SUBJECT: INDIGENT CREMATION/BURIAL PROGRAM FOR DUVAL COUNTY

BID #: SC-0423-22 **OPEN DATE: 2022-08-24**

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT: SUPPLY CONTRACT – PERIOD OF SERVICE WILL BE ONE (1) YEAR FROM THE DATE OF AWARD WITH TWO (2) ONE (1) YEAR RENEWAL OPTIONS

AGENCY: SOCIAL SERVICES DIVISION

BASIS OF AWARD: ALL OR NONE TO THE LOWEST RESPONSIVE, RESPONSIBLE BIDDER

NUMBER OF BIDS INVITED: 19 **NUMBER RECEIVED:** 3 **OTHER:** 0

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to retroact the period of service from October 1, 2022 through date of award.

Recommend approval of award to the lowest, responsive, responsible bidder ETERNITY FUNERAL HOME & CREMATORY OF JACKSONVILLE, LLC in the amount of $296,300.00 for INDIGENT CREMATION/BURIAL PROGRAM FOR DUVAL COUNTY. Period of service will be from date of award through September 30, 2023, with two (2) one (1) year renewal options.

Funding Source: 00111.164017.531090.000000.00000000.00000.0000000, to be executed by purchase order(s).

Attachments: Recommendation Memo, Bid Tabulation Sheet, Terms and Conditions, Specifications

ANALYST: _____
RUBEN OLA

RESPECTFULLY SUBMITTED: _____
DUSTIN FREEMAN, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: Johnnetta Moore, Chief, Social Services Division

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(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

City of Jacksonville, Florida

Daryl Joseph, Director

Parks, Recreation and Community Services Department
Social Services Division
1809 Art Museum Dr. Suite 100
Jacksonville, FL 32207
(904) 255-3322

ONE CITY. ONE JACKSONVILLE.

October 5, 2022

MEMORANDUM

TO: Greg Pease, Chief
Procurement Division

FROM: Johnnetta Moore, Chief
Social Services Division

RE: BID NO: SC-0423-22 – Indigent Cremation / Burial Program for Duval County 2022-2023

The Social Services Division recommends awarding bid, SC-0423-22 to the lowest conforming bidder, Eternity Funeral Home, and Crematory. The estimated amount for this service is $ 296,300.00. The contract period for this award is October 1, 2022, to September 30, 2023, with two one -year renewal options. The oracle account string for Indigent Burial/Cremation is:

00111.164017.531090.000000.00000000.00000.0000000

The bid opened on August 24, 2022, with three (3) vendor response.

1- Patterson Cremation and Funeral Services
2- Eternity Funeral Home & Crematory of Jacksonville, LLC
3- A. B. Coleman Mortuary, Inc.

Your consideration is appreciated. If you need additional information, please contact Johnnetta Moore at 255-3322.

cc: Ruben Ola/ Annette L. Burney

BID TABULATION SHEET

TITLE: INDIGENT CREMATION/BURIAL PROGRAM FOR DUVAL COUNTY

BID NO.: SC-0423-22

OPEN DATE: August 24, 2022

PURCHASING ANALYST: RUBEN OLA

BID ANNOUNCER: P. MITCHELL, BID RECORDER: M. PIERCE

No. Invited: (19) No. Received (3) No Bids: (0)

