

## SERVICES AGREEMENT

**THIS SERVICES AGREEMENT** (“Agreement”) is made as of this 7 day of December, 2021 (“Effective Date”), by and between Pinellas County, a political subdivision of the State of Florida (“County”), and FPG Florida, LLC dba Alife Tribute Funeral Care (“Contractor”) (individually, “Party,” collectively, “Parties”).

### WITNESSETH:

**WHEREAS**, the County requested proposals pursuant to 21-0248-B (“ITB”) for Indigent Burial services; and

**WHEREAS**, based upon the County's assessment of Contractor's proposal, the County selected the Contractor to provide the Services as defined herein; and

**WHEREAS**, Contractor represents that it has the experience and expertise to perform the Services as set forth in this Agreement.

**NOW, THEREFORE**, in consideration of the above recitals, the mutual covenants, agreements, terms and conditions herein, and other good and valuable consideration, the receipt and sufficiency of which is hereby mutually acknowledged, the Parties agree as follows:

#### 1. **Definitions.**

**A. “Agreement”** means this Agreement, including all Exhibits, which are expressly incorporated herein by reference, and any amendments thereto.

**B. “County Confidential Information”** means any County information deemed confidential and/or exempt from Section 119.07, Florida Statutes, and Section 24(a), Article 1 of the Florida Constitution, or other applicable law and any other information designated in writing by the County as County Confidential Information.

**C. “Contractor Confidential Information”** means any Contractor information that is designated as confidential and/or exempt by Florida’s public records law, including information that constitutes a trade secret pursuant to Chapter 688, Florida Statutes, and is designated in this Agreement or in writing as a trade secret by Contractor (unless otherwise determined to be a public record by applicable Florida law). Notwithstanding the foregoing, Contractor Confidential Information does not include information that: (i) becomes public other than as a result of a disclosure by the County in breach of the Agreement; (ii) becomes available to the County on a non-confidential basis from a source other than Contractor, which is not prohibited from disclosing such information by obligation to Contractor; (iii) is known by the County prior to its receipt from Contractor without any obligation or confidentiality with respect thereto; or (iv) is developed by the County independently of any disclosures made by Contractor.

**D. “Contractor Personnel”** means all employees of Contractor, and all employees of subcontractors of Contractor, including, but not limited to temporary and/or leased employees, who are providing the Services at any time during the project term.

**E. “Services”** means the work, duties and obligations to be carried out and performed safely by Contractor under this Agreement, as described throughout this Agreement and as specifically described in Exhibit A (“Statement of Work”) attached hereto and incorporated herein by reference. As used in this Agreement, Services shall include any component task, subtask, service, or function inherent, necessary, or a customary part of the Services, but not specifically described in this Agreement, and shall include the provision of all standard day-to-day administrative, overhead, and internal expenses, including costs of bonds and insurance as required herein, labor, materials, equipment, safety equipment, products, office supplies, consumables, tools, postage, computer hardware/software, telephone charges, copier usage, fax charges, travel, lodging, and per diem and all other costs required to perform Services except as otherwise specifically provided in this Agreement.

**2. Conditions Precedent.** This Agreement, and the Parties' rights and obligations herein, are contingent upon and subject to the Contractor securing and/or providing the performance security, if required in Section 3, and the insurance coverage(s) required in Section 13, within ten (10) days of the Effective Date. No Services shall be performed by the Contractor and the County shall not incur any obligations of any type until Contractor satisfies these conditions. Unless waived in writing by the County, in the event the Contractor fails to satisfy the conditions precedent within the time required herein, the Agreement shall be deemed not to have been entered into and shall be null and void.

**3. Services.**

**A. Services.** The County retains Contractor, and Contractor agrees to provide the Services. All Services shall be performed to the satisfaction of the County, and shall be subject to the provisions and terms contained herein and the Exhibits attached hereto.

**B. Services Requiring Prior Approval.** Contractor shall not commence work on any Services requiring prior written authorization in the Statement of Work without approval from Human Services Department Director or designee.

**C. Additional Services.** From the Effective Date and for the duration of the project, the County may elect to have Contractor perform Services that are not specifically described in the Statement of Work attached hereto but are related to the Services ("Additional Services"), in which event Contractor shall perform such Additional Services for the compensation specified in the Statement of Work attached hereto. Contractor shall commence performing the applicable Additional Services promptly upon receipt of written approval as provided herein.

**D. De-scoping of Services.** The County reserves the right, in its sole discretion, to de-scope Services upon written notification to the Contractor by the County. Upon issuance and receipt of the notification, the Contractor and the County shall enter into a written amendment reducing the appropriate Services Fee for the impacted Services by a sum equal to the amount associated with the de-scoped Services as defined in the payment schedule in this Agreement, if applicable, or as determined by mutual written consent of both Parties based upon the scope of work performed prior to issuance of notification.

**E. Independent Contractor Status and Compliance with the Immigration Reform and Control Act.** Contractor is and shall remain an independent contractor and is neither agent, employee, partner, nor joint venturer of County. Contractor acknowledges that it is responsible for complying with the provisions of the Immigration Reform and Control Act of 1986 located at 8 U.S.C. 1324, et seq, and regulations relating thereto, as either may be amended from time to time. Failure to comply with the above provisions shall be considered a material breach of the Agreement.

**F. Non-Exclusive Services.** This is a non-exclusive Agreement. During the term of this Agreement, and any extensions thereof, the County reserves the right to contract for another provider for similar services as it determines necessary in its sole discretion.

**G. Project Monitoring.** During the term of the Agreement, Contractor shall cooperate with the County, either directly or through its representatives, in monitoring Contractor's progress and performance of this Agreement.

**4. Term of Agreement.**

**A. Initial Term.** The term of this Agreement shall commence on:

January 1, 2022,

and shall remain in full force and for fifty-seven (57) months through September 30, 2026, or until termination of the Agreement, whichever occurs first.

**B. Term Extension.**

The term of this Agreement may not be extended. All Services shall be completed by the expiration of the initial term as defined in 4.A.

**5. Compensation and Method of Payment.**

**A. Services Fee.** As total compensation for the Services, the County shall pay the Contractor the sums as provided in this Section 5 (“Services Fee”), pursuant to the terms and conditions as provided in this Agreement. It is acknowledged and agreed by Contractor that this compensation constitutes a limitation upon County's obligation to compensate Contractor for such Services required by this Agreement, but does not constitute a limitation upon Contractor's obligation to perform all of the Services required by this Agreement. In no event will the Services Fee paid exceed the not-to-exceed sums set out in subsections 5.B. and C., unless the Parties agree to increase this sum by written amendment as authorized in Section 21 of the Agreement.

**B.** The County agrees to pay the Contractor the not-to-exceed sum of \$2,475,000.00, with an average annual expenditure of \$495,000.00 for Services completed and accepted as provided in Section 15 herein if applicable, payable per Exhibit C. The not-to-exceed sum includes all reimbursable expenses or costs, to the extent that there are any.

**C. Travel Expenses.**

The Services Fee includes all travel, lodging and per diem expenses incurred by Contractor in performing the Services.

**D. Taxes.** Contractor acknowledges that the County is not subject to any state or federal sales, use, transportation and certain excise taxes.

