

Dear City of Austin Cemetery Advocate,

Please find attached the draft Cemetery Scope of Work (SOW), which is one required section of the soon to be released Request for Proposal (RFP) for management and operations of the City's cemeteries. The purpose of this SOW is to convey the City's minimum requirements for Cemetery Sales and Administration, Cemetery Operations, and Interment and Burial Services. The City will structure the RFP so that Proposers may submit a proposal (a plan) for all or part of the service components. Consistent with the City's procurement practices, all proposals submitted in response to the upcoming Cemetery RFP must describe "how" the Proposer will meet the City's minimum requirements. This gives the City the flexibility to review, evaluate, compare and consider the best proposal for Austin cemeteries.

This SOW was developed using input from the numerous public input sessions including quarterly cemetery meetings, the cemetery work group organized by board members of the Parks and Recreation Board, and national and regional cemetery operating standards, all in an effort to develop a comprehensive scope of work that addresses issues and concerns of the community and requirements of the City. The Parks and Recreation Department (PARD) is committed to ensuring that all questions and concerns raised by the public have been considered in preparing the requirements in this SOW. Refer to the appended Cemetery Working Group matrix that defines where in the SOW the corresponding public concerns and/or request has been incorporated. There are matrix items that are not addressed through this RFP effort and these issues will be addressed in the upcoming Municipal Cemeteries Master Plan or other existing processes.

Although PARD is responsible for developing the SOW, the City's Corporate Purchasing Office is responsible for managing the formal solicitation, proposal review and acquisition process. The process begins with advertising and closing of the solicitation, proposal evaluation, contract negotiation through award, and execution of a contract. PARD chose the RFP method as the best approach for competing the components of the City's municipal operations. It allows Proposers to present their experience, capabilities, service delivery approach, and related costs for all or part of municipal cemetery operations. Also included is the draft Pricing Proposal Form attached as Exhibit A. The Pricing Proposal Form requires the Proposer to itemize the costs for each service component.

The SOW is the tool used to present the City's minimum requirements. The executed contract will be the tool to define minimum operating standards and corresponding performance measures.

The public is invited to a meeting on December 11, 2012 at the Zilker Botanical Garden to provide input on the draft SOW and recommended evaluation criteria. Following this meeting, PARD will finalize the SOW and proceed with the RFP process and schedule as guided by the Purchasing Office:

December 4, 2012	Post Draft Scope of Work on PARD/Cemetery Website
December 11, 2012	Host Cemetery Stakeholder Meeting for Additional Comment
December 14, 2012	Post Final Draft SOW on Parks and Recreation Board (PARB) Agenda
December 18, 2012	PARB Action: Recommendation regarding Cemetery Draft SOW
December 20, 2012	Submit Draft SOW to Purchasing Office to draft RFP Solicitation
January 14, 2013	Advertise RFP and begin solicitation process

Request for Proposals Management, Operations and Maintenance Of Austin Cemeteries

INTRODUCTION

The purpose of this solicitation is for the City of Austin ("City"), through its Parks and Recreation Department, to identify a range of qualified cemetery management and operations firms to consider contracting with to perform one or all aspects of cemetery management. Interested firms who demonstrate relevant experience, sufficient business resources, and infrastructure capacity necessary for maintaining all City-owned cemetery properties as valuable public assets will be considered. This is a performance-based contract for which the contractor will be reimbursed for services rendered on behalf of the City. The City is seeking proposals for a contract with an initial term of five (5) years, with two (2) five (5) year options.

The City has operated cemeteries since receiving Oakwood Cemetery from the State of Texas in 1856. At that time, the Public Works Department provided cemetery oversight. After consolidation of the Urban Transportation Department and the Public Works Department in 1987, cemetery oversight was transferred to the Parks and Recreation Department. The Parks and Recreation Department provided cemetery maintenance and operations from 1987 until 1990, when the services were outsourced to a local contractor. The current cemetery contract will end in 2013.

The City owns 5 (five) distinct cemetery properties highlighted below:

Property Name	Location	Date Established	Total Acres	Average Burials Per Year
Oakwood Cemetery*	1601 Navasota Street	1839	40	40
Oakwood Annex Cemetery*	1600 Comal	1914	22	20
Evergreen Cemetery	3304 East 12 th Street	1928	30	100
Austin Memorial Park	2800 Hancock Drive	1941	85	320
Plummers Cemetery*	1204 Springdale	1957	8	Occasional

* Burial sales are essentially inactive.

OBJECTIVES FOR CEMETERY MANAGEMENT

- A. Ensure all five of the City cemeteries are treated with equal care and each is a well-maintained, dedicated burial place. Each cemetery should be a place where the Austin community feels welcome to visit and gather, to respectfully celebrate life, to make connections with family, friends and predecessors, and to celebrate culture and history.
- B. Ensure accessible and quality cemetery buildings and infrastructure for the visiting public and interment of the deceased in compliance with all applicable statutes, ordinances, rules and regulations.
- C. Ensure cemetery grounds, landscaped areas, and natural elements are well maintained, utilizing applicable industry standards and best practices in landscaping that promotes optimally healthy

turf, trees, and plant life, and such activities are conducted in a safe, clean and environmentally friendly manner.

- D. Ensure and coordinate daily operations in an efficient and professional manner that results in quality service delivery, protects public safety, minimizes adverse impact or destruction to public and private property, and are conducted in a manner that minimally distracts from the cemetery serving as a respectful place of remembrance.
- E. Ensure proper administrative and operational policies and procedures are established to achieve and maintain:
 - professional and operational efficiency;
 - personnel management and volunteer coordination;
 - quality customer service and timely complaints resolution;
 - thorough and accurate records management and retention, including recordation and maintenance of interment records;
 - effective business and accounts management; and
 - optimum safety and risk management standards.
- F. Ensure best practices in maintaining the public's trust, including a high standard of ethical, equitable and non-discriminatory practices, as well as implementing reasonable practices that ensure public access to facilities and transparency in public information and business communications. Providing excellent service to customers in a respectful and consistent manner.

CITY RESPONSIBILITIES

The City of Austin Parks and Recreation Department is slated to begin a cemetery master planning process and capital improvements as a result of the 2012 municipal bond election. As a result, Proposer may be asked to accommodate infrastructure and building improvements. Further, existing buildings may be re-purposed to accommodate new uses as identified in the master planning process.

