



COUNTY OF LOS ANGELES TREASURER AND TAX COLLECTOR

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 464
Los Angeles, California 90012
Telephone: (213) 974-7360 Fax: (213) 687-4857
ttc.lacounty.gov and propertytax.lacounty.gov

ELIZABETH BUENROSTRO GINSBERG
TREASURER AND TAX COLLECTOR

Board of Supervisors
HILDA L. SOLIS
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LINDSEY P. HORVATH
Third District
JANICE HAHN
Fourth District
KATHRYN BARGER
Fifth District

November 13, 2025

SENT VIA EMAIL

Dear Interested Party:

REQUEST FOR STATEMENT OF QUALIFICATIONS FOR MORTUARY SERVICES ADDENDUM FIVE

Addendum Five (Addendum) to the Mortuary Services Request for Statement of Qualifications (RFSQ) includes updated information related to the RFSQ. Please note the following changes to Appendix H (Sample Master Agreement) and Exhibit F (Statement of Work):

1. The following Subparagraphs are either added or deleted and replaced in their entirety in Attachment 1:

Replaced

- a. Subparagraph 4.1 (Term of Master Agreement)
- b. Subparagraph 4.2 (Term of Master Agreement)
- c. Subparagraph 8.1.2 (Change Notices and Amendments)

Added

- a. Subparagraph 4.3 (Term of Master Agreement)
- b. Subparagraph 4.4 (Term of Master Agreement)
- c. Subparagraph 4.5 (Term of Master Agreement)
- d. Subparagraph 4.6 (Term of Master Agreement)
- e. Subparagraph 8.1.4 (Change Notices and Amendments)
- f. Subparagraph 8.1.5 (Change Notices and Amendments)

2. Exhibit A (County's Administration) is deleted and replaced in its entirety in Attachment 2.
3. Exhibit F (Statement of Work) is deleted and replaced in its entirety in Attachment 3.
4. Exhibit F1 (Sample Mortuary Services Agreement) in Exhibit F (Statement of Work) is deleted in its entirety and replaced in Attachment 4.

Interested Party
November 13, 2025
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5. Exhibit F2 (Pricing Schedule) in Exhibit F (Statement of Work) is deleted and replaced in its entirety in Attachment 5.

Please attach this Addendum to your RFSQ.

Should you have any questions, you may contact Maria Vadai, Administrative Services Manager II, of my staff at (213) 974-7360 or contracts@ttc.lacounty.gov.

Very truly yours,

ELIZABETH BUENROSTRO GINSBERG
Treasurer and Tax Collector

David Sandoval
Administrative Services Manager III

DS:MV:acm

Attachments

4.0 TERM OF MASTER AGREEMENT

4.1 The Term of this Master Agreement shall be five years commencing upon approval and execution of the Agreement by the TTC, unless extended or sooner terminated, in whole or in part, as provided in this Master Agreement through April 30, 2022.

4.2 The TTC shall have the sole option to extend the Master Agreement term for up to three additional one-year periods and/or six month to month extensions, for a maximum total Master Agreement term of eight years and six months. Each such option and/or extension shall be exercised at the sole discretion of the Treasurer and Tax Collector or his/her designee throughout the Term of the Master Agreement to meet the needs of the PA. In the event the TTC desires to renew the Master Agreement by exercising an option term, the TTC shall provide Establishment/Contractor with a written notice of intent to renew the Master Agreement 30 calendar days prior to the expiration of the Term of the Master Agreement. The renewal option shall be set forth in writing, as provided in Subsection 8.1.2, Change Notices and Amendments.

The County maintains databases that track/monitor Establishment/Contractor performance history. Information entered into such databases may be used for a variety of purposes, including determining whether the TTC will exercise a Master Agreement term extension option.

4.1 The term of this Master Agreement will be five years commencing upon approval and execution of the Master Agreement by the Treasurer and Tax Collector, or designee, unless extended or sooner terminated, in whole or in part, as provided in this Master Agreement through April 30, 2022.

TTC will have the sole option to extend the Master Agreement term for up to three additional one-year periods and six month-to-month extensions.