**E. Payments.** Contractor shall submit invoices for payments due as provided herein and authorized reimbursable expenses incurred with such documentation as required by County. Invoices shall be submitted to:

as provided in Exhibit D Payment/Invoices attached hereto.

For time and materials Services, all Contractor Personnel shall maintain logs of time worked, and each invoice shall state the date and number of hours worked for Services authorized to be billed on a time and materials basis. All payments shall be made in accordance with the requirements of Section 218.70 et seq., Florida Statutes, "The Local Government Prompt Payment Act." The County may dispute any payments invoiced by Contractor in accordance with the County's Invoice Payments Dispute Resolution Process established in accordance with Section 218.76, Florida Statutes, and any such disputes shall be resolved in accordance with the County's Dispute Resolution Process.

## 6. Personnel.

**A. E-Verify.** The Contractor and Subcontractor must register with and use the E-verify system in accordance with Florida Statute 448.095. A Contractor and Subcontractor may not enter into a contract with the County unless each party registers with and uses the E-verify system.

If a Contractor enters a contract with a Subcontractor, the Subcontractor must provide the Contractor with an affidavit stating that the Subcontractor does not employ, contract with, or subcontract with unauthorized aliens. The Contractor must maintain a copy of the affidavit for the duration of the contract.

If the County, Contractor, or Subcontract has a good faith belief that a person or entity with which it is contracting has knowingly violated Florida Statute 448.09(1) shall immediately terminate the contract with the person or entity.

If the County has a good faith belief that a Subcontractor knowingly violated this provision, but the Contractor otherwise complied with this provision, the County will notify the Contractor and order that the Contractor immediately terminate the contract with the Subcontractor.

A contract terminated under the provisions of this section is not a breach of contract and may not be considered such. Any contract termination under the provisions of this section may be challenged to Section 448.095(2)(d), Florida Statute. Contractor acknowledges upon termination of this agreement by the County for violation of this section by Contractor, Contractor may not be awarded a public contract for at least one (1) year. Contractor acknowledges that Contractor is liable for any additional costs incurred by the County as a result of termination of any contract for a violation of this section.

Contractor or Subcontractor shall insert in any subcontracts the clauses set forth in this section, requiring the subcontracts to include these clauses in any lower tier subcontracts. Contractor shall be responsible for compliance by any Subcontractor or Lower Tier Subcontractor with the clause set for in this section.

**B. Qualified Personnel.** Contractor agrees that each person performing Services in connection with this Agreement shall have the qualifications and shall fulfill the requirements set forth in this Agreement.

**C. Approval and Replacement of Personnel.** The County shall have the right to approve all Contractor Personnel assigned to provide the Services, which approval shall not be unreasonably withheld. Prior to commencing the Services, the Contractor shall provide at least ten (10) days written notice of the names and qualifications of the Contractor Personnel assigned to perform Services pursuant to the Agreement. Thereafter, during the term of this Agreement, the Contractor shall promptly and as required by the County provide written notice of the names and qualifications of any additional Contractor Personnel assigned to perform Services. The County, on a reasonable basis, shall have the right to require the removal and replacement of any of the Contractor Personnel performing Services, at any time during the term of the Agreement. The County will notify Contractor in writing in the event the County requires such action. Contractor shall accomplish any such removal within forty-eight (48) hours after receipt of notice from the County and shall promptly replace such person with another person, acceptable to the County, with sufficient knowledge and expertise to perform the Services

assigned to such individual in accordance with this Agreement. In situations where individual Contractor Personnel are prohibited by applicable law from providing Services, removal and replacement of such Contractor Personnel shall be immediate and not subject to such forty-eight (48) hour replacement timeframe and the provisions of Section 7. A.1. shall apply if minimum required staffing is not maintained.

## 7. Termination.

### A. Contractor Default Provisions and Remedies of County.

1. Events of Default. Any of the following shall constitute a “Contractor Event of Default” hereunder: (i) Contractor fails to maintain the staffing necessary to perform the Services as required in the Agreement, fails to perform the Services as specified in the Agreement, or fails to complete the Services within the completion dates as specified in the Agreement; (ii) Contractor breaches Section 9 (Confidential Information); (iii) Contractor fails to gain acceptance of a deliverable per Section 15, if applicable, for two (2) consecutive iterations; or (iv) Contractor fails to perform or observe any of the other material provisions of this Agreement.

2. Cure Provisions. Upon the occurrence of a Contractor Event of Default as set out above, the County shall provide written notice of such Contractor Event of Default to Contractor (“Notice to Cure”), and Contractor shall have thirty (30) calendar days after the date of a Notice to Cure to correct, cure, and/or remedy the Contractor Event of Default described in the written notice.

3. Termination for Cause by the County. In the event that Contractor fails to cure a Contractor Event of Default as authorized herein, or upon the occurrence of a Contractor Event of Default as specified in Section 7.A.1.(iii), the County may terminate this Agreement in whole or in part, effective upon receipt by Contractor of written notice of termination pursuant to this provision, and may pursue such remedies at law or in equity as may be available to the County.

### B. County Default Provisions and Remedies of Contractor.

1. Events of Default. Any of the following shall constitute a “County Event of Default” hereunder: (i) the County fails to make timely undisputed payments as described in this Agreement; (ii) the County breaches Section 9 (Confidential Information); or (iii) the County fails to perform any of the other material provisions of this Agreement.

2. Cure Provisions. Upon the occurrence of a County Event of Default as set out above, Contractor shall provide written notice of such County Event of Default to the County (“Notice to Cure”), and the County shall have thirty (30) calendar days after the date of a Notice to Cure to correct, cure, and/or remedy the County Event of Default described in the written notice.

3. Termination for Cause by Contractor. In the event the County fails to cure a County Event of Default as authorized herein, Contractor may terminate this Agreement in whole or in part effective on receipt by the County of written notice of termination pursuant to this provision, and may pursue such remedies at law or in equity as may be available to the Contractor.

**C. Termination for Convenience.** Notwithstanding any other provision herein, the County may terminate this Agreement, without cause, by giving thirty (30) days advance written notice to the Contractor of its election to terminate this Agreement pursuant to this provision.

8. **Time is of the Essence.** Time is of the essence with respect to all provisions of this Agreement that specify a time for performance, including the Services as described in Exhibits attached hereto; provided, however, that the foregoing shall not be construed to limit a Party’s cure period allowed in the Agreement.

## 9. Confidential Information and Public Records.

**A. County Confidential Information.** Contractor shall not disclose to any third party County Confidential Information that Contractor, through its Contractor Personnel, has access to or has received from the County pursuant to its performance of Services pursuant to the Agreement, unless approved in writing by the County

Contract Manager. All such County Confidential Information will be held in trust and confidence from the date of disclosure by the County, and discussions involving such County Confidential Information shall be limited to Contractor Personnel as is necessary to complete the Services.

**B. Contractor Confidential Information.** All Contractor Confidential Information received by the County from Contractor will be held in trust and confidence from the date of disclosure by Contractor and discussions involving such Contractor Confidential Information shall be limited to the members of the County's staff and the County's subcontractors who require such information in the performance of this Agreement. The County acknowledges and agrees to respect the copyrights, registrations, trade secrets and other proprietary rights of Contractor in the Contractor Confidential Information during and after the term of the Agreement and shall at all times maintain the confidentiality of the Contractor Confidential Information provided to the County, subject to federal law and the laws of the State of Florida related to public records disclosure. Contractor shall be solely responsible for taking any and all action it deems necessary to protect its Contractor Confidential Information except as provided herein. Contractor acknowledges that the County is subject to public records legislation, including but not limited to Chapter 119, Florida Statutes, and the Florida Rules of Judicial Administration, and that any of the County's obligations under this Section may be superseded by its obligations under any requirements of said laws.