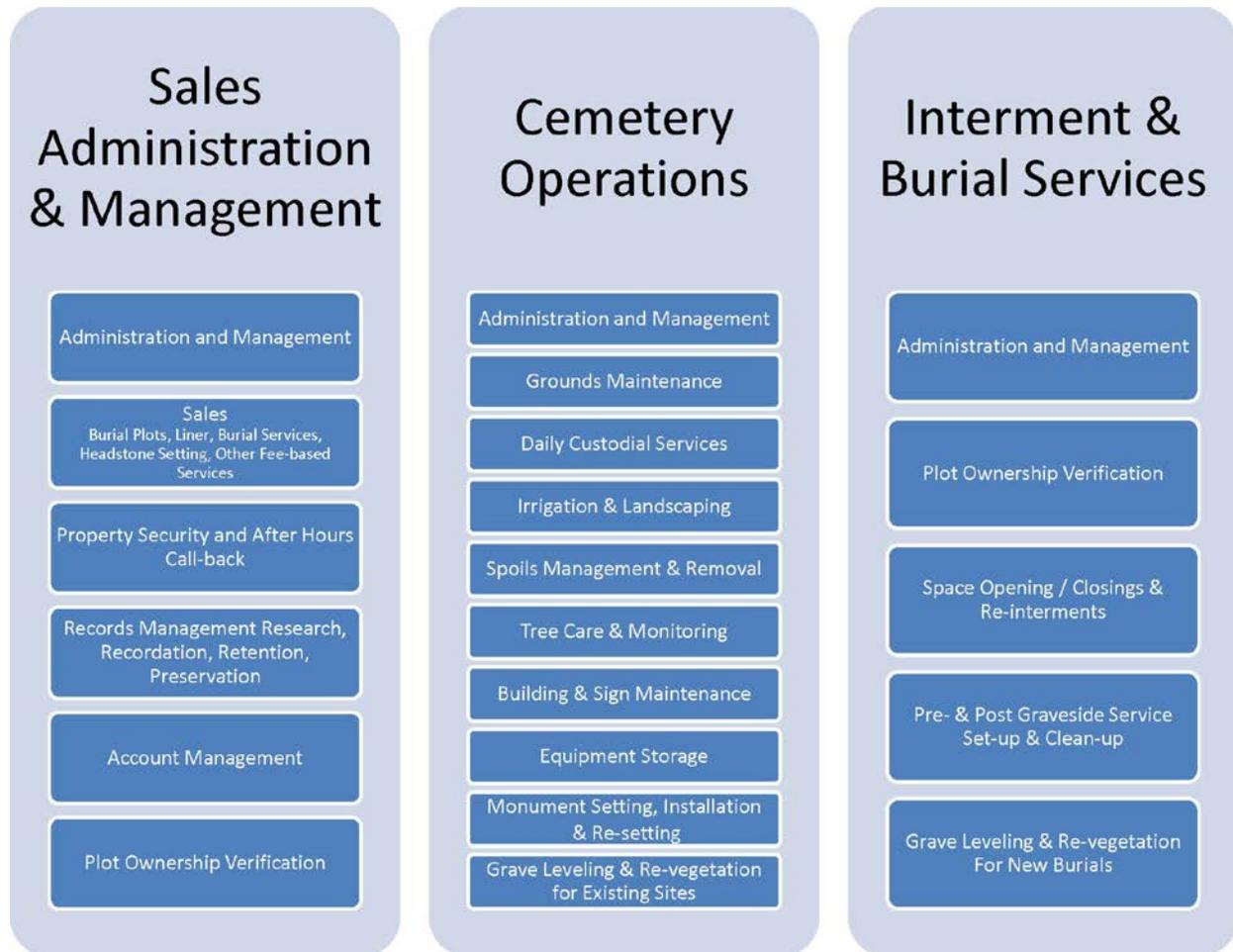
The City will designate a Contract Manager to be responsible for exercising oversight and direction of Contractor's efforts as defined in the Scope of Work. The City's Contract Manager will represent the interests of the City in resolving any and all issues that may arise incidental to and during the execution of the Agreement. Specifically, the Contract Manager shall require regular communication with the Proposer through site visits, conference calls, meetings, and regular operational reports. Contract Manager will promptly review any written reports submitted by the Proposer, and is responsible for approval of all invoices for payment. The Contract Manager will give the Proposer regular and timely feedback on the acceptability of work, progress, deliverables and reports.

The City's Contract Compliance Unit will ensure the City receives conforming goods and services in accordance with the contract. Compliance staff will monitor all aspects on the contract from funding, term, options, reporting, deliverables, performance, on-site visits, claims, disputes, amendments, renewals, and closeout activities.

Other City responsibilities include annual facilities and grounds condition assessments, submitting capital planning and improvement funding recommendations, City Code, safety and environmental site review and compliance visits. The City is responsible for new major infrastructure developments to include roadway development

GENERAL DESCRIPTION OF CEMETERY SERVICES

This section includes a general description of each operational area. Austin municipal cemetery operations consist of three major components: Sales, Operations, and Burial Services. While all areas are interrelated, they are also self-contained. Each operational area may operate independently therefore, the Proposer may choose to submit a response for one or more of the operational areas, which are highlighted below and discussed in further detail in the Scope of Work section of this document.



Sales Administration & Management

As a Proposer for this operational area, you will be required to provide a variety of sales administration, marketing and related management services.

Administration and Management: Perform a variety of general administrative, management and supervisory duties, including operational planning, budgeting, developing and enforcing operational policies and procedures.

Proposer shall provide all personnel, equipment, tools, supplies, supervision and services necessary to ensure sales, administration and management of the cemeteries are provided in a manner that supports and reflects best practices and industry standards.

Sales and Marketing: Proposer shall sell cemetery services, property and merchandise in accordance with established sales objectives and procedures. The sales function includes, but may not be limited to, the sale of spaces, concrete grave liners, headstone setting and re-setting. Sales are both at the time of need and preneed for cemetery sales. Funding mechanisms for prearrangements include cash sales, installment sales, trusts and insurance contracts.

Cemetery Operations

A Proposer for this operational area shall provide high quality maintenance to all five Austin cemetery properties.

Grounds Maintenance activities include, but are not limited to, complete grounds maintenance, landscaping, tree trimming/planting/removal; mowing and landscaping; pest control; re-vegetation; grave leveling; spoils management; raising, setting and aligning headstones; cleaning headstones; maintenance of hardscapes including pathways, drives, curbs and parking areas; trash removal; maintenance of existing fencing, railing, benches, flag poles, signage, monuments or statues; maintenance of irrigation systems, drainage and special features; property security, access and after hours call-back; monument delivery acceptance, setting, installation, re-setting; and routine reporting in a manner that reflects best practices and industry standards.

Facilities Maintenance activities include the maintenance and repair of all built facilities, including but not limited to: preventive maintenance activities; pest control services; painting; graffiti removal; building, storage, signage, lighting plumbing and electrical maintenance and equipment repairs; property security and alarm system maintenance; janitorial and custodial services that include collection and disposal of refuse and recyclable materials.

Other services include, but are not limited to: trimming; edging; fertilization and aeration; removal of leaves, debris and trash of turf and grounds; sweeping or blowing clean roads and sidewalks; plant and tree care; snow and ice removal when applicable; grave leveling; and monument setting and leveling.

Proposer shall provide all personnel, equipment, tools, supplies, supervision and services necessary to ensure clean and manicured premises are maintained in a manner that is eco-friendly, prevents damage to existing property, and supports and achieves healthy grass, trees, shrubs, and plant life.

Interments & Burial Services

A Proposer for this operational area shall conduct interments and burial services. This consists of space openings and closings, gravesite/funeral site set-up and removal, grave-liner installation, spoils removal, and other associated services which include, but are not limited to, space ownership and heirship verification, grave leveling and ground vegetation, reporting, documentation of interments, re-interments, and disinterments per regulating requirements.

Proposer shall provide all personnel, equipment, tools, supplies, supervision and services necessary to ensure services are provided in a manner that supports and reflects best practices and industry standards.

Scope of Work

I. SALES ADMINISTRATION & MANAGEMENT

A. Administration and Management

Staffing: Proposer shall maintain at least one full time administrator on-site at Austin Memorial Park and Oakwood Cemeteries during business days and hours of operation. Proposer agrees to employ skilled and competent workers in the performance of a resulting awarded contract. Proposer may adjust and/or rotate personnel among locations to accommodate customer service demands. Proposer will ensure ability to communicate and serve Spanish-speaking customers, and shall provide reasonable accommodations for persons with disabilities.

Personnel Management – Credentialing, Training, Conduct Standards, and Policies & Procedures: Proposer, personnel, and subcontractors shall adhere at a minimum to the following standards of dress and conduct while on duty at any of the City of Austin cemeteries.