4.2 Effective November 1, 2025, this Master Agreement term will be extended for an additional three years commencing upon approval and execution of the Master Agreement by the Treasurer and Tax Collector, or designee, unless extended or sooner terminated, in whole or in part, as provided in this Master Agreement through October 30, 2028.

TTC will have the sole option to further extend the Master Agreement term for an additional two one-year periods.

- 4.3** Each such extension option may be exercised at the sole discretion of the Treasurer and Tax Collector, or designee. In the event the County desires to renew the Master Agreement by exercising an option term, the County will provide Contractor with a written notice of intent to renew the Master Agreement. The option to renew will be set forth in writing, as provided in Subparagraph 8.1 (Change Notices and Amendments) of this Master Agreement.
- 4.4** The total maximum Master Agreement term will be 13 years and six months.
- 4.5** The County maintains a ~~databases~~ database that tracks/monitors Establishment/Contractor performance history. Information entered into such the databases may be used for a variety of purposes, including determining whether the TTC County will exercise a Master Agreement term extension option.
- 4.6** Establishment/Contractor ~~shall~~ must notify the Department when this Master Agreement is within six months from the expiration of the term as provided for hereinabove. Upon occurrence of this event, Establishment/Contractor ~~shall~~ must send written notification to the TTC at the address herein provided in Exhibit A, PA's Administration Exhibit A (County's Administration).

8.0 STANDARD TERMS AND CONDITIONS

8.1 CHANGE NOTICES AND AMENDMENTS

- 8.1.2** ~~The TTC or his/her designee may at his/her sole discretion authorize extensions of time as defined in Section 4.0, Term of Master Agreement. For the TTC to exercise additional optional one-year periods and/or six month-to-month extensions, a written notice shall be prepared and signed by the TTC or his/her designee and delivered to the Establishment/Contractor 30 calendar days prior to the expiration of the current Master Agreement Term. Any such change shall be in the form of an Amendment and signed by the TTC or his/her designee. The Establishment/Contractor agrees that such extensions of time shall not change any other term or condition of this Master Agreement during the period of such extensions. The Treasurer and Tax Collector, or designee, may at their sole discretion, authorize extensions of time as defined in Paragraph 4.0 (Term of Master Agreement). The Contractor agrees~~

that such extensions of time will not change any other term or condition of this Master Agreement during the period of such extensions. To implement an extension of time, an Amendment to the Master Agreement must be prepared and executed by the Contractor and by the Treasurer and Tax Collector, or designee, provided County Counsel approval is obtained prior to such execution of such Amendment.

8.1.4 TTC is expressly authorized to increase the Master Agreement Sum. Such changes may include adjustments to Exhibit F2 (Pricing Schedule) which may be made from time to time, but no more frequently than annually, at the PA's sole discretion. Rate changes in Exhibit F2 (Pricing Schedule) will not affect packages previously arranged between PA and Contractor but not yet performed.

8.1.5 For any change in law, ordinance and/or policy of the federal, state, county, local municipality, an Amendment to this Master Agreement may be prepared and executed by the Contractor and by the Treasurer and Tax Collector, or designee, provided County Counsel approval is obtained prior to execution of such Amendment.

EXHIBITS TO THE MASTER AGREEMENT
STANDARD EXHIBITS

COUNTY'S ADMINISTRATION

CONTRACT NO. PA 2017-01 MS ARMSTRONG

PUBLIC ADMINISTRATOR (PA) CONTRACT ADMINISTRATOR:

Name: Henry Agadjanyan
Title: Operations Chief
Address: 320 West Temple Street, 9th Floor
Los Angeles, CA 90012
Telephone: (213) 974-0404 Facsimile: (213) 633-1944
E-mail Address: hagadjanyan@ttc.lacounty.gov

PA CONTRACT MANAGER:

Name: Eugenio Valdez
Title: Assistant Operations Chief
Address: 320 West Temple Street, 9th Floor
Los Angeles, CA 90012
Telephone: (213) 974-0517 Facsimile: (213) 633-1944
E-mail Address: evaldez@ttc.lacounty.gov