ITEM	DESCRIPTION	QUANTITY	PATTERSON CREMATION AND FUNERAL SERVICE		ETERNITY FUNERAL HOME & CREMATORY OF JACKSONVILLE, LLC		A.B. COLEMAN MORTUARY, INC.	
			UNIT PRICE	EXTENDED PRICE	UNIT PRICE	EXTENDED PRICE	UNIT PRICE	EXTENDED PRICE
1	Adult Earth Interment	52 EA	$ 30.00	$ 43,160.00	$ 850.00	$ 44,200.00	$ 824.00	$ 42,848.00
2	Child Earth Interment	1 EA	$ 50.00	$ 850.00	$ 850.00	$ 850.00	$ 824.00	$ 824.00
3	Infant Earth Interment	2 EA	$ 425.00	$ 850.00	$ 425.00	$ 850.00	$ 399.00	$ 798.00
4	Adult Cremation	425 EA	$ 450.00	$ 191,250.00	$ 215.00	$ 91,375.00	$ 363.00	$ 154,275.00
5	Child Cremation	5 EA	$ 100.00	$ 500.00	$ 100.00	$ 500.00	$ 74.00	$ 370.00
6	Infant Cremation	15 EA	$ 45.00	$ 675.00	$ 45.00	$ 675.00	$ 32.00	$ 480.00
7	Fingerprinting	100 EA	$ 2.00	200	$ 2.00	$ 200.00	$ 1.74	$ 174.00
8	Transportation and Storage	450 EA	$ 170.00	$ 76,500.00	$ 150.00	$ 67,500.00	$ 149.00	$ 67,050.00
9	Transportation to and frTransportation to and from the Anatomical Board Designated Facility	1 EA	$ 150.00	$ 150.00	$ 150.00	$ 150.00	$ 139.00	$ 139.00
10	Indigent Eligibility Determination	450 EA	$ 190.00	$ 85,500.00	$ 190.00	$ 85,500.00	$ 164.00	$ 73,800.00
11	Opening, Closing and VOpening, Closing and Vault of the Grave at Hillside Cemetery	5 EA	$ 900.00	$ 4,500.00	$ 900.00	$ 4,500.00	$ 874.00	$ 4,370.00
		GRAND TOTAL:		$ 404,135.00		$ 296,300.00		$ 345,128.00
		TERMS:	NET30 DAYS		NET 30 DAYS			
		DELIVERY (Business Days):	14 DAYS				5 DAYS	
		CONFLICT OF INTEREST:	✓		✓		✓	
		ADDENDUM(S)(1)	✓		✓		✓	
		NOTES:						

TERMS AND CONDITIONS

INDIGENT CREMATION/BURIAL PROGRAM FOR DUVAL COUNTY

1. SCOPE

The purpose of this bid invitation is to establish firm prices and source of supply for providing final disposition of dead human bodies, and other related services, including determination of indigent eligibility, by a licensed funeral establishment in the City of Jacksonville, Florida, for the **Indigent Cremation/Burial Program** administered by the Parks, Recreation and Community Services Department, Social Services Division, in accordance with attached specifications.

2. AWARD

Award will be **ALL OR NONE** to the lowest responsive, responsible bidder. Bidders must bid on all items to be considered for award. ALL awards are subject to the availability of funds.

3. TERM OF AGREEMENT

The term of this agreement will be from October 1, 2022 through September 30, 2023, with two (2) one (1) year renewal options. Renewal options may be exercised at the discretion of the City based on supplier performance and adherence to the terms and condition set forth in the bid documents.

4. MINIMUM REQUIREMENTS

Bidders should submit or comply with the following requirements; failure to submit any of these requirements may be grounds for rejection:

a. Contractor shall provide proof of applicable local business license.

b. Contractor to provide proof they are a qualified and licensed funeral establishment.

5. PRE-BID CONFERENCE

Bidders must attend a mandatory Pre-Bid conference on **August 10, 2022**, at **9:00am**, Room 825, Fish Bowl Conference Room. 214 N. Hogan Street, 8th Floor, Jacksonville, Florida 32202

6. STATE CONTRACTS

The City reserves the right to utilize contracts established by the State of Florida and or other governmental agencies for item(s)/service(s) covered under this bid. The City reserves the right to cancel this contract in whole or in part for such item(s)/service(s).

7. QUANTITIES

Quantities indicated reflect the estimated quantities to be purchased throughout the contract period and are subject to fluctuation in accordance with actual requirements. The City reserves the right to add or delete items, or increase the volume of services required, or not to make any purchase against this bid if it so deems necessary at any time during the contract period.

There is no warranty to the licensed funeral establishment for a specified number of indigent eligibility determinations, earth interments or cremations, transportation and storage requirements, transportation to the Anatomical Board of the State of Florida designated facility, under this contract. Past experience indicates that for a twelve (12) month period: the number of indigent eligibility determinations-are approximately four hundred and fifty (450); earth interments authorized by the Social Services Division are approximately fifty-five (55), of which approximately fifty–two (52) are adults, two (2) are infants

and one (1) child; approximately Four hundred and forty-five (445) cremations, of which approximately Four hundred and twenty-five (425) are adults, approximately fifteen (15) are infants and five (5) child; transportation and storage of approximately four hundred and fifty (450) bodies; transportation of approximately one (1) body to the Anatomical Board designated facility as required by Chapter 497, Florida Statutes; fingerprinting of approximately one hundred (100) bodies; and opening and closing at Hillside Cemetery of approximately five (5) graves.