**C. Public Records.** Contractor acknowledges that information and data it manages as part of the services may be public records in accordance with Chapter 119, Florida Statutes and Pinellas County public records policies. Contractor agrees that prior to providing services it will implement policies and procedures to maintain, produce, secure, and retain public records in accordance with applicable laws, regulations, and County policies, including but not limited to the Section 119.0701, Florida Statutes. Notwithstanding any other provision of this Agreement relating to compensation, the Contractor agrees to charge the County, and/or any third parties requesting public records only such fees allowed by Section 119.07, Florida Statutes, and County policy for locating and producing public records during the term of this Agreement.

**If the Contractor has questions regarding the application of Chapter 119, Florida Statutes, to the Contractor's duty to provide public records relating to this contract, contact the Pinellas County Board of County Commissioners, Purchasing and Risk Management Department, Operations Manager custodian of public records at 727-464-3311, [purchase@pinellascounty.org](mailto:purchase@pinellascounty.org), Pinellas County Government, Purchasing and Risk Management Department, Operations Manager, 400 S. Ft. Harrison Ave, 6<sup>th</sup> Floor, Clearwater, FL 33756.**

**10. Audit.** Contractor shall retain all records relating to this Agreement for a period of at least five (5) years after final payment is made. All records shall be kept in such a way as will permit their inspection pursuant to Chapter 119, Florida Statutes. In addition, County reserves the right to examine and/or audit such records.

**11. Compliance with Laws.**

Contractor shall comply with all applicable federal, state, county and local laws, ordinances, rules and regulations in the performance of its obligations under this Agreement, including the procurement of permits and certificates where required, and including but not limited to laws related to Workers Compensation, Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, Minority Business Enterprise (MBE), occupational safety and health and the environment, equal employment opportunity, privacy of medical records and information, as applicable. Failure to comply with any of the above provisions shall be considered a material breach of the Agreement.

**12. Digital Accessibility**

Supplier acknowledges and warrants that all digital content and services provided under this contract conforms and shall continue to conform during the Term of this Agreement to the W3C Web Content Accessibility Guidelines, version 2.0 ("WCAG 2.0") at conformance Level A and AA. If all digital content and services does not fully conform to WCAG 2.0 A and AA, Supplier shall advise Pinellas County in writing of the nonconformance prior to execution of this Agreement and shall provide Pinellas County a plan to achieve conformance to WCAG 2.0 A and AA, including but not limited to, an intended timeline for conformance. Failure to achieve conformance, as determined in Pinellas County's sole discretion, on its intended timeline shall be considered a material breach of this Agreement and grounds for termination by Pinellas County.

If during the Term of this Agreement, Supplier fails to maintain compliance with WCAG 2.0 A and AA or Pinellas County otherwise identifies an issue related to accessibility of the product (the "Accessibility Issue") that renders the product inaccessible, then Pinellas County shall notify Supplier of non-compliance. Within 30 days of Supplier's receipt of a non-compliance notice ("Notice"), Supplier and Pinellas County shall meet and mutually agree upon an appropriate timeline for resolution of the Accessibility Issue(s) ("Initial Meeting").

Should Supplier:

- i. fail to acknowledge receipt of the notice within 30 days of receipt of the Notice;
- ii. unreasonably and solely withhold agreement regarding a timeline for resolution for more than 30 days following the Initial Meeting; or
- iii. fail to materially resolve the Accessibility Issue(s) within the agreed-upon timeline,

Failure to comply with the requirements of this section shall constitute a material breach of this Agreement and shall be grounds for termination of this Agreement by Pinellas County and subject Supplier to section 14(b) of this Agreement, "Indemnification."

**13. Public Entities Crimes**

Contractor is directed to the Florida Public Entities Crime Act, Section 287.133, Florida Statutes, as well as Florida Statute 287.135 regarding Scrutinized Companies, and represents to County that Contractor is qualified to transact business with public entities in Florida, and to enter into and fully perform this Agreement subject to the provisions state therein. Failure to comply with any of the above provisions shall be considered a material breach of the Agreement.

**14. Liability and Insurance.**

- A. **Insurance.** Contractor shall comply with the insurance requirements set out in Exhibit B, attached hereto and incorporated herein by reference.
- B. **Indemnification.** Contractor agrees to indemnify, pay the cost of defense, including attorney's fees, and hold harmless the County, its officers, employees and agents from all damages, suits, actions or claims, including reasonable attorney's fees incurred by the County, of any character brought on account of any injuries or damages received or sustained by any person, persons, or property, or in any way relating to or arising from the Agreement; or on account of any act or omission, neglect or misconduct of Contractor; or by, or on account of, any claim or amounts recovered under the Workers' Compensation Law; or of any other laws, regulations, ordinance, order or decree; or arising from or by reason of any actual or claimed trademark, patent or copyright infringement or litigation based thereon; or for any violation of requirements of the Americans with Disabilities Act of 1990, as may be amended, and all rules and regulations issued pursuant thereto (collectively the "ADA") except when such injury, damage, or violation was caused by the sole negligence of the County.
- C. **Liability.** Neither the County nor Contractor shall make any express or implied agreements, guaranties or representations, or incur any debt, in the name of or on behalf of the other Party. Neither the County nor Contractor shall be obligated by or have any liability under any agreements or representations made by the other that are not expressly authorized hereunder. The County shall have no liability or obligation for any damages to any person or property directly or indirectly arising out of the operation by Contractor of its business, whether caused by Contractor's negligence or willful action or failure to act.
- D. **Contractor's Taxes.** The County will have no liability for any sales, service, value added, use, excise, gross receipts, property, workers' compensation, unemployment compensation, withholding or other taxes, whether levied upon Contractor or Contractor's assets, or upon the County in connection with Services performed or business conducted by Contractor. Payment of all such taxes and liabilities shall be the responsibility of Contractor.

**15. County's Funding.** The Agreement is not a general obligation of the County. It is understood that neither this Agreement nor any representation by any County employee or officer creates any obligation to appropriate or make monies available for the purpose of the Agreement beyond the fiscal year in which this Agreement is executed. No liability shall be incurred by the County, or any department, beyond the monies budgeted and available for this purpose. If funds are not appropriated by the County for any or all of this Agreement, the County shall not be obligated to pay any sums provided pursuant to this Agreement beyond the portion for which funds are appropriated. The County agrees to promptly notify Contractor in writing of such failure of appropriation, and upon receipt of such notice, this Agreement, and all rights and obligations contained herein, shall terminate without liability or penalty to the County.

**16. Acceptance of Services.** For all Services deliverables that require County acceptance as provided in the Statement of Work, the County, through the Human Services Director or Department designee, will have ten (10) calendar days to review the deliverable(s) after receipt or completion of same by Contractor, and either accept or reject the deliverable(s) by written notice to FPG Florida, LLC dba Alife Tribute Funeral Care. If a deliverable is rejected, the written notice from the County will specify any required changes, deficiencies, and/or additions necessary. Contractor shall then have seven (7) calendar days to revise the deliverable(s) to resubmit and/or complete the deliverable(s) for review and approval by the County, who will then have seven (7) calendar days to review and approve, or reject the deliverable(s); provided however, that Contractor shall not be responsible for any delays in the overall project schedule that result from the County's failure to timely approve or reject deliverable(s) as provided herein. Upon final acceptance of the deliverable(s), the County will accept the deliverable(s) in writing.