1. Personnel attire shall include a visible name tag and a standard uniform that includes official company logo or patch.
2. Be fully clothed at all times, to include long slacks or pants and shirt, buttoned up from neck to waist, or company t-shirt. Clothing shall be clean each day. Any dirty uniforms should be cemetery work-related that day. Tank tops as outer garments are prohibited. Shoes/boots will have no holes or loose soles. Steel-toed shoes will be required in accordance with Occupational Safety and Health Administration (OSHA) requirements. Proposer, its employees and subcontractors shall maintain personal hygiene.
3. Shall not engage in loud or boisterous behavior or use profane or abusive language on-site. Shall show proper reverence, if working, during burial services.
4. Shall not eat or drink beverages except water or non-alcoholic drinks while on duty. The possession or consumption of alcohol and/or illicit drugs is strictly prohibited.
5. Shall not lean, sit or stand on or against headstones or monuments. No tools, equipment or other items will be placed on headstones or monuments.
6. All cemetery properties are designated as NO SMOKING.

Proposer shall be responsible for maintaining satisfactory standards of personnel conduct and work performance and shall administer disciplinary action up to and including employee termination, as required. Proposer shall also be responsible for training and will adhere to standard safety precautions for its employees performing work under the awarded contract. OSHA standards shall be observed in all work performed. Appropriate safety equipment shall be furnished by the Proposer and equipment used shall follow manufacturer recommendations and OSHA standards, including but not limited to use of hard hats, safety shoes, safety glasses, and hearing protection devices.

Proposer shall provide on-site employee supervision. The supervisor shall be knowledgeable and able to effectively communicate minimum contract requirements to the public.

Proposer shall employ a full-time grounds maintenance crew consisting of a sufficient number of employees to comply with the terms of the resulting contract. Cemetery staff shall, at all times, wear visible identification and appropriate attire for the work being performed.

Emergency Management Procedures: Proposer is responsible for and shall implement an Emergency Management Plan that, at a minimum, includes:

- Executive Summary: Purpose of plan, authorities and responsibilities of key personnel, types of emergencies that could occur (capabilities and vulnerabilities), managing response operations, schedule and budget.
- Emergency Management Elements: Direction and control, communications, life safety, property protection, community outreach, recovery and restoration, administration and logistics.
- Emergency Response Elements: Warning employees and customers, communication with personnel and community responders, conduction and evacuation/accounting for all persons, managing response activities, fighting fires, shutting down operations, protecting vital records and restoring operations, and activating police and Emergency Management Services.
- Support Documents: Emergency call lists, building and site maps, and resource lists.

Routine and Special Reports: Proposer shall prepare and submit to the City periodic progress reports of the operation with respect to receipts, disbursements, space sales, space inventory, interments, repairs, capital improvements, safety and environmental events. The reports shall be submitted as frequently and in such detail as required or as the City may reasonably request. Proposer shall submit such reports on a quarterly and annual basis.

Annual Audit and Reviews: Proposer will secure and supply the City with a certified independent financial and program/contract audit annually. Proposer shall make all records pertaining to a resulting contract available for review or audit as requested with reasonable notice by the City.

Financial Monitoring: During normal business hours and upon reasonable prior notice, Proposer shall provide the City and its auditor's access to records to ensure Proposer's compliance and perform required audits of public dollars, services and contractual responsibilities.

B. Business Days and Hours of Operation

The Proposer will maintain standard business hours of operation at Austin Memorial Park and Oakwood. The Austin Memorial Park office is open Monday through Saturday, 8:00 a.m. to 4:30 p.m. The Oakwood office is open Monday through Friday, 8:00 a.m. to 11:00 a.m. and from 1:30 p.m. to 4:30 p.m. The cemetery offices and sites are closed and no funerals are conducted on Sundays or on Thanksgiving, Christmas Day, New Year's Day, and July 4th.

Cemetery gates are to be opened at 8 a.m. and locked at 7 p.m. each day during daylight savings time. During Central Standard Time, gates will be opened at 8 a.m. and locked at 6 p.m. The gates are open 365 days a year for visitation. Any changes in standard hours of operation are subject to City approval and notice to the public. Proposer shall have staff tour the grounds to ensure that all citizens are off the premises before entrance gates are locked. Hours of operation are subject to review and change by the City.

C. Sales

Proposer shall manage and operate an office at Austin Memorial Park for the sale of burial spaces to the general public and funeral homes representing the public. Proposer shall not

discriminate in any form or fashion in the sale of burial spaces. Proposer shall be responsible for showing cemetery properties and spaces available for sale to interested parties and complete all administrative tasks and financial transactions associated with space sales and burial services. Proposer shall collect, record, remit and report all sales, receipts, funds, time sales and refunds into account(s) and in reports as prescribed by the City.

The City is committed to a pricing policy that maintains a competitive and reasonable pricing structure approved by City Council while providing affordable access to cemetery spaces and services to the public. Approved fees are valid for the period of October 1 through September 30 of the City's fiscal year. All service, sales and other fees associated with municipal cemeteries are subject to approval by the City Council. Proposer shall not modify, waive, forgive, or defer collection of fees owed to the City.

Fees and Collections: For insufficient fund checks, Proposer shall only be required to deposit the check one additional time. Proposer shall submit to the Contract Manager, all documentation of non-payment and evidence of the Proposer's reasonable attempt to collect in full. Proposer shall not execute a deed to the customer until Proposer receives full payment for the cemetery space. No grave can be dug or body buried without a deed of ownership or the approval and consent of the City.

Proposer shall make available for sale grave liners to funeral homes and the general public for the price set in the established City cemetery fee schedule.

Customer Sales and Information Packet: Standard customer sales and information packets shall include, at a minimum: a copy of the cemetery map, Cemetery Rules & Regulations signed by the customer, signed purchase documents, Installment Sales Contract (if required), Customer and Family Contact Information Sheet, Customer Request Form, Customer Complaint Form and current Austin City Council approved Cemetery Fee Schedule. The City will provide Proposer with revised rules and regulations from time to time indicating an effective date the amended rules are to be enforced.

D. Use of Cemetery Facilities

Proposer employees shall park privately owned vehicles in designated parking places (TBD). The City is not responsible for any damage or loss to Proposer's equipment, tools and supplies stored on City premises. Proposer shall inspect and maintain equipment in safe operating condition. Proposer shall comply with all federal, state, city, and county laws and regulations regarding the use of personal protective equipment for personnel and subcontractors. Proposer shall be responsible for maintaining fire extinguishers and safety equipment. Proposer shall be responsible for delivering and removing all equipment and supplies not approved for on-site storage on a daily basis. Placement and limited storage of equipment authorized by the City is only allowed at Austin Memorial Park in the areas and buildings designated (TBD).

Proposer shall be responsible for the safe storage and use of all chemicals, pesticides, herbicides, cleaning solutions needed in the performance of the scoped services in accordance with manufacturer recommendations. Material Safety Data Sheets (MSDS) are required for all chemicals, pesticides, herbicides and cleaning solutions, with copies stored in the maintenance area.

E. Records Management

All burial and space ownership records shall be maintained daily by the Proposer.

Proposer shall prepare, maintain and preserve sufficient, complete and accurate books, records files, and accounts of each operational area — maintained separate from other Proposer records. Such records shall include, but are not limited to, business, financial, burial and all related activities and transactions in the performance of the awarded contract. Records shall be accessible to the extent necessary for reporting on the operation of the cemeteries and enable the City to verify data with respect to any aspect of the operation in which the City has a material interest under this contract.