8. DELIVERY OF SERVICES

The Contractor will provide services in the time frames as follows:

A. Indigent earth interments shall be performed within five (5) working days after written authorization of burial by the Social Services Division.

B. Cremations shall be performed within five (5) working days after written authorization for cremation by the Social Services Division.

C. Transportation and storage of dead human bodies shall be performed within two (2) hours of request from the Jacksonville Sheriff's Office and nursing homes in Duval County and formal notification provided to the Social Services Division no later than the next business day.

D. When picking up a decedent, the contracted funeral home should ensure that they obtain all pertinent information related to the certifying physician. If no known doctor, the body must be transported to the Medical Examiner's Office upon their approval.

E. All dead human bodies shall be removed upon authorization from the Social Services Division six (6) business days after receiving referral from the Medical Examiner Office and all hospitals.

F. Transportation of unclaimed or indigent dead human bodies to the Anatomical Board designated facility shall be performed at the request of the Social Services Division and be in compliance with the schedule of the Anatomical Board designated facility.

G. Unclaimed bodies and cremains of veterans shall be transported to the Jacksonville National Cemetery for disposition at the request of the Social Services Division and in compliance with the schedule of the Jacksonville National Cemetery.

H. Fingerprints of all adult decedents as appropriate shall be taken by the Contractor.

I. For indigent eligibility determination, the Contractor shall attempt to contact the legally authorized person of the decedent for determination of final disposition within one (1) day of notification of the death. Indigent eligibility shall be determined within ten (10) business days after the above contact is established, barring unforeseen circumstances as approved by the Social Services Division.

J. Place a temporary marker on the burial site, pick up and install monuments upon notification from the Social Services Division.

K. Pick up and spread cremains upon request at Hillside Cemetery or another designated site.

9. ESCALATION/DE-ESCALATION

All pricing submitted shall remain firm for the initial term period. Upon renewal (if applicable), a supplier may submit in writing a request for price escalation/de-escalation for the percentage of change as listed in the Consumer Pricing Index (CPI) and/or documentation notifying of an industry wide

increase. The City reserves the right to decline any price increase request.

However, additional services may be requested of the Contractor, subject to his/her concurrence, for a total price not to exceed ten percent (10%) of the total weighted cost of the contract for the initial twelve (12) month period and each twelve (12) month period and under specifications mutually agreeable to both parties. Both the price and the mutually agreeable specifications shall be reduced to writing and signed by the Contractor and the Chief of the Social Services Division and become part of the contract.

10. PRICES

All unit prices shall include material, labor, storage, freight, delivery, handling charges and any other items to complete the services/tasks listed in the Specifications and Bid Proposal Form.

11. PICK UP AND RETURNS

Not Applicable.

12. COMPLIANCE WITH SPECIFICATIONS

The bidder, by affixing their signature to the bid form submitted, agrees to provide item(s)/service(s) in accordance with the bid documents provided. Bid only a single offering for each bid item. Multiple offerings, alternates (unless stated) and or stipulations may be cause for bid rejection. Bid only on forms provided herein unless otherwise stated. Bid submissions shall be in ink or typewritten. All corrections must be initialed.

13. INVOICING

Invoices will be submitted once supplies/services are delivered and/or rendered to the City of Jacksonville or its agencies. At a minimum, invoices must include: purchase order number or contract number, item number, cremation/burial number and description, date of shipment, quantity ordered and shipped, unit prices, unit of measure, and extended totals. Invoices should be received within five business days of disposition. Payment terms are Net 30 days. All original invoices shall be submitted to: City of Jacksonville, Social Services Division, 1809 Art Museum Dr., Suite 100, Jacksonville, Florida 32207.