**17. Subcontracting/Assignment.**

**A. Subcontracting.** Contractor is fully responsible for completion of the Services required by this Agreement and for completion of all subcontractor work, if authorized as provided herein. Contractor shall not subcontract any work under this Agreement to any subcontractor other than the subcontractors specified in the proposal and previously approved by the County, without the prior written consent of the County, which shall be determined by the County in its sole discretion.

**B. Assignment.**

This Agreement, and any rights or obligations hereunder, shall not be assigned, transferred or delegated to any other person or entity. Any purported assignment in violation of this section shall be null and void.

**18. Survival.** The following provisions shall survive the expiration or termination of the Term of this Agreement: 7, 9, 10, 13 20, 23, and any other which by their nature would survive termination.

**19. Notices.** All notices, authorizations, and requests in connection with this Agreement shall be deemed given on the day they are: (1) deposited in the U.S. mail, postage prepaid, certified or registered, return receipt requested; or (2) sent by air express courier (e.g., Federal Express, Airborne, etc.), charges prepaid, return receipt requested; or (iii) sent via email and addressed as set forth below, which designated person(s) may be amended by either Party by giving written notice to the other Party:

For County:  
Human Services Department  
Contracts Division  
440 Court Street, 2<sup>nd</sup> Floor  
Clearwater, FL 33756  
Attn: Abigail Stanton

For Contractor:  
FPG Florida, LLC  
DBA Alife Tribute Funeral Care  
2201 Dr. ML King Jr. St. N.  
St. Petersburg, FL 33704  
Attn: Michael D. Shorter, Jr  
Email: info@alifetribute.com  
Ph: 727-342-6228

with a copy to:  
Purchasing Director  
Pinellas County Purchasing Department  
400 South Fort Harrison Avenue  
Clearwater, FL 33756

**20. Conflict of Interest.**

**A.** The Contractor represents that it presently has no interest and shall acquire no interest, either direct or indirect, which would conflict in any manner with the performance of the Services required hereunder, and that no person having any such interest shall be employed by Contractor during the agreement term and any extensions.

**B.** The Contractor shall promptly notify the County in writing of any business association, interest, or other circumstance which constitutes a conflict of interest as provided herein. If the Contractor is in doubt as to whether a prospective business association, interest, or other circumstance constitutes a conflict of interest, the Contract may identify the prospective business association, interest or circumstance, the nature of work that the Contractor may undertake and request an opinion as to whether the business association, interest or circumstance constitutes a conflict of interest if entered into by the Contractor. The County agrees to notify the Contractor of its opinion within (10) calendar days of receipt of notification by the Contractor, which shall be binding on the Contractor.

**21. Right to Ownership.** All work created, originated and/or prepared by Contractor in performing Services pursuant to the Agreement, and other documentation or improvements related thereto, to the extent that such work,

products, documentation, materials or information are described in or required by the Services (collectively, the “Work Product”) shall be County’s property when completed and accepted, if acceptance is required in this Agreement, and the County has made payment of the sums due therefore. The ideas, concepts, know-how or techniques developed during the course of this Agreement by the Contractor or jointly by Contractor and the County may be used by the County without obligation of notice or accounting to the Contractor. Any data, information or other materials furnished by the County for use by Contractor under this Agreement shall remain the sole property of the County.

**22. Amendment.** This Agreement may be amended by mutual written agreement of the Parties hereto.

**23. Severability.** The terms and conditions of this Agreement shall be deemed to be severable. Consequently, if any clause, term, or condition hereof shall be held to be illegal or void, such determination shall not affect the validity or legality of the remaining terms and conditions, and notwithstanding any such determination, this Agreement shall continue in full force and effect unless the particular clause, term, or condition held to be illegal or void renders the balance of the Agreement impossible to perform.

**24. Applicable Law and Venue.** This Agreement shall be governed by and construed in accordance with the laws of the State of Florida (without regard to principles of conflicts of laws). The Parties agree that all actions or proceedings arising in connection with this Agreement shall be tried and litigated exclusively in the state or federal (if permitted by law and a Party elects to file an action in federal court) courts located in or for Pinellas County, Florida. This choice of venue is intended by the Parties to be mandatory and not permissive in nature, and to preclude the possibility of litigation between the Parties with respect to, or arising out of, this Agreement in any jurisdiction other than that specified in this section. Each Party waives any right it may have to assert the doctrine of *forum non conveniens* or similar doctrine or to object to venue with respect to any proceeding brought in accordance with this section.

**25. Waiver.** No waiver by either Party of any breach or violation of any covenant, term, condition, or provision of this Agreement or of the provisions of any ordinance or law, shall be construed to waive any other term, covenant, condition, provisions, ordinance or law, or of any subsequent breach or violation of the same.

**26. Due Authority.** Each Party to this Agreement represents and warrants that: (i) it has the full right and authority and has obtained all necessary approvals to enter into this Agreement; (ii) each person executing this Agreement on behalf of the Party is authorized to do so; (iii) this Agreement constitutes a valid and legally binding obligation of the Party, enforceable in accordance with its terms.

**27. No Third Party Beneficiary.** The Parties hereto acknowledge and agree that there are no third party beneficiaries to this Agreement. Persons or entities not a party to this Agreement may not claim any benefit from this Agreement or as third party beneficiaries hereto.

**28. Entire Agreement.** This Agreement constitutes the entire Agreement between the Parties and supersedes all prior negotiations, representations or agreements either oral or written.

*(Signature Page Follows)*

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement the day and year first written.

PINELLAS COUNTY, FLORIDA  
By and through its  
Board of County Commissioners

Dave Eggers  
By

Dave Eggers, Chair

FPG Florida, LLC dba Alife Tribute Funeral Care

Name of Firm

By: [Signature]  
Signature

Michael D Shorter, Jr  
Print Name

Location Leader  
Title

ATTEST:  
Ken Burke,  
Clerk of the Circuit Court

By: [Signature]  
Deputy Clerk



**APPROVED AS TO FORM**

By: Keiah Townsend  
Office of the County Attorney

## EXHIBIT A

## STATEMENT OF WORK

1. **SCOPE**

- (a) The IBPC provides final disposition in accordance with Florida Statutes for those persons who have no family (unclaimed) or cannot afford private funeral arrangements (indigent). Based on historical data, it is anticipated that approximately eight hundred sixty (860) claimed and unclaimed human remains will need processing for disposition each year. The majority of those are expected to be adult cremations, approximately seven hundred fifty (750), but will include approximately fifty-five (55) stillborn or infant cremations and approximately fifty-five (55) indigent deceased veterans. This amount may vary, and the successful Contractor must be capable of providing all services described herein.
- (b) The Contract will itemize the cost of providing all services, labor, materials and equipment necessary to cremate any deceased human body per the requirements of this Contract. "Cost of providing all services" means the Contractor will pay for and include:
1. Removal and transport to the Contractors facility for storage/cremation within the required timeframes
  2. Cardboard pre-cremation body containers
  3. Modest cremains container pursuant to FSS 497.005(24) for delivery of cremains to next-of-kin, if family or other legally authorized person under Florida Statute 497.005(43).
  4. Direct cremation, and if required, burial services including body preparation, embalming, casket, grave space and transport to the cemetery as stated in the policy and procedures.
  5. Precautionary pouches for use in transporting and holding decomposed or infectious bodies
  6. Administrative and operating costs including all overhead services, labor, transportation, due diligence in search for next-of-kin, storage of remains and cremains, precautionary pouches, and any other related costs associated with fulfilling the State Statutes and Contract requirements of the County.

