



**COUNTY OF HENRICO  
DEPARTMENT OF FINANCE  
PURCHASING DIVISION  
CONTRACT EXTRACT  
NOTICE OF AWARD/RENEWAL**

DATE:	November 5, 2024
CONTRACT COMMODITY/SERVICE: <i>(include contracting entity if cooperative)</i>	Removal of Human Remains
CONTRACT NUMBER:	2428A
COMMODITY CODE:	962.70
CONTRACT PERIOD:	November 5, 2024 through November 4, 2025
RENEWAL OPTIONS:	2 remaining one-year renewal periods through 2027
USER DEPARTMENT:	Police
Contact Name:	E.A. Zubof
Phone Number:	804-252-8974
Email Address:	Zub039@henrico.gov
HENRICO COOPERATIVE TERMS INCLUDED:	Yes
SUPPLIER: Name:	H&S Removal Service LLC
Address:	1513 Williamsburg Road
City, State:	Richmond, VA 23231
Contact Name:	Erik Kather
Phone Number:	804-477-2457
Email address:	erikkather@yahoo.com
ORACLE SUPPLIER NUMBER:	138173
BUSINESS CATEGORY:	Small
PAYMENT TERMS:	Net 45
DELIVERY:	As needed and requested
FOB:	County of Henrico
BUYER: Name:	Jon Creger, VCA, VCO
Title:	Procurement Analyst II
Phone:	804-501-5664
Email:	Cre057@henrico.us

This contract is the result of a competitive solicitation issued by the Department of Finance, Purchasing Division. A requisition must be generated for all purchases made against this contract and the requisition must reference the contract number.

**PRICE SCHEDULE – CONTRACT NO. 2428A**

<b>Item</b>	<b>Description</b>	<b>Unit</b>	<b>Unit Price</b>
1	Complete Removal of Human Remains (to include but not limited to infant, child and standard adult body bags, sheets, etc.)	Per Body	\$154.50
2	Additional charge for the use of Large, Heavy-Duty Body Bags	Per Bag	No Charge

**A. General Requirements.**

1. Bidders shall be responsible for the removal of human remains from the scenes of suspicious, violent, or unattended deaths, unclaimed bodies and motor vehicle and pedestrian fatalities where the remains need to be transported from the scene of the death to the Office of the Chief Medical Examiner (OCME) located at 400 East Jackson Street, Richmond, VA. In addition, on occasion, it may be necessary to transport the remains from the scene to the County’s annual contractor for storage of human remains. The current County contractor for storage of human remains is Bennett’s Funeral Home located at 3215 Cutshaw Avenue, Richmond, VA 23230 (telephone 804-359-4481).
2. The removal service shall be available twenty-four (24) hours a day, seven (7) days a week, three-hundred sixty-five (365) days a year by telephone or page. Successful Bidder(s) will be contacted according to Section I, Item D – Service Response Requirements.
3. Bidders shall be licensed by the Virginia Board of Funeral Directors and Embalmers and attach a copy with their Bid Form.
4. Bidders shall be in full compliance with all requirements of Virginia Code 54.1 Chapter 28 and shall provide evidence of compliance if requested by the County.
5. The Successful Bidder(s) shall not subcontract the removal of human remain services unless the Police or HCSO Communications has been notified and provided approval authorization. Authorization may be provided on a case-by-case basis after reasoning for the need has been provided to the Police Division or HCSO.
6. The Successful Bidder(s) shall staff each vehicle with a minimum of two (2) attendants when responding to a call for service. The staff shall be properly trained in the removal of human remains with respect to preserving evidence. The Police Division and HCSO shall conduct periodic review of call circumstances where the County or HCSO is billed for additional manpower to ensure that no abuses are occurring. Training criteria shall be that which has been established by OMCE. All costs for said training shall be borne solely by the Successful Bidder.
7. The Successful Bidder’s staff shall conduct themselves in a professional manner at all times, whether they are at the scene or in transport to the OCME or at the OCME. The Successful Bidder shall ensure that all remains are treated with respect and dignity. The Successful Bidder shall address and correct any occasional departure from this standard of conduct. Chronic and persistent failure of the Successful Bidder’s staff to conduct themselves in a professional and courteous manner and to present a professional appearance shall be grounds for the immediate termination of this contract. Documentation of complaints will be forwarded to the Successful Bidder within ten (10) working days of the County’s receipt. A response to any such complaint shall be required from the Successful Bidder within ten (10) days of receipt from the Police Division.

8. All police and medical examiner cases are confidential. Comments, speculation, opinions or any other comments, solicited or unsolicited, will not be discussed with any person whether at or away from the scene at any time. Chronic and persistent failure of the Successful Bidder(s)' employees to adhere to this provision shall be grounds for immediate termination of this contract. Documentation of complaints will be forwarded to the Successful Bidder(s)' within ten (10) working days of the County's receipt. A written response to any such complaint shall be required from the Successful Bidder(s)' within ten (10) days of receipt from the Police Division.
9. The vehicle(s) to be used for transports shall be properly designed for the removal of human remains and have darkened or curtained windows for the transport area. Vehicle shall be well maintained and clean at all times. Vehicles must be stocked with a sufficient number of sheets, body bags and bag seals.
10. Upon arrival, the Successful Bidder(s)' staff shall identify the officer in charge of the scene, and inquire as to whether the transport is for an autopsy or viewing. The Successful Bidder(s)' staff shall also determine if the deceased is to be classified as "unclaimed" or "delayed custody" (cases where the deceased will be transported to the County's human remains storage contractor). Invoices will need to be labeled "viewing" or "autopsy", and in cases of "unclaimed" or "delayed custody" will also need to be noted on the invoice.
11. Upon leaving the scene, transportation of the human remains shall be made directly to the OCME or to the County's human remains storage contractor. Location for drop off will be provided at the scene by the attending officer.
12. Successful Bidder(s) shall be equipped with sufficient new body bags of various sizes, including infant, youth/child, standard adult, and large heavy-duty adult, and sheets for the proper wrapping of human remains to prevent the loss of evidence which may adhere to the body or clothing. Each deceased must be placed in the center of a new white sheet before being sealed in a new body bag for removal to the OCME.
13. Human remains shall remain sealed inside the body bag at all times during and after transport to the OCME. All body bags will be sealed with a numbered tag.
14. The Successful Bidder(s) shall adhere to all Occupational Safety Health Administration regulations regarding potential exposure to blood and body fluids. Successful Bidder(s) shall have a current Exposure Control Plan for staff.
15. When an autopsy is performed by the OCME, the County will pay the Successful Bidder(s) a sum equal to the difference between the bid price per body and the fee paid by the OCME per body. When an autopsy is not performed, the County will pay the full amount of the fee.
16. The County will endeavor to place all calls to the Successful Bidder(s). The County cannot be held responsible and shall not have any liability to the Successful Bidder(s) if another agency calls another vendor for body removal services.
17. The Successful Bidder(s) shall notify the County of any change in ownership, business telephone number and address.

**B. Service Response Requirements.**

1. The County shall notify the Primary Contractor by telephone or pager number that is provided. When the page is sent or the message is left on the Primary Contractor's voicemail system, the Primary Contractor shall call back the County within ten (10) minutes. The Primary Contractor shall then be notified of the address of the location to respond. The Primary Contractor shall provide an estimated time of arrival and be on scene with the proper equipment and personnel within one (1) hour of the original notification, page, or voicemail message. If the original ten (10) minutes lapses with no return call, the County shall contact the Secondary Contractor for the service. If no Contractor calls back within the slated time, the County reserves the right to notify the OMCE to ascertain another business for removal of human remains. Further, failure of the

Contractor(s) to consistently meet or exceed the response times specified above may result in contract termination. The County, at its sole discretion, may waive these requirements depending on the circumstances.

2. Response time for each transport shall be calculated as the actual elapse time in minutes and seconds from the moment the request is dispatched by the County to the moment the transport vehicle arrives at the scene. Should a dispute arise regarding the calculation of any response time, the on-scene time as recorded by the County shall be the final determinant.
3. The County reserves the right to cancel the request for removal services within thirty (30) minutes of the initial call or request as deemed necessary, at no cost to the County.
4. In the event of inclement weather, where the County Manager, at their sole discretion believes that such response would be hazardous to both the citizens of Henrico and the Successful Bidder(s)' personnel, a "weather emergency" may be declared suspending the response time requirements. A weather emergency will be declared only in times of hazardous driving conditions such as ice storms, freezing rain, or similar dangerous conditions.
5. During a disaster involving multiple fatalities within the County of Henrico or in an adjoining jurisdiction and confirmed by the County, the Successful Bidder(s) may be exempt from the response time requirements. No other causes of poor response time performance, such as traffic congestion, vehicle failure, faulty address information, etc. shall be allowed.

C. Billing Requirements.

1. When billing the Police Division for services rendered, the Successful Bidder's invoice must contain the date of the service, address/location responded to, name of the deceased if available at the time of transport, a police report number (either the Henrico Police Department or Virginia State Police incident number), whether an autopsy was performed, amount for each service and any other applicable charges. Invoices will need to be labeled "viewing" or "autopsy", and in cases of "unclaimed" or "delayed custody" will also need to be noted on the invoice.