



Jackson County, Missouri Request for Proposal No. 24-085

6.4 SCOPE OF SERVICES,

A brief response to each item in the Scope of Services, Section 4.0

Section 4

- Charter Funerals is full service funeral home and cemetery provider, fully staffed and capable of handling the 175 to 225 burials or cremations. We affirm that the price quotes shall remain firm during the contract period.

4.4 Successful Respondent shall meet the following Mandatory Requirements:

4.4.1 Must provide licensed Mortuary Services as requested by the Medical Examiner's Office and/or the Public Administrator's Office for cremations and burials.

Response: Charter Funerals is a fully licensed Funeral Home and Cemetery in Missouri and in all states in which it operates.

4.4.2 Must assume responsibility for deceased indigent person within 48 hours after notification by Jackson County.

Response: Charter Funerals agrees.

4.4.3 Must provide complete burial services within 72 hours after the receipt of deceased indigent person.

Response: Charter Funerals agrees.

4.4.4a Complete burial services include the disposition of the remains by interment at an appropriate site within the state of Missouri by the Successful Respondent or delivery of the cremated remains to a family member or other responsible party.

Response: Charter Funerals will inter remains at Mount Washington Cemetery located at 614 South Brookside Ave, Independence, MO 64053 in Jackson County, MO.

4.4.4b In terms of cremation, casket selection, embalming, site selection and placing of a grave marker when required by statute, standards set forth by law will be the primary guiding factor. Jackson County follows the State of Missouri Statutes and does not require embalming unless there is a health hazard and then at the election of the Successful Respondent or the direction of an appropriate Federal, State or County Health Official a

burial will be required. In terms of burial, Successful Respondent must provide a casket, dig the grave, transport the deceased to the grave, bury the casket and place a marker on the grave, meeting the minimum standards of the cemetery with all current personal information as provided by the Medical Examiner's Office.

Response: Charter Funerals agrees.

4.4.5 Prior to the Award of the Contract, the Successful Respondent will provide a criminal history/background check to the County of all employees that will be working for the Successful Respondent on this Contract. After the Contract has been awarded, any new hires or replacement personnel will be required to have a criminal history/background check prior to working on this Contract. The County reserves the right to reject any of the Successful Respondent's personnel that do not pass the criminal history/background check. Successful Respondent will be responsible for all expenses regarding the criminal history/background checks.

Response: Charter Funerals agrees.

4.4.6 Successful Respondent must provide to the County verification of the burial and location of grave site or cremation remains within fortyeight (48) hours after the burial/cremation.

Response: Charter Funerals agrees.

4.5 Miscellaneous

Regarding sections in 4.5 and 4.6

Response: Charter Funerals agrees to all these conditions.