Proposer shall maintain current record book(s) and a map(s) of each cemetery. Proposer will maintain all burial and space ownership records that include: records of the purchaser's name, date of birth, address and contact information, and at least two next-of-kin; the date remains are received; the dates the remains are interred; the name and age of the person interred if these facts can be conveniently located; the name of the owner of the cemetery space; name of the portion of land, block numbers, all or part of a lot, or space for a single interment and all other records pertaining to burials as required; and shall comply with all applicable, state laws, City policies and procedure, and any other federal, state or local government regulations including the City of Austin Local Government Records Control Schedule for Cemetery Unit, approved and adopted 5/18/09 by the Texas State Library Commission.

Proposer shall record a deed of sale for each burial space sold with the Travis County Clerk's Office, and maintain corresponding property ownership contact information. Recording fees shall be included in the purchase price of the burial space.

Proposer will utilize existing records as needed as a reference to all prior transactions and contractual obligations, while concurrently implementing an automated cemetery records management system for all burial and financial transactions moving forward.

Proposer will support the City's efforts in the mapping for the cemeteries to be reconstructed from various records, maps and field review. Cemetery sales and interment records will be converted from both paper and electronic formats and moved into a new map-based Cemetery Records Management system.

Proposer shall work with the City in the future to develop and implement an integrated computer-based cemetery management information system to automate and make available to the public cemetery space ownership, location of burials, and available space inventory information. Proposer shall make records available to the public as required by law.

Proposer will support the conversion of all cemetery sales and interment records to a map based cemetery records management system. Once implemented, the City intends on bringing the data to the City website for web-based public access.

F. Rules and Regulations Monitoring and Enforcement

Proposer shall post and distribute copies of the adopted City of Austin Cemetery Rules and Regulations at Austin Memorial Park and Oakwood Cemeteries for the public. Proposer shall enforce cemetery rules and regulations.

G. Time Sales, Account Management, Payment & Collections

A customer purchasing a burial space may enter into a financing contract with the City whereby the City agrees to sell to the customer and customer agrees to purchase from the City, real

property situated in the County of Travis and State of Texas for purposes of interment. The customer shall pay the City the purchase price for the property, payable as agreed upon by both parties until the full amount of the purchase price has been paid for a period no longer than one (1) year. There is no penalty for prepayment of the balance.

H. Complaints Resolution & Management

Proposer shall log and respond to requests from citizens with regard to attention or services beyond those provided on a routine basis. Proposer is responsible for providing customers a process to communicate needs, concerns and complaints. Proposer shall maintain a website, company email address, onsite comment cards, a citizen request box accessible after hours, and business phone number(s) to facilitate customer service and timely communication.

Proposer shall post a City-approved public notification sign in a conspicuous place in each business office on how to file a complaint and request assistance.

Proposer shall establish a customer complaint resolutions protocol. Proposer shall respond to non-emergency public complaints within 24- to 48-hours of receipt. Response shall include steps to be taken and timeline for resolution, or an explanation why a resolution cannot be provided.

Proposer shall manage, monitor and resolve all complaints received from the City's 311 customer service request system, and submit a monthly report on the status and resolution of all 311 requests. For complaints of concerns received outside of the City's 311 line, Proposer shall assign an individual tracking number, status and resolution of each case in the same monthly report identified above. The City reserves the right to amend, replace or substitute the 311 system.

I. Marketing Plan & Implementation

Proposer shall develop, implement and manage a marketing plan for the sale of cemetery spaces and other related products and services. Proposer's marketing plan shall include at a minimum: 1) market research; 2) positioning statement; 3) offerings to customers; 4) established fee schedule; 5) budget; 6) sales strategy; 7) service strategy; 8) promotions strategy; 9) web-based marketing strategy; and 10) implementation and schedule analysis.

J. Monument, Marker & Headstone Coordination

Monuments are authorized to be accepted upon receipt of full payment, and coordination will be made with Operations for the storage and installation of monuments and headstones.

K. Cemetery Master Planning

Proposer shall work cooperatively with the City in its future master planning process.

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II. CEMETERY OPERATIONS

A. Administration and Management

A Proposer for this operational area will adhere to the administration and management functions described in (A) of the Sales Administration and Management section.

B. Monument, Marker and Headstone Installation

Monuments, headstones and markers are to be installed within seven (7) days of notification by Sales Coordinator or Contract Manager.

Proposer is responsible for monument installation, including site designation and layout, as well as leveling or straightening markers or memorials that endanger the public health, safety, comfort or welfare.

The operations standards for headstone memorials and markers include all actions from the processing of the initial request through the order, manufacture, delivery of the headstone or marker, to the ongoing maintenance of the headstone/marker. Headstones shall be handled in a manner that prevents damage.

Proposer shall ensure that upright headstones in active burial sections are horizontally and vertically aligned so that inscriptions are visible and installed to ensure a pleasing top line while compensating for ground contours.

Flat markers that are installed shall be uniform in height (parallel with the ground and no more than 1 inch above grade) and horizontally and vertically aligned.

Maintaining Headstones and Markers: Proposer shall ensure that headstones and markers are clean, free of debris and objectionable accumulations. Proper height and alignment of each headstone and marker shall be maintained.

Proposer shall at a minimum, in January and June of each year, conduct an assessment of monuments to identify those that pose a public safety concern. Following this assessment, the City and Proposer will develop a plan to address any issue identified with the monuments, including responsibility for repairs, funding and schedule.

C. Grounds Maintenance

Grounds shall be aesthetically pleasing and consistent equally throughout all of the cemeteries, affording the City to fulfill its public service commitment. Grounds maintenance includes the actions for the initial establishment of turf on a gravesite and the perpetual maintenance of existing gravesites, common areas, administration buildings, and other areas.

Overall, turf should be healthy, trees and shrubs should be properly maintained, roadways, curbs, and walkways should be edged and have appropriate drainage. Grounds care requires regular and consistent maintenance procedures. With the exception of Plummers Cemetery, the boundaries of the cemeteries are fenced. Proposer is responsible for grounds maintenance within the boundaries of the cemetery as well as to the edge of the street (including from the exterior of the fence to the street curbside). Proposer is responsible for maintaining the cemetery grounds to the extent necessary to protect public health, safety, comfort, and welfare

as well as mitigate loss and liability to the City. The Contractor will train crew members to respect not only the solemn dignity of the cemetery, but will also train all employees concerning the provisions of this agreement and the need to prevent damage to tombs, stones, and monuments.

D. Utilities

All utility expenses including water, electrical, gas, sewer and waste disposal to operate all cemeteries will be borne by the Proposer.

E. Levels of Maintenance

To establish maintenance priorities, areas of the cemetery are described in the order of those areas with the greatest visual impact to customers and visitors of the cemeteries. This order of priority is not to be interpreted by the Proposer to mean the medium and low visual impact areas are to be neglected in maintenance. The levels described here are consistent with the National Cemetery Administration Standards.¹

Visually Prominent Areas

- Interment areas
- Public information and administration buildings
- Visitor entrance to the administration building
- Entrance gate
- Restroom Facilities
- Areas adjacent to the main entrance road
- Primary roads and routes to the committal service shelters
- Turf, trees and planting areas adjacent to flagpole/assembly area
- Memorial walkways/Monuments
- Other buildings in prominent locations

Medium Visual Impact Areas

- Non-burial areas adjacent to secondary roads
- Areas adjacent to the maintenance building and yard
- Areas adjoining the memorial path

Low Visual Impact Areas

- Non-use areas
- Areas viewed within 175 feet from primary roads

F. Irrigation

Proposer shall schedule irrigation for all irrigated areas weekly and supplement with additional watering to prevent loss of plant material when necessary. Austin Memorial Park, Evergreen, Oakwood and Oakwood Annex cemeteries have either automatic systems or semi-automatic and manual systems. Oakwood Cemetery irrigation system is non-functioning, and Proposer shall implement irrigation per the needs of the vegetation as to always ensure healthy growth.