## EXHIBIT A

## STATEMENT OF WORK

(c) **Services:** Services will include (but not be limited to):

1. Dispatch of appropriate personnel to the place of demise, such as a nursing home or private residence, within one (1) hour of receipt of the request for removal. Removals from the Medical Examiner's Office will be performed within twenty-four (24) hours of being notified by the Medical Examiner.
2. Removals in the event of a death where the police are unable to determine if funeral pre-arrangements have already been made and where the Medical Examiner has declined jurisdiction.
  - i. In the event a transported case is later transferred by next of kin for alternate arrangements, the Contractor will seek direct reimbursement of transport costs from the receiving funeral home with burial arrangements and/or next of kin.
  - ii. In the event, the transport costs for the transferred case are not reimbursed, Pinellas County, as payor of last resort will pay a flat amount Not to Exceed \$235.00 per lost transport claim inclusive of administration and storage cost.
  - iii. Contractor must demonstrate proper billing and written attestation of collection attempt for the transport cost and submit with justification for review and approval of qualifying charge. Requests for reimbursement of transferred or lost calls may not exceed more than 15% of the total cases submitted monthly.
  - iv. Contractor will work to educate community partners to reduce transferred or lost calls.
3. Storage of the human remains in a refrigerated facility while a search for surviving relatives is conducted. By submitting a response to this solicitation, the Contractor attests that they have adequate space for temporary refrigerated storage for up to 100 concurrent un-embalmed bodies pending disposition. An inspection by Human Services staff may be required prior to issuance of an award. Temporary refrigerated storage may be used for up to ninety (90) days.
4. Contractor will conduct a thorough and proper search for surviving relatives of the deceased. Search will include all appropriate means such as contacting neighbors, nursing home patient records, checking an electronic database of public records, etc., dependent upon the circumstances of each case. Contractor will provide a written record to the County of all steps taken to locate surviving family.
5. In cases where surviving relatives are located, Contractor will determine to see if family is able to pay the costs of disposition or if there is an existing life insurance policy or other assets to cover these costs. If the family requires assistance, the Contractor will ensure the Pinellas County Application is completed, dated and signed (Attachment B). Contractor shall ensure the family requesting assistance is notified that the County may need additional information other than requested on the form before a decision can be made.
6. Publish an obituary in the local newspaper of all unclaimed bodies referred to the Contractor for burial/cremation services. If a newspaper begins charging for this service, Contractor shall meet with the County to explore options.

## EXHIBIT A

## STATEMENT OF WORK

7. If surviving relatives are located, Contractor shall secure authorization for disposition. Disposition shall not be performed until a legally authorized person gives written authorization for disposition. If no surviving family can be located, after publishing of the obituary and a due diligence search has been conducted, a request can be submitted to the County for authorization for disposition.
  - i. For instances where there is a surviving relative requesting cremains, but subsequently is unable to be reached, Contractor must send out two letters to the survivor(s) each including a letter by the funeral home explaining documentation requirements and deadline to be received by the funeral home, as well as the County Application as defined in the policy and procedures. Unless otherwise set within County operational guidelines, fourteen (14) days should be given to allow reasonable time for the surviving relative(s) to respond.
    1. One letter shall be sent via the US Postal Service regular mail
    2. Second letter shall be sent via certified signature
  - ii. If the response date has passed, the Contractor can then notify the County of the surviving relative(s), along with a chronological letter of tasks completed to show notification due diligence, for County to then make a decision for any further appropriate steps.
  - iii. If suspected no surviving family, Contractor must allow a minimum of five (5) days from the date the obituary is published before determining that surviving family cannot be located per Florida Statute 497 and the County's Policies and Procedures (Attachment A). The request must document all steps taken to locate surviving relatives. The County will authorize the disposition after confirming that appropriate steps to locate relatives have been followed. (NOTE: if a relative(s) come forth at a later date requesting information on disposition, Contractor shall direct such inquiries to the Pinellas County Human Services Department).
8. Execute the obituary information, completing and filing all required documentation in accordance with Chapter 497 Florida Statutes (Vital Statistics).
9. A direct cremation shall be performed for deceased persons, except veterans, determined eligible for the indigent burial and cremation services program.
10. Veterans: Contractor must verify if the deceased was a veteran.
  - i. Contractor must comply with Florida Statutes 406.50(2) as well as the procedures outlined in Code of Federal Regulations Title 38 (38 C.F.R. s. 38.620), relating to the disposition of unclaimed deceased veterans.
  - ii. Service for veterans who were homeless, either living on the street or in a shelter at the time of their demise, will be provided through the Dignity Program.
  - iii. Services may also be provided by the Dignity Program for non-homeless veterans, on a case-by-case basis, who were indigent at the time of their death and the surviving family, if any, is determined unable to pay for the funeral services.
  - iv. If either case exists, Contractor shall request services from Dignity Program, and if approved, arrange to transfer the deceased to the Dignity Program facility for disposition.

## EXHIBIT A

## STATEMENT OF WORK

- v. If the Dignity Program declines the case, the disposition shall be by cremation. If these options should change and the Contractor be directed to provide veteran burials, the closest national cemetery should be utilized, in this case Sarasota.
11. Embalming of bodies which are to be transported to the Anatomical Board. Transportation to and from the Anatomical Board will not be required by the Contractor. Florida Statute Chapter 406 defines procedures for unclaimed bodies to be transported to the Anatomical Board.
  12. A direct burial for cases in which the Medical Examiner's Office has ordered a burial as the final disposition of the remains. Services will include embalming, body preparation, casket, grave space, and transport to the cemetery.
  13. Private Pay Cases: If subsequently located and willing to pay for regular, non-indigent funeral services, any relative, fraternal order, or individual may elect to use the funeral home or direct disposer of his/her choice, even if not the Contractor. The Contractor shall release the body to the funeral home for services, and the Contractor shall seek reimbursement for any service already performed (i.e., removal, storage) from the person(s)/organization making the private arrangements. Should the Contractor be unable to collect their fee in this manner, they may submit an invoice to the County for reimbursement, but only after exhausting all attempts to recover this fee from the private parties. Contractor must wait all thirty (30) days for the person/organization to make the payment before seeking reimbursement from the County. County will pay these expenses at the contracted rate. Contractor shall attach documentation to the invoice indicating attempts to collect these expenses. Contractor shall reimburse the County for any previous County expenditures in the event a Private Pay case occurs. Contractor shall not charge the County for shipping charges of cremains to out-of-state next of kin. This cost is the responsibility of the next of kin.
  14. Disposition of Remains: Per 497 Florida Statutes:
    - i. In County - when cremains are requested by an authorized party residing in Pinellas County, Contractor will make cremains available for pick-up.
    - ii. Out of County – when cremains are requested by an authorized party residing outside of Pinellas County, the cost of postage and handling shall be the responsibility of the requesting party.
    - iii. Unclaimed – in instances where a cremation was properly authorized but cremains remain unclaimed for a period in excess of one hundred twenty (120) days, Contractor will dispose of the cremains in a dignified manner (scattering at sea or other legal and dignified manner respectful of the deceased and surviving family), in accordance with Florida Statutes 497.607.
    - iv. Container – cremated remains container will be a sift-proof or similar type container meeting US Postal Service's shipment requirements. The inner container must be sealed and placed inside a second, durable outer container.
  15. The Contractor will be responsible for filing, with all appropriate agencies, all of the required documentation pertaining to the services performed, including (but not limited to):
    - i. Burial Transmit Report
    - ii. Death Certificate
    - iii. Cremation Authorization