14. INSURANCE/INDEMNIFICATION

Each supplier shall maintain, for the entire term of this bid, current insurance coverage as stated in the bid documents. All insurance certificates shall list the City of Jacksonville as an additional insured. The awarded Contractor will be required to submit the copy of insurance certificate within ten (10) days from date of receipt of award notice. Bid number should be listed on certificate.

15. REPORTING

The City may request, during the term of this bid, reports including but not limited to; usage, pricing, and delivery. Suppliers will be required to provide reports requested in hard copy and electronic format as required.

16. SUPPLIER ACCESSIBILITY

The City or its representative must be able to contact, during normal business hours, by telephone or email any supplier providing goods or services to the City or its agencies. Any supplier accessibility requirements outlined in the specifications supersede this section.

17. RIGHT OF ENTRY

The awarding of the contract shall be deemed to be consent for the Social Services Division staff to enter the licensed funeral establishment's buildings, grounds and vehicles used in the conduct of its business without warrant, upon proper identification, and at a reasonable hour taking into consideration the circumstances of the need for entry.

The Social Services Division will conduct unannounced inspections of the facility and its sub-contractor; a minimal of twice annually.

18. ADMINISTRATION

All ***Indigent Cremation/Burial Program*** policies and procedures shall be approved and administered by the Social Services Division of the Parks, Recreation and Community Services Department, City of Jacksonville, Florida.

19. PROBATE

The City of Jacksonville has first right to claim any assets on behalf of a decedent for reimbursement to the Division for disposition services rendered.

20. SUBCONTRACTORS

It is anticipated all services required in these specifications will be performed by the Contractor. Any subcontracted services must be clearly indicated and approved by the Social Services Division in advance of the award.

21. SPACE & EQUIPMENT

The use of a subcontracted licensed facility is required when the crematory/retort is out of operation for three or more days for purpose of preventive maintenance or repair. Likewise, the use of a subcontracted facility must be secured when there is insufficient capacity for the storage and refrigeration of dead human bodies.

SPECIFICATIONS

INDIGENT CREMATION/BURIAL PROGRAM FOR DUVAL COUNTY

I. REQUIREMENTS:

a. The Social Services Division shall review the Florida Department of Financial Services, Division of Funeral, Cemetery and Consumer Services file(s) of the licensed funeral establishment and be provided an orientation to the licensed funeral establishment's physical layout, operational procedures and customer service policy utilized by the Contractor. The Division shall document the operating hours, accessibility of staff and after-hours coverage of the licensed funeral establishment and a written report shall be prepared by the Social Services Division detailing their findings.

b. Contractors with licensed funeral establishments with more than one location may submit only one bid proposal.

1. INDIGENT BURIALS (Earth Interments)

A. Compliance With Statutory Provisions

Contractor must be a qualified and licensed funeral establishment and must agree to comply with all specifications, laws, codes, rules and regulations for the handling of all earth interments, cremations and other related services under the Indigent Cremation/Burial Program operated by the Social Services Division of the Parks, Recreation and Community Services Department, City of Jacksonville, Florida. Services provided under this contract must comply with all rules, laws and practices of the Florida Department of Financial Services, Division of Funeral, Cemetery and Consumer Services, as well as all applicable ordinances of the City of Jacksonville and all applicable laws and codes of the State of Florida.

B. Grave Box (Outer Burial Container)

Grave box shall be made of cement, concrete, or similar material in accordance with Chapter 173, Ordinance Code of the City of Jacksonville, Florida, as revised or renumbered from time to time.

C. Casket

Caskets must meet or exceed the following specifications:

1. ADULT CASKET

a.	Unit -	Minimum metal painted or Cloth covered
b.	Interior -	Ivory ramar, twill crepe fabric or similar material
c.	Hardware -	Carry bars on both long sides
d.	Measurements -	
	Outside -	Length 6'9", width 24 3/4", depth 13"
	Inside -	Length 6'6", width 22", depth 11 1/4"

2. CHILD/YOUTH CASKET

a.	Unit-	Minimum metal panted or Cloth covered
b.	Interior -	Ivory ramar, twill crepe fabric, or similar material
c.	Measurements -	Appropriate size to accommodate length of body

(maximum length 4')