When necessary and notified by the Contract Manager, Proposer shall provide supplemental tree watering as per the requirements established by the City's Forestry Unit. Proposer shall

¹ National Cemetery Standards: Operations Standards and Maintenance. National Shrine Committee. Version 3.1, October 2007

comply with water conservation requirements as published by the City through the Water Conservation Department.

Proposer shall maintain the irrigation system in working condition for the duration of the contract period, normal wear and tear excepted. Annually the Proposer shall provide a status report of the condition of the irrigation systems and a list of repairs and improvements necessary to maintain the system in a reasonable operating condition.

Watering by the Public: The public may hand water individual plots to supplement the watering done by the Proposer. Watering done by the public does not replace or reduce the Proposer's responsibility to irrigate.

G. Irrigation System Maintenance

The Proposer will maintain the functional capability of the cemetery irrigation systems. Repair of sprinkler heads, valves and other irrigation system equipment is the responsibility of the Proposer.

H. Clearing Live Vegetation

All small trees (2-inch caliper or less), overgrown shrubs, and other plants growing near headstones, curbs, or other objects that could be damaged by these elements shall be removed. Undesirable vegetation in or near headstones, curbs, fence lines, and other objects shall be cleared as needed but no less than quarterly, by chemical or mechanical means. Safety hazards shall be immediately corrected.

Removal of trees that are 3 inches or greater requires prior approval in accordance with the City's tree preservation statues and the City's Rules and Regulations.

I. Insect Control

Proposer shall inspect for insect problems every 1-2 weeks, and apply corrective posture in the application of pesticides. Proposer shall always treat for damaging and heavy insect infestations in accordance with the Parks and Recreation Department Integrated Pest Management Plan.

J. Daily Custodial Services

Proposer shall provide daily janitorial and custodial service for facilities. Proposer shall employ or subcontract for staff whose function shall be daily in-house tasks related to routine and emergency cleanups, room or facilities preparation, minor repairs and other routine function associated with building operations.

Proposer shall clean and sanitize restrooms daily unless demand dictates a higher frequency. Proposer shall provide contact information in the restrooms to allow citizens to alert the Proposer when the restrooms are in need of attention. Care shall be furnished for all cemetery buildings owned by the City of Austin. Care is to be understood as the maintenance of buildings and grounds required to preserve the pleasing appearance of the cemeteries.

K. Building, Fencing & Signage

Initial Conditions Assessment: The Proposer will conduct a condition assessment for compliance with all federal, state and local codes of all properties (public and non-public, as identified below) and prioritize repairs to be made within ninety (90) days of contract execution, with written and photographic evidence of condition. Such report shall be submitted to the City for

review and concurrence. Initial needs identified with a value of \$5,000 or less will be completed within 24 months of the contract execution at Proposer's expense. Items greater than \$5,000 will be submitted to Contract Manager.

Maintenance: All buildings visited by the public will be maintained. Proposer will be responsible to keep the buildings clean and free of debris that may inhibit movement of the public through the buildings. Routine inspections of plumbing, HVAC, and structural components of the building will be conducted by the Proposer on an annual basis, and submitted to the Contract Manager no later than September 30th of each year. The City maintains the right to review inspection reports ensuring compliance by the Proposer.

Non-public buildings and storage facilities shall be maintained by the Proposer to ensure no damage to the structural integrity of the building.

Proposer shall routinely inspect all cemetery buildings and structures using an industry standard maintenance checklist. Repairs are to be completed by Proposer within the City's corrective repair requirements. Proposer shall notify the City of any broken or deteriorated conditions within three (3) business days.

Storage in these buildings will comply with all federal, state and local codes and ordinances.

Proposer at a minimum shall ensure fences, walls, and gates are repaired, replaced and maintained in good functional order. Proposer shall provide sidewalk repair. Proposer shall enforce placement of benches as approved by the City and consistent with City's Cemetery Rules and Regulations. City will provide property, street and section signs as City determines necessary. Proposer shall install, maintain and repair all signs.

City will provide street and section signs to assist the public in locating gravesites. Proposer shall maintain all signs and repair damaged signs.

Proposer is responsible for repairing or replacing any property damaged by the Proposer and any sub-proposers, if applicable.

Historic Buildings: Proposer shall be advised that all buildings located within City of Austin cemeteries are historic and some buildings may hold official historic designations. While it is not expected that Proposer will manage major capital improvements, Proposer must be advised that any improvements that result in an exterior change to any building on cemetery land must be approved by the Parks and Recreation Department to ensure that all exterior changes are appropriate and properly permitted.

L. Hardscape Maintenance – Roads, Sidewalks

Proposer shall maintain all hardscape and provide routine pothole and minor road and walkway repairs for all cemeteries. Minor road and walkway repair is defined as repairs less than \$5,000 per individual repair.

M. Trash and Debris Management

Proposer shall collect and promptly remove all trash and refuse on a daily basis and coordinate weekly collection. Proposer shall collect and dispose of brush, limbs and other turf debris on a monthly basis.

N. Turf Care

Turf care includes all labor, materials, superintendence, machinery, insurance, equipment, supplies, tools, incidentals and services to maintain in superior condition all areas in the developed sections of the municipal cemeteries. The activities are to include but are not limited to mowing, edging, fertilizing, weed and pest control, irrigating, and planting grass and vegetation as required. At a minimum, maintenance standards which call for mowing and trimming will be to keep the grounds in an aesthetically pleasant and safe condition. Such mowing and trimming shall be accomplished on an average 7-14 day cycle adjusted for seasonal demands. Line trim every cycle. Turf aeration shall be conducted twice per year in all areas.

Proposer shall reseed or sod over non-shaded bare spots in late spring and fall. Approved grasses include hulled Bermuda 3 lbs. per 1,000 sq. ft. and 6 lbs. winter rye per 1,000 sq. ft. in fall. Visually prominent areas shall have a well-established, healthy stand of turf that is generally weed-free, free of bare areas, and maintained for the region according to the Cemetery Grounds Maintenance Plan.

The turf planted by the Proposer and/or the Proposer's subcontractor shall be compatible with the geographic region, drought resistant and free of debris, (i.e., leaves, fallen branches and trash/litter). Visually prominent areas shall be kept cleared of debris as needed or at a minimum weekly. Turf damage due to grounds maintenance tasks shall be identified and corrective action initiated by close of business the same day.

O. Turf Maintenance

Turf maintenance activities shall not detract from the overall function of the cemetery. Proposer is responsible for mowing, edging and trimming all grass within the cemetery. All areas where grounds maintenance activities have been conducted are neat, clean, and free of debris and equipment at the end of the workday. Necessary personal protective equipment and safety measures shall be adhered to at all times during grounds maintenance operations. Turf in visually prominent areas is maintained within 1 inch above the range of that which is professionally recommended for that type of turf and region. Turf surrounding a headstone or marker is trimmed to its recommended height of 2½ inches to 3 inches. There shall be no signs of "grass burns" caused by mowers. There shall be no signs of turf being "scalped" by string trimmers. Proposer's employees shall prevent trimmer lines from coming into contact with the stones, tombs, and monuments. Any damage other than pre-existing is the responsibility of the Proposer.

All un-mowed grass around headstones, monuments, markers, and other vertical surfaces and structures shall be trimmed. When trimming near stones, tombs, and monuments, Proposer is responsible for ensuring that the rotation of the string causes the grass to be thrown back towards the operator. This will assist in preventing any objects thrown by the trimmer, such as rocks, sticks, etc., from being thrown toward fragile monuments, thereby minimizing the potential for accidental damage.