EXHIBIT A

STATEMENT OF WORK

- iv. Social Security Form/Proof of Death
- v. Veterans Administration forms necessary to receive funds in return for burial of veterans, and the filing of the DD-214 or equivalent form
- vi. Medical Examiner authorization to cremate

**(d) Reporting:**

- 1. Daily Submissions:
  - i. Contractor will complete the “Indigent Funeral Referral” (Attachment C) form completely and submit to the County along with the following forms, if appropriate:
    - 1. Statement of Goods
    - 2. Pinellas County Human Services’ Application for Indigent Funeral Program
    - 3. Authorization for cremation and disposition
    - 4. Any supporting documentation that County requests for verification of services
- 2. Monthly Reporting:
  - i. Contractor shall submit a report on the services provided for the prior month by the tenth (10th) working day of the new month, including the following information:
    - 1. Invoice number, sex, decedent’s name, cremation by category (infant, child, adult), Medical Examiner’s case number, status of claims or unclaimed and charge for the service(s).
    - 2. List of cases where cremains have been scattered during the month.
    - 3. Cases still pending final disposition.
    - 4. Report templates containing all required data fields will be included in a final approved contract.
    - 5. Lost Call or transferred cases report which breaks down originating jurisdiction and cost recoupment/mitigation measures taken.
- 3. Contractor must provide any and all documentation that pertains to on-site and off-site storage of County data pertaining to storage, transfer and use of County data, etc. Contractor must submit any agreements between Contractor and software and/or Contractor and storage company being utilized.

**(e) Invoices:**

- 1. Contractor shall submit monthly invoices for services provided for the prior month by the tenth (10th) working day of the new month. Invoices shall be submitted to the County contract manager. Invoices shall contain the following information:
  - i. Invoice for all services provided at the approved rate.
  - ii. In Veteran’s Administration cases, copy of acceptance or denial letter from the Dignity Program. If the case is transferred to the Dignity Program or another provider, and reimbursement for removal and storage fees are requested, a letter (or signed release) from the other funeral home documenting the transfer of the remains and verification that the removal fee and storage has not been paid. NOTE: If unable to obtain a letter from the



## EXHIBIT A

## STATEMENT OF WORK

other funeral home verifying the removal fee and storage fee as unpaid, the County will accept a statement from the Contractor stating such and including the date, time and name of individual spoken with regard to payment of the incurred fees.

- iii. The Contractor understands and agrees that the County may reject any invoice or reimbursement request which is not completed and in the proper format, or which is submitted to the County's Contract Manager after the stated timeline unless Contractor receives written permission for an extension. Invoices must list the decedent's name, dates services were provided, and an itemized list of the charges (at the approved rate).

(f) **Unspecified services:**

Unspecified work is defined as services that may be required due to unexpected conditions or events. Unspecified work, in the amount of \$45,000.00 annually, is **Not Guaranteed** as part of the contract and must be properly authorized by the County before performed.

## EXHIBIT B

## INSURANCE REQUIREMENTS

The Contractor shall obtain and maintain, and require any sub-contractors to obtain and maintain, at all times during its performance of the Agreement, insurance of the types and in the amounts set forth. For projects with a Completed Operations exposure, Contractor shall maintain coverage and provide evidence of insurance for two (2) years beyond final acceptance. All insurance policies shall be from responsible companies duly authorized to do business in the State of Florida and have an AM Best rating of A- VIII or better.

- a) No work shall commence at any project site unless and until the required Certificate(s) of Insurance are received and approved by the County. Approval by the County of any Certificate(s) of Insurance does not constitute verification by the County that the insurance requirements have been satisfied or that the insurance policy shown on the Certificate(s) of Insurance is in compliance with the requirements of the Agreement. County reserves the right to require a certified copy of the entire insurance policy, including endorsement(s), at any time during the Contract and/or contract period.
- b) All policies providing liability coverage(s), other than professional liability and workers compensation policies, obtained by the Contractor and any subcontractors to meet the requirements of the Agreement shall be endorsed to include **Pinellas County a Political subdivision of the State of Florida** as an Additional Insured.
- e) If any insurance provided pursuant to the Agreement expires or cancels prior to the completion of the work you will be notified by CTrax, the authorized Contractor of Pinellas County. Upon notification, renewal certificate(s) of Insurance and endorsement(s) should be furnished to Pinellas County Risk Management at [InsuranceCerts@pinellascounty.org](mailto:InsuranceCerts@pinellascounty.org) and to CTrax c/o JDi Data at [PinellasSupport@jdidata.com](mailto:PinellasSupport@jdidata.com) by the Contractor or their agent prior to the expiration date.
- (1) Contractor shall also notify County within twenty-four (24) hours after receipt, of any notices of expiration, cancellation, nonrenewal or adverse material change in coverage received by said Contractor from its insurer. Notice shall be given by email to Pinellas County Risk Management at [InsuranceCerts@pinellascounty.org](mailto:InsuranceCerts@pinellascounty.org). Nothing contained herein shall absolve Contractor of this requirement to provide notice.
- (2) Should the Contractor, at any time, not maintain the insurance coverages required herein, the County may terminate the Agreement, or at its sole discretion may purchase such coverages necessary for the protection of the County and charge the Contractor for such purchase or offset the cost against amounts due to Contractor for services completed. The County shall be under no obligation to purchase such insurance, nor shall it be responsible for the coverages purchased or the insurance company or companies used. The decision of the County to purchase such insurance shall in no way be construed to be a waiver of any of its rights under the Agreement.
- f) The County reserves the right, but not the duty, to review and request a copy of the Contractor's most recent annual report or audited financial statement when a self-insured retention (SIR) or deductible exceeds \$50,000.

