendment that County has properly executed and issued. Any items Contractor provides in excess of those stated in the contract are at Contractor's own risk. Contractor will decline verbal requests to deliver items in excess of the contract and will report all such requests in writing to County's Procurement Department within one (1) workday of the request. The report must include the name of the requesting individual and the nature of the request.

7. ACCEPTANCE OF GOODS & SERVICES

The County Department designated on the issued order DO or DOM will accept goods and services only in accordance with this contract. Such acceptance is a prerequisite to the commencement of payment terms.

8. COMPENSATION & PAYMENT

The MA will establish the contractual Not-to-Exceed Amount ("NTE Amount"). The NTE Amount represents the funding appropriated by County for this contract and cannot be altered without amendment. For this contract, the NTE Amount is shared between each Contractor awarded. The sum total of County payments to all Contractors cannot exceed the established NTE Amount, regardless of the independent total of each Contractor. Contractor will not accept orders, or provide services or products that cumulatively exceed the contract amount.

8.1. Unit Prices

Contractor's unit prices must include all incidentals and associated costs required to comply with and satisfy all requirements of this contract, which includes the Offer Agreement and the Standard Terms and Conditions. County will make no payments for items not in the contract and Contractor will not invoice them.

Quantities in this solicitation are estimates only. County may increase or decrease quantities and amounts. County makes no guarantee regarding actual orders for items or quantities during the term of the contract. County is not responsible for Contractor inventory or order commitment.

UNIT PRICES-FIXED (Net 30-day Payment Terms)

ITEM #	ITEM NAME	UOM	UNIT PRICE \$
	Items to include and satisfy all Solicitation & Offer Agreement requirements, General & Item Specifications		
1	Cremation	EACH	\$600.00
2	Non-County Cemetery Mileage	MILE	\$0.625
TOTAL ESTIMATED SHARED ANNUAL AMOUNT			\$450,000.00

Unless the parties otherwise agree in writing, all pricing will be F.O.B. Destination & Freight Prepaid Not Billed ("F.O.B. Destination"). Contractor will deliver and unload products or services at the destination(s) that the delivery article of this contract or accepted Order indicates. The offered Unit Price must include all freight costs.

Although an order may not fully include State and City sales tax, County will pay such taxes as are DIRECTLY applicable to County and Contractor invoices such taxes as a separate line item. Contractor must not include such taxes in the item unit price.

8.2. Price Warranty and Trade-In Allowance

Not applicable to this Agreement.

8.3. Price Escalation

All unit prices consider/provide for current economic and market conditions and include compensation for Contractor to implement and actively conduct cost and price control. No additional compensation shall be paid to Contractor to reimburse efforts to implement and conduct cost and price controls. **Prices shall remain fixed for the term of the contract, County may consider price increase as deemed appropriate and at its own discretion.**

8.4. Living Wage

All pricing will conform to Pima County's Living Wage ordinance if applicable, including required annual adjustments of the wage.

8.5. Additional Items and/or Services

The parties may negotiate and establish unit pricing in writing under the contract for items included in the scope of the contract that does not have previously listed unit pricing.

8.6. Standard Payment Term

Net (30), effective from the date of valid invoice document and does not commence until the later of 1) the receiving County Department receives goods or services into County's payment system or 2) County Financial Operations receives and verifies Contractor's invoice.

8.7. Optional Early Payment Discount Term

Pima County Administrative Procedure No. 22-35 Section 2.2.4 describes County's practice regarding discounts for early payment. Contractor offers the following discounts to those prices to be used for all orders issued pursuant to this contract. County will utilize the existing payment code that best matches that offered and does not exceed the offered discount percentage. Payment days cannot be less than ten (10) calendar days. Contractor will submit valid invoice document consistent with the associated DO or DOM to County's Finance Department at least seven (7) calendar days prior to the date on which the discounted payment is due. If desired, for any order issued pursuant with this contract, Contractor may offer early payment discounts that exceed this Early Payment Discount.

Optional Early Payment Discount: _____ % if payment tendered within _____ Days as indicated above.

8.8. Invoicing

Contractor will submit Request(s) for Payment or Invoices to the location and entity identified by County's DO or DOM document.

All Invoice documents will reference County's DO or DOM number under which the services or products were ordered. Contractor must utilize the item description, precise unit price, **AND** unit of measure included in County's order document for **ALL** invoice line items. County may return invoices that include line items or unit prices that do not match those documented by County's order to Contractor unprocessed for correction.

Contractor will provide detailed documentation in support of payment requests, which should be consistent with and not exceed County's DO or DOM document. Contractor will bill County within one (1) month after the date on which Contractor's right to payment accrues ("Payment Accrual Date"), which, unless this contract specifically provides otherwise, is the date Contractor delivers goods, performs services or incurs costs. Invoices must assign each billed amount to an appropriate line item of County's order and document each Payment Accrual Date. County may refuse to pay any amount that Contractor bills in which does not conform to County's DO or DOM document. County will refuse to pay any amount that Contractor bills more than six (6) months after the Payment Accrual Date, pursuant to A.R.S. § 11-622(C).

9. VENDOR RECORD MAINTENANCE

Contractor must establish and maintain a complete Pima County Vendor record, which includes the provision of a properly completed and executed "Request for Taxpayer Identification Number and Certification" document (Form W-9). The record must be registered with a valid and monitored email address for Contractor. In the event of any change that renders the information on that record inaccurate Contractor must update the record within ten (10) calendar days of the change and prior to the submission of any invoice or request for payment. Contractor must register through <http://www.pima.gov/procure/venreg.htm>.

10. DELIVERY

"On-Time" delivery is an essential part of the consideration that Contractor is to provide to County under the contract. Contractor will make delivery in accordance with the Standard Terms and Conditions and to the location(s) on the DO or DOM document.

Contractor guarantees delivery of cremated remains and held property to the PCOME within 30 calendar days of completed cremation. If necessary to satisfy the guaranteed delivery time, Contractor will utilize premium freight method at no additional cost to County.

11. TAXES, FEES, EXPENSES

Pursuant to IRS Publication 510, County is exempt from federal excise taxes for goods. County is subject to State and City sales tax. County will pay no separate charges for delivery, drayage, express, parcel post, packing, insurance, license fees, permits, costs of bonds, surcharges, or bid preparation unless the contract expressly includes such charges and the solicitation documents itemize them.

12. OTHER DOCUMENTS

Contractor and County are entering into this contract have relied upon information provided or referenced by Pima County Solicitation No. IFB-PO-2300096 including the IFB, Offer Agreement, Standard Terms and Conditions, Solicitation Amendments, Contractor's Bid Offer, documents submitted by Contractor or References to satisfy Minimum Qualifications and any other information and documents that Contractor has submitted in its response to County's Solicitation. The Contract incorporates these documents as though set forth in full herein, to the extent not inconsistent with the provisions of this contract.

13. INSURANCE

The Insurance Requirements herein are minimum requirements for this contract and in no way limit the indemnity covenants contained in this contract. Contractor's insurance shall be placed with companies licensed in the State of Arizona and the insureds shall have an "A.M. Best" rating of not less than A- VII, unless otherwise approved by County. County in no way warrants that the minimum insurer rating is sufficient to protect Contractor from potential insurer insolvency.

13.1. Minimum Scope and Limits of Insurance

Contractor will procure and maintain at its own expense, until all contractual obligations have been discharged, the insurance coverage with limits of liability not less than stated below. County in no way warrants that the minimum insurance limits contained herein are sufficient to protect Contractor from liabilities that arise out of the performance of the work under this contract. If necessary, Contractor may obtain commercial umbrella or excess insurance to satisfy County's Insurance Requirements.

13.1.1. Commercial General Liability (CGL)

Occurrence Form with limits of \$2,000,000 Each Occurrence and \$2,000,000 General Aggregate. Policy shall include cover for liability arising from premises, operations, independent contractors, personal

injury, bodily injury, property damage, broad form contractual liability coverage, personal and advertising injury and products – completed operations.

13.1.2. Business Automobile Liability

Bodily Injury and Property Damage for any owned, leased, hired, and/or non-owned automobiles assigned to or used in the performance of this contract with a Combined Single Limit (CSL) of \$1,000,000 Each Accident.

13.1.3. Workers' Compensation (WC) and Employers' Liability

Statutory requirements and benefits for Workers' Compensation. In Arizona, WC coverage is compulsory for employers of one or more employees. Employers' Liability coverage with limits of \$1,000,000 each accident and \$1,000,000 each person - disease.

13.2. Additional Insurance Requirements

The policies shall include, or be endorsed to include, as required by this contract, the following provisions:

13.2.1. Claims-Made Insurance Coverage

If any part of the Required Insurance is written on a claims-made basis, any policy retroactive date must precede the effective date of this contract, and Contractor must maintain such coverage for a period of not less than three (3) years following contract expiration, termination or cancellation.

13.2.2. Additional Insured Endorsement

The General Liability and Business Automobile Liability policies must each be endorsed to include Pima County and all its related special districts, elected officials, officers, agents, employees and volunteers (collectively "County and its Agents") as additional insureds with respect to vicarious liability arising out of the activities performed by or on behalf of the Contractor. The full policy limits and scope of protection must apply to County and its Agents as an additional insured, even if they exceed the Insurance Requirements.

13.2.3. Subrogation Endorsement

The General Liability, Business Automobile Liability and Workers' Compensation Policies shall each contain a waiver of subrogation endorsement in favor of County, and its departments, districts, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

13.2.4. Primary Insurance Endorsement

Contractor's policies shall stipulate that the insurance afforded Contractor shall be primary and that any insurance carried by County, its agents, officials, or employees shall be excess and not contributory insurance. The Required Insurance policies may not obligate County to pay any portion of Contractor's deductible or Self Insurance Retention (SIR).

13.2.5. Insurance provided by Contractor shall not limit Contractor's liability assumed under the indemnification provisions of this Contract.

13.2.6. Subcontractors

Contractor must either (a) include all subcontractors as additional insureds under its Required Insurance policies, or (b) require each subcontractor to separately meet all Insurance Requirements and verify that each subcontractor has done so, Contractor must furnish, if requested by County, appropriate insurance certificates for each subcontractor. Contractor must obtain County's approval of any subcontractor request to modify the Insurance Requirements as to that subcontractor.

13.3. Notice of Cancellation

Each Required Insurance policy must provide, and certificates specify, that County will receive not less than thirty (30) days advance written notice of any policy cancellation, except 10-days prior notice is sufficient when the cancellation is for non-payment of a premium. Notice must be mailed, emailed, hand-delivered or sent via facsimile transmission to County's Contracting Representative, and must include the project or contract number and project description.

13.4. Verification of Coverage

Contractor shall furnish County with certificates of insurance (valid ACORD form or equivalent approved by County) as required by this contract. An authorized representative of the insurer shall sign the certificates. Each certificate must include:

- County's tracking number for this contract, which is shown on the first page of the contract, and a project description, in the body of the Certificate;
- A notation of policy deductibles or SIRs relating to the specific policy; and
- Certificates must specify that the appropriate policies are endorsed to include additional insured and subrogation waiver endorsements for County and its Agents. Note: Contractors for larger projects must provide actual copies of the additional Insured and subrogation endorsements.

13.4.1. All certificates and endorsements, as required by this contract, are to be received and approved by County before, and be in effect not less than 15 days prior to, commencement of work. A renewal certificate must be provided to County not less than 15 days prior to the policy's expiration date to include actual copies of the additional insured and waiver of subrogation endorsements. Failure to maintain the insurance coverages or policies as required by this contract, or to provide evidence of renewal, is a material breach of contract.

13.4.2. All certificates required by this contract shall be sent directly to the appropriate County Department. The Certificate of Insurance shall include County's project or contract number and project description on the certificate. County may require complete copies of all insurance policies required by this contract at any time.

13.5. Approval and Modifications

County's Risk Manager may approve a modification of the Insurance Requirements without the necessity of a formal contract amendment, but the approval must be in writing. County's failure to obtain a required insurance certificate or endorsement, County's failure to object to a non-complying insurance certificate or endorsement, or County's receipt of any other information from the Contractor, its insurance broker(s) and/or insurer(s), do not constitute a waiver of any of the Insurance Requirements.

14. PERFORMANCE BOND

Not applicable to this contract.

15. ACKNOWLEDGEMENT OF SOLICITATION AMENDMENTS

Contractor must acknowledge in the table below to have read all published solicitation amendments and must ensure they are submitting all amended pages of the solicitation (if any) with their response:

Amendment #	Date	Amendment #	Date	Amendment #	Date
1	5/22/2013				
2	5/26/2013				

16. SMALL BUSINESS ENTERPRISE (SBE) CERTIFICATION

Not applicable to this contract.

17. BID/OFFER CERTIFICATION

CONTRACTOR LEGAL NAME: EPG A2 LLC
BUSINESS ALSO KNOWN AS: ADAIR Funeral Home, DODGE CHAPEL
MAILING ADDRESS: 1050 North Dodge Boulevard
CITY/STATE/ZIP: Tucson, Arizona 85716
REMIT TO ADDRESS: 1050 North Dodge Boulevard
CITY/STATE/ZIP: Tucson, Arizona 85716
CONTACT PERSON NAME/TITLE: Joseph Stone, Director of Operations
PHONE: 520-326-4343 FAX: _____
CONTACT PERSON EMAIL ADDRESS: jstone@bringfuneralhome.com
EMAIL ADDRESS FOR ORDERS & CONTRACTS: jstone@bringfuneralhome.com
CORPORATE HEADQUARTERS ADDRESS: 4901 Vineland Road Orlando, FL 32811
WEBSITE: foundationpartners.com

By signing and submitting the Offer Agreement, the undersigned certifies that they are legally authorized to represent and bind Contractor to legal agreements, that all information submitted is accurate and complete, that Contractor has reviewed the County's Procurement website for solicitation amendments and has incorporated all such amendments to its offer, that Contractor is qualified and willing to provide the items requested, and that Contractor will comply with all requirements of the contract. The Unit Pricing includes all costs incidental to the provision of the items in compliance with the contract; no additional payment will be made. County may deem conditional offers that modify the solicitation requirements not 'responsive' and County may not evaluate them. Contractor's submission of a signed Offer Agreement will constitute a firm offer and upon the issuance of a MA or PO document issued by County's Procurement Director or authorized designee will form a binding contract that will require Contractor to provide the goods or services and materials described in this contract. The undersigned hereby offers to furnish the goods or services in compliance with all terms, conditions, and specifications in this Offer Agreement.

SIGNATURE: Joseph T. StoneDATE: June 1, 2023

Joseph T. Stone, Director of Operations
PRINTED NAME & TITLE OF AUTHORIZED CONTRACTOR REPRESENTATIVE EXECUTING OFFER

PHONE AND EMAIL: (520) 326-4343 jstone@bringfuneralhome.com

County Attorney Contract Approval "As to Form".

Approved As to Form

PIMA COUNTY STANDARD TERMS AND CONDITIONS**1. WARRANTY**

Contractor warrants goods or services to be satisfactory and free from defects. Contractor also warrants that all products and services provided under this contract are non-infringing.

2. PACKING

Contractor will make no extra charges for packaging or packing material. Contractor is responsible for safe packaging conforming to carrier's requirements.

3. DELIVERY

On-time delivery of goods and services is an essential part of the consideration that County will receive.

Contractor must provide a guaranteed delivery date, or interval period from order release date to delivery if the Price proposal document requires it. Upon receipt of notification of delivery delay, County may cancel the order or extend delivery times at no cost to County. Any extension of delivery times will not be valid unless an authorized representative of County extends it to Contractor in writing.

To mitigate or prevent damages from delayed delivery, County may require Contractor to deliver additional quantity utilizing express modes of transport, or overtime, all costs to be Contractor's responsibility. County may cancel any delinquent order, procure from an alternate source, or refuse receipt of or return delayed deliveries at no cost to County. County may cancel any order or refuse delivery upon default by Contractor concerning time, cost, or manner of delivery.

Contractor is not responsible for unforeseen delivery delays caused by fires, strikes, acts of God, or other causes beyond Contractor's control, provided that Contractor provides County immediate notice of delay.

4. SPECIFICATION CHANGES

County may make changes in the specifications, services, or terms and conditions of an order. If such changes cause an increase or decrease in the amount due under an order or in time required for performance, County will make an acceptable adjustment and will modify the order in writing. No verbal agreement for adjustment is acceptable.

Nothing in this clause reduces Contractor's responsibility to proceed without delay in the delivery or performance of an order.

5. INSPECTION

County may inspect or test all goods and services at place of manufacture, destination, or both. Contractor will hold goods failing to meet specifications of the order or contract at Contractor's risk and County may return such goods to Contractor and Contractor will be responsible for costs for transportation, unpacking, inspection, repacking, reshipping, restocking or other like expenses. In lieu of return of nonconforming supplies, County may waive any nonconformity, receive the delivery, and treat the defect(s) as a warranty item, but any waiver of any condition will not apply to subsequent shipments or deliveries.

6. ACCEPTANCE OF MATERIALS AND SERVICES

County will not execute an acceptance or authorize payment for any service, equipment or component prior to delivery and verification that the delivery meets all specification requirements.

7. RIGHTS AND REMEDIES OF COUNTY FOR DEFAULT

If Contractor furnishes items that do not conform to the contract requirements, or to the sample that Contractor submitted, County may reject the items. Contractor must then reclaim and remove the items, without expense to County. Contractor must also immediately replace all rejected items with conforming items. Should Contractor fail, neglect, or refuse immediately to do so, County may purchase in the open market a corresponding quantity of any such items and deduct from any monies due or that may become due to Contractor the difference between the price named in the MA or Purchase Order ("PO") and the actual cost to County.

If Contractor fails to make prompt delivery of any item, County may purchase the item in the open market and invoke the reimbursement condition above apply, except when delivery is delayed by fire, strike, freight embargo, or acts of god or of the government. If County cancels a MA, PO or associated order, either in whole or in part, by reason of the default or breach by Contractor, Contractor will pay for any loss or damage sustained by County in procuring any items

which Contractor was obligated to supply. These remedies are not exclusive and are in addition to any other rights and remedies provided by law or under the contract.