All streets, curbs, walkways, tree wells and shrub beds shall be edged inside and outside cemetery grounds. Damage to asphalt/concrete shall be avoided. Debris from edging shall be removed from the site on the same day.

Walkways and roads shall be cleared of grass clippings and leaves after mowing, weed-eating, edging, and trimming.

Standard: Turf shall be cut to maintain heights between 2½ inches and 3 inches. Mowing will be inspected by the Contract Manager or designee. No mower will be operated within 12 inches of any marker, monument, headstone, footstone, or other memorial. All turf between these markers and mown areas must be trimmed using a filament line trimmer equipped with line no heavier than 0.08-inch.

P. Equipment

Proposer shall acquire and own all equipment and portable structures necessary for the performance of this Statement of Work (SOW). Proposer will be responsible for the maintenance and replacement of any equipment. City may grant Proposer the right to store certain equipment on site that is exclusively used for the performance of responsibilities tied to cemetery operations.

Riding mowers may be used provided they are not operated within 12 inches of headstones, markers, monuments, tree trunks or other vertical surfaces. Commercial power trimmers and power edgers shall be used to trim grass from around headstones, monuments, markers, etc. Cutting blades on mowing and trimming equipment must be sharpened so that grass tips are properly cut, not torn or damaged. Cutting heights of all mowing equipment shall be set according to heights specified in in this SOW. The height of grass is what is measured to get correct cutting height.

Fuel Management: Proposer shall adhere to all state and federal laws that apply to storage of fuel, to include proper storage containers and inspection from Austin Fire Department. Proposer shall store no more than 50 gallons of fuel on a temporary basis.

Q. Aerification/De-Thatching

Proposer shall aerate non-burial areas once a year. To prevent the germination of weeds, aerification should not be performed during the spring months. Aerification shall be a minimum of a 3-inch core plug extracted at not less than 6-inch square spacing. Aerification shall not cause damage to surrounding vegetation or structures to include but not limited to sprinkler heads, vases, valve boxes, control markers, etc.

R. Fertilization and Weed Control

Proposer shall be responsible for maintaining the turf area of the cemetery and the immediate area surrounding the cemetery in a healthy, visually pleasing condition with proper application of fertilizers and herbicides to control weeds and insect pests, in accordance with the Parks and Recreation Department Integrated Pest Management Plan.

Proposer shall adhere to all state and federal laws that apply to spraying herbicide and pesticides. All applicators shall be licensed and all records will be transmitted to Parks and Recreation Department staff on a semi-annual schedule.

Fertilizer Application: Proposer shall have soil tested before applying fertilizer. A copy of the soil test results shall be provided to the Contract Manager for approval prior to the fertilizer purchase. Proposer shall provide and apply fertilizer in the spring and/or fall according to the annual soil test. Documentation of compliance with the soil test application rate shall be provided to the Contract Manager within five (5) working days of fertilizer application. Examples of suitable documentation include the fertilizer purchase order, invoice, or delivery document.

Weed Control: All turf weed growth shall be controlled by means of mowing, trimming, pesticide application or any other method approved by the Contract Manager. Herbicide applications for the control of broadleaf and grassy weeds shall be applied as requested by the Contract Manager. The Contract Manager may determine the exact number of applications to achieve the desired control. Additional spot applications may be required at no extra cost to the City. Proposer shall provide the Contract Manager information on the type of herbicide and rate of application for review and approval.

Proposer shall control weeds year round in all burial sections, landscape beds, tree wells, and around all buildings, walkways and roadways.

Record(s) of pesticides/herbicides applied (type, amount, application area, weather conditions) shall be furnished to Contract Manager within five (5) days after application. Appropriate signs (with application date and time) shall be posted in accordance with Texas Department of Agriculture notification requirements informing the public five (5) days prior to chemical application.

Weeds and other undesirable vegetative growth in gravel roads, gravel pads, walkways, sidewalks, retaining walls and fence lines shall be removed by mechanical or chemical means during each mow cycle, but no less than once every fourteen (14) calendar days.

S. Leveling of Graves

New Gravesites: New gravesites are to be cleared, tamped sunk, and leveled with the surrounding terrain within ten (10) calendar days of burial services. Within twenty (20) calendar days following initial leveling, perform a follow-up leveling for re-vegetation. Re-vegetation consists of seeding using existing turf or planting new sod. Re-vegetate areas as needed and as feasible to maintain consistent turf coverage within thirty (30) calendar days of the burial service. Visually prominent areas shall not show evidence of standing water.

Existing Gravesites: The City is committed to maintaining existing gravesites to be level with surrounding terrain. The Proposer will conduct an assessment that will provide a professional review of all existing gravesites and a priority schedule for leveling. This report will be due within 180 days of contract initiation.

T. Tree Care & Monitoring

Proposer is responsible for tree maintenance. Tree maintenance includes tree removal, tree pruning, tree planting, and the assessment of tree health. All tree work shall be directly supervised or performed by an International Society of Arboriculture (ISA) certified arborist. Proposer's Cemetery Grounds Maintenance Plan shall include a specific section for tree maintenance which includes, at a minimum:

Tree, Shrub, Planting Bed Maintenance

- Trees and shrubs shall be maintained in a healthy, vigorous condition free of pests and disease. Trees and shrubs shall be trimmed and maintained at a proper size and shape for its particular size and type according to industry standards. Trees shall be maintained in a condition free of broken limbs or branches.
- Proposer shall trim and prune trees to raise canopies and ground level branches to at least 8 feet from the ground.

- Ornamental trees and shrubs shall be maintained so that they enhance and do not detract from the appearance of public areas. Ornamental trees and shrubs shall be pruned in a manner that ensures they do not pose a hazard to staff and visitors.
- Cemetery planting beds are well maintained and attractive.
- High maintenance areas, in which turf is not a part of the cemetery design, shall be maintained in a manner that is appropriate for the medium in place.
- Damaged trees and shrubs that pose an imminent safety risk to staff and visitors shall have corrective action taken within one (1) day of risk identification. Proposer shall submit an individual tree work plan subject to review and approval by the City's Urban Forester. Once approved, the Proposer shall perform the work as specified in accordance with ANSI Z133.
- Branches that could pose a safety hazard in visually prominent areas are removed immediately.
- Work consists of, but is not limited to, maintaining shrubs and trees in a healthy and attractive condition by proper pruning, removal of dead branches, cultivation and mulching techniques. Within two (2) working days, notify the Contract Manager of any serious pest infestation in trees and planting beds. Pruning should focus on maintaining tree structure, form, health and appearance.
- Personnel shall be properly trained in the operations they are to perform. If pesticide sprays are used, the person in direct charge shall be licensed by the state. All tree and shrub pruning and hedge trimming shall comply with ANSI A300 (Part 1) – 200 Pruning and companion publication "Best Management Practices" (2002 ISA) and shall be directly supervised by an ISA certified arborist.

Pruning/Trimming

- Trees shall be kept free of suckers, dead tree parts over 2 inches in diameter, and broken branches.
- All trees shall be monitored by an ISA certified arborist (provided by the Proposer) at least once every seven (7) years and shall provide the Contract Manager an annual tree work plan to be completed by the Proposer. The Contract Manager will review the work plan. The work plan must be approved by the Contract Manager prior to any tree maintenance performed by the Proposer.
- Tree care and maintenance operations shall comply with ANSI A300 and Z133.1, the Standard of Care for trees and plants in Austin. All pruning cuts shall be made according to ANSI A300 (Part 1) Standards.
- Conforming to the current pattern of growth, at the direction of the Contract Manager, shrubs/hedges shall be trimmed monthly during summer months/growing season. Shrub trimmings should be removed. Shrub area shall be kept free of shrub trimmings and any other debris.
- Proposer shall recommend to the Contract Manager corrective action to address trees/branches that are identified as a safety risk to staff and visitors. Recommendation shall be provided to the Contract Manager within ten (10) business days of notice. The Contract Manager will respond to the Proposer's corrective action recommendation within five (5) business days with a determination regarding permission to proceed with corrective action. The Proposer will then be responsible for obtaining any required permits necessary to implement the recommended corrective action(s). Corrective action shall be completed within thirty (30) days.
- No more than 25 percent of live foliage should be removed from any tree unless prescribed by an ISA certified arborist.

- The Proposer shall make all reasonable accommodations to limit the possibility of limbs or debris damaging or injuring vehicles, private property, and pedestrians.
- In locations where ordinary felling operations might cause damage to property, the Proposer must dismember and fell trees using recognized forestry rigging practices as stated in the most current revision of ANSI Z133 (encompassing OSHA work-site safety regulation), ensuring that any severed portion of the tree is under control at all times.
- The Proposer must grind stumps of removed trees to ground level and reestablish grass on the site.

Planting

- Any donated plant material offered for installation shall be approved by the Contract Manager prior to acceptance of the donation. Plant material shall be installed by the Proposer or as determined by the Contract Manager.
- Trees shall be planted in accordance with ANSI A300 (Part 6) Standards. All new trees shall be staked using flexible ties for up to three (3) years following planting. Any tree showing adverse effect from high winds shall also be staked. Staking shall be removed after three (3) years.
- Trees, which have been damaged in any way, shall be reported to the Contract Manager without delay. All plant material damaged by the Proposer shall be replaced at Proposer's expense.
- The Proposer shall provide the equivalent of 1 inch of precipitation per week of irrigation to newly planted trees for a period of three (3) years following planting.

Mulch Rings

- At the direction of the Contract Manager, mulch rings shall be constructed around any newly planted trees, and/or young trees exposed to damage by mowers, trimmers or any other type of mechanical damage. The ring shall have a radius of no less than 3 feet from the tree trunk base and mulch materials shall be at least 2 inches from the base of the tree. The ring shall be filled and maintained with no less than 2 inches of double-shredded hardwood mulch. Mulch material is supplied by the Proposer. Mulch material must be aesthetically pleasing, free of any weeds or pests, and be approved by the Contract Manager before installation. The mulch rings shall be kept free of weeds.

U. Comprehensive Tree Survey and Assessment Plan

Proposer shall conduct an initial tree survey consistent with the City of Austin Environmental Criteria Manual.

Conduct a health assessment of all trees included in the initial survey at least every seven years. From that assessment, Proposer shall submit an annual tree maintenance work plan subject to approval from Contract Manager.

V. Ball Moss Removal and Enforcement

Proposer shall submit a supplemental proposal to remove ball moss from trees every two years for each cemetery. Removal costs should be calculated by the size of the trunk of the tree, based on 0"-10", 11"-20", 21"-30", 31"+ diameter at breast height (BDH).

W. Litter Control

Proposer shall collect ground litter and maintain/empty trash cans in all cemeteries, and dispose of trash as needed. Removal of unsightly flowers and deteriorated plastic ornaments on graves as determined in accordance with the Cemetery Rules and provide two (2) week advance notice at each cemetery of such periodic floral and ornament removal efforts. Proposer shall maintain the public trash containers to ensure they are adequate in number, well-marked, clean, neat, and in good repair. Proposer shall clear and remove dead vegetation. Fallen trees or tree limbs and dead vegetation are to be removed within fourteen (14) calendar days of falling or being reported. Safety hazards shall be immediately corrected.

Proposer shall remove unsightly flowers and deteriorated items on graves and monuments at least twice per year during the semi-annual cleanup campaigns. Proposer shall post signs at each cemetery advising the public of the scheduled clean-up events.

Recycling: Proposer shall adhere to all recycling policies administered by the City of Austin.

X. Brush and Debris Removal

All brush and debris will be collected and deposited into a roll-off dumpster in a concealed area approved by the Contract Manager until job is complete or dumpster is full. Safety hazards shall be immediately corrected.

Y. Spoils Management

Proposer shall collect, transport and dispose of all spoils daily. The City considers the generation of spoils a component of the interment process and the Proposer shall include the process to remove and dispose of spoils in the interment fee. In the event of inclement weather, Proposer, burial service providers, or subcontractors may store spoils for no more than three (3) working days at an area approved by Contract Manager. This will be an inconspicuous area with a visual barrier to be approved by the Contract Manager.

Z. City of Austin Responsibilities

Major Infrastructure Development and Improvements: The City of Austin shall be responsible for new major infrastructure development to include: roadway development; installation of complete new irrigation systems; platting; surveying and laying-out of new sections of cemetery land; and major landscaping installations of new section development.

AA. Performance Standards

The following describes the minimum quality maintenance standards for all cemetery properties. Standards are expected to be achieved 100 percent of the time.

Standards:

- All operational activities are included in a Cemetery Grounds Management Plan and reviewed and updated annually.
- Daily grounds maintenance activities do not detract from the dignity and solemnity of the cemetery.
- Turf is free of debris, fallen branches and trash.
- All areas where cemetery operations have been conducted are neat, clean and free of debris and equipment at the end of the workday.

- Debris, equipment, tools and supplies are removed at the conclusion of each task or at the end of the workday.
- Spoils areas do not detract from cemetery appearance.
- Central trash and brush collection points established in locations are screened from public view.
- Planting beds are well-maintained, attractive, healthy and vigorous, free of pests and disease, and are generally weed free.
- Trees and shrubs are healthy, vigorous, free of pests and disease, and are maintained in accordance with the Grounds Management Plan and ANSI standards.
- Visually prominent areas have a well-established, healthy stand of turf and generally free of bare areas.
- Visually prominent areas in the cemetery are properly trimmed and edged.
- Headstones show turf trimmed to recommended mowing height.
- Other features on cemetery grounds are trimmed or edged.
- Headstones and markers are handled and stored to prevent damage prior to and during setting.
- Roads, parking lots, curbs, walks, paths, entry features, and perimeter walls/fences are clean and well-maintained.
- Grounds are maintained in a manner that avoids safety hazards for visitors and staff.
- Safety hazards (holes, pests, hazardous trees and branches, sprinkler heads, etc.) are identified and corrective action initiated within the same workday.
- Trash is collected, disposed of, and does not detract from cemetery appearance.
- Publicly used trash containers are adequate in number, well-marked, clean, neat, and in good repair.

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III. INTERMENTS & BURIAL SERVICES

A. Administration and Management

A Proposer for this operations area will need to adhere to the administration and management functions described in (A) of the Sales Administration and Management section.

B. Space Opening/Closing, Interments and Burial Services

Proposer shall bury the dead body of a person presented for interment in the appropriate place. In a timely manner, Proposer will prepare the ground to receive a body without covering or damaging other graves, and repair any graves covered or damaged. Proposer will ensure that the depth of each grave complies with State regulations and City Code. Proposer will superintend the burial of the body, and refill and properly finish a grave after burial.

C. Plot Ownership Confirmation Prior to Burial

Proposer is responsible for obtaining and confirming space ownership documentation. Confirmation shall occur prior to opening of gravesite and burial. Gravesite preparation shall be accomplished in a timely fashion, so as not impede scheduled services.

D. Funeral Set-up

Proposer shall retain ultimate responsibility for funeral set-up services. Funeral set-up includes: locating grave space, marking the spaces for excavation, and avoiding tree-root zones during excavation as appropriate.

E. Clearing of Gravesites

Within ten (10) calendar days of initial opening and closing, graves are to be cleared, sunk and leveled. Within twenty (20) calendar days following initial leveling, Proposer shall perform a follow-up leveling and re-vegetation of turf.

F. Grave Liner Installation

Proposer shall have equipment and personnel to safely prepare and install grave liners as requested for burial services.

G. Re-interments

Proposer shall provide staff and equipment to provide disinterment and re-interment services when requested.

H. Pre- & Post-Graveside Service/Set-up & Clean-up

Proposer is responsible for planning, preparation, coordination, installation, repairing, de-installation, removing, cleaning, clearing and maintenance of all supplies, equipment and services associated with memorial and graveside services.

I. Tent Set-up, Removal, and Storage

Proposer is responsible for gravesite tent set-up. Tents shall be secured with ropes and stakes. All tent stake heads are covered with a bar guard or marked with a distinct bright color. The lowering device shall be elevated and level to knee height. All boards and blocks used to level the set-up shall be stable. The lowering device is opened to a length and width accommodating the casket, and the straps are drawn tight and locked. Safety straps and rollers shall be used on

all set-ups in case of device failure. All lowering devices should be professionally serviced at least once a year.

Chairs and Set-up

- A full set of green carpet shall be used. The T's and sides shall extend into the grave to cover the dirt. The entire area under the tent shall be covered with green carpet.
- Each chair shall be checked to ensure it is stable and on good footing. Any unstable chairs must be moved or corrected.
- Any set-up on a hill must have chairs on the upper side facing the downgrade.

Tear Down

- Unless local customs or family preferences dictate otherwise, one member from the burial crew remains on sight until the family has left the cemetery.
- Lowering the casket, tearing down the set-up and placing the lid are to be conducted in a professional, careful, and considerate manner.

J. Equipment

Proposer shall acquire and own all equipment and portable structures necessary for the performance of this SOW. Proposer will be responsible for the maintenance and replacement of any equipment. City may grant Proposer the right to store certain equipment on site that is exclusively used for the performance of responsibilities tied to cemetery operations.

K. Performance Standards

The following describes the minimum quality maintenance standards for all cemetery properties. Standards are expected to be achieved 100 percent of the time.

Standards:

- Each day's burial site(s) present a neat appearance prior to burial.
- Integrity of existing graves around the worksite is preserved.
- Corrective action to repair damage through daily operations is initiated by close of business the same day.
- Open graves are identified and protected by appropriate devices while unattended.
- Each day's burial site(s) are covered, initially groomed, marked, and presentable for visitors before close of business each day.

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General Responsibilities

Proposer shall obtain all necessary licenses and/or permits required to perform services outlined in the SOW. Proposer shall take all precautions necessary to protect persons and property from injury or damage during the performance of this contract. Proposer shall be responsible for any injury or damage during the performance of this contract. Proposer shall be responsible for any injury to itself, its employees, or others, as well as for any damage to personal or public property that occurs during the performance of a resultant contract that is caused by Proposer or Proposer's employees' fault or negligence. Proposer shall maintain personal liability and property damage insurance prescribed in this SOW and the laws of the State of Texas.

Proposer shall preserve the health, appearance, and aesthetic value of all trees/shrubs while preventing damage to human life, property and the ecosystem. Proposer shall demonstrate a clear understanding of and sensitivity to environmental issues. Performance shall be consistent and fully compliant with all applicable federal, state, county and city laws. Adequate warning devices, barricades, guards, flagmen or other necessary precautions shall be used. Proposer shall perform required services with the least possible interference with cemetery operations or annoyance to the public. Proposer and its subcontractors shall be qualified and trained to do work and services outlined. All tools shall be clean, sharp, in proper working order, and shall be checked for safety prior to use.

Proposer shall be responsible and accountable for the grounds, buildings and amenities provided for Proposer's use and shall take all necessary precautions to prevent herbicide spills, fire hazards, odors and vermin. Proposer shall be held responsible for the cost of any repairs caused by negligence or abuse on Proposer's part or on the part of Proposer's employees or subcontractors.

Laws, Statutes and Governmental Requirements

Chapter 10-1 of the Austin City Code sets forth certain regulatory standards for the administration and management of Austin cemeteries. A cemetery, as defined by Austin City Code, is the use of land that is dedicated for cemetery purposes for the burial of the dead, including columbarium, crematoriums, mausoleums, and mortuaries.

Proposer shall comply with all applicable laws, statutes, and governmental provisions prevailing during the term of this SOW, including but not limited to the following:

- Compliance with Austin City Code, Chapter 10-1, Cemeteries
([http://www.amlegal.com/nxt/gateway.dll/Texas/austin/title10publichealthservicesandsanitation/chapter10-1cemeteries?f=templates\\$fn=default.htm\\$3.0\\$vid=amlegal:austin_tx](http://www.amlegal.com/nxt/gateway.dll/Texas/austin/title10publichealthservicesandsanitation/chapter10-1cemeteries?f=templates$fn=default.htm$3.0$vid=amlegal:austin_tx))
- City of Austin Cemetery Rules and Regulations
(<http://www.austintexas.gov/department/cemeteries>)
- Health and Safety Code, all provisions relating to municipal cemeteries.
<http://codes.lp.findlaw.com/txstatutes/HS>
- Tree Preservation – Environmental Criteria Manual, Chapter 3, Tree and Natural Area Preservation ([http://austintech.amlegal.com/nxt/gateway.dll/Texas/environ/section3-treelandnaturalareapreservation?f=templates\\$fn=default.htm\\$3.0\\$vid=amlegal:austin_environment](http://austintech.amlegal.com/nxt/gateway.dll/Texas/environ/section3-treelandnaturalareapreservation?f=templates$fn=default.htm$3.0$vid=amlegal:austin_environment))
- Compliance with Austin City Code, Chapter 6-3, Trees and Vegetation
(<http://www.amlegal.com/nxt/gateway.dll/Texas/austin/title6environmentalcontroland>)

[conservatio/chapter6-3treesandvegetation?f=templates\\$fn=default.htm\\$3.0\\$vid=amlegal:austin_tx\)](#)

- Texas Department of State Health Services (<http://www.dshs.state.tx.us/default.shtm>)
- Chapter 711. General Provisions Relating to Cemeteries. Texas Health and Safety Code <http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.711.htm>
- Chapter 713. Local Regulation of Cemeteries. Texas Health and Safety Code <http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.713.htm>
- American National Standards Institute (ANSI): A300 and Z133.1 <http://webstore.ansi.org/>
- OSHA (<http://www.osha.gov/index.html>)
- City of Austin Local Government Records Control Schedule for Cemetery Unit approved and adopted 5/18/09 by the Texas State Library Commission

Definitions

Cemetery terms contained in this section shall take the definitions as defined in the Texas Health and Safety Code.

Timeline

- December 4, 2012 Post Draft Scope of Work (SOW) on PARD/Cemetery Website
- December 11, 2012 Host Cemetery Stakeholder Meeting for Additional Comment
- December 14, 2012 Post SOW on Parks and Recreation Board (PARB) Agenda
- December 18, 2012 PARB Action: Recommendation Approval for SOW
- December 19, 2012 Submit Draft SOW to Purchasing to Prepare RFP
- January 7, 2013 Announce RFP and Begin Solicitation Process*

*A pre-proposal meeting and site tours will be announced with the posting of the RFP.