## EXHIBIT B

## INSURANCE REQUIREMENTS

- g) If subcontracting is allowed under this Contract, the Prime Contractor shall obtain and maintain, at all times during its performance of the Agreement, insurance of the types and in the amounts set forth; and require any subcontractors to obtain and maintain, at all times during its performance of the Agreement, insurance limits as it may apply to the portion of the Work performed by the subcontractor; *but in no event will the insurance limits be less than \$500,000 for Workers' Compensation/Employers' Liability, and \$1,000,000 for General Liability and Auto Liability if required below.*
- (1) All subcontracts between Contractor and its subcontractors shall be in writing and are subject to the County's prior written approval. Further, all subcontracts shall (1) require each subcontractor to be bound to Contractor to the same extent Contractor is bound to the County by the terms of the Contract Documents, as those terms may apply to the portion of the Work to be performed by the subcontractor; (2) provide for the assignment of the subcontracts from Contractor to the County at the election of Owner upon termination of the Contract; (3) provide that County will be an additional indemnified party of the subcontract; (4) provide that the County will be an additional insured on all insurance policies required to be provided by the subcontractor except workers compensation and professional liability; (5) provide waiver of subrogation in favor of the County and other insurance terms and/or conditions as outlined below; (6) assign all warranties directly to the County; and (7) identify the County as an intended third-party beneficiary of the subcontract. Contractor shall make available to each proposed subcontractor, prior to the execution of the subcontract, copies of the Contract Documents to which the subcontractor will be bound by this Section C and identify to the subcontractor any terms and conditions of the proposed subcontract which may be at variance with the Contract Documents.
- h) Each insurance policy and/or certificate shall include the following terms and/or conditions:
- (1) The Named Insured on the Certificate of Insurance and insurance policy must match the entity's name that responded to the solicitation and/or is signing the agreement with the County. If Contractor is a Joint Venture per Section A. titled Joint Venture of this Contract, Certificate of Insurance and Named Insured must show Joint Venture Legal Entity name and the Joint Venture must comply with the requirements of Section C with regard to limits, terms and conditions, including completed operations coverage.
- (2) Companies issuing the insurance policy, or policies, shall have no recourse against County for payment of premiums or assessments for any deductibles which all are at the sole responsibility and risk of Contractor.
- (3) The term "County" or "Pinellas County" shall include all Authorities, Boards, Bureaus, Commissions, Divisions, Departments and Constitutional offices of County and individual members, employees thereof in their official capacities, and/or while acting on behalf of Pinellas County.
- (4) The policy clause "Other Insurance" shall not apply to any insurance coverage currently held by County or any such future coverage, or to County's Self-Insured Retentions of whatever nature.
- (5) All policies shall be written on a primary, non-contributory basis.
- (6) Any Certificate(s) of Insurance evidencing coverage provided by a leasing company for either workers compensation or commercial general liability shall have a list of covered employees certified by the leasing company attached to the Certificate(s) of Insurance. The County shall have the right, but not the obligation to determine that the Contractor is only using employees named on such list to perform work for the County. Should employees not named be utilized by

EXHIBIT B

INSURANCE REQUIREMENTS

Contractor, the County, at its option may stop work without penalty to the County until proof of coverage or removal of the employee by the contractor occurs, or alternatively find the Contractor to be in default and take such other protective measures as necessary.

Insurance policies, other than Professional Liability, shall include waivers of subrogation in favor of Pinellas County from both the Contractor and subcontractor(s).

i) The minimum insurance requirements and limits for this Agreement, which shall remain in effect throughout its duration and for two (2) years beyond final acceptance for projects with a Completed Operations exposure, are as follows:

(1) Workers' Compensation Insurance

Limit Florida Statutory

Employers' Liability Limits

Per Employee	\$ 500,000
Per Employee Disease	\$ 500,000
Policy Limit Disease	\$ 500,000

(2) Commercial General Liability Insurance including, but not limited to, Independent Contractor, Contractual Liability Premises/Operations, Products/Completed Operations, and Personal Injury.

Limits

Combined Single Limit Per Occurrence	\$ 1,000,000
Products/Completed Operations Aggregate	\$ 2,000,000
Personal Injury and Advertising Injury	\$ 1,000,000
General Aggregate	\$ 2,000,000

(3) Business Automobile or Trucker's/Garage Liability Insurance covering owned, hired, and non-owned vehicles. If the Proposer does not own any vehicles, then evidence of Hired and Non-owned coverage is sufficient. Coverage shall be on an "occurrence" basis, such insurance to include coverage for loading and unloading hazards, unless Proposer can show that this coverage exists under the Commercial General Liability policy.

Limit

Combined Single Limit Per Accident	\$ 1,000,000
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EXHIBIT C  
PAYMENT SCHEDULE

	Service	Approximate Number of Cases (Annually)	Rate (Per Case)	Annual Total
1)	Administration costs for: Paperwork, conducting search for relatives, determining eligibility for program	825	\$ 200.00	\$ 165,000.00
2)	<b>Direct cremation (including cost for minimum alternative container required for cremation)</b>	<b>Approximate Number of Cases (Annually)</b>	<b>Rate (Per Case)</b>	<b>Annual Total</b>
2a)	Adult	525	\$ 549.00	\$ 288,225.00
2b)	Infant – up to 24"	35	\$ 197.00	\$ 6,895.00
2c)	Infant – 24" to 42"	10	\$ 197.00	\$ 1,970.00
3)	<b>Body Embalming</b>	<b>Approximate Number of Cases (Annually)</b>	<b>Rate (Per Case)</b>	<b>Annual Total</b>
3a)	Adult	46	\$ 350.00	\$ 16,100.00
3b)	Infant – up to 24"	5	\$ 175.00	\$ 875.00
3c)	Infant – 24" to 42"	5	\$ 175.00	\$ 875.00
4)	Container for cremains (urn)	500		\$ -
5)	<b>Burial Container (casket)</b>	<b>Approximate Number of Cases (Annually)</b>	<b>Rate (Per Case)</b>	<b>Annual Total</b>
5a)	Adult	2	\$ 600.00	\$ 1,200.00
5b)	Infant – up to 24"	2	\$ 150.00	\$ 300.00
5c)	Infant – 24" to 42"	2	\$ 185.00	\$ 370.00
6)	Precautionary pouches	20	\$ 60.00	\$ 1,200.00
7)	Refrigeration fee for remains	825	\$ 114.00	\$ 94,050.00
8)	Removal of body and storage fee (when case transferred to Dignity Program or other funeral home and fees not reimbursed. <i>Cost is inclusive of any administration and storage costs.</i> )	200	\$235	\$ 47,000.00
9)	Removal Fee	825	\$ 165.00	\$ 136,125.00
10)	Scattering of cremains	350	\$ 30.00	\$ 10,500.00
11)	Cemetery Lot (includes grave liner and opening and closing costs)	4	\$ 2,495.00	\$ 9,980.00
12)	Hearse Fee	4	\$ 150.00	\$ 600.00

EXHIBIT C

PAYMENT SCHEDULE

P	Package Pricing	Approximate Number of Cases (Annually)	Rate (Per Case)	Annual Total
P1)	<b>Direct Adult Cremation (Combining Items 1, 2a, 4, 7, and 9 above)</b> 1) Administrative costs for: paperwork, conducting search for relatives, determining eligibility for program 2) Direct cremation (including cost for minimum alternative container required for cremation) 4) Container for cremains (URN) 7) Refrigeration fee for remains 9) Removal Fee	525	\$ 549.00	\$ 288,225.00
	<b>Direct Infant Cremation (Combining Items 1, 2b/c, 4, 7, and 9 above)</b> 1) Administrative costs for: paperwork, conducting search for relatives, determining eligibility for program 2) Direct cremation (including cost for minimum alternative container required for cremation) 4) Container for cremains (URN) 7) Refrigeration fee for remains 9) Removal Fee	45	\$ 197.00	\$ 8,865.00
P3)	<b>Veteran Burial (Combining Items 1, 3, 7, and 9 above)</b> 1) Administrative costs for: paperwork, conducting search for relatives, determining eligibility for program 3) Body Embalming 7) Refrigeration fee for remains 9) Removal Fee	150	\$ 795.00	\$ 119,250.00
			Annual Unspecified Funds	\$ 30,000.00
			Total Annual Bid Amount	\$ 781,265.00
			Grand Total	\$ 4,056,325.00
<b>*The price is to remain the same whether approximate number of cases (annually) is higher or lower than projected.*</b>				
Unspecified work is defined as services that may be required due to unexpected conditions or events. Unspecified work is not guaranteed as part of the contract and must be properly authorized by the County before performed. Not to exceed \$30,000.00				
This sheet is set to Protected in order to maintain the integrity of the formulas				
Regarding 8) above: In the event a transported case is later transferred by next of kin for alternate arrangements, the Vendor will seek direct reimbursement of transport costs from the receiving funeral home with burial arrangements and/or next of kin. In the event, the transport costs for the transferred case are not reimbursed, Pinellas County, as payor of last resort will pay a flat amount Not to Exceed \$235.00 per lost transport claim <u>inclusive of administration and storage cost</u> . Vendor must demonstrate proper billing and written collection attempt for the transport cost and submit with justification for review and approval of qualifying charge. Requests for reimbursement of transferred or lost calls may not exceed more than 15% of the total cases submitted annually. Vendor will work to educate community partners to reduce transferred or lost calls.				
Regarding P) above: Vendor may submit additional package pricing with their proposal. Additional packages will not be considered for pricing evaluation, but may be considered if awarded a final agreement.				

EXHIBIT D

PAYMENT/INVOICES

**PAYMENT/INVOICES:**

SUPPLIER shall submit invoices for payment due as provided herein with such documentation as required by Pinellas County and all payments shall be made in accordance with the requirements of Section 218.70 *et. seq.*, Florida Statutes, "The Local Government Prompt Payment Act." Invoices shall be submitted to the address below unless instructed otherwise on the purchase order, or if no purchase order, by the ordering department:

Finance Division Accounts Payable  
 Pinellas County Board of County Commissioners  
 P. O. Box 2438  
 Clearwater, FL 33757

Each invoice shall include, at a minimum, the Supplier's name, contact information and the standard purchase order number. In order to expedite payment, it is recommended the Supplier also include the information shown in below. The County may dispute any payments invoiced by SUPPLIER in accordance with the County's Dispute Resolution Process for Invoiced Payments, established in accordance with Section 218.76, Florida Statutes, and any such disputes shall be resolved in accordance with the County's Dispute Resolution Process.

**INVOICE INFORMATION:**

**Supplier Information** Company name, mailing address, phone number, contact name and email address as provided on the PO

<b>Remit To</b>	Billing address to which you are requesting payment be sent
<b>Invoice Date</b>	Creation date of the invoice
<b>Invoice Number</b>	Company tracking number
<b>Shipping Address</b>	Address where goods and/or services were delivered
<b>Ordering Department</b>	Name of ordering department, including name and phone number of contact person
<b>PO Number</b>	Standard purchase order number
<b>Ship Date</b>	Date the goods/services were sent/provided
<b>Quantity</b>	Quantity of goods or services billed
<b>Description</b>	Description of services or goods delivered
<b>Unit Price</b>	Unit price for the quantity of goods/services delivered
<b>Line Total</b>	Amount due by line item
<b>Invoice Total</b>	Sum of all of the line totals for the invoice

Pinellas County offers a credit card payment process (ePayables) through Bank of America. Pinellas County does not charge Contractors to participate in the program; however, there may be a charge by the company that processes your credit card transactions. For more information please visit Pinellas County purchasing website at [www.pinellascounty.org/purchase](http://www.pinellascounty.org/purchase).

## EXHIBIT E

**DISPUTE RESOLUTION FOR PINELLAS COUNTY BOARD OF COUNTY COMMISSIONERS IN MATTERS OF INVOICE PAYMENTS:**

Payment of invoices for work performed for Pinellas County Board of County Commissioners (County) is made, by standard, in arrears in accordance with Section 218.70, et. seq., Florida Statutes, the Local Government Prompt Payment Act.

If a dispute should arise as a result of non-payment of a payment request or invoice the following Dispute Resolution process shall apply:

- A. Pinellas County shall notify a Contractor in writing within ten (10) days after receipt of an improper invoice, that the invoice is improper. The notice should indicate what steps the Contractor should undertake to correct the invoice and resubmit a proper invoice to the County. The steps taken by the Contractor shall be that of initially contacting the requesting department to validate their invoice and receive a sign off from that entity that would indicate that the invoice in question is in keeping with the terms and conditions of the agreement. Once sign off is obtained, the Contractor should then resubmit the invoice as a "Corrected Invoice" to the requesting department which will initiate the payment timeline.
  - 1.) Requesting department for this purpose is defined as the County department for whom the work is performed.
  - 2.) Proper invoice for this purpose is defined as an invoice submitted for work performed that meets prior agreed upon terms or conditions to the satisfaction of Pinellas County.
- B. Should a dispute result between the Contractor and the County about payment of a payment request or an invoice then the Contractor should submit their dissatisfaction in writing to the Requesting Department. Each Requesting Department shall assign a representative who shall act as a "Dispute Manager" to resolve the issue at departmental level.
- C. The Dispute Manager shall first initiate procedures to investigate the dispute and document the steps taken to resolve the issue in accordance with section 218.76 Florida Statutes. Such procedures shall be commenced no later than forty-five (45) days after the date on which the payment request or invoice was received by Pinellas County, and shall not extend beyond sixty (60) days after the date on which the payment request or invoice was received by Pinellas County.
- D. The Dispute Manager should investigate and ascertain that the work, for which the payment request or invoice has been submitted, was performed to Pinellas County's satisfaction and duly accepted by the Proper Authority. Proper Authority for this purpose is defined as the Pinellas County representative who is designated as the approving authority for the work performed in the contractual document. The Dispute Manager shall perform the required investigation and arrive at a solution before or at the sixty (60) days timeframe for resolution of the dispute, per section 218.76, Florida Statutes. The County Administrator or his or her designee shall be the final arbiter in resolving the issue before it becomes a legal matter. The County Administrator or his or her designee will issue their decision in writing.
- E. Pinellas County Dispute Resolution Procedures shall not be subject to Chapter 120 of the Florida Statutes. The procedures shall also, per section 218.76, Florida Statutes, not be intended as an administrative proceeding which would prohibit a court from ruling again on any action resulting from the dispute.



EXHIBIT E

**DISPUTE RESOLUTION FOR PINELLAS COUNTY BOARD OF COUNTY COMMISSIONERS IN MATTERS OF INVOICE PAYMENTS:**

- F. Should the dispute be resolved in the County's favor interest charges begin to accrue fifteen (15) days after the final decision made by the County. Should the dispute be resolved in the Contractor's favor the County shall pay interest as of the original date the payment was due.
  
- G. For any legal action to recover any fees due because of the application of sections 218.70 et. seq., Florida Statutes, an award shall be made to cover court costs and reasonable attorney fees, including those fees incurred as a result of an appeal, to the prevailing party. If it is found that the non-prevailing party held back any payment that was the reason for the dispute without having any reasonable lawful basis or fact to dispute the prevailing party's claim to those amounts.