8. FRAUD AND COLLUSION

Contractor certifies that no officer or employee of County or of any subdivision thereof has aided or assisted Contractor in securing or attempting to secure a contract to furnish labor, materials or supplies at a higher price than that proposed by any other Contractor. Contractor also certifies that it is not aware of any County employee 1) favoring one Contractor over another by giving or withholding information or by willfully misleading a Proposer in regard to the character of the material or supplies called for or the conditions under which the proposed work is to be done; 2) knowingly accepting materials or supplies of a quality inferior to those called for by any contract; or 4) directly or indirectly having a financial interest in the proposal or resulting contract. Additionally, during the conduct of business with County, Contractor will not knowingly certify, or induce others to certify, to a greater amount of labor performed than has been actually performed, or to the receipt of a greater amount or different kind of material or supplies that has been actually received. If County finds at any time that Contractor has in presenting any proposal(s) colluded with any other party or parties for the purpose of preventing any other proposal being made, then County will terminate any contract so awarded and that person or entity will be liable for all damages that County sustains.

9. COOPERATIVE USE OF RESULTING CONTRACT

As allowed by law, County has entered into cooperative procurement agreements that enable other public agencies to utilize County's contracts. Those public agencies may contact Contractor with requests to provide services and products pursuant to the pricing, terms and conditions in the MA, or PO. A public agency and Contractor may make minor adjustments by written agreement to the contract to accommodate additional cost or other factors not present in the contract and required to satisfy particular public agency code or functional requirements and within the intended scope of the solicitation and resulting contract. The parties to the cooperative procurement will negotiate and transact any such usage in accordance with procurement rules, regulations and requirements. Contractor will hold harmless County, its officers, employees, and agents from and against all liability, including without limitation payment and performance associated with any cooperative agreement with another public agency. Contractor may view a list of agencies that are authorized to use County contracts at the Procurement Department Internet home page: <http://www.pima.gov/procure>, under the Vendor Information tab, by selecting the link titled County Cooperative Agreements – Authorized Agencies.

10. INTELLECTUAL PROPERTY INDEMNITY

Contractor will indemnify, defend and hold County, its officers, agents, and employees harmless from liability of any kind, including costs and expenses, for infringement or use of any copyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract and any MA, PO, and associated orders. County may require Contractor to furnish a bond or other indemnification to County against any and all loss, damage, costs, expenses, claims and liability for patent or copyright infringement.

11. INDEMNIFICATION

Contractor will indemnify, defend, and hold harmless County, its officers, employees, and agents from and against any and all suits, actions, legal administrative proceedings, claims or demands and costs, including attorney's fees arising out of any act, omission, fault or negligence by Contractor, its agents, employees or anyone under its direction or control or on its behalf in connection with performance of the contract and any MA, PO or associated orders. Contractor will indemnify, defend and hold County harmless from any claim of infringement arising from services provided under this contract or from the provision, license, transfer or use for their intended purpose of any products provided under this Contract.

12. UNFAIR COMPETITION AND OTHER LAWS

Responses must comply with Arizona trade and commerce laws (Title 44 A.R.S.) and all other applicable County, State, and Federal laws and regulations.

13. COMPLIANCE WITH LAWS

Contractor will comply with all federal, state, and local laws, rules, regulations, standards and Executive Orders, without limitation. In the event any services that Contractor provides under this contract require a license issued by the Arizona Registrar of Contractors ("ROC"), Contractor certifies that a Contractor licensed by ROC to perform those services in Arizona will provide such services. The laws and regulations of the State of Arizona govern the interpretation and construction of this contract, and the rights, performance and disputes of and between the parties. Any action relating to this Contract must be filed and maintained in a court of the State of Arizona in Pima County.

14. ASSIGNMENT

Contractor may not assign its rights to the contract, in whole or in part, without prior written approval of County. County may withhold approval at its sole discretion, provided that County will not unreasonably withhold such approval.

15. CANCELLATION FOR CONFLICT OF INTEREST

This contract is subject to cancellation pursuant to A.R.S. §§38-506 and 38-511, the pertinent provisions of which are incorporated into this Contract by reference.

16. NON-DISCRIMINATION

Contractor agrees to comply with all provisions and requirements of Arizona Executive Order 2009-09 which is hereby incorporated into this contract as if set forth in full herein including flow down of all provisions and requirements to any subcontractors. During the performance of this contract, Contractor must not discriminate against any employee, client or any other individual in any way because of that person's age, race, creed, color, religion, sex, disability or national origin.

17. NON-APPROPRIATION OF FUNDS

County may cancel this contract if for any reason County's Board of Supervisors does not appropriate funds for the stated purpose of maintaining the contract. In the event of such cancellation, County has no further obligation, other than payment for services or goods that County has already received.

18. PUBLIC RECORDS

Disclosure. Pursuant to A.R.S. § 39-121 et seq., and A.R.S. § 34-603(H) in the case of construction or Architectural and Engineering services procured under A.R.S. Title 34, Chapter 6, all documents submitted in response to the solicitation resulting in award of this Contract, including, but not limited to, pricing schedules, product specifications, work plans, and any supporting documents, are public records. As such, those documents are subject to release and/or review by the general public upon request, including competitors.

Records Marked Confidential; Notice and Protective Order. If Contractor reasonably believes that some of those records contain proprietary, trade-secret or otherwise-confidential information, Contractor must prominently mark those records "CONFIDENTIAL." In the event a public-records request is submitted to County for records marked CONFIDENTIAL, County will notify Contractor of the request as soon as reasonably possible. County will release the records 10 business days after the date of that notice, unless Contractor has, within that period, secured an appropriate order from a court of competent jurisdiction, enjoining the release of the records. County will not, under any circumstances, be responsible for securing such an order, nor will County be in any way financially responsible for any costs associated with securing such an order.

Contractor agrees to waive confidentiality of any price terms.

19. CUSTOM TOOLING, DOCUMENTATION AND TRANSITIONAL SUPPORT

Costs to develop all tooling and documentation, such as and not limited to dies, molds, jigs, fixtures, artwork, film, patterns, digital files, work instructions, drawings, etc. necessary to provide the contracted services or products and unique to the services or products supplied to County are included in the agreed upon Unit Price unless the contract specifically states otherwise. Such tools and documentation are the property of County and will be marked, as is practical, as the "Property of Pima County" and County so requests, Contractor will deliver a copy of the tooling and documentation to County within twenty (20) days of acceptance by County of the first article sample, or not later than ten (10) days of termination of the contract associated with their development, without additional cost to County. Contractor also agrees to act in good faith to facilitate the transition of work to a subsequent Contractor if and as reasonably requested by County at no additional cost. Should exceptional circumstances be present that may justify an additional charge, Contractor may submit said justification and proposed cost and negotiate an agreement acceptable to both Contractor and County, but Contractor may not withhold any requested tooling, document or support as described above that would delay the orderly, efficient and prompt transition of work. Should conduct by Contractor result in additional costs to County, Contractor will reimburse County for said actual and incremental costs provided that County has given Contractor reasonable time to respond to County's requests for support.

20. AMERICANS WITH DISABILITIES ACT

Contractor will comply with all applicable provisions of the Americans with Disabilities Act (public law 101-336, 42 USC 12101-12213) and all applicable federal regulations under the act, including 28 CFR parts 35 and 36.

21. NON-EXCLUSIVE AGREEMENT

Contractor understands that this Contract is nonexclusive and is for the sole convenience of County. County may obtain like services from other sources for any reason.

22. TERMINATION

County may terminate any contract and any MA, PO, Delivery Order, DOM or issued NORFA, in whole or in part, at any time for any reason or no reason, without penalty or recourse, when in the best interests of County. Upon receipt of written notice, Contractor will immediately cease all work as directed by the notice, notify all subcontractors of the effective date of termination, and take appropriate actions to minimize further costs to County. In the event of termination under this paragraph, all documents, data, and reports prepared by Contractor under the contract become the property of County and Contractor must promptly deliver them to County. Contractor is entitled to receive just and equitable compensation for work in progress, work completed, and materials accepted by County before the effective date of the termination.

23. ORDER OF PRECEDENCE -- CONFLICTING DOCUMENTS

In the event of inconsistencies between contract documents, the following is the order of precedence, superior to subordinate, that will apply to resolve the inconsistency: MA or PO; DO or DOM; Offer Agreement; these standard terms and conditions; any Contractor terms (Terms of Sale; End User Licenses Agreement; Service Agreement; etc.) attached to an MA, PO, DO or DOM, if applicable; any other solicitation documents.

24. INDEPENDENT CONTRACTOR

Contractor is an independent Contractor. Contractor and Contractor officer's agents or employees are not considered employees of County and are not entitled to receive any employment-related fringe benefits under County's Merit System. Contractor is responsible for paying all federal, state and local taxes associated with the compensation received pursuant to this Contract and will indemnify and hold County harmless from any and all liability which County may incur because of Contractor's failure to pay such taxes.

25. BOOK AND RECORDS

Contractor will keep and maintain proper and complete books, records and accounts, which will be open at all reasonable times for inspection and audit by duly authorized representatives of County. In addition, Contractor will retain all records relating to this contract at least five (5) years after its termination or cancellation or, if later, until any related pending proceeding or litigation has been closed.

26. COUNTERPARTS

The parties may execute the MA or PO that County awards pursuant to this solicitation in any number of counterparts, and each counterpart is considered an original, and together such counterparts constitute one and the same instrument. For the purposes of the MA and PO, the signed proposal of Contractor and the signed acceptance of County are each an original and together constitute a binding MA, if all other requirements for execution are present.

27. AUTHORITY TO CONTRACT

Contractor warrants its right and power to enter into the MA or PO. If any court or administrative agency determines that County does not have authority to enter into the MA or PO, County is not liable to Contractor or any third party by reason of such determination or by reason of the MA or PO.

28. FULL AND COMPLETE PERFORMANCE

The failure of either party to insist on one or more instances upon the full and complete performance with any of the terms or conditions of the contract and any MA, PO, DO or DOM to be performed on the part of the other, or to take any action permitted as a result thereof, is not a waiver or relinquishment of the right to insist upon full and complete performance of the same, or any other covenant or condition, either in the past or in the future. The acceptance by either party of sums less than may be due and owing it at any time is not an accord and satisfaction.

29. SUBCONTRACTORS

Contractor is fully responsible for all acts and omissions of any subcontractor and of persons directly or indirectly employed by any subcontractor, and of persons for whose acts Contractor may be liable to the same extent that Contractor is responsible for the acts and omissions of persons that it directly employs. Nothing in this contract creates any obligation on the part of County to pay or see to the payment of any money due any subcontractor, except as may be required by law.

30. SEVERABILITY

Each provision of this contract stands alone, and any provision of this contract that a court finds to be prohibited by law is ineffective to the extent of such prohibition without invalidating the remainder of this contract.

31. LEGAL ARIZONA WORKERS ACT COMPLIANCE

For the procurement of services in the State of Arizona, Contractor hereby warrants that it will at all times during the term of this contract comply with all federal immigration laws applicable to Contractor's employment of its employees, and with the requirements of A.R.S. § 23-214 (A) (together the "State and Federal Immigration Laws"). Contractor will further ensure that each subcontractor who performs any work for Contractor under this contract likewise complies with the State and Federal Immigration Laws.

County has the right at any time to inspect the books and records of Contractor and any subcontractor in order to verify such party's compliance with the State and Federal Immigration Laws.

Any breach of Contractor's or any subcontractor's warranty of compliance with the State and Federal Immigration Laws, or of any other provision of this section, is a material breach of this Contract subjecting Contractor to penalties up to and including suspension or termination of this Contract. If the breach is by a subcontractor, and the subcontract is suspended or terminated as a result, Contractor will take such steps as may be necessary to either self-perform the services that would have been provided under the subcontract or retain a replacement subcontractor as soon as possible so as not to delay project completion.

Contractor will advise each subcontractor of County's rights, and the subcontractor's obligations, under this Section by including a provision in each subcontract substantially in the following form:

"Subcontractor hereby warrants that it will at all times during the term of this contract comply with all federal immigration laws applicable to Subcontractor's employees, and with the requirements of A.R.S. § 23-214 (A). Subcontractor further agrees that County may inspect the Subcontractor's books and records to ensure that Subcontractor is in compliance with these requirements. Any breach of this paragraph by Subcontractor is a material breach of this contract subjecting Subcontractor to penalties up to and including suspension or termination of this contract."

Any additional costs attributable directly or indirectly to remedial action under this Section is the responsibility of Contractor. In the event that remedial action under this Section results in delay to one or more tasks on the critical path of Contractor's approved construction or critical milestones schedule, such period of delay will be excusable delay for which Contractor is entitled to an extension of time, but not costs.

32. CONTROL OF DATA PROVIDED BY COUNTY

For those projects and contracts where County has provided data to enable the Contractor to provide contracted services or products, unless County otherwise specifies and agrees in writing, Contractor will treat, control and limit access to said information as confidential and will under no circumstances release any data provided by County during the term of this contract and thereafter, including but not limited to personal identifying information as defined by A.R.S. § 44-1373, and Contractor is further prohibited from selling such data directly or through a third party. Upon termination or completion of the contract, Contractor will either return all such data to County or will destroy such data and confirm destruction in writing in a timely manner not to exceed sixty (60) calendar days.

33. ISRAEL BOYCOTT CERTIFICATION

Pursuant to A.R.S. § 35-393.01, if Contractor engages in for-profit activity and has ten (10) or more employees, and if this Contract has a value of \$100,000.00 or more, Contractor certifies it is not currently engaged in, and agrees for the duration of this Contract to not engage in, a boycott of goods or services from Israel. This certification does not apply to a boycott prohibited by 50 U.S.C. § 4842 or a regulation issued pursuant to 50 U.S.C. § 4842.

34. FORCED LABOR OF ETHNIC UYGHURS

Pursuant to A.R.S. § 35-394 If Contractor engages in for-profit activity and has 10 or more employees, Contractor certifies it is not currently using, and agrees for the duration of this Contract to not use (1) the forced labor of ethnic Uyghurs in the People's Republic of China; (2) any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China; and (3) any contractors, subcontractors or suppliers that use the forced labor or any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China. If Contractor becomes aware during the term of the Contract that the Company is not in compliance with A.R.S. § 35-394, Contractor must notify the County within five business days and provide a written certification to County regarding compliance within one hundred eighty days.

35. ENTIRE AGREEMENT

This document constitutes the entire agreement between the parties pertaining to the subject matter it addresses, and this Contract supersedes all prior or contemporaneous agreements and understandings, oral or written.

END OF PIMA COUNTY STANDARD TERMS AND CONDITIONS

AMENDMENT 2 EXHIBIT A: SCOPE OF SERVICES**1. CONTEXT AND BACKGROUND:**

- 1.1. Pima County is responsible for the decedent's whose death occurs in Pima County and are indigent and have no other person or entity willing or financially able to bury or provide other funeral and disposition arrangements pursuant to A.R.S. § 36-831, A.R.S. § 11-201 and A.R.S. § 11-251.
- 1.2. Pima County designates The Pima County Office of The Medical Examiner (PCOME) as the agent for Pima County for the purpose of performing this responsibility by administering this contract and serving as the "County Representative" in enforcing the applicable policies and guidelines.
- 1.3. The PCOME process on average 750-800 Indigent Interment Program (IIP) applications per year, roughly 60% of applications are approved. In 2022, approved IIP applications resulted in 447 cremations and one veteran burial.

2. GENERAL REQUIREMENTS:

- 2.1. Contractor(s) must adhere to all Federal, State, and local, or any other applicable governing authority, laws, rules, codes, regulations, and industry standards and specifications, usages, and customary practices.
- 2.2. Contractor(s) specifically warrants it will provide quality professional services for cremation, transport, or cemetery services in compliance with the requirements of State of Arizona Corporation Commission, the Arizona Department of Health Services, the Arizona State Board of Funeral Directors and Embalmers, and the Arizona Department of Real Estate.
- 2.3. Contractor(s) must maintain properly equipped systems and resources to accommodate the Contractors normal level of business and the additional number of bodies and human remains generated by participation in this contract and including the mortuary rotation schedule described below, if applicable.
- 2.4. Contractor(s) shall treat the families, other providers, and professionals, the PCOME and the County with courtesy and strive to ensure transparency and enhance cooperation on all matters.
- 2.5. Mortuaries exercise the right to respond to calls regardless of the solvency of the case, assume the entrepreneurial opportunity and risk associated with responding.
- 2.6. The Contractor(s) will provide transportation, mortuary and/or cemetery services for decedents (bodies or human remains) and must ensure the adequate delivery of the services required and at a minimum will provide the services as specified herein.
- 2.7. Pick up the human remains for those decedents whose individual mortuary preference or family expressed mortuary preference has not been reasonably determined consistent with the rights of the family under the provisions of A.R.S. § 36-831.
- 2.8. PCOME reserves the right to be present and/or inspect the procedures of the Contractors from the time the Contractors claim the body, until cremation is complete or transport of remains to cemetery.