3. INFANT CASKET

   a. Unit - **High Quality Casket/Vault Combination (Cherub)**
   b. Construction - Polystructure
   c. Interior - Ivory ramar, twill crepe fabric, or similar material

Upon recommendation of the Funeral Director of the licensed funeral establishment and approval of the Social Services Division, an oversized casket (size Double X - **28" plus** inside width, 6" X 6' inside length) and vault may be used in place of the above ADULT CASKET. When this casket is required, the Contractor shall be eligible for the adult earth interment fee plus **twenty (20)** percent of actual cost for standard adult interment.
(Burial will be performed when weight of decedent exceeds acceptable cremation body weight limit)

D. Preparation of Remains

Preparation of remains shall be in accordance with the rules and practices of the Florida Department of Financial Services, Division of Funeral, Cemetery and Consumer Services and the laws and codes of the State of Florida.

1. The remains shall be bathed, properly dressed, face shaved if needed, hair trimmed and groomed. The mouth and eyes shall be closed.
2. All medical devices should be removed prior to embalming or cremation.
3. Lacerations, abrasions, and incisions shall be adequately sutured and sealed to prevent leakage.
4. The remains shall be embalmed, if possible, to ensure adequate preservation. Embalming shall be to the maximum extent allowable by the condition of the body.
5. Parasites shall be destroyed, removed, and their breeding media immunized.
6. Objectionable odors shall be dissipated.
7. When an autopsy has been accomplished, all organs shall be treated liberally with hardening compound and replaced within the cavity of the normal anatomical location.
8. All adult unidentified dead human bodies shall be fingerprinted. Two (2) sets shall be taken and both sets shall be submitted to the Social Services Division for appropriate handling.

The above requirements shall apply when the condition of the remains will permit embalming. Those remains in a state of severe decomposition shall be interred by the next business day. Upon the recommendation by the Funeral Director of the licensed funeral establishment, and authorization by the Social Services Division, **the remains must be placed in a disaster bag and a casket**.

E. Graveside Service (Cemetery Funeral Service)

Graveside service shall not be required to be provided by the contracted funeral home but may be allowed for approximately 15 minutes.

F. Exhumation

Based on the nature of the request, exhumation costs are the responsibility of law enforcement or the decedent's family.

G. Transportation

Delivery of each remains shall be made in a suitable funeral coach to the Hillside Cemetery, Jacksonville National or other pre-arranged cemeteries in Duval County.

H. Personal Belongings

All personal belongings should be given to the family or responsible party at the time of interview~~;~~ or within 14 business days after cremation /burial.
All clothing including back packs, shoes, etc. shall be considered hazardous waste and disposed of when the case is completed.

2. *INDIGENT CREMATIONS*

A. Compliance With Statutory Provisions

Chapter 406 and 497, the 2016 Florida Statutes, includes cremation as an acceptable method of disposition of unclaimed dead bodies or bodies which are required to be disposed of at public expense, excluding unidentified human remains. Preparation of remains shall be in accordance with the rules, laws, and practices of the Florida Department of Financial Services, Division of Funeral, Cemetery and Consumer Services and the laws and codes of the State of Florida.

B. Preparation of Remains

1. The remains shall be bathed, properly dressed, face shaved if needed, hair trimmed and groomed. The mouth and eyes shall be closed.
2. All medical devices should be removed prior to embalming or cremation
3. The remains shall be kept refrigerated until cremated.
4. Lacerations, abrasions, and incisions shall be adequately sutured and seal to prevent leakage.
5. Parasites shall be destroyed, removed, and their breeding media immunized.
6. Objectionable odors shall be dissipated.
7. The remains shall be handled in a dignified and respectful manner, covered with a sheet and placed in a cremation container made of rigid cardboard.
8. Cremations shall be done within five (5) business days after written authorization is given by the Social Service Division. Upon recommendation by the funeral director of the licensed funeral establishment, and authorization by the Social Services Division, and approval from Medical Examiner, remains in a state of severe decomposition shall be cremated immediately.
9. All unidentified dead human bodies shall be fingerprinted. Two (2) sets shall be taken and both sets shall be submitted to the Social Services Division for appropriate filing.
10. Cremains shall be returned in a semi-permanent container to the Social Services Division. The semi-permanent container shall be composed of nothing less than rigid plastic.

3. *TRANSPORTATION AND STORAGE OF UNCLAIMED, ALLEGEDLY INDIGENT, DEAD HUMAN BODIES*

A. At the direction of the Social Services Division, the Contractor shall promptly pick up, transport, and properly maintain a dead human body while awaiting disposition instructions from the Social Services Division. The dead human body shall be maintained under the control of the Contractor in a secure, sanitary, and dignified manner. The dead human body shall be held in refrigerated storage at a temperature not greater than forty (40) degrees Fahrenheit. Should the Contractor not have on-premises refrigerated storage capabilities, the Contractor shall contract for such with a licensed Duval County funeral establishment having refrigerated storage capabilities or with a Division of

Funeral, Cemetery and Consumer Services licensed refrigeration facility and provide the Social Services Division with a copy of the contract. The Social Services Division shall visit the facility for approval prior to the award.

Bodies handled under this contract are those authorized by the Social Services Division during business hours and after hours, namely ANY body refused by the Medical Examiner's Office when the:

1. death is due to natural causes
2. dead human body is unclaimed
3. medical certifier is known
4. decedent was medically attended; and
5. decedent is allegedly indigent.

B. A fee for transportation and storage shall be paid only if the Social Services Division subsequently authorizes an indigent cremation/ earth interment or delivery of the dead human body to the Anatomical Board designated facility by the Contractor.

4. TRANSPORTATION TO AND FROM THE ANATOMICAL BOARD DESIGNATED FACILITY

A. Upon notification by the Social Services Division that a dead human body shall be transported to the Anatomical Board designated facility (currently located at the University of Florida Health Science Center); the Contractor shall be authorized to:

1. Embalm the unclaimed or indigent dead human body.
2. Fingerprint dead human bodies as appropriate. Two (2) sets shall be taken and both sets shall be submitted to the Social Services Division for appropriate filing.
3. Arrange transportation **and transport** each dead human body to the Anatomical Board designated facility in accordance with the schedule of the Anatomical Board designated facility.
4. Carry dead human bodies.
5. Place the dead human body in a carrying container (**disaster bag, metal container or body bag**) adequate to prevent the seepage of fluids and escape of offensive odors.

B. If notified by the Social Services Division, the Contractor shall transport a dead human body from the Anatomical Board designated facility back to Duval County and hold the body under provisions set forth in Section 3 of these Specifications entitled **STORAGE AND TRANSPORTATION OF UNCLAIMED, ALLEGEDLY INDIGENT, DEAD HUMAN BODIES**.

5. JACKSONVILLE (VETERANS) NATIONAL CEMETERY

A. Certain dead human bodies and cremains of unclaimed, indigent veterans are eligible for Department of Veterans Affairs' National Cemetery Administration burial allowance and burial in the Jacksonville National Cemetery, Upon authorization by the Social Services Division, the Contractor shall:

1. Make application by way of telephone and/or fax with the U.S. Department of Veterans Affairs' National Cemetery Administration, Florida National Cemetery administrative office for burial and secure a burial date and time within 5 days of approval.

2. Deliver the dead human body at the appointed date and time to the Cemetery Committal.
3. Complete all Veterans Affairs forms as required by the cemetery.
4. Provide the Social Services Division a copy of the signed and completed Burial/Transit Form (DH Form 326) as amended, revised, or renumbered), as provided by the cemetery, along with the original Veterans Affairs Interment Record for next of Kin form provided by the cemetery administrative staff.

B. The Contractor shall request payment directly from the Department of Veterans Affairs for their burial allowance. This payment shall be in addition to the City of Jacksonville's payment for goods and services provided.

6. ***HANDLING OF DEAD HUMAN BODIES DIAGNOSED WITH BLOOD-BORNE COMMUNICATBLE DISEASES***

The Contractor shall be eligible for an additional fee of $200.00 for the embalming and/or other special handling of remains of unclaimed, allegedly indigent dead human bodies being buried, as covered by the specifications of this contract, for those dead bodies determined by medical authorities as having HIV/AIDS virus, the Hepatitis virus or COVID.

7. ***BROKEN GRAVE BOX (Outer Burial Container) LID REPLACEMENT***

The Contractor shall be eligible for the actual cost of the lid replacement plus fifteen (15) percent when the Social Services Division, in consultation with the Funeral Director of the licensed funeral establishment, determines that a broken grave box lid shall be replaced. The Contractor shall also be eligible for the actual cost, plus fifteen (15) percent, of keeping grave boxes covered with adequate soil when such is requested by the Social Services Division.

8. ***AMEND DEATH CERTIFICATE***

The Contractor shall be eligible for cost of amending the Death Certificate when deemed necessary and upon approval of the Social Services Division. Once an amended Death Certificate is approved by the Social Services Division the Contractor shall be eligible for the actual cost of the amended Death Certificate, not to exceed forty ($40) dollars each.

9. ***INDIGENT ELIGIBILITY DETERMINATION***

Contractor is required to bid all items for the final disposition of dead human bodies and other related services, including indigent eligibility determination. A minimum of two full time (40 hours a week) staff persons must be assigned to the Indigent Burial and Cremation program to complete indigent eligibility determinations. Additionally, the contractor must have a receptionist and other appropriate staff for its operation.

Indigent eligibility determination procedures, in general, are as follows:

A. Referral Sources

1. Medical Examiner's Office
2. Institution (nursing home or hospital)
3. Family member

4. Friend
5. Police
6. Hospice facility
7. Funeral Homes

B. <u>Burial/Cremation</u>

1. Complete application with the legally authorized person. The legally authorized person means, in the priority listed, the decedent, when written inter vivos authorizations and directions are provided by the decedent, the surviving spouse, unless the spouse has been arrested for committing against the deceased an act of domestic violence as defined in s. 741.28 that resulted in or contributed to the death of the deceased; a son or daughter who is eighteen (18) years of age or older, a parent, a brother or sister eighteen (18) years of age or older, grandchild who is eighteen (18) years of age or older, or grandparent; or any person in the next degree of kinship. In addition, the term may include, if no family member exists or is available, the guardian of the dead person at the time of death; the personal representative of the deceased; the attorney in fact of the dead person at the time of death; the health surrogate of the dead person at the time of death; a public health officer; the medical examiner, county commission or administrator acting under Chapter **406 and 497**, Florida Statutes, or other public administrator; a representative of a nursing home or other health care institution in charge of final disposition; or a friend or other person not listed in this subsection who is willing to assume the responsibility as the legally authorized person.

2. Verify and document:
   a. Deceased name, date of birth, place of birth, identification, social security number, VA (veteran) status, race, sex, marital status, usual occupation
   b. Death occurred in Duval County
   c. Parents' names/next-of-kin
   d. Place of death/date of death/cause of death
   e. Income/resources of the deceased (if any)
   f. Bank statements
   g. Family's resources (if any)
   h. Liquid resources and/or life insurance face value is less than the cost for private disposal
   i. Cremation or burial will be performed in Duval County
   j. Family relationship must be identified and proven
   k. Other documents may be required

3. If a "city case" police referral:
   a. Proceed to death scene
   b. Search belongings for insurance policies, next-of-kin/relatives names, identification, veteran status, bank account/resources, medical prescriptions, etc.

4. If declared indigent eligible:
   a. Obtain signature on Agreement to Cremate/ Bury and other forms for final disposition (email, mail or fax if necessary)
   b. Contact the Anatomical Board to determine eligibility for their use if the unclaimed body is in good condition, non-autopsied and non-infectious.
   c. Fax Veterans Administration information to Jacksonville National Cemetery for burial eligibility/approval for the unclaimed veteran.
5. Files containing originals or copies (when originals are not available) of the above information shall be the property of the Social Services Division and delivered to the Social Services Division no later than 20 business days after final disposition.

10. ADDITIONAL CHARGES

The Contractor shall be eligible for an additional fee of $30.00 for the pick-up and installation of Monuments, $20.00 for temporary markers and $40.00 each for spreading cremains.

11. INVOICE FOR SERVICE

The invoice submitted by the Contractor shall be in sufficient detail for the Social Services Division to determine the specific services rendered to the deceased.

The invoice should include deceased name, charges for services, cremation number, burial number and a date of cremation or burial. The invoice should be received within five (5) business days of disposition.