PA MORTUARY SERVICES REQUESTORS (DEPUTIES):

Name: Linda Willis
Title: Supervising Deputy PA II
Address: 320 West Temple Street, 9th Floor
Los Angeles, CA 90012
Telephone: (213) 584-1365 Facsimile: (213) 633-1944
E-mail Address: lwillis@ttc.lacounty.gov

EXHIBIT F
STATEMENT OF WORK
FOR
MORTUARY SERVICES

**STATEMENT OF WORK
MORTUARY SERVICES**

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STATEMENT OF WORK EXHIBITS

Exhibit F1 – Mortuary Services Work Order/Mortuary Services Agreement

Exhibit F2 – Pricing Schedule

Exhibit F3 – Initial Decedent Referral Report

Exhibit F4 – Creditors Claim Form

Exhibit F5 – Information Security and Privacy Requirements=

Exhibit F6 – Data Encryption Requirements

Exhibit F7 – Security/Data Exchange Requirements

1.0 INTRODUCTION

The County of Los Angeles (County) Treasurer and Tax Collector (TTC) is the *ex officio* Public Administrator for the County and is responsible for administering decedent estates. In accordance with the California Probate Code Section 7600 *et seq.* and the [Health and Safety Code Section 7100\(9\)](#).

The Public Administrator Branch (PA) may disposition the remains of a deceased person and will consider as primary, the desires of the decedent according to their wishes, when choosing a mortuary. When the decedent has not selected a mortuary by a pre-need plan for disposition of their remains, a durable power of attorney, a testamentary document, or when the next of kin does not choose a mortuary, services will be determined by the PA and in accordance with statutory requirements. The religious, cultural, and/or ethnic persuasion of the decedent, along with the general locale of the decedent's last residence, or where the decedent's family and friends are located, will also be considered for the provision of funerary and burial services.

Allocations for services will be proportionate to the estimated value of the estate and according to the standard of living enjoyed by the decedent prior to their death (see [Health and Safety Code §7101](#)).

The Contractor is **not guaranteed** any number of referrals by the PA.

2.0 SCOPE OF WORK

The Contractor must provide mortuary goods and services as instructed by the PA with the same quantity and quality of service provided for decedents that are **not** under the jurisdiction of the PA (e.g., equipment and facilities must not be separate or unequal from other clients). Further, the Contractor must conduct business and provide goods and services in compliance with all applicable municipal, county, state, federal laws, regulations, court rules, ordinances, and codes as applicable to the services provided to the PA. The Contractor will perform specific duties that include the following:

2.1 Maintain a mortuary facility licensed by the Cemetery and Funeral Bureau (CF Bureau), which is in compliance with all federal, state, and local laws and regulations including, but not limited to, [Title 16, Division 12](#) of the California Code of Regulations (CCR).

2.2 Mortuary services must be provided seven days a week, 24 hours each day. Contractor has the option of not providing Funeral Services on County recognized holidays; however, all other services must be available for the transportation, preparation, care, and custody of the decedent. Refer to Paragraph 11.0 (Days of Operation/Hours/Workday) for a list of County holidays.

2.3 Veteran's Services

Obtain the necessary flag to be used at the Funeral Service. The flag, along with any service folder or memorabilia, is to be returned to the PA following the Funeral Service.

2.4 Obtain all applicable permits and/or licenses from the appropriate regulatory agency that are required for the prescribed services and submit to the County's Project Manager as indicated in Exhibit A (County's Administration), of the Master Agreement, within five Business Days.

2.5 Provide Mortuary Services for decedents under the jurisdiction of the PA regardless of race, color, creed, or national origin.

2.6 Maintain a chapel or other comparable private area to conduct a Funeral Service that is acceptable to the PA.

2.7 Maintain a hearse or other motor vehicle that is acceptable to the PA for transporting the remains of the decedent and complies with the requirements set forth in [§1209 of Title 16, CCR](#).

2.8 Maintain a Family Car.

2.9 The Funeral Director, or designee, will be responsible for all correspondence, reporting requirements, and record keeping resulting from services provided under this SOW.