3. SERVICE REQUIREMENTS:

- 3.1. On Call Rotation Removal: Contractors will be scheduled to serve "on call" on a rotating basis and provide the services described herein. During Contractors assigned rotation, Contractors will be available to provide services on a 24-hours a day, 7-days a week basis and Contractor will provide 24-hour monitoring of calls and have the proper resources to respond to any location within Pima County. The Contractor shall have the appropriate backup coverage necessary to handle multiple death responses for County coverage.
- 3.2. Rotation List: It is the sole discretion of and determination of the PCOME as to the scheduling of Contractors to perform services as set forth herein. An initial new contract year Annual Rotation Schedule will be prepared by the PCOME and will be provided to the Contractors with the dates for the period(s) of Contractor coverage assigned. The PCOME may revise the Mortuary On Call Rotation Schedule when deemed necessary and will provide notification to all Contractors of any changes or revisions to the rotation schedule.
- 3.3. Scene of Death/Medical Examiner Response Times: Contractor will pick up the human remains from the scene of death or the Medical Examiner's Office within a reasonable response time upon contact by any "eligible party" providing notification of need. An eligible party includes law enforcement, medical facility representative, hospice, the Office of the Medical Examiner, or staff of the PCOME. A general guideline for determining reasonableness of response time is as follows:
 - 3.3.1. The "on call" Contractor responds by arriving equipped to perform removal of the decedent within 30 minutes, plus driving time from the time of actual notification. Failure, refusal or untimely response or performance may result in suspension and or termination of the Contractors services with the County.
- 3.4. Transportation: Transportation services include picking up and transporting the decedent to the mortuary. Transportation services will be performed from the place of death, or upon release by the Medical Examiner, to

the mortuary for completion of final arrangements. The Contractors shall transport the body to the designated cemetery, crematory, columbarium, or cremains back to the PCOME.

- 3.5. Interment Services: Final disposition arrangements include transportation to the approved cemetery, or to Southern Arizona Veteran's Memorial Cemetery, or the Veteran's National Cemetery. The Contractors shall notify the receiving provider of the need to calendar the interment and communicate responsibly with the family or designee.
- 3.6. Cremation Services: Cremation will be authorized for all qualified decedents. The PCOME is responsible to complete the due diligence to locate the appropriate authorizing agent and obtain written consent timely for cremation at the time of initial contact with the authorizing agent. Upon demonstration that the due diligence was performed and there is no authorizing agent available to consent for cremation, the PCOME may provide consent pursuant to A.R.S. § 32-1365.02(F). Upon notice by the PCOME, within 72 hours of such notice, the decedent shall be cremated in strict accordance with the Arizona Statutes and recognized professional standards. It is acknowledged that in some cases where family consent or where other third parties are involved, it may not be possible to conduct the cremation within 72 hours. In these cases, the Contractors shall make all due effort to obtain authorizations as soon as possible.
- 3.7. Body cremation preparations shall be carried out in a dignified manner, and an appropriate cremation container shall be used. Distribution of cremains will be performed in accordance with the approval authorization. The Contractors will place the cremains in a plastic urn properly tagged, marked, logged, labeled, and reconciled by identification tag to all supporting documents provided by the PCOME.
- 3.8. The Contractors shall coordinate the release and distribution of the cremains to the designated party of applicant including mailing. The Contractors shall store the cremains up to 120 days after the agreed pick-up date, at which time the crematory authority can dispose of said cremains. Indigent cremains without known next-of-kin will be interred at the Pima County Cemetery.
- 3.9. Veterans and Veteran's spouses, who are Indigent Interment Program eligible, may elect burial as an option to cremation for the decedent's final disposition. Veteran burials are conducted pursuant to section 3.11.
- 3.10. Non-County Cemetery Mileage: A decedent may be authorized for interment at a veteran's cemetery other than the Pima County Cemetery for good cause. Round trip mileage will be reimbursed at the costs listed in section 8.1 Unit Prices.
- 3.11. Veteran's Burial: Qualified Indigent Honorably Discharged Veterans and/or the spouse of a Qualified Indigent Honorably Discharged Veteran will not be buried in the indigent section of a cemetery pursuant to A.R.S. § 36-831 (C). Qualified Indigent Veterans and/or spouses may be authorized for burial at the Arizona Veteran's Memorial Cemetery in Marana. Contractors are not responsible to provide for Qualified Indigent Veteran and/or spouse burials pursuant to this agreement.
- 3.12. Professional Administration Services: These services include processing information for the death certificate, handling of personal effects, preparing the invoice and supporting documentation and communication(s) with the PCOME. The Contractors shall secure and provide the cremation permits as required by the State of Arizona.
- 3.13. Death Certificate: The Contractors will be responsible to gather, input and file accurate information for the death certificate.
- 3.14. Records: Contractors shall keep interment records for the Pima County Cemetery as required by the PCOME and on forms provided by the County. Such records shall include all urned cremains as well as columbarium location, and date of placement. The County will designate columbarium locations. In the event that the interment occurs at a Pima County contracted cemetery or authorized cemetery, Contractor shall be responsible for providing proof of delivery, which shall include at a minimum, location and date of delivery, etc.
- 3.15. Custodian of Decedent's Belongings: The Contractors shall keep a detailed log of personal property and funds of the decedent who is referred to the County Indigent Interment Program. Transfers and release of property shall be documented by detailed listing, printed signed receipt.

4. EQUIPMENT REQUIREMENTS:

- 4.1. Vehicles, Equipment, Personnel and Safety Requirements: Vehicles, equipment and personnel equipped and capable without external assistance to provide transportation for up to two (2) decedents simultaneously in safe operating condition, mechanically sound and capable of responding within the legal boundaries of Pima County. Contractors' equipment to include gurneys, collapsible stretchers/cots, to ensure proper and safe removal of human remains in accordance with the safety requirements and guidelines customary to the profession, utilizing protective clothing, gloves, masks, listing and removal procedures.

- 4.2. Appropriate Presentation in the Administration of Services: Contractor's vehicles and equipment that is suitable and appropriate must be maintained in a clean and presentable condition, exhibiting no major dents or damage to provide transportation to the designated destination as directed by an eligible party providing notification of need. Contractor personnel shall present as clean, neat, and properly attired for the type of removal requested.
- 4.3. Refrigeration: Contractors must provide refrigerated storage areas equipped to handle six (6) or more deceased bodies and/or human remains. Refrigeration of the decedents shall be in strict accordance with all ordinances and governing authorities, e.g. Arizona State Health Department and the Arizona State Board of Funeral Directors and Embalmers.

5. ITEM SPECIFICATIONS:

- 5.1. Contractors will provide the specified services on a fixed unit price basis in accordance with the rates specified in Section 8.1 Unit Prices.
- 5.2. The price for Cremation as specified in section 8.1 Unit Prices includes transportation of decedent from scene to crematory, storage of remains until cremation, urn, permit, cremation, transportation of cremains to the PCOME and all services required to complete the cremation.
- 5.3. Size or condition of decedent does not change fee.
- 5.4. Other extraordinary expenses and/or additional supplies may be considered for good cause at the discretion of and with approval of PCOME prior to incurring, for payment at cost, with no mark-up allowed, as demonstrated by the invoice price

6. INVOICE REQUIREMENTS:

- 6.1. Contractors shall prepare an accurate itemized invoice for services performed, less any proceeds for funds collected from any party up to the contract rate amount, plus any extraordinary fees that are approved. The invoice will include a properly sworn affidavit avowing the Contractors efforts to collect, in part or in whole, any and all funds that will be direct offset to the amount sought for collection from the County.
- 6.2. Original invoices shall be submitted timely, within 30 days of the receipt of the approval from the PCOME. Original invoices submitted after 60 days will not be allowed.
- 6.3. At a minimum, the invoice must provide the following information:
 - 6.3.1. Decedent name and date of death
 - 6.3.2. Copy of the Pima County Authorization Form
 - 6.3.3. Date and location of cremation or interment
 - 6.3.4. Total amount due.
- 6.4. Invoices shall be submitted to:
Attn: IIP Coordinator
2825 E. District Street
Tucson, AZ 85714

END OF EXHIBIT A.



MASTER AGREEMENT

PIMA COUNTY, ARIZONA

THIS IS NOT AN ORDER - TRANSMISSION CONSTITUTES
CONTRACT EXECUTION

Master Agreement No: 2400000000000000002

MA Version: 1

Page: 3 of 6

Description: Indigent Interment Services

I S S U E R	Pima County Procurement Department 150 W. Congress St. 5th Fl Tucson AZ 85701 Issued By: Kelsey Braun-Shirley Phone: 5207247466 Email: kelsey.braun-shirley@pima.gov
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T E R M S	Initiation Date: 08-01-2023 Expiration Date: 07-31-2024 <table><tr><td>NTE Amount:</td><td></td></tr><tr><td>Used Amount:</td><td>\$0.00</td></tr></table>	NTE Amount:		Used Amount:	\$0.00
NTE Amount:					
Used Amount:	\$0.00				

V E N D O R	Sensible Cremation and Funeral 109 W Grant Road Tucson AZ 85705 Contact: Jackie Wade Phone: 520-622-2262 Email: jackie@sensiblecf.com Terms: 0.00 % Days: 30
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Shipping Method:	Vendor Method
Delivery Type:	
FOB:	FOB Dest, Freight Prepaid
Modification Reason	
This Master Agreement is for an initial term of one (1) year in the shared annual award amount of \$450,000.00 and includes four (4) one-year renewal options. Attachment: Offer Agreement.	

This Master Agreement incorporates the attached documents, and by reference all instructions, Standard Terms and Conditions, Special Terms and Conditions, and requirements that are included in or referenced by the solicitation documents used to establish this agreement. All transactions and conduct are required to conform to these documents.



PIMA COUNTY

MASTER AGREEMENT DETAILS

Master Agreement No: 24000000000000000002

MA Version: 1

Page: 4 of 6

Line Description

1	Cremation Discount 0.0000 %	UOM EA	Unit Price \$600.00	Stock Code	VPN	MPN
2	Non-County Cemetery Mileage Discount 0.0000 %	UOM MI	Unit Price \$0.625	Stock Code	VPN	MPN

OFFER AGREEMENT**1. PURPOSE**

This contract establishes a system-generated form Master Agreement ("MA") for Contractors to provide Pima County ("County") with mortuary and cemetery services for the bodies and human remains that are within the jurisdiction of Pima County for decedents who have been determined indigent and have no other person or entity willing or financially able to bury or provide other funeral and disposition arrangements, pursuant to A.R.S. § 36-831, on an "as required basis" by issue of Delivery Order ("DO") or Delivery Order Maximo ("DOM").

The established MA will be issued to all Contractors awarded on this contract. County will order Goods/Services from the Contractors on a rotating basis.

It is understood by Offerors submission of bids that the County may enter into separate contracts with other providers of the services set forth herein. Numerous mortuaries may enter into this contract and may be placed on a "rotation list" with other providers.

The County reserves the right to add additional Contractors, at the County's sole discretion, to satisfy the County's needs to ensure adequate competition and sufficient capacity to fulfill the demands of the County for these services.

2. CONTRACT TERM, RENEWALS, EXTENSIONS and REVISIONS

The MA will document the commencement date of the contract, and will be for a one (1) year period with four (4) one-year renewal options that the parties may exercise as follows: County will issue contract extensions, renewals, or revisions to Contractor with a revised MA document. Contractor must object in writing to the proposed revisions, terms, conditions, scope modifications and/or specifications within ten (10) calendar days of issuance by County. If Contractor does not notify county of any objections within that timeframe, the revision(s) will be binding on the parties.

3. CONTRACTOR MINIMUM QUALIFICATIONS

The Contractor certifies that it is competent, willing, and responsible for performing the services or providing the products in accordance with the requirements of this contract.

Contractor certifies that it possesses all necessary permits and licenses to perform these services within the State of Arizona and local municipalities.

Contractor will research the designated Issuing Agency requirements to perform the requested work; will list **currently active (see Exhibit B)** licenses and agrees to maintain said license(s) for the term of the contract and to notify County within ten (10) business days of any change in license status.

A Contractor whose license is suspended, revoked, or undergoing disciplinary action by any regulatory agency of the State of Arizona shall be prohibited from providing services pursuant to this contract and may be subject to termination. A history of non-compliance with the terms of this contract, the governing authorities or the County directives and policies may also result in contract termination.

Contractor will check appropriate response below and provide requested documents. Failure to check appropriate response and provide copies of requested documents may cause the offer to be rejected and deemed non-responsive:

1	Contractors' funeral establishment(s) and crematory(ies) must have an active license issued by the Arizona State Board of Funeral Directors and Embalmers pursuant to A.R.S. § 32-1381 and A.R.S. § 32-1393. Copies of funeral establishment license(s) and crematory(ies) license(s) for all locations where services will be provided pursuant to this contract must be submitted with bid.	<input checked="checked" type="checkbox"/> Yes <input type="checkbox"/> No (See Exhibit B)
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4. PRODUCT OR SERVICE SPECIFICATIONS & SCOPE OF WORK

4.1. See Exhibit A: Scope of Services (4 pages).

5. SUSTAINABILITY

In accordance with Board of Supervisors Resolution 2007-84, Pima County values and highly encourages contractors to utilize sustainable practices. Please **CHECK** any of the following that your business incorporates:

- ☐ Waste prevention/reduction or material recycling/reuse.
- ☐ Alternative energy/fuels (such as solar/wind energy; bio-diesel; alternative fuels; hybrid vehicles) in your program's preparation, transportation, and demonstration.
- ☒ Environmentally preferable materials (such as recycled materials; locally produced/manufactured products).
- ☐ Sustainable practices that lessen impact on non-renewable resources and global climate change (such as reduction in water/energy/paper use; minimization of hazardous materials; use of compressed/flexible work schedules).
- ☐ Other practices which coincide with County's definition of sustainable practices (such as alternative modes of transportation; transportation minimization; life-cycle costs; product/packaging "take back" practices; preference to firms located with Pima County).

6. OFFER ACCEPTANCE & ORDER RELEASES

County will accept offers and execute this contract by issuing an MA (recurring requirements) to be effective on the document's date of issue without further action by either party. The MA will include the term of the contract.

Pursuant to the executed MA, County departments requiring the goods or services described herein will issue a DO or DOM to the Contractor. County will furnish the DO or DOM to Contractor via facsimile, e-mail or telephone. **If County gives the order verbally, the County Department issuing the order will transmit a confirming order document to Contractor within five (5) workdays of the date it gives the verbal order.**

Contractor must not supply materials or services that are not specified on the MA and are not documented or authorized by a DO or DOM at the time of provision. County accepts no responsibility for control of or payment for materials or services not documented by a County DO or DOM.

Contractor will establish, monitor, and manage an effective contract administration process that assures compliance with all requirements of this contract. In particular, Contractor will not provide goods or services in excess of the executed contract items, item quantity, item amount, or contract amount without prior written authorization by contract amendment that County has properly executed and issued. Any items Contractor provides in excess of those stated in the contract are at Contractor's own risk. Contractor will decline verbal requests to deliver items in excess of the contract and will report all such requests in writing to County's Procurement Department within one (1) workday of the request. The report must include the name of the requesting individual and the nature of the request.

7. ACCEPTANCE OF GOODS & SERVICES

The County Department designated on the issued order DO or DOM will accept goods and services only in accordance with this contract. Such acceptance is a prerequisite to the commencement of payment terms.

8. COMPENSATION & PAYMENT

The MA will establish the contractual Not-to-Exceed Amount ("NTE Amount"). The NTE Amount represents the funding appropriated by County for this contract and cannot be altered without amendment. For this contract, the NTE Amount is shared between each Contractor awarded. The sum total of County payments to all Contractors cannot exceed the established NTE Amount, regardless of the independent total of each Contractor. Contractor will not accept orders, or provide services or products that cumulatively exceed the contract amount.

8.1. Unit Prices

Contractor's unit prices must include all incidentals and associated costs required to comply with and satisfy all requirements of this contract, which includes the Offer Agreement and the Standard Terms and Conditions. County will make no payments for items not in the contract and Contractor will not invoice them.

Quantities in this solicitation are estimates only. County may increase or decrease quantities and amounts. County makes no guarantee regarding actual orders for items or quantities during the term of the contract. County is not responsible for Contractor inventory or order commitment.

UNIT PRICES-FIXED (Net 30-day Payment Terms)

ITEM #	ITEM NAME	UOM	UNIT PRICE \$
	Items to include and satisfy all Solicitation & Offer Agreement requirements, General & Item Specifications		
1	Cremation	EACH	\$600.00
2	Non-County Cemetery Mileage	MILE	\$0.625
TOTAL ESTIMATED SHARED ANNUAL AMOUNT			\$450,000.00

Unless the parties otherwise agree in writing, all pricing will be F.O.B. Destination & Freight Prepaid Not Billed ("F.O.B. Destination"). Contractor will deliver and unload products or services at the destination(s) that the delivery article of this contract or accepted Order indicates. The offered Unit Price must include all freight costs.

Although an order may not fully include State and City sales tax, County will pay such taxes as are DIRECTLY applicable to County and Contractor invoices such taxes as a separate line item. Contractor must not include such taxes in the item unit price.

8.2. Price Warranty and Trade-In Allowance

Not applicable to this Agreement.

8.3. Price Escalation

All unit prices consider/provide for current economic and market conditions and include compensation for Contractor to implement and actively conduct cost and price control. No additional compensation shall be paid to Contractor to reimburse efforts to implement and conduct cost and price controls. **Prices shall remain fixed for the term of the contract, County may consider price increase as deemed appropriate and at its own discretion.**

8.4. Living Wage

All pricing will conform to Pima County's Living Wage ordinance if applicable, including required annual adjustments of the wage.

8.5. Additional Items and/or Services

The parties may negotiate and establish unit pricing in writing under the contract for items included in the scope of the contract that does not have previously listed unit pricing.

8.6. Standard Payment Term

Net (30), effective from the date of valid invoice document and does not commence until the later of 1) the receiving County Department receives goods or services into County's payment system or 2) County Financial Operations receives and verifies Contractor's invoice.

8.7. Optional Early Payment Discount Term

Pima County Administrative Procedure No. 22-35 Section 2.2.4 describes County's practice regarding discounts for early payment. Contractor offers the following discounts to those prices to be used for all orders issued pursuant to this contract. County will utilize the existing payment code that best matches that offered and does not exceed the offered discount percentage. Payment days cannot be less than ten (10) calendar days. Contractor will submit valid invoice document consistent with the associated DO or DOM to County's Finance Department at least seven (7) calendar days prior to the date on which the discounted payment is due. If desired, for any order issued pursuant with this contract, Contractor may offer early payment discounts that exceed this Early Payment Discount. Declined by Vendor

Optional Early Payment Discount: _____ % if payment tendered within _____ Days as indicated above.