2.10 Maintain records for a minimum of 60 months following the Funeral Service or until any federal, state, or county audit is completed, whichever is later. Any records pertaining to referrals made by the PA must be made available to the PA upon request.

2.11 In no instance will the Contractor solicit additional funds from friends or relatives of the decedent. However, this provision does not prohibit a friend or family member from requesting and purchasing additional goods or services. If a friend or family member requests or orders goods and/or services, the Contractor will have no claim against the PA or the decedent's estate for such goods and/or services purchased without the PA's written authorization.

2.12 Referrals to the PA:

2.12.1 In the event that a Contractor takes custody of remains that may fall within the PA's jurisdiction, the Contractor must complete SOW Exhibit F3 (Initial Decedent Referral Report) to report a

death pursuant to [Probate Code §7600.6](#) and email or fax SOW Exhibit F3 (Initial Decedent Referral Report) to the PA Intake Desk identified in Exhibit A (County's Administration) of the Master Agreement, or the TTC website link: [County of Los Angeles](#), on the date of death, or as soon as administratively possible thereafter, but no later than five Business Days after taking custody of the remains. The PA will authorize services in writing prior to the Contractor providing the service. Services provided by the Contractor that have not been authorized in writing by the PA will not be paid.

2.12.2 The Contractor must report any additional information not contained in SOW Exhibit F3 (Initial Decedent Referral Report) to the Intake Desk identified in Exhibit A (County's Administration) of the Master Agreement, by the next Business Day.

2.13 Funeral Services:

The Contractor will perform specific duties that include the following:

2.13.1 The Contractor must report the day of the week, date, and time of the Funeral Services to the PA within two Business Days of receiving Exhibit F1 (Mortuary Services Work Order/Mortuary Services Agreement) but no later than 24 hours prior to the scheduled Funeral Service.

2.13.2 The Contractor must ensure that Funeral Services commence within five Business Days from the date a Contractor receives a referral from the PA.

2.13.3 The Contractor must notify the decedent's family and friends in a timely manner by telephone or other means with the date and time of the Funeral Service. The PA will provide the names and telephone numbers of the family and friends to the Contractor.

2.13.4 Arrangements made by the Contractor must include all of the following unless otherwise directed by the PA:

- Burial Clothing
- Burial Permit
- Casket
- Clergy (\$50.00 minimum)
- Copies of Death Certificate (three)

- Flowers (\$50.00 minimum)
- Funeral Service
- Medical Examiner's Fees
- Mortuary Services
- Newspaper Publication
- Sales tax (as applicable)

2.13.5 Additional Items/Services:

The PA may periodically authorize additional items and/or services that include the following:

- Authorized additional amounts for extraordinary transport and/or travel distances at PA's sole discretion
- Mileage to Riverside National Cemetery
- Motorcycle Escort
- Music

2.14 Mortuary Service Plans/Pre-Need Agreement

The Contractor must provide the appropriate Mortuary Services Plans, as referenced in Exhibit F2 (Pricing Schedule), or goods and services in accordance with any pre-need agreement.

2.14.1 Exhibit F2 (Pricing Schedule) provides the description and cost for each Mortuary Services Plans.

2.14.2 If there is no existing pre-need agreement, the Contractor must provide services according to one of the Mortuary Services Plans described in Exhibit F2 (Pricing Schedule).

2.14.3 If the Contractor is unable to provide the casket that is identified within the Mortuary Service Plans, it must provide a substitute casket that is of equal or better quality at no additional expense. All substitutions are subject to the PA's approval.

3.0 STAFFING REQUIREMENTS

Staff that have contact with the PA and the public must be able to effectively communicate in English both verbally and in writing. Additionally, the Contractor must consistently maintain the following:

3.1 A Funeral Director licensed by the CF Bureau and in accordance with all federal, state, and local laws and regulations including, but not limited to,

[The Business and Professions Code, Sections 7615-7636](#) and [1204 of Title 16](#) in the CCR;

- 3.2 An Embalmer licensed by the CF Bureau;
- 3.3 Suitable drivers for the Family Cars and vehicles used to transport the remains;
- 3.4 Other staff in appropriate measure to the size and scope of the Contractor to ensure the Contractor is managed in a professional manner and properly maintained. Other staff may include an apprentice embalmer, hair and make-up artist, receptionist, accountant etc.