8.8. Invoicing

Contractor will submit Request(s) for Payment or Invoices to the location and entity identified by County's DO or DOM document.

All Invoice documents will reference County's DO or DOM number under which the services or products were ordered. Contractor must utilize the item description, precise unit price, **AND** unit of measure included in County's order document for **ALL** Invoice line items. County may return invoices that include line items or unit prices that do not match those documented by County's order to Contractor unprocessed for correction.

Contractor will provide detailed documentation in support of payment requests, which should be consistent with and not exceed County's DO or DOM document. Contractor will bill County within one (1) month after the date on which Contractor's right to payment accrues ("Payment Accrual Date"), which, unless this contract specifically provides otherwise, is the date Contractor delivers goods, performs services or incurs costs. Invoices must assign each billed amount to an appropriate line item of County's order and document each Payment Accrual Date. County may refuse to pay any amount that Contractor bills in which does not conform to County's DO or DOM document. County will refuse to pay any amount that Contractor bills more than six (6) months after the Payment Accrual Date, pursuant to A.R.S. § 11-622(C).

9. VENDOR RECORD MAINTENANCE

Contractor must establish and maintain a complete Pima County Vendor record, which includes the provision of a properly completed and executed "Request for Taxpayer Identification Number and Certification" document (Form W-9). The record must be registered with a valid and monitored email address for Contractor. In the event of any change that renders the information on that record inaccurate Contractor must update the record within ten (10) calendar days of the change and prior to the submission of any invoice or request for payment. Contractor must register through <http://www.pima.gov/procure/venreg.htm>.

10. DELIVERY

"On-Time" delivery is an essential part of the consideration that Contractor is to provide to County under the contract. Contractor will make delivery in accordance with the Standard Terms and Conditions and to the location(s) on the DO or DOM document.

Contractor guarantees delivery of cremated remains and held property to the PCOME within 30 calendar days of completed cremation. If necessary to satisfy the guaranteed delivery time, Contractor will utilize premium freight method at no additional cost to County.

11. TAXES, FEES, EXPENSES

Pursuant to IRS Publication 510, County is exempt from federal excise taxes for goods. County is subject to State and City sales tax. County will pay no separate charges for delivery, drayage, express, parcel post, packing, insurance, license fees, permits, costs of bonds, surcharges, or bid preparation unless the contract expressly includes such charges and the solicitation documents itemize them.

12. OTHER DOCUMENTS

Contractor and County are entering into this contract have relied upon information provided or referenced by Pima County Solicitation No. IFB-PO-2300096 including the IFB, Offer Agreement, Standard Terms and Conditions, Solicitation Amendments, Contractor's Bid Offer, documents submitted by Contractor or References to satisfy Minimum Qualifications and any other information and documents that Contractor has submitted in its response to County's Solicitation. The Contract incorporates these documents as though set forth in full herein, to the extent not inconsistent with the provisions of this contract.

13. INSURANCE

The Insurance Requirements herein are minimum requirements for this contract and in no way limit the indemnity covenants contained in this contract. Contractor's insurance shall be placed with companies licensed in the State of Arizona and the insureds shall have an "A.M. Best" rating of not less than A- VII, unless otherwise approved by County. County in no way warrants that the minimum insurer rating is sufficient to protect Contractor from potential insurer insolvency.

13.1. Minimum Scope and Limits of Insurance

Contractor will procure and maintain at its own expense, until all contractual obligations have been discharged, the insurance coverage with limits of liability not less than stated below. County in no way warrants that the minimum insurance limits contained herein are sufficient to protect Contractor from liabilities that arise out of the performance of the work under this contract. If necessary, Contractor may obtain commercial umbrella or excess insurance to satisfy County's Insurance Requirements.

13.1.1. Commercial General Liability (CGL)

Occurrence Form with limits of \$2,000,000 Each Occurrence and \$2,000,000 General Aggregate. Policy shall include cover for liability arising from premises, operations, independent contractors, personal

injury, bodily injury, property damage, broad form contractual liability coverage, personal and advertising injury and products – completed operations.

13.1.2. Business Automobile Liability

Bodily Injury and Property Damage for any owned, leased, hired, and/or non-owned automobiles assigned to or used in the performance of this contract with a Combined Single Limit (CSL) of \$1,000,000 Each Accident.

13.1.3. Workers' Compensation (WC) and Employers' Liability

Statutory requirements and benefits for Workers' Compensation. In Arizona, WC coverage is compulsory for employers of one or more employees. Employers' Liability coverage with limits of \$1,000,000 each accident and \$1,000,000 each person - disease.

13.2. Additional Insurance Requirements

The policies shall include, or be endorsed to include, as required by this contract, the following provisions:

13.2.1. Claims-Made Insurance Coverage

If any part of the Required Insurance is written on a claims-made basis, any policy retroactive date must precede the effective date of this contract, and Contractor must maintain such coverage for a period of not less than three (3) years following contract expiration, termination or cancellation.

13.2.2. Additional Insured Endorsement

The General Liability and Business Automobile Liability policies must each be endorsed to include Pima County and all its related special districts, elected officials, officers, agents, employees and volunteers (collectively "County and its Agents") as additional insureds with respect to vicarious liability arising out of the activities performed by or on behalf of the Contractor. The full policy limits and scope of protection must apply to County and its Agents as an additional insured, even if they exceed the Insurance Requirements.

13.2.3. Subrogation Endorsement

The General Liability, Business Automobile Liability and Workers' Compensation Policies shall each contain a waiver of subrogation endorsement in favor of County, and its departments, districts, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

13.2.4. Primary Insurance Endorsement

Contractor's policies shall stipulate that the insurance afforded Contractor shall be primary and that any insurance carried by County, its agents, officials, or employees shall be excess and not contributory insurance. The Required Insurance policies may not obligate County to pay any portion of Contractor's deductible or Self Insurance Retention (SIR).

13.2.5. Insurance provided by Contractor shall not limit Contractor's liability assumed under the indemnification provisions of this Contract.

13.2.6. Subcontractors

Contractor must either (a) include all subcontractors as additional insureds under its Required Insurance policies, or (b) require each subcontractor to separately meet all Insurance Requirements and verify that each subcontractor has done so, Contractor must furnish, if requested by County, appropriate insurance certificates for each subcontractor. Contractor must obtain County's approval of any subcontractor request to modify the Insurance Requirements as to that subcontractor.

13.3. Notice of Cancellation

Each Required Insurance policy must provide, and certificates specify, that County will receive not less than thirty (30) days advance written notice of any policy cancellation, except 10-days prior notice is sufficient when the cancellation is for non-payment of a premium. Notice must be mailed, emailed, hand-delivered or sent via facsimile transmission to County's Contracting Representative, and must include the project or contract number and project description.

13.4. Verification of Coverage

Contractor shall furnish County with certificates of insurance (valid ACORD form or equivalent approved by County) as required by this contract. An authorized representative of the insurer shall sign the certificates. Each certificate must include:

- County's tracking number for this contract, which is shown on the first page of the contract, and a project description, in the body of the Certificate;
- A notation of policy deductibles or SIRs relating to the specific policy; and
- Certificates must specify that the appropriate policies are endorsed to include additional insured and subrogation waiver endorsements for County and its Agents. Note: Contractors for larger projects must provide actual copies of the additional insured and subrogation endorsements.

13.4.1. All certificates and endorsements, as required by this contract, are to be received and approved by County before, and be in effect not less than 15 days prior to, commencement of work. A renewal certificate must be provided to County not less than 15 days prior to the policy's expiration date to include actual copies of the additional insured and waiver of subrogation endorsements. Failure to maintain the insurance coverages or policies as required by this contract, or to provide evidence of renewal, is a material breach of contract.

13.4.2. All certificates required by this contract shall be sent directly to the appropriate County Department. The Certificate of Insurance shall include County's project or contract number and project description on the certificate. County may require complete copies of all insurance policies required by this contract at any time.

13.5. Approval and Modifications

County's Risk Manager may approve a modification of the Insurance Requirements without the necessity of a formal contract amendment, but the approval must be in writing. County's failure to obtain a required insurance certificate or endorsement, County's failure to object to a non-complying insurance certificate or endorsement, or County's receipt of any other information from the Contractor, its insurance broker(s) and/or insurer(s), do not constitute a waiver of any of the Insurance Requirements.

14. PERFORMANCE BOND

Not applicable to this contract.

15. ACKNOWLEDGEMENT OF SOLICITATION AMENDMENTS

Contractor must acknowledge in the table below to have read all published solicitation amendments and must ensure they are submitting all amended pages of the solicitation (if any) with their response:

Amendment #	Date	Amendment #	Date	Amendment #	Date
Amendment No. 1	May 22, 2023				
Amendment No. 2	May 26, 2023				

16. SMALL BUSINESS ENTERPRISE (SBE) CERTIFICATION

Not applicable to this contract.

17. BID/OFFER CERTIFICATION

CONTRACTOR LEGAL NAME: Sensible Cremation and Funerals, LLC
BUSINESS ALSO KNOWN AS: Sensible Cremation and Funerals
MAILING ADDRESS: 109 W Grant Road
CITY/STATE/ZIP: Tucson, AZ 85705
REMIT TO ADDRESS: 109 W Grant Road
CITY/STATE/ZIP: Tucson, AZ 85705
CONTACT PERSON NAME/TITLE: Curtis Crosby, General Manager
PHONE: 520-622-2262 **FAX:** 520-622-0502
CONTACT PERSON EMAIL ADDRESS: operations@sensiblecf.com
EMAIL ADDRESS FOR ORDERS & CONTRACTS: operations@sensiblecf.com
CORPORATE HEADQUARTERS ADDRESS: 105 W Grant Road, Tucson, AZ 85705
WEBSITE: www.sensiblecf.com

By signing and submitting the Offer Agreement, the undersigned certifies that they are legally authorized to represent and bind Contractor to legal agreements, that all information submitted is accurate and complete, that Contractor has reviewed the County's Procurement website for solicitation amendments and has incorporated all such amendments to its offer, that Contractor is qualified and willing to provide the items requested, and that Contractor will comply with all requirements of the contract. The Unit Pricing includes all costs incidental to the provision of the items in compliance with the contract; no additional payment will be made. County may deem conditional offers that modify the solicitation requirements not 'responsive' and County may not evaluate them. Contractor's submission of a signed Offer Agreement will constitute a firm offer and upon the issuance of a MA or PO document issued by County's Procurement Director or authorized designee will form a binding contract that will require Contractor to provide the goods or services and materials described in this contract. The undersigned hereby offers to furnish the goods or services in compliance with all terms, conditions, and specifications in this Offer Agreement.

SIGNATURE: **DATE:** 05/31/2023Curtis P Crosby, General Manager**PRINTED NAME & TITLE OF AUTHORIZED CONTRACTOR REPRESENTATIVE EXECUTING OFFER****PHONE AND EMAIL:** Cell: 480.825.3005; Office: 520.372.7369; Email: curtis@sensiblecf.com**County Attorney Contract Approval "As to Form".****Approved As to Form**

PIMA COUNTY STANDARD TERMS AND CONDITIONS**1. WARRANTY**

Contractor warrants goods or services to be satisfactory and free from defects. Contractor also warrants that all products and services provided under this contract are non-infringing.

2. PACKING

Contractor will make no extra charges for packaging or packing material. Contractor is responsible for safe packaging conforming to carrier's requirements.

3. DELIVERY

On-time delivery of goods and services is an essential part of the consideration that County will receive.

Contractor must provide a guaranteed delivery date, or interval period from order release date to delivery if the Price proposal document requires it. Upon receipt of notification of delivery delay, County may cancel the order or extend delivery times at no cost to County. Any extension of delivery times will not be valid unless an authorized representative of County extends it to Contractor in writing.

To mitigate or prevent damages from delayed delivery, County may require Contractor to deliver additional quantity utilizing express modes of transport, or overtime, all costs to be Contractor's responsibility. County may cancel any delinquent order, procure from an alternate source, or refuse receipt of or return delayed deliveries at no cost to County. County may cancel any order or refuse delivery upon default by Contractor concerning time, cost, or manner of delivery.

Contractor is not responsible for unforeseen delivery delays caused by fires, strikes, acts of God, or other causes beyond Contractor's control, provided that Contractor provides County immediate notice of delay.

4. SPECIFICATION CHANGES

County may make changes in the specifications, services, or terms and conditions of an order. If such changes cause an increase or decrease in the amount due under an order or in time required for performance, County will make an acceptable adjustment and will modify the order in writing. No verbal agreement for adjustment is acceptable.

Nothing in this clause reduces Contractor's responsibility to proceed without delay in the delivery or performance of an order.

5. INSPECTION

County may inspect or test all goods and services at place of manufacture, destination, or both. Contractor will hold goods failing to meet specifications of the order or contract at Contractor's risk and County may return such goods to Contractor and Contractor will be responsible for costs for transportation, unpacking, inspection, repacking, reshipping, restocking or other like expenses. In lieu of return of nonconforming supplies, County may waive any nonconformity, receive the delivery, and treat the defect(s) as a warranty item, but any waiver of any condition will not apply to subsequent shipments or deliveries.

6. ACCEPTANCE OF MATERIALS AND SERVICES

County will not execute an acceptance or authorize payment for any service, equipment or component prior to delivery and verification that the delivery meets all specification requirements.

7. RIGHTS AND REMEDIES OF COUNTY FOR DEFAULT

If Contractor furnishes items that do not conform to the contract requirements, or to the sample that Contractor submitted, County may reject the items. Contractor must then reclaim and remove the items, without expense to County. Contractor must also immediately replace all rejected items with conforming items. Should Contractor fail, neglect, or refuse immediately to do so, County may purchase in the open market a corresponding quantity of any such items and deduct from any monies due or that may become due to Contractor the difference between the price named in the MA or Purchase Order ("PO") and the actual cost to County.

If Contractor fails to make prompt delivery of any item, County may purchase the item in the open market and invoke the reimbursement condition above apply, except when delivery is delayed by fire, strike, freight embargo, or acts of god or of the government. If County cancels a MA, PO or associated order, either in whole or in part, by reason of the default or breach by Contractor, Contractor will pay for any loss or damage sustained by County in procuring any items

which Contractor was obligated to supply. These remedies are not exclusive and are in addition to any other rights and remedies provided by law or under the contract.

8. FRAUD AND COLLUSION

Contractor certifies that no officer or employee of County or of any subdivision thereof has aided or assisted Contractor in securing or attempting to secure a contract to furnish labor, materials or supplies at a higher price than that proposed by any other Contractor. Contractor also certifies that it is not aware of any County employee 1) favoring one Contractor over another by giving or withholding information or by willfully misleading a Proposer in regard to the character of the material or supplies called for or the conditions under which the proposed work is to be done; 2) knowingly accepting materials or supplies of a quality inferior to those called for by any contract; or 4) directly or indirectly having a financial interest in the proposal or resulting contract. Additionally, during the conduct of business with County, Contractor will not knowingly certify, or induce others to certify, to a greater amount of labor performed than has been actually performed, or to the receipt of a greater amount or different kind of material or supplies that has been actually received. If County finds at any time that Contractor has in presenting any proposal(s) colluded with any other party or parties for the purpose of preventing any other proposal being made, then County will terminate any contract so awarded and that person or entity will be liable for all damages that County sustains.

9. COOPERATIVE USE OF RESULTING CONTRACT

As allowed by law, County has entered into cooperative procurement agreements that enable other public agencies to utilize County's contracts. Those public agencies may contact Contractor with requests to provide services and products pursuant to the pricing, terms and conditions in the MA, or PO. A public agency and Contractor may make minor adjustments by written agreement to the contract to accommodate additional cost or other factors not present in the contract and required to satisfy particular public agency code or functional requirements and within the intended scope of the solicitation and resulting contract. The parties to the cooperative procurement will negotiate and transact any such usage in accordance with procurement rules, regulations and requirements. Contractor will hold harmless County, its officers, employees, and agents from and against all liability, including without limitation payment and performance associated with any cooperative agreement with another public agency. Contractor may view a list of agencies that are authorized to use County contracts at the Procurement Department Internet home page: <http://www.pima.gov/procure>, under the Vendor Information tab, by selecting the link titled County Cooperative Agreements – Authorized Agencies.

10. INTELLECTUAL PROPERTY INDEMNITY

Contractor will indemnify, defend and hold County, its officers, agents, and employees harmless from liability of any kind, including costs and expenses, for infringement or use of any copyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract and any MA, PO, and associated orders. County may require Contractor to furnish a bond or other indemnification to County against any and all loss, damage, costs, expenses, claims and liability for patent or copyright infringement.

11. INDEMNIFICATION

Contractor will indemnify, defend, and hold harmless County, its officers, employees, and agents from and against any and all suits, actions, legal administrative proceedings, claims or demands and costs, including attorney's fees arising out of any act, omission, fault or negligence by Contractor, its agents, employees or anyone under its direction or control or on its behalf in connection with performance of the contract and any MA, PO or associated orders. Contractor will indemnify, defend and hold County harmless from any claim of infringement arising from services provided under this contract or from the provision, license, transfer or use for their intended purpose of any products provided under this Contract.

12. UNFAIR COMPETITION AND OTHER LAWS

Responses must comply with Arizona trade and commerce laws (Title 44 A.R.S.) and all other applicable County, State, and Federal laws and regulations.

13. COMPLIANCE WITH LAWS

Contractor will comply with all federal, state, and local laws, rules, regulations, standards and Executive Orders, without limitation. In the event any services that Contractor provides under this contract require a license issued by the Arizona Registrar of Contractors ("ROC"), Contractor certifies that a Contractor licensed by ROC to perform those services in Arizona will provide such services. The laws and regulations of the State of Arizona govern the interpretation and construction of this contract, and the rights, performance and disputes of and between the parties. Any action relating to this Contract must be filed and maintained in a court of the State of Arizona in Pima County.

14. ASSIGNMENT

Contractor may not assign its rights to the contract, in whole or in part, without prior written approval of County. County may withhold approval at its sole discretion, provided that County will not unreasonably withhold such approval.

15. CANCELLATION FOR CONFLICT OF INTEREST

This contract is subject to cancellation pursuant to A.R.S. §§38-506 and 38-511, the pertinent provisions of which are incorporated into this Contract by reference.

16. NON-DISCRIMINATION

Contractor agrees to comply with all provisions and requirements of Arizona Executive Order 2009-09 which is hereby incorporated into this contract as if set forth in full herein including flow down of all provisions and requirements to any subcontractors. During the performance of this contract, Contractor must not discriminate against any employee, client or any other individual in any way because of that person's age, race, creed, color, religion, sex, disability or national origin.

17. NON-APPROPRIATION OF FUNDS

County may cancel this contract if for any reason County's Board of Supervisors does not appropriate funds for the stated purpose of maintaining the contract. In the event of such cancellation, County has no further obligation, other than payment for services or goods that County has already received.

18. PUBLIC RECORDS

Disclosure. Pursuant to A.R.S. § 39-121 et seq., and A.R.S. § 34-603(H) in the case of construction or Architectural and Engineering services procured under A.R.S. Title 34, Chapter 6, all documents submitted in response to the solicitation resulting in award of this Contract, including, but not limited to, pricing schedules, product specifications, work plans, and any supporting documents, are public records. As such, those documents are subject to release and/or review by the general public upon request, including competitors.

Records Marked Confidential; Notice and Protective Order. If Contractor reasonably believes that some of those records contain proprietary, trade-secret or otherwise-confidential information, Contractor must prominently mark those records "CONFIDENTIAL." In the event a public-records request is submitted to County for records marked CONFIDENTIAL, County will notify Contractor of the request as soon as reasonably possible. County will release the records 10 business days after the date of that notice, unless Contractor has, within that period, secured an appropriate order from a court of competent jurisdiction, enjoining the release of the records. County will not, under any circumstances, be responsible for securing such an order, nor will County be in any way financially responsible for any costs associated with securing such an order.

Contractor agrees to waive confidentiality of any price terms.

19. CUSTOM TOOLING, DOCUMENTATION AND TRANSITIONAL SUPPORT

Costs to develop all tooling and documentation, such as and not limited to dies, molds, jigs, fixtures, artwork, film, patterns, digital files, work instructions, drawings, etc. necessary to provide the contracted services or products and unique to the services or products supplied to County are included in the agreed upon Unit Price unless the contract specifically states otherwise. Such tools and documentation are the property of County and will be marked, as is practical, as the "Property of Pima County" and County so requests, Contractor will deliver a copy of the tooling and documentation to County within twenty (20) days of acceptance by County of the first article sample, or not later than ten (10) days of termination of the contract associated with their development, without additional cost to County. Contractor also agrees to act in good faith to facilitate the transition of work to a subsequent Contractor if and as reasonably requested by County at no additional cost. Should exceptional circumstances be present that may justify an additional charge, Contractor may submit said justification and proposed cost and negotiate an agreement acceptable to both Contractor and County, but Contractor may not withhold any requested tooling, document or support as described above that would delay the orderly, efficient and prompt transition of work. Should conduct by Contractor result in additional costs to County, Contractor will reimburse County for said actual and incremental costs provided that County has given Contractor reasonable time to respond to County's requests for support.

20. AMERICANS WITH DISABILITIES ACT

Contractor will comply with all applicable provisions of the Americans with Disabilities Act (public law 101-336, 42 USC 12101-12213) and all applicable federal regulations under the act, including 28 CFR parts 35 and 36.

21. NON-EXCLUSIVE AGREEMENT

Contractor understands that this Contract is nonexclusive and is for the sole convenience of County. County may obtain like services from other sources for any reason.

22. TERMINATION

County may terminate any contract and any MA, PO, Delivery Order, DOM or issued NORFA, in whole or in part, at any time for any reason or no reason, without penalty or recourse, when in the best interests of County. Upon receipt of written notice, Contractor will immediately cease all work as directed by the notice, notify all subcontractors of the effective date of termination, and take appropriate actions to minimize further costs to County. In the event of termination under this paragraph, all documents, data, and reports prepared by Contractor under the contract become the property of County and Contractor must promptly deliver them to County. Contractor is entitled to receive just and equitable compensation for work in progress, work completed, and materials accepted by County before the effective date of the termination.

23. ORDER OF PRECEDENCE – CONFLICTING DOCUMENTS

In the event of inconsistencies between contract documents, the following is the order of precedence, superior to subordinate, that will apply to resolve the inconsistency: MA or PO; DO or DOM; Offer Agreement; these standard terms and conditions; any Contractor terms (Terms of Sale; End User Licenses Agreement; Service Agreement; etc.) attached to an MA, PO, DO or DOM, if applicable; any other solicitation documents.

24. INDEPENDENT CONTRACTOR

Contractor is an independent Contractor. Contractor and Contractor officer's agents or employees are not considered employees of County and are not entitled to receive any employment-related fringe benefits under County's Merit System. Contractor is responsible for paying all federal, state and local taxes associated with the compensation received pursuant to this Contract and will indemnify and hold County harmless from any and all liability which County may incur because of Contractor's failure to pay such taxes.

25. BOOK AND RECORDS

Contractor will keep and maintain proper and complete books, records and accounts, which will be open at all reasonable times for inspection and audit by duly authorized representatives of County. In addition, Contractor will retain all records relating to this contract at least five (5) years after its termination or cancellation or, if later, until any related pending proceeding or litigation has been closed.

26. COUNTERPARTS

The parties may execute the MA or PO that County awards pursuant to this solicitation in any number of counterparts, and each counterpart is considered an original, and together such counterparts constitute one and the same instrument. For the purposes of the MA and PO, the signed proposal of Contractor and the signed acceptance of County are each an original and together constitute a binding MA, if all other requirements for execution are present.

27. AUTHORITY TO CONTRACT

Contractor warrants its right and power to enter into the MA or PO. If any court or administrative agency determines that County does not have authority to enter into the MA or PO, County is not liable to Contractor or any third party by reason of such determination or by reason of the MA or PO.

28. FULL AND COMPLETE PERFORMANCE

The failure of either party to insist on one or more instances upon the full and complete performance with any of the terms or conditions of the contract and any MA, PO, DO or DOM to be performed on the part of the other, or to take any action permitted as a result thereof, is not a waiver or relinquishment of the right to insist upon full and complete performance of the same, or any other covenant or condition, either in the past or in the future. The acceptance by either party of sums less than may be due and owing it at any time is not an accord and satisfaction.

29. SUBCONTRACTORS

Contractor is fully responsible for all acts and omissions of any subcontractor and of persons directly or indirectly employed by any subcontractor, and of persons for whose acts Contractor may be liable to the same extent that Contractor is responsible for the acts and omissions of persons that it directly employs. Nothing in this contract creates any obligation on the part of County to pay or see to the payment of any money due any subcontractor, except as may be required by law.

30. SEVERABILITY

Each provision of this contract stands alone, and any provision of this contract that a court finds to be prohibited by law is ineffective to the extent of such prohibition without invalidating the remainder of this contract.

31. LEGAL ARIZONA WORKERS ACT COMPLIANCE

For the procurement of services in the State of Arizona, Contractor hereby warrants that it will at all times during the term of this contract comply with all federal immigration laws applicable to Contractor's employment of its employees, and with the requirements of A.R.S. § 23-214 (A) (together the "State and Federal Immigration Laws"). Contractor will further ensure that each subcontractor who performs any work for Contractor under this contract likewise complies with the State and Federal Immigration Laws.

County has the right at any time to inspect the books and records of Contractor and any subcontractor in order to verify such party's compliance with the State and Federal Immigration Laws.

Any breach of Contractor's or any subcontractor's warranty of compliance with the State and Federal Immigration Laws, or of any other provision of this section, is a material breach of this Contract subjecting Contractor to penalties up to and including suspension or termination of this Contract. If the breach is by a subcontractor, and the subcontract is suspended or terminated as a result, Contractor will take such steps as may be necessary to either self-perform the services that would have been provided under the subcontract or retain a replacement subcontractor as soon as possible so as not to delay project completion.

Contractor will advise each subcontractor of County's rights, and the subcontractor's obligations, under this Section by including a provision in each subcontract substantially in the following form:

"Subcontractor hereby warrants that it will at all times during the term of this contract comply with all federal immigration laws applicable to Subcontractor's employees, and with the requirements of A.R.S. § 23-214 (A). Subcontractor further agrees that County may inspect the Subcontractor's books and records to ensure that Subcontractor is in compliance with these requirements. Any breach of this paragraph by Subcontractor is a material breach of this contract subjecting Subcontractor to penalties up to and including suspension or termination of this contract."

Any additional costs attributable directly or indirectly to remedial action under this Section is the responsibility of Contractor. In the event that remedial action under this Section results in delay to one or more tasks on the critical path of Contractor's approved construction or critical milestones schedule, such period of delay will be excusable delay for which Contractor is entitled to an extension of time, but not costs.

32. CONTROL OF DATA PROVIDED BY COUNTY

For those projects and contracts where County has provided data to enable the Contractor to provide contracted services or products, unless County otherwise specifies and agrees in writing, Contractor will treat, control and limit access to said information as confidential and will under no circumstances release any data provided by County during the term of this contract and thereafter, including but not limited to personal identifying information as defined by A.R.S. § 44-1373, and Contractor is further prohibited from selling such data directly or through a third party. Upon termination or completion of the contract, Contractor will either return all such data to County or will destroy such data and confirm destruction in writing in a timely manner not to exceed sixty (60) calendar days.

33. ISRAEL BOYCOTT CERTIFICATION

Pursuant to A.R.S. § 35-393.01, if Contractor engages in for-profit activity and has ten (10) or more employees, and if this Contract has a value of \$100,000.00 or more, Contractor certifies it is not currently engaged in, and agrees for the duration of this Contract to not engage in, a boycott of goods or services from Israel. This certification does not apply to a boycott prohibited by 50 U.S.C. § 4842 or a regulation issued pursuant to 50 U.S.C. § 4842.

34. FORCED LABOR OF ETHNIC UYGHURS

Pursuant to A.R.S. § 35-394 if Contractor engages in for-profit activity and has 10 or more employees, Contractor certifies it is not currently using, and agrees for the duration of this Contract to not use (1) the forced labor of ethnic Uyghurs in the People's Republic of China; (2) any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China; and (3) any contractors, subcontractors or suppliers that use the forced labor or any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China. If Contractor becomes aware during the term of the Contract that the Company is not in compliance with A.R.S. § 35-394, Contractor must notify the County within five business days and provide a written certification to County regarding compliance within one hundred eighty days.

35. ENTIRE AGREEMENT

This document constitutes the entire agreement between the parties pertaining to the subject matter it addresses, and this Contract supersedes all prior or contemporaneous agreements and understandings, oral or written.

END OF PIMA COUNTY STANDARD TERMS AND CONDITIONS

AMENDMENT 2 EXHIBIT A: SCOPE OF SERVICES

1. CONTEXT AND BACKGROUND:

- 1.1. Pima County is responsible for the decedent's whose death occurs in Pima County and are indigent and have no other person or entity willing or financially able to bury or provide other funeral and disposition arrangements pursuant to A.R.S. § 36-831, A.R.S. § 11-201 and A.R.S. § 11-251.
- 1.2. Pima County designates The Pima County Office of The Medical Examiner (PCOME) as the agent for Pima County for the purpose of performing this responsibility by administering this contract and serving as the "County Representative" in enforcing the applicable policies and guidelines.
- 1.3. The PCOME process on average 750-800 Indigent Interment Program (IIP) applications per year, roughly 60% of applications are approved. In 2022, approved IIP applications resulted in 447 cremations and one veteran burial.

2. GENERAL REQUIREMENTS:

- 2.1. Contractor(s) must adhere to all Federal, State, and local, or any other applicable governing authority, laws, rules, codes, regulations, and industry standards and specifications, usages, and customary practices.
- 2.2. Contractor(s) specifically warrants it will provide quality professional services for cremation, transport, or cemetery services in compliance with the requirements of State of Arizona Corporation Commission, the Arizona Department of Health Services, the Arizona State Board of Funeral Directors and Embalmers, and the Arizona Department of Real Estate.
- 2.3. Contractor(s) must maintain properly equipped systems and resources to accommodate the Contractors normal level of business and the additional number of bodies and human remains generated by participation in this contract and including the mortuary rotation schedule described below, if applicable.
- 2.4. Contractor(s) shall treat the families, other providers, and professionals, the PCOME and the County with courtesy and strive to ensure transparency and enhance cooperation on all matters.
- 2.5. Mortuaries exercise the right to respond to calls regardless of the solvency of the case, assume the entrepreneurial opportunity and risk associated with responding.
- 2.6. The Contractor(s) will provide transportation, mortuary and/or cemetery services for decedents (bodies or human remains) and must ensure the adequate delivery of the services required and at a minimum will provide the services as specified herein.
- 2.7. Pick up the human remains for those decedents whose individual mortuary preference or family expressed mortuary preference has not been reasonably determined consistent with the rights of the family under the provisions of A.R.S. § 36-831.
- 2.8. PCOME reserves the right to be present and/or inspect the procedures of the Contractors from the time the Contractors claim the body, until cremation is complete or transport of remains to cemetery.

3. SERVICE REQUIREMENTS:

- 3.1. On Call Rotation Removal: Contractors will be scheduled to serve "on call" on a rotating basis and provide the services described herein. During Contractors assigned rotation, Contractors will be available to provide services on a 24-hours a day, 7-days a week basis and Contractor will provide 24-hour monitoring of calls and have the proper resources to respond to any location within Pima County. The Contractor shall have the appropriate backup coverage necessary to handle multiple death responses for County coverage.
- 3.2. Rotation List: It is the sole discretion of and determination of the PCOME as to the scheduling of Contractors to perform services as set forth herein. An initial new contract year Annual Rotation Schedule will be prepared by the PCOME and will be provided to the Contractors with the dates for the period(s) of Contractor coverage assigned. The PCOME may revise the Mortuary On Call Rotation Schedule when deemed necessary and will provide notification to all Contractors of any changes or revisions to the rotation schedule.
- 3.3. Scene of Death/Medical Examiner Response Times: Contractor will pick up the human remains from the scene of death or the Medical Examiner's Office within a reasonable response time upon contact by any "eligible party" providing notification of need. An eligible party includes law enforcement, medical facility representative, hospice, the Office of the Medical Examiner, or staff of the PCOME. A general guideline for determining reasonableness of response time is as follows:
 - 3.3.1. The "on call" Contractor responds by arriving equipped to perform removal of the decedent within 30 minutes, plus driving time from the time of actual notification. Failure, refusal or untimely response or performance may result in suspension and or termination of the Contractors services with the County.
- 3.4. Transportation: Transportation services include picking up and transporting the decedent to the mortuary. Transportation services will be performed from the place of death, or upon release by the Medical Examiner, to

the mortuary for completion of final arrangements. The Contractors shall transport the body to the designated cemetery, crematory, columbarium, or cremains back to the PCOME.

- 3.5. **Interment Services:** Final disposition arrangements include transportation to the approved cemetery, or to Southern Arizona Veteran's Memorial Cemetery, or the Veteran's National Cemetery. The Contractors shall notify the receiving provider of the need to calendar the interment and communicate responsibly with the family or designee.
- 3.6. **Cremation Services:** Cremation will be authorized for all qualified decedents. The PCOME is responsible to complete the due diligence to locate the appropriate authorizing agent and obtain written consent timely for cremation at the time of initial contact with the authorizing agent. Upon demonstration that the due diligence was performed and there is no authorizing agent available to consent for cremation, the PCOME may provide consent pursuant to A.R.S. § 32-1365.02(F). Upon notice by the PCOME, within 72 hours of such notice, the decedent shall be cremated in strict accordance with the Arizona Statutes and recognized professional standards. It is acknowledged that in some cases where family consent or where other third parties are involved, it may not be possible to conduct the cremation within 72 hours. In these cases, the Contractors shall make all due effort to obtain authorizations as soon as possible.
- 3.7. **Body cremation preparations** shall be carried out in a dignified manner, and an appropriate cremation container shall be used. Distribution of cremains will be performed in accordance with the approval authorization. The Contractors will place the cremains in a plastic urn properly tagged, marked, logged, labeled, and reconciled by identification tag to all supporting documents provided by the PCOME.
- 3.8. The Contractors shall coordinate the release and distribution of the cremains to the designated party of applicant including mailing. The Contractors shall store the cremains up to 120 days after the agreed pick-up date, at which time the crematory authority can dispose of said cremains. Indigent cremains without known next-of-kin will be interred at the Pima County Cemetery.
- 3.9. **Veterans and Veteran's spouses**, who are Indigent Interment Program eligible, may elect burial as an option to cremation for the decedent's final disposition. Veteran burials are conducted pursuant to section 3.11.
- 3.10. **Non-County Cemetery Mileage:** A decedent may be authorized for interment at a veteran's cemetery other than the Pima County Cemetery for good cause. Round trip mileage will be reimbursed at the costs listed in section 8.1 Unit Prices.
- 3.11. **Veteran's Burial:** Qualified Indigent Honorably Discharged Veterans and/or the spouse of a Qualified Indigent Honorably Discharged Veteran will not be buried in the indigent section of a cemetery pursuant to A.R.S. § 36-831 (C). Qualified Indigent Veterans and/or spouses may be authorized for burial at the Arizona Veteran's Memorial Cemetery in Marana. Contractors are not responsible to provide for Qualified Indigent Veteran and/or spouse burials pursuant to this agreement.
- 3.12. **Professional Administration Services:** These services include processing information for the death certificate, handling of personal effects, preparing the invoice and supporting documentation and communication(s) with the PCOME. The Contractors shall secure and provide the cremation permits as required by the State of Arizona.
- 3.13. **Death Certificate:** The Contractors will be responsible to gather, input and file accurate information for the death certificate.
- 3.14. **Records:** Contractors shall keep interment records for the Pima County Cemetery as required by the PCOME and on forms provided by the County. Such records shall include all urned cremains as well as columbarium location, and date of placement. The County will designate columbarium locations. In the event that the interment occurs at a Pima County contracted cemetery or authorized cemetery, Contractor shall be responsible for providing proof of delivery, which shall include at a minimum, location and date of delivery, etc.
- 3.15. **Custodian of Decedent's Belongings:** The Contractors shall keep a detailed log of personal property and funds of the decedent who is referred to the County Indigent Interment Program. Transfers and release of property shall be documented by detailed listing, printed signed receipt.

4. EQUIPMENT REQUIREMENTS:

- 4.1. **Vehicles, Equipment, Personnel and Safety Requirements:** Vehicles, equipment and personnel equipped and capable without external assistance to provide transportation for up to two (2) decedents simultaneously in safe operating condition, mechanically sound and capable of responding within the legal boundaries of Pima County. Contractors' equipment to include gurneys, collapsible stretchers/cots, to ensure proper and safe removal of human remains in accordance with the safety requirements and guidelines customary to the profession, utilizing protective clothing, gloves, masks, lifting and removal procedures.

- 4.2. Appropriate Presentation in the Administration of Services: Contractor's vehicles and equipment that is suitable and appropriate must be maintained in a clean and presentable condition, exhibiting no major dents or damage to provide transportation to the designated destination as directed by an eligible party providing notification of need. Contractor personnel shall present as clean, neat, and properly attired for the type of removal requested.
- 4.3. Refrigeration: Contractors must provide refrigerated storage areas equipped to handle six (6) or more deceased bodies and/or human remains. Refrigeration of the decedents shall be in strict accordance with all ordinances and governing authorities, e.g. Arizona State Health Department and the Arizona State Board of Funeral Directors and Embalmers.

5. ITEM SPECIFICATIONS:

- 5.1. Contractors will provide the specified services on a fixed unit price basis in accordance with the rates specified in Section 8.1 Unit Prices.
- 5.2. The price for Cremation as specified in section 8.1 Unit Prices includes transportation of decedent from scene to crematory, storage of remains until cremation, urn, permit, cremation, transportation of cremains to the PCOME and all services required to complete the cremation.
- 5.3. Size or condition of decedent does not change fee.
- 5.4. Other extraordinary expenses and/or additional supplies may be considered for good cause at the discretion of and with approval of PCOME prior to incurring, for payment at cost, with no mark-up allowed, as demonstrated by the invoice price

6. INVOICE REQUIREMENTS:

- 6.1. Contractors shall prepare an accurate itemized invoice for services performed, less any proceeds for funds collected from any party up to the contract rate amount, plus any extraordinary fees that are approved. The invoice will include a properly sworn affidavit avowing the Contractors efforts to collect, in part or in whole, any and all funds that will be direct offset to the amount sought for collection from the County.
- 6.2. Original invoices shall be submitted timely, within 30 days of the receipt of the approval from the PCOME. Original invoices submitted after 60 days will not be allowed.
- 6.3. At a minimum, the invoice must provide the following information:
 - 6.3.1. Decedent name and date of death
 - 6.3.2. Copy of the Pima County Authorization Form
 - 6.3.3. Date and location of cremation or interment
 - 6.3.4. Total amount due.
- 6.4. Invoices shall be submitted to:
 - Attn: IIP Coordinator
 - 2825 E. District Street
 - Tucson, AZ 85714

END OF EXHIBIT A.



MASTER AGREEMENT

PIMA COUNTY, ARIZONA

THIS IS NOT AN ORDER - TRANSMISSION CONSTITUTES
CONTRACT EXECUTION

Master Agreement No: 2400000000000000002

MA Version: 1

Page: 5 of 6

Description: Indigent Interment Services

I S S U E R	Pima County Procurement Department	T E R M S	Initiation Date: 08-01-2023
	150 W. Congress St. 5th Fl		Expiration Date: 07-31-2024
	Tucson AZ 85701		
	Issued By: Kelsey Braun-Shirley		
	Phone: 5207247466		
	Email: kelsey.braun-shirley@pima.gov		
			<div>NTE Amount: Used Amount: \$0.00</div>

V E N D O R	Tucson Cremation LLC	Contact: Curtis Crosby
	DBA: Tucson Cremation Services	Phone: 520-372-7369
	103 W Grant Rd.	Email: operations@sensiblecf.com
	Tucson AZ 85705	Terms: 0.00 %
		Days: 30

Shipping Method:	Vendor Method
Delivery Type:	
FOB:	FOB Dest, Freight Prepaid
Modification Reason This Master Agreement is for an initial term of one (1) year in the shared annual award amount of \$450,000.00 and includes four (4) one-year renewal options. Attachment: Offer Agreement.	

This Master Agreement incorporates the attached documents, and by reference all instructions, Standard Terms and Conditions, Special Terms and Conditions, and requirements that are included in or referenced by the solicitation documents used to establish this agreement. All transactions and conduct are required to conform to these documents.



MASTER AGREEMENT DETAILS

Master Agreement No: 24000000000000000002

MA Version: 1

Page: 6 of 6

Line	Description					
1	Cremation Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	EA	\$600.00			
2	Non-County Cemetery Mileage Discount	UOM	Unit Price	Stock Code	VPN	MPN
	0.0000 %	MI	\$0.625			

OFFER AGREEMENT

1. PURPOSE

This contract establishes a system-generated form Master Agreement ("MA") for Contractors to provide Pima County ("County") with mortuary and cemetery services for the bodies and human remains that are within the jurisdiction of Pima County for decedents who have been determined indigent and have no other person or entity willing or financially able to bury or provide other funeral and disposition arrangements, pursuant to A.R.S. § 36-831, on an "as required basis" by issue of Delivery Order ("DO") or Delivery Order Maximo ("DOM").

The established MA will be issued to all Contractors awarded on this contract. County will order Goods/Services from the Contractors on a rotating basis.

It is understood by Offerors submission of bids that the County may enter into separate contracts with other providers of the services set forth herein. Numerous mortuaries may enter into this contract and may be placed on a "rotation list" with other providers.

The County reserves the right to add additional Contractors, at the County's sole discretion, to satisfy the County's needs to ensure adequate competition and sufficient capacity to fulfill the demands of the County for these services.

2. CONTRACT TERM, RENEWALS, EXTENSIONS and REVISIONS

The MA will document the commencement date of the contract, and will be for a one (1) year period with four (4) one-year renewal options that the parties may exercise as follows: County will issue contract extensions, renewals, or revisions to Contractor with a revised MA document. Contractor must object in writing to the proposed revisions, terms, conditions, scope modifications and/or specifications within ten (10) calendar days of issuance by County. If Contractor does not notify county of any objections within that timeframe, the revision(s) will be binding on the parties.

3. CONTRACTOR MINIMUM QUALIFICATIONS

The Contractor certifies that it is competent, willing, and responsible for performing the services or providing the products in accordance with the requirements of this contract.

Contractor certifies that it possesses all necessary permits and licenses to perform these services within the State of Arizona and local municipalities.

Contractor will research the designated Issuing Agency requirements to perform the requested work; will list **currently active (see Exhibit B)** licenses and agrees to maintain said license(s) for the term of the contract and to notify County within ten (10) business days of any change in license status.

A Contractor whose license is suspended, revoked, or undergoing disciplinary action by any regulatory agency of the State of Arizona shall be prohibited from providing services pursuant to this contract and may be subject to termination. A history of non-compliance with the terms of this contract, the governing authorities or the County directives and policies may also result in contract termination.

Contractor will check appropriate response below and provide requested documents. Failure to check appropriate response and provide copies of requested documents may cause the offer to be rejected and deemed non-responsive:

1	Contractors' funeral establishment(s) and crematory(ies) must have an active license issued by the Arizona State Board of Funeral Directors and Embalmers pursuant to A.R.S. § 32-1381 and A.R.S. § 32-1393. Copies of funeral establishment license(s) and crematory(ies) license(s) for all locations where services will be provided pursuant to this contract must be submitted with bid.	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <input checked="checked" type="checkbox"/> Yes </div> <div style="text-align: center;"> <input type="checkbox"/> No </div> </div> <p style="margin-top: 10px;">(See Exhibit B)</p>
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4. PRODUCT OR SERVICE SPECIFICATIONS & SCOPE OF WORK

4.1. See Exhibit A: Scope of Services (4 pages).

5. SUSTAINABILITY

In accordance with Board of Supervisors Resolution 2007-84, Pima County values and highly encourages contractors to utilize sustainable practices. Please **CHECK** any of the following that your business incorporates:

- ☐ Waste prevention/reduction or material recycling/reuse.
- ☐ Alternative energy/fuels (such as solar/wind energy; bio-diesel; alternative fuels; hybrid vehicles) in your program's preparation, transportation, and demonstration.
- ☒ Environmentally preferable materials (such as recycled materials; locally produced/manufactured products).
- ☐ Sustainable practices that lessen impact on non-renewable resources and global climate change (such as reduction in water/energy/paper use; minimization of hazardous materials; use of compressed/flexible work schedules).
- ☐ Other practices which coincide with County's definition of sustainable practices (such as alternative modes of transportation; transportation minimization; life-cycle costs; product/packaging "take back" practices; preference to firms located with Pima County).

6. OFFER ACCEPTANCE & ORDER RELEASES

County will accept offers and execute this contract by issuing an MA (recurring requirements) to be effective on the document's date of issue without further action by either party. The MA will include the term of the contract.

Pursuant to the executed MA, County departments requiring the goods or services described herein will issue a DO or DOM to the Contractor. County will furnish the DO or DOM to Contractor via facsimile, e-mail or telephone. **If County gives the order verbally, the County Department issuing the order will transmit a confirming order document to Contractor within five (5) workdays of the date it gives the verbal order.**

Contractor must not supply materials or services that are not specified on the MA and are not documented or authorized by a DO or DOM at the time of provision. County accepts no responsibility for control of or payment for materials or services not documented by a County DO or DOM.

Contractor will establish, monitor, and manage an effective contract administration process that assures compliance with all requirements of this contract. In particular, Contractor will not provide goods or services in excess of the executed contract items, item quantity, item amount, or contract amount without prior written authorization by contract amendment that County has properly executed and issued. Any items Contractor provides in excess of those stated in the contract are at Contractor's own risk. Contractor will decline verbal requests to deliver items in excess of the contract and will report all such requests in writing to County's Procurement Department within one (1) workday of the request. The report must include the name of the requesting individual and the nature of the request.

7. ACCEPTANCE OF GOODS & SERVICES

The County Department designated on the issued order DO or DOM will accept goods and services only in accordance with this contract. Such acceptance is a prerequisite to the commencement of payment terms.

8. COMPENSATION & PAYMENT

The MA will establish the contractual Not-to-Exceed Amount ("NTE Amount"). The NTE Amount represents the funding appropriated by County for this contract and cannot be altered without amendment. For this contract, the NTE Amount is shared between each Contractor awarded. The sum total of County payments to all Contractors cannot exceed the established NTE Amount, regardless of the independent total of each Contractor. Contractor will not accept orders, or provide services or products that cumulatively exceed the contract amount.

8.1. Unit Prices

Contractor's unit prices must include all incidentals and associated costs required to comply with and satisfy all requirements of this contract, which includes the Offer Agreement and the Standard Terms and Conditions. County will make no payments for items not in the contract and Contractor will not invoice them.

Quantities in this solicitation are estimates only. County may increase or decrease quantities and amounts. County makes no guarantee regarding actual orders for items or quantities during the term of the contract. County is not responsible for Contractor inventory or order commitment.

UNIT PRICES-FIXED (Net 30-day Payment Terms)

ITEM #	ITEM NAME	UOM	UNIT PRICE \$
	Items to include and satisfy all Solicitation & Offer Agreement requirements, General & Item Specifications		
1	Cremation	EACH	\$600.00
2	Non-County Cemetery Mileage	MILE	\$0.625
TOTAL ESTIMATED SHARED ANNUAL AMOUNT			\$450,000.00

Unless the parties otherwise agree in writing, all pricing will be F.O.B. Destination & Freight Prepaid Not Billed ("F.O.B. Destination"). Contractor will deliver and unload products or services at the destination(s) that the delivery article of this contract or accepted Order indicates. The offered Unit Price must include all freight costs.

Although an order may not fully include State and City sales tax, County will pay such taxes as are DIRECTLY applicable to County and Contractor invoices such taxes as a separate line item. Contractor must not include such taxes in the item unit price.

8.2. Price Warranty and Trade-In Allowance

Not applicable to this Agreement.

8.3. Price Escalation

All unit prices consider/provide for current economic and market conditions and include compensation for Contractor to implement and actively conduct cost and price control. No additional compensation shall be paid to Contractor to reimburse efforts to implement and conduct cost and price controls. **Prices shall remain fixed for the term of the contract, County may consider price increase as deemed appropriate and at its own discretion.**

8.4. Living Wage

All pricing will conform to Pima County's Living Wage ordinance if applicable, including required annual adjustments of the wage.

8.5. Additional Items and/or Services

The parties may negotiate and establish unit pricing in writing under the contract for items included in the scope of the contract that does not have previously listed unit pricing.

8.6. Standard Payment Term

Net (30), effective from the date of valid invoice document and does not commence until the later of 1) the receiving County Department receives goods or services into County's payment system or 2) County Financial Operations receives and verifies Contractor's invoice.

8.7. Optional Early Payment Discount Term

Pima County Administrative Procedure No. 22-35 Section 2.2.4 describes County's practice regarding discounts for early payment. Contractor offers the following discounts to those prices to be used for all orders issued pursuant to this contract. County will utilize the existing payment code that best matches that offered and does not exceed the offered discount percentage. Payment days cannot be less than ten (10) calendar days. Contractor will submit valid invoice document consistent with the associated DO or DOM to County's Finance Department at least seven (7) calendar days prior to the date on which the discounted payment is due. If desired, for any order issued pursuant with this contract, Contractor may offer early payment discounts that exceed this Early Payment Discount. Declined by Vendor

Optional Early Payment Discount: _____ % if payment tendered within _____ Days as indicated above.

8.8. Invoicing

Contractor will submit Request(s) for Payment or Invoices to the location and entity identified by County's DO or DOM document.

All Invoice documents will reference County's DO or DOM number under which the services or products were ordered. Contractor must utilize the item description, precise unit price, **AND** unit of measure included in County's order document for **ALL** Invoice line items. County may return invoices that include line items or unit prices that do not match those documented by County's order to Contractor unprocessed for correction.

Contractor will provide detailed documentation in support of payment requests, which should be consistent with and not exceed County's DO or DOM document. Contractor will bill County within one (1) month after the date on which Contractor's right to payment accrues ("Payment Accrual Date"), which, unless this contract specifically provides otherwise, is the date Contractor delivers goods, performs services or incurs costs. Invoices must assign each billed amount to an appropriate line item of County's order and document each Payment Accrual Date. County may refuse to pay any amount that Contractor bills in which does not conform to County's DO or DOM document. County will refuse to pay any amount that Contractor bills more than six (6) months after the Payment Accrual Date, pursuant to A.R.S. § 11-622(C).

9. VENDOR RECORD MAINTENANCE

Contractor must establish and maintain a complete Pima County Vendor record, which includes the provision of a properly completed and executed "Request for Taxpayer Identification Number and Certification" document (Form W-9). The record must be registered with a valid and monitored email address for Contractor. In the event of any change that renders the information on that record inaccurate Contractor must update the record within ten (10) calendar days of the change and prior to the submission of any invoice or request for payment. Contractor must register through <http://www.pima.gov/procure/venreg.htm>.

10. DELIVERY

"On-Time" delivery is an essential part of the consideration that Contractor is to provide to County under the contract. Contractor will make delivery in accordance with the Standard Terms and Conditions and to the location(s) on the DO or DOM document.

Contractor guarantees delivery of cremated remains and held property to the PCOME within 30 calendar days of completed cremation. If necessary to satisfy the guaranteed delivery time, Contractor will utilize premium freight method at no additional cost to County.

11. TAXES, FEES, EXPENSES

Pursuant to IRS Publication 510, County is exempt from federal excise taxes for goods. County is subject to State and City sales tax. County will pay no separate charges for delivery, drayage, express, parcel post, packing, insurance, license fees, permits, costs of bonds, surcharges, or bid preparation unless the contract expressly includes such charges and the solicitation documents itemize them.

12. OTHER DOCUMENTS

Contractor and County are entering into this contract have relied upon information provided or referenced by Pima County Solicitation No. IFB-PO-2300096 including the IFB, Offer Agreement, Standard Terms and Conditions, Solicitation Amendments, Contractor's Bid Offer, documents submitted by Contractor or References to satisfy Minimum Qualifications and any other information and documents that Contractor has submitted in its response to County's Solicitation. The Contract incorporates these documents as though set forth in full herein, to the extent not inconsistent with the provisions of this contract.

13. INSURANCE

The Insurance Requirements herein are minimum requirements for this contract and in no way limit the indemnity covenants contained in this contract. Contractor's insurance shall be placed with companies licensed in the State of Arizona and the insureds shall have an "A.M. Best" rating of not less than A- VII, unless otherwise approved by County. County in no way warrants that the minimum insurer rating is sufficient to protect Contractor from potential insurer insolvency.

13.1. Minimum Scope and Limits of Insurance

Contractor will procure and maintain at its own expense, until all contractual obligations have been discharged, the insurance coverage with limits of liability not less than stated below. County in no way warrants that the minimum insurance limits contained herein are sufficient to protect Contractor from liabilities that arise out of the performance of the work under this contract. If necessary, Contractor may obtain commercial umbrella or excess insurance to satisfy County's Insurance Requirements.

13.1.1. Commercial General Liability (CGL)

Occurrence Form with limits of \$2,000,000 Each Occurrence and \$2,000,000 General Aggregate. Policy shall include cover for liability arising from premises, operations, independent contractors, personal

injury, bodily injury, property damage, broad form contractual liability coverage, personal and advertising injury and products – completed operations.

13.1.2. Business Automobile Liability

Bodily Injury and Property Damage for any owned, leased, hired, and/or non-owned automobiles assigned to or used in the performance of this contract with a Combined Single Limit (CSL) of \$1,000,000 Each Accident.

13.1.3. Workers' Compensation (WC) and Employers' Liability

Statutory requirements and benefits for Workers' Compensation. In Arizona, WC coverage is compulsory for employers of one or more employees. Employers' Liability coverage with limits of \$1,000,000 each accident and \$1,000,000 each person - disease.

13.2. Additional Insurance Requirements

The policies shall include, or be endorsed to include, as required by this contract, the following provisions:

13.2.1. Claims-Made Insurance Coverage

If any part of the Required Insurance is written on a claims-made basis, any policy retroactive date must precede the effective date of this contract, and Contractor must maintain such coverage for a period of not less than three (3) years following contract expiration, termination or cancellation.

13.2.2. Additional Insured Endorsement

The General Liability and Business Automobile Liability policies must each be endorsed to include Pima County and all its related special districts, elected officials, officers, agents, employees and volunteers (collectively "County and its Agents") as additional insureds with respect to vicarious liability arising out of the activities performed by or on behalf of the Contractor. The full policy limits and scope of protection must apply to County and its Agents as an additional insured, even if they exceed the Insurance Requirements.

13.2.3. Subrogation Endorsement

The General Liability, Business Automobile Liability and Workers' Compensation Policies shall each contain a waiver of subrogation endorsement in favor of County, and its departments, districts, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

13.2.4. Primary Insurance Endorsement

Contractor's policies shall stipulate that the insurance afforded Contractor shall be primary and that any insurance carried by County, its agents, officials, or employees shall be excess and not contributory insurance. The Required Insurance policies may not obligate County to pay any portion of Contractor's deductible or Self Insurance Retention (SIR).

13.2.5. Insurance provided by Contractor shall not limit Contractor's liability assumed under the indemnification provisions of this Contract.

13.2.6. Subcontractors

Contractor must either (a) include all subcontractors as additional insureds under its Required Insurance policies, or (b) require each subcontractor to separately meet all Insurance Requirements and verify that each subcontractor has done so, Contractor must furnish, if requested by County, appropriate insurance certificates for each subcontractor. Contractor must obtain County's approval of any subcontractor request to modify the Insurance Requirements as to that subcontractor.

13.3. Notice of Cancellation

Each Required Insurance policy must provide, and certificates specify, that County will receive not less than thirty (30) days advance written notice of any policy cancellation, except 10-days prior notice is sufficient when the cancellation is for non-payment of a premium. Notice must be mailed, emailed, hand-delivered or sent via facsimile transmission to County's Contracting Representative, and must include the project or contract number and project description.

13.4. Verification of Coverage

Contractor shall furnish County with certificates of insurance (valid ACORD form or equivalent approved by County) as required by this contract. An authorized representative of the insurer shall sign the certificates. Each certificate must include:

- County's tracking number for this contract, which is shown on the first page of the contract, and a project description, in the body of the Certificate;
- A notation of policy deductibles or SIRs relating to the specific policy; and
- Certificates must specify that the appropriate policies are endorsed to include additional insured and subrogation waiver endorsements for County and its Agents. Note: Contractors for larger projects must provide actual copies of the additional insured and subrogation endorsements.

13.4.1. All certificates and endorsements, as required by this contract, are to be received and approved by County before, and be in effect not less than 15 days prior to, commencement of work. A renewal certificate must be provided to County not less than 15 days prior to the policy's expiration date to include actual copies of the additional insured and waiver of subrogation endorsements. Failure to maintain the insurance coverages or policies as required by this contract, or to provide evidence of renewal, is a material breach of contract.

13.4.2. All certificates required by this contract shall be sent directly to the appropriate County Department. The Certificate of Insurance shall include County's project or contract number and project description on the certificate. County may require complete copies of all insurance policies required by this contract at any time.

13.5. Approval and Modifications

County's Risk Manager may approve a modification of the Insurance Requirements without the necessity of a formal contract amendment, but the approval must be in writing. County's failure to obtain a required insurance certificate or endorsement, County's failure to object to a non-complying insurance certificate or endorsement, or County's receipt of any other information from the Contractor, its insurance broker(s) and/or insurer(s), do not constitute a waiver of any of the Insurance Requirements.

14. PERFORMANCE BOND

Not applicable to this contract.

15. ACKNOWLEDGEMENT OF SOLICITATION AMENDMENTS

Contractor must acknowledge in the table below to have read all published solicitation amendments and must ensure they are submitting all amended pages of the solicitation (if any) with their response:

Amendment #	Date	Amendment #	Date	Amendment #	Date
Amendment No. 1	May 22, 2023				
Amendment No. 2	May 26, 2023				

16. SMALL BUSINESS ENTERPRISE (SBE) CERTIFICATION

Not applicable to this contract.

17. BID/OFFER CERTIFICATION

CONTRACTOR LEGAL NAME: Tucson Cremation, LLC
BUSINESS ALSO KNOWN AS: Tucson Cremation Services
MAILING ADDRESS: 105 W Grant Road
CITY/STATE/ZIP: Tucson, AZ 85705
REMIT TO ADDRESS: 105 W Grant Road
CITY/STATE/ZIP: Tucson, AZ 85705
CONTACT PERSON NAME/TITLE: Curtis Crosby, General Manager
PHONE: 520-372-7369 **FAX:** 520-622-0502
CONTACT PERSON EMAIL ADDRESS: curtis@sensiblecf.com
EMAIL ADDRESS FOR ORDERS & CONTRACTS: curtis@sensiblecf.com
CORPORATE HEADQUARTERS ADDRESS: 105 W Grant Road, Tucson, AZ 85705
WEBSITE: www.tucsoncremationservices.com

By signing and submitting the Offer Agreement, the undersigned certifies that they are legally authorized to represent and bind Contractor to legal agreements, that all information submitted is accurate and complete, that Contractor has reviewed the County's Procurement website for solicitation amendments and has incorporated all such amendments to its offer, that Contractor is qualified and willing to provide the items requested, and that Contractor will comply with all requirements of the contract. The Unit Pricing includes all costs incidental to the provision of the items in compliance with the contract; no additional payment will be made. County may deem conditional offers that modify the solicitation requirements not 'responsive' and County may not evaluate them. Contractor's submission of a signed Offer Agreement will constitute a firm offer and upon the issuance of a MA or PO document issued by County's Procurement Director or authorized designee will form a binding contract that will require Contractor to provide the goods or services and materials described in this contract. The undersigned hereby offers to furnish the goods or services in compliance with all terms, conditions, and specifications in this Offer Agreement.

SIGNATURE: **DATE:** 05/31/2023**Curtis P Crosby, General Manager****PRINTED NAME & TITLE OF AUTHORIZED CONTRACTOR REPRESENTATIVE EXECUTING OFFER****PHONE AND EMAIL:** Cell: 480.825.3005; Office: 520.372.7369; Email: curtis@sensiblecf.com**County Attorney Contract Approval "As to Form".****Approved As to Form**

PIMA COUNTY STANDARD TERMS AND CONDITIONS**1. WARRANTY**

Contractor warrants goods or services to be satisfactory and free from defects. Contractor also warrants that all products and services provided under this contract are non-infringing.

2. PACKING

Contractor will make no extra charges for packaging or packing material. Contractor is responsible for safe packaging conforming to carrier's requirements.

3. DELIVERY

On-time delivery of goods and services is an essential part of the consideration that County will receive.

Contractor must provide a guaranteed delivery date, or interval period from order release date to delivery if the Price proposal document requires it. Upon receipt of notification of delivery delay, County may cancel the order or extend delivery times at no cost to County. Any extension of delivery times will not be valid unless an authorized representative of County extends it to Contractor in writing.

To mitigate or prevent damages from delayed delivery, County may require Contractor to deliver additional quantity utilizing express modes of transport, or overtime, all costs to be Contractor's responsibility. County may cancel any delinquent order, procure from an alternate source, or refuse receipt of or return delayed deliveries at no cost to County. County may cancel any order or refuse delivery upon default by Contractor concerning time, cost, or manner of delivery.

Contractor is not responsible for unforeseen delivery delays caused by fires, strikes, acts of God, or other causes beyond Contractor's control, provided that Contractor provides County immediate notice of delay.

4. SPECIFICATION CHANGES

County may make changes in the specifications, services, or terms and conditions of an order. If such changes cause an increase or decrease in the amount due under an order or in time required for performance, County will make an acceptable adjustment and will modify the order in writing. No verbal agreement for adjustment is acceptable.

Nothing in this clause reduces Contractor's responsibility to proceed without delay in the delivery or performance of an order.

5. INSPECTION

County may inspect or test all goods and services at place of manufacture, destination, or both. Contractor will hold goods failing to meet specifications of the order or contract at Contractor's risk and County may return such goods to Contractor and Contractor will be responsible for costs for transportation, unpacking, inspection, repacking, reshipping, restocking or other like expenses. In lieu of return of nonconforming supplies, County may waive any nonconformity, receive the delivery, and treat the defect(s) as a warranty item, but any waiver of any condition will not apply to subsequent shipments or deliveries.

6. ACCEPTANCE OF MATERIALS AND SERVICES

County will not execute an acceptance or authorize payment for any service, equipment or component prior to delivery and verification that the delivery meets all specification requirements.

7. RIGHTS AND REMEDIES OF COUNTY FOR DEFAULT

If Contractor furnishes items that do not conform to the contract requirements, or to the sample that Contractor submitted, County may reject the items. Contractor must then reclaim and remove the items, without expense to County. Contractor must also immediately replace all rejected items with conforming items. Should Contractor fail, neglect, or refuse immediately to do so, County may purchase in the open market a corresponding quantity of any such items and deduct from any monies due or that may become due to Contractor the difference between the price named in the MA or Purchase Order ("PO") and the actual cost to County.

If Contractor fails to make prompt delivery of any item, County may purchase the item in the open market and invoke the reimbursement condition above apply, except when delivery is delayed by fire, strike, freight embargo, or acts of god or of the government. If County cancels a MA, PO or associated order, either in whole or in part, by reason of the default or breach by Contractor, Contractor will pay for any loss or damage sustained by County in procuring any items

which Contractor was obligated to supply. These remedies are not exclusive and are in addition to any other rights and remedies provided by law or under the contract.

8. FRAUD AND COLLUSION

Contractor certifies that no officer or employee of County or of any subdivision thereof has aided or assisted Contractor in securing or attempting to secure a contract to furnish labor, materials or supplies at a higher price than that proposed by any other Contractor. Contractor also certifies that it is not aware of any County employee 1) favoring one Contractor over another by giving or withholding information or by willfully misleading a Proposer in regard to the character of the material or supplies called for or the conditions under which the proposed work is to be done; 2) knowingly accepting materials or supplies of a quality inferior to those called for by any contract; or 4) directly or indirectly having a financial interest in the proposal or resulting contract. Additionally, during the conduct of business with County, Contractor will not knowingly certify, or induce others to certify, to a greater amount of labor performed than has been actually performed, or to the receipt of a greater amount or different kind of material or supplies that has been actually received. If County finds at any time that Contractor has in presenting any proposal(s) colluded with any other party or parties for the purpose of preventing any other proposal being made, then County will terminate any contract so awarded and that person or entity will be liable for all damages that County sustains.

9. COOPERATIVE USE OF RESULTING CONTRACT

As allowed by law, County has entered into cooperative procurement agreements that enable other public agencies to utilize County's contracts. Those public agencies may contact Contractor with requests to provide services and products pursuant to the pricing, terms and conditions in the MA, or PO. A public agency and Contractor may make minor adjustments by written agreement to the contract to accommodate additional cost or other factors not present in the contract and required to satisfy particular public agency code or functional requirements and within the intended scope of the solicitation and resulting contract. The parties to the cooperative procurement will negotiate and transact any such usage in accordance with procurement rules, regulations and requirements. Contractor will hold harmless County, its officers, employees, and agents from and against all liability, including without limitation payment and performance associated with any cooperative agreement with another public agency. Contractor may view a list of agencies that are authorized to use County contracts at the Procurement Department Internet home page: <http://www.pima.gov/procure>, under the Vendor Information tab, by selecting the link titled County Cooperative Agreements – Authorized Agencies.

10. INTELLECTUAL PROPERTY INDEMNITY

Contractor will indemnify, defend and hold County, its officers, agents, and employees harmless from liability of any kind, including costs and expenses, for infringement or use of any copyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract and any MA, PO, and associated orders. County may require Contractor to furnish a bond or other indemnification to County against any and all loss, damage, costs, expenses, claims and liability for patent or copyright infringement.

11. INDEMNIFICATION

Contractor will indemnify, defend, and hold harmless County, its officers, employees, and agents from and against any and all suits, actions, legal administrative proceedings, claims or demands and costs, including attorney's fees arising out of any act, omission, fault or negligence by Contractor, its agents, employees or anyone under its direction or control or on its behalf in connection with performance of the contract and any MA, PO or associated orders. Contractor will indemnify, defend and hold County harmless from any claim of infringement arising from services provided under this contract or from the provision, license, transfer or use for their intended purpose of any products provided under this Contract.

12. UNFAIR COMPETITION AND OTHER LAWS

Responses must comply with Arizona trade and commerce laws (Title 44 A.R.S.) and all other applicable County, State, and Federal laws and regulations.

13. COMPLIANCE WITH LAWS

Contractor will comply with all federal, state, and local laws, rules, regulations, standards and Executive Orders, without limitation. In the event any services that Contractor provides under this contract require a license issued by the Arizona Registrar of Contractors ("ROC"), Contractor certifies that a Contractor licensed by ROC to perform those services in Arizona will provide such services. The laws and regulations of the State of Arizona govern the interpretation and construction of this contract, and the rights, performance and disputes of and between the parties. Any action relating to this Contract must be filed and maintained in a court of the State of Arizona in Pima County.

14. ASSIGNMENT

Contractor may not assign its rights to the contract, in whole or in part, without prior written approval of County. County may withhold approval at its sole discretion, provided that County will not unreasonably withhold such approval.

15. CANCELLATION FOR CONFLICT OF INTEREST

This contract is subject to cancellation pursuant to A.R.S. §§38-506 and 38-511, the pertinent provisions of which are incorporated into this Contract by reference.

16. NON-DISCRIMINATION

Contractor agrees to comply with all provisions and requirements of Arizona Executive Order 2009-09 which is hereby incorporated into this contract as if set forth in full herein including flow down of all provisions and requirements to any subcontractors. During the performance of this contract, Contractor must not discriminate against any employee, client or any other individual in any way because of that person's age, race, creed, color, religion, sex, disability or national origin.

17. NON-APPROPRIATION OF FUNDS

County may cancel this contract if for any reason County's Board of Supervisors does not appropriate funds for the stated purpose of maintaining the contract. In the event of such cancellation, County has no further obligation, other than payment for services or goods that County has already received.

18. PUBLIC RECORDS

Disclosure. Pursuant to A.R.S. § 39-121 et seq., and A.R.S. § 34-603(H) in the case of construction or Architectural and Engineering services procured under A.R.S. Title 34, Chapter 6, all documents submitted in response to the solicitation resulting in award of this Contract, including, but not limited to, pricing schedules, product specifications, work plans, and any supporting documents, are public records. As such, those documents are subject to release and/or review by the general public upon request, including competitors.

Records Marked Confidential; Notice and Protective Order. If Contractor reasonably believes that some of those records contain proprietary, trade-secret or otherwise-confidential information, Contractor must prominently mark those records "CONFIDENTIAL." In the event a public-records request is submitted to County for records marked CONFIDENTIAL, County will notify Contractor of the request as soon as reasonably possible. County will release the records 10 business days after the date of that notice, unless Contractor has, within that period, secured an appropriate order from a court of competent jurisdiction, enjoining the release of the records. County will not, under any circumstances, be responsible for securing such an order, nor will County be in any way financially responsible for any costs associated with securing such an order.

Contractor agrees to waive confidentiality of any price terms.

19. CUSTOM TOOLING, DOCUMENTATION AND TRANSITIONAL SUPPORT

Costs to develop all tooling and documentation, such as and not limited to dies, molds, jigs, fixtures, artwork, film, patterns, digital files, work instructions, drawings, etc. necessary to provide the contracted services or products and unique to the services or products supplied to County are included in the agreed upon Unit Price unless the contract specifically states otherwise. Such tools and documentation are the property of County and will be marked, as is practical, as the "Property of Pima County" and County so requests, Contractor will deliver a copy of the tooling and documentation to County within twenty (20) days of acceptance by County of the first article sample, or not later than ten (10) days of termination of the contract associated with their development, without additional cost to County. Contractor also agrees to act in good faith to facilitate the transition of work to a subsequent Contractor if and as reasonably requested by County at no additional cost. Should exceptional circumstances be present that may justify an additional charge, Contractor may submit said justification and proposed cost and negotiate an agreement acceptable to both Contractor and County, but Contractor may not withhold any requested tooling, document or support as described above that would delay the orderly, efficient and prompt transition of work. Should conduct by Contractor result in additional costs to County, Contractor will reimburse County for said actual and incremental costs provided that County has given Contractor reasonable time to respond to County's requests for support.

20. AMERICANS WITH DISABILITIES ACT

Contractor will comply with all applicable provisions of the Americans with Disabilities Act (public law 101-336, 42 USC 12101-12213) and all applicable federal regulations under the act, including 28 CFR parts 35 and 36.

21. NON-EXCLUSIVE AGREEMENT

Contractor understands that this Contract is nonexclusive and is for the sole convenience of County. County may obtain like services from other sources for any reason.

22. TERMINATION

County may terminate any contract and any MA, PO, Delivery Order, DOM or issued NORFA, in whole or in part, at any time for any reason or no reason, without penalty or recourse, when in the best interests of County. Upon receipt of written notice, Contractor will immediately cease all work as directed by the notice, notify all subcontractors of the effective date of termination, and take appropriate actions to minimize further costs to County. In the event of termination under this paragraph, all documents, data, and reports prepared by Contractor under the contract become the property of County and Contractor must promptly deliver them to County. Contractor is entitled to receive just and equitable compensation for work in progress, work completed, and materials accepted by County before the effective date of the termination.

23. ORDER OF PRECEDENCE – CONFLICTING DOCUMENTS

In the event of inconsistencies between contract documents, the following is the order of precedence, superior to subordinate, that will apply to resolve the inconsistency: MA or PO; DO or DOM; Offer Agreement; these standard terms and conditions; any Contractor terms (Terms of Sale; End User Licenses Agreement; Service Agreement; etc.) attached to an MA, PO, DO or DOM, if applicable; any other solicitation documents.

24. INDEPENDENT CONTRACTOR

Contractor is an independent Contractor. Contractor and Contractor officer's agents or employees are not considered employees of County and are not entitled to receive any employment-related fringe benefits under County's Merit System. Contractor is responsible for paying all federal, state and local taxes associated with the compensation received pursuant to this Contract and will indemnify and hold County harmless from any and all liability which County may incur because of Contractor's failure to pay such taxes.

25. BOOK AND RECORDS

Contractor will keep and maintain proper and complete books, records and accounts, which will be open at all reasonable times for inspection and audit by duly authorized representatives of County. In addition, Contractor will retain all records relating to this contract at least five (5) years after its termination or cancellation or, if later, until any related pending proceeding or litigation has been closed.

26. COUNTERPARTS

The parties may execute the MA or PO that County awards pursuant to this solicitation in any number of counterparts, and each counterpart is considered an original, and together such counterparts constitute one and the same instrument. For the purposes of the MA and PO, the signed proposal of Contractor and the signed acceptance of County are each an original and together constitute a binding MA, if all other requirements for execution are present.

27. AUTHORITY TO CONTRACT

Contractor warrants its right and power to enter into the MA or PO. If any court or administrative agency determines that County does not have authority to enter into the MA or PO, County is not liable to Contractor or any third party by reason of such determination or by reason of the MA or PO.

28. FULL AND COMPLETE PERFORMANCE

The failure of either party to insist on one or more instances upon the full and complete performance with any of the terms or conditions of the contract and any MA, PO, DO or DOM to be performed on the part of the other, or to take any action permitted as a result thereof, is not a waiver or relinquishment of the right to insist upon full and complete performance of the same, or any other covenant or condition, either in the past or in the future. The acceptance by either party of sums less than may be due and owing it at any time is not an accord and satisfaction.

29. SUBCONTRACTORS

Contractor is fully responsible for all acts and omissions of any subcontractor and of persons directly or indirectly employed by any subcontractor, and of persons for whose acts Contractor may be liable to the same extent that Contractor is responsible for the acts and omissions of persons that it directly employs. Nothing in this contract creates any obligation on the part of County to pay or see to the payment of any money due any subcontractor, except as may be required by law.

30. SEVERABILITY

Each provision of this contract stands alone, and any provision of this contract that a court finds to be prohibited by law is ineffective to the extent of such prohibition without invalidating the remainder of this contract.

31. LEGAL ARIZONA WORKERS ACT COMPLIANCE

For the procurement of services in the State of Arizona, Contractor hereby warrants that it will at all times during the term of this contract comply with all federal immigration laws applicable to Contractor's employment of its employees, and with the requirements of A.R.S. § 23-214 (A) (together the "State and Federal Immigration Laws"). Contractor will further ensure that each subcontractor who performs any work for Contractor under this contract likewise complies with the State and Federal Immigration Laws.

County has the right at any time to inspect the books and records of Contractor and any subcontractor in order to verify such party's compliance with the State and Federal Immigration Laws.

Any breach of Contractor's or any subcontractor's warranty of compliance with the State and Federal Immigration Laws, or of any other provision of this section, is a material breach of this Contract subjecting Contractor to penalties up to and including suspension or termination of this Contract. If the breach is by a subcontractor, and the subcontract is suspended or terminated as a result, Contractor will take such steps as may be necessary to either self-perform the services that would have been provided under the subcontract or retain a replacement subcontractor as soon as possible so as not to delay project completion.

Contractor will advise each subcontractor of County's rights, and the subcontractor's obligations, under this Section by including a provision in each subcontract substantially in the following form:

"Subcontractor hereby warrants that it will at all times during the term of this contract comply with all federal immigration laws applicable to Subcontractor's employees, and with the requirements of A.R.S. § 23-214 (A). Subcontractor further agrees that County may inspect the Subcontractor's books and records to ensure that Subcontractor is in compliance with these requirements. Any breach of this paragraph by Subcontractor is a material breach of this contract subjecting Subcontractor to penalties up to and including suspension or termination of this contract."

Any additional costs attributable directly or indirectly to remedial action under this Section is the responsibility of Contractor. In the event that remedial action under this Section results in delay to one or more tasks on the critical path of Contractor's approved construction or critical milestones schedule, such period of delay will be excusable delay for which Contractor is entitled to an extension of time, but not costs.

32. CONTROL OF DATA PROVIDED BY COUNTY

For those projects and contracts where County has provided data to enable the Contractor to provide contracted services or products, unless County otherwise specifies and agrees in writing, Contractor will treat, control and limit access to said information as confidential and will under no circumstances release any data provided by County during the term of this contract and thereafter, including but not limited to personal identifying information as defined by A.R.S. § 44-1373, and Contractor is further prohibited from selling such data directly or through a third party. Upon termination or completion of the contract, Contractor will either return all such data to County or will destroy such data and confirm destruction in writing in a timely manner not to exceed sixty (60) calendar days.

33. ISRAEL BOYCOTT CERTIFICATION

Pursuant to A.R.S. § 35-393.01, if Contractor engages in for-profit activity and has ten (10) or more employees, and if this Contract has a value of \$100,000.00 or more, Contractor certifies it is not currently engaged in, and agrees for the duration of this Contract to not engage in, a boycott of goods or services from Israel. This certification does not apply to a boycott prohibited by 50 U.S.C. § 4842 or a regulation issued pursuant to 50 U.S.C. § 4842.

34. FORCED LABOR OF ETHNIC UYGHURS

Pursuant to A.R.S. § 35-394 if Contractor engages in for-profit activity and has 10 or more employees, Contractor certifies it is not currently using, and agrees for the duration of this Contract to not use (1) the forced labor of ethnic Uyghurs in the People's Republic of China; (2) any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China; and (3) any contractors, subcontractors or suppliers that use the forced labor or any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China. If Contractor becomes aware during the term of the Contract that the Company is not in compliance with A.R.S. § 35-394, Contractor must notify the County within five business days and provide a written certification to County regarding compliance within one hundred eighty days.

35. ENTIRE AGREEMENT

This document constitutes the entire agreement between the parties pertaining to the subject matter it addresses, and this Contract supersedes all prior or contemporaneous agreements and understandings, oral or written.

END OF PIMA COUNTY STANDARD TERMS AND CONDITIONS

AMENDMENT 2 EXHIBIT A: SCOPE OF SERVICES

1. CONTEXT AND BACKGROUND:

- 1.1. Pima County is responsible for the decedent's whose death occurs in Pima County and are indigent and have no other person or entity willing or financially able to bury or provide other funeral and disposition arrangements pursuant to A.R.S. § 36-831, A.R.S. § 11-201 and A.R.S. § 11-251.
- 1.2. Pima County designates The Pima County Office of The Medical Examiner (PCOME) as the agent for Pima County for the purpose of performing this responsibility by administering this contract and serving as the "County Representative" in enforcing the applicable policies and guidelines.
- 1.3. The PCOME process on average 750-800 Indigent Interment Program (IIP) applications per year, roughly 60% of applications are approved. In 2022, approved IIP applications resulted in 447 cremations and one veteran burial.

2. GENERAL REQUIREMENTS:

- 2.1. Contractor(s) must adhere to all Federal, State, and local, or any other applicable governing authority, laws, rules, codes, regulations, and industry standards and specifications, usages, and customary practices.
- 2.2. Contractor(s) specifically warrants it will provide quality professional services for cremation, transport, or cemetery services in compliance with the requirements of State of Arizona Corporation Commission, the Arizona Department of Health Services, the Arizona State Board of Funeral Directors and Embalmers, and the Arizona Department of Real Estate.
- 2.3. Contractor(s) must maintain properly equipped systems and resources to accommodate the Contractors normal level of business and the additional number of bodies and human remains generated by participation in this contract and including the mortuary rotation schedule described below, if applicable.
- 2.4. Contractor(s) shall treat the families, other providers, and professionals, the PCOME and the County with courtesy and strive to ensure transparency and enhance cooperation on all matters.
- 2.5. Mortuaries exercise the right to respond to calls regardless of the solvency of the case, assume the entrepreneurial opportunity and risk associated with responding.
- 2.6. The Contractor(s) will provide transportation, mortuary and/or cemetery services for decedents (bodies or human remains) and must ensure the adequate delivery of the services required and at a minimum will provide the services as specified herein.
- 2.7. Pick up the human remains for those decedents whose individual mortuary preference or family expressed mortuary preference has not been reasonably determined consistent with the rights of the family under the provisions of A.R.S. § 36-831.
- 2.8. PCOME reserves the right to be present and/or inspect the procedures of the Contractors from the time the Contractors claim the body, until cremation is complete or transport of remains to cemetery.

3. SERVICE REQUIREMENTS:

- 3.1. On Call Rotation Removal: Contractors will be scheduled to serve "on call" on a rotating basis and provide the services described herein. During Contractors assigned rotation, Contractors will be available to provide services on a 24-hours a day, 7-days a week basis and Contractor will provide 24-hour monitoring of calls and have the proper resources to respond to any location within Pima County. The Contractor shall have the appropriate backup coverage necessary to handle multiple death responses for County coverage.
- 3.2. Rotation List: It is the sole discretion of and determination of the PCOME as to the scheduling of Contractors to perform services as set forth herein. An initial new contract year Annual Rotation Schedule will be prepared by the PCOME and will be provided to the Contractors with the dates for the period(s) of Contractor coverage assigned. The PCOME may revise the Mortuary On Call Rotation Schedule when deemed necessary and will provide notification to all Contractors of any changes or revisions to the rotation schedule.
- 3.3. Scene of Death/Medical Examiner Response Times: Contractor will pick up the human remains from the scene of death or the Medical Examiner's Office within a reasonable response time upon contact by any "eligible party" providing notification of need. An eligible party includes law enforcement, medical facility representative, hospice, the Office of the Medical Examiner, or staff of the PCOME. A general guideline for determining reasonableness of response time is as follows:
 - 3.3.1. The "on call" Contractor responds by arriving equipped to perform removal of the decedent within 30 minutes, plus driving time from the time of actual notification. Failure, refusal or untimely response or performance may result in suspension and or termination of the Contractors services with the County.
- 3.4. Transportation: Transportation services include picking up and transporting the decedent to the mortuary. Transportation services will be performed from the place of death, or upon release by the Medical Examiner, to

the mortuary for completion of final arrangements. The Contractors shall transport the body to the designated cemetery, crematory, columbarium, or remains back to the PCOME.

- 3.5. **Interment Services:** Final disposition arrangements include transportation to the approved cemetery, or to Southern Arizona Veteran's Memorial Cemetery, or the Veteran's National Cemetery. The Contractors shall notify the receiving provider of the need to calendar the interment and communicate responsibly with the family or designee.
- 3.6. **Cremation Services:** Cremation will be authorized for all qualified decedents. The PCOME is responsible to complete the due diligence to locate the appropriate authorizing agent and obtain written consent timely for cremation at the time of initial contact with the authorizing agent. Upon demonstration that the due diligence was performed and there is no authorizing agent available to consent for cremation, the PCOME may provide consent pursuant to A.R.S. § 32-1365.02(F). Upon notice by the PCOME, within 72 hours of such notice, the decedent shall be cremated in strict accordance with the Arizona Statutes and recognized professional standards. It is acknowledged that in some cases where family consent or where other third parties are involved, it may not be possible to conduct the cremation within 72 hours. In these cases, the Contractors shall make all due effort to obtain authorizations as soon as possible.
- 3.7. **Body cremation preparations** shall be carried out in a dignified manner, and an appropriate cremation container shall be used. Distribution of cremains will be performed in accordance with the approval authorization. The Contractors will place the cremains in a plastic urn properly tagged, marked, logged, labeled, and reconciled by identification tag to all supporting documents provided by the PCOME.
- 3.8. The Contractors shall coordinate the release and distribution of the cremains to the designated party of applicant including mailing. The Contractors shall store the cremains up to 120 days after the agreed pick-up date, at which time the crematory authority can dispose of said cremains. Indigent cremains without known next-of-kin will be interred at the Pima County Cemetery.
- 3.9. Veterans and Veteran's spouses, who are Indigent Interment Program eligible, may elect burial as an option to cremation for the decedent's final disposition. Veteran burials are conducted pursuant to section 3.11.
- 3.10. **Non-County Cemetery Mileage:** A decedent may be authorized for interment at a veteran's cemetery other than the Pima County Cemetery for good cause. Round trip mileage will be reimbursed at the costs listed in section 8.1 Unit Prices.
- 3.11. **Veteran's Burial:** Qualified Indigent Honorably Discharged Veterans and/or the spouse of a Qualified Indigent Honorably Discharged Veteran will not be buried in the indigent section of a cemetery pursuant to A.R.S. § 36-831 (C). Qualified Indigent Veterans and/or spouses may be authorized for burial at the Arizona Veteran's Memorial Cemetery in Marana. Contractors are not responsible to provide for Qualified Indigent Veteran and/or spouse burials pursuant to this agreement.
- 3.12. **Professional Administration Services:** These services include processing information for the death certificate, handling of personal effects, preparing the invoice and supporting documentation and communication(s) with the PCOME. The Contractors shall secure and provide the cremation permits as required by the State of Arizona.
- 3.13. **Death Certificate:** The Contractors will be responsible to gather, input and file accurate information for the death certificate.
- 3.14. **Records:** Contractors shall keep interment records for the Pima County Cemetery as required by the PCOME and on forms provided by the County. Such records shall include all urned cremains as well as columbarium location, and date of placement. The County will designate columbarium locations. In the event that the interment occurs at a Pima County contracted cemetery or authorized cemetery, Contractor shall be responsible for providing proof of delivery, which shall include at a minimum, location and date of delivery, etc.
- 3.15. **Custodian of Decedent's Belongings:** The Contractors shall keep a detailed log of personal property and funds of the decedent who is referred to the County Indigent Interment Program. Transfers and release of property shall be documented by detailed listing, printed signed receipt.

4. EQUIPMENT REQUIREMENTS:

- 4.1. **Vehicles, Equipment, Personnel and Safety Requirements:** Vehicles, equipment and personnel equipped and capable without external assistance to provide transportation for up to two (2) decedents simultaneously in safe operating condition, mechanically sound and capable of responding within the legal boundaries of Pima County. Contractors' equipment to include gurneys, collapsible stretchers/cots, to ensure proper and safe removal of human remains in accordance with the safety requirements and guidelines customary to the profession, utilizing protective clothing, gloves, masks, listing and removal procedures.

- 4.2. Appropriate Presentation in the Administration of Services: Contractor's vehicles and equipment that is suitable and appropriate must be maintained in a clean and presentable condition, exhibiting no major dents or damage to provide transportation to the designated destination as directed by an eligible party providing notification of need. Contractor personnel shall present as clean, neat, and properly attired for the type of removal requested.
- 4.3. Refrigeration: Contractors must provide refrigerated storage areas equipped to handle six (6) or more deceased bodies and/or human remains. Refrigeration of the decedents shall be in strict accordance with all ordinances and governing authorities, e.g. Arizona State Health Department and the Arizona State Board of Funeral Directors and Embalmers.

5. ITEM SPECIFICATIONS:

- 5.1. Contractors will provide the specified services on a fixed unit price basis in accordance with the rates specified in Section 8.1 Unit Prices.
- 5.2. The price for Cremation as specified in section 8.1 Unit Prices includes transportation of decedent from scene to crematory, storage of remains until cremation, urn, permit, cremation, transportation of cremains to the PCOME and all services required to complete the cremation.
- 5.3. Size or condition of decedent does not change fee.
- 5.4. Other extraordinary expenses and/or additional supplies may be considered for good cause at the discretion of and with approval of PCOME prior to incurring, for payment at cost, with no mark-up allowed, as demonstrated by the invoice price

6. INVOICE REQUIREMENTS:

- 6.1. Contractors shall prepare an accurate itemized invoice for services performed, less any proceeds for funds collected from any party up to the contract rate amount, plus any extraordinary fees that are approved. The invoice will include a properly sworn affidavit avowing the Contractors efforts to collect, in part or in whole, any and all funds that will be direct offset to the amount sought for collection from the County.
- 6.2. Original invoices shall be submitted timely, within 30 days of the receipt of the approval from the PCOME. Original invoices submitted after 60 days will not be allowed.
- 6.3. At a minimum, the invoice must provide the following information:
 - 6.3.1. Decedent name and date of death
 - 6.3.2. Copy of the Pima County Authorization Form
 - 6.3.3. Date and location of cremation or interment
 - 6.3.4. Total amount due.
- 6.4. Invoices shall be submitted to:
 - Attn: IIP Coordinator
 - 2825 E. District Street
 - Tucson, AZ 85714

END OF EXHIBIT A.