4.0 REPORTING REQUIREMENTS

4.1 Decedent's Property

The Contractor must remove all rings, watches, other jewelry items, and/or other valuables from the decedent's body and give to the PA for safekeeping. If the Contractor discovers additional personal property of the decedent after the initial submission to the PA, the Contractor must report all additional items to the PA immediately. The PA will be responsible for documenting and picking up all items.

4.2 Final Arrangements

4.2.1 Once all Mortuary Services are finalized between the Contractor and the PA, the Funeral Director, or a designee, must complete and execute SOW Exhibit F1 (Mortuary Services Work Order/Mortuary Services Agreement), and email or fax a copy to "Various Case Management Deputies" identified in Exhibit A (County's Administration) of the Master Agreement, confirming the goods/services that have been provided or will be provided, along with documentation of the place and time of the services, within two Business Days of receipt, but no less than 24 hours prior to the time of the Funeral Service.

4.2.2 All arrangements must include a Funeral Service unless otherwise directed by the PA.

4.3 Service Disruptions

The Contractor must immediately report to the PA any anticipated or unanticipated disruptions in the Funeral Service.

4.3.1 The report of any anticipated disruptions must include an estimated date that the Funeral Service will be unavailable or

reduced and a date when services will or are expected to resume. Notification must be given as soon as the Contractor becomes aware that a disruption will occur.

- 4.3.2** The report of any unanticipated disruptions must be made within 24 hours of occurrence, with the estimated period of time services will be unavailable or reduced and a date when services can be expected to resume.

5.0 PERMITS AND LICENSES

Upon renewal or change that affects any license, the Contractor must provide a copy of each new license issued by the CF Bureau within five Business Days to the County's Project Manager identified in Exhibit A (County's Administration), of the Master Agreement, and comply with Subparagraph 7.5 (Approval of Establishment/Contractor's Staff) of the Master Agreement.

Contractor is responsible for maintaining all permits and licenses as follows:

- 5.1** At minimum, a Contractor must provide a copy of valid licenses for the facility, director, and embalmer. If the Contractor employs additional licensed staff, copies of all applicable licenses must be emailed or faxed to the County's Project Manager identified in Exhibit A (County's Administration) of the Master Agreement upon renewal and/or change within five Business Days of receipt from the CF Bureau.
- 5.2** The Contractor must provide a copy of a valid California Driver License and valid proof of insurance for each person authorized to drive any vehicle utilized to transport a decedent or family/friends of the decedent (i.e., Family Car).
- 5.3** The Contractor must report any expired, suspended, or revoked license within two Business Days to the County's Project Manager as identified in Exhibit A (County's Administration) of the Master Agreement. Failure of the Contractor to report any expired, suspended, or revoked license will be grounds for removal from the Master Agreement List.
- 5.4** Licenses must be displayed in accordance with [Business and Professions Code Section 7680](#).
- 5.5** Any license must be made available for inspection to the PA immediately upon request.

6.0 CLAIMS

The sum of all costs the Contractor may charge for goods and services

provided to the deceased must not exceed the maximum costs identified in Exhibit F2 (Pricing Schedule) including written authorization for additional items and/or services identified in Exhibit F3 (Initial Decedent Referral Report).

6.1 Service Fees

Fees include the reasonable and allowable costs, as directed by the PA, to cover the Contractor's overhead, personnel, and equipment necessary for the preparation, care, and custody of the decedent by the Contractor. Costs will include all the following, as applicable or as directed by the PA:

- Burial Clothing
- Burial Permit
- Casket
- Clergy (\$50.00 minimum)
- Copies of the Death Certificate (three)
- Flowers (\$50.00 minimum)
- Funeral Service
- Medical Examiner's fees
- Mortuary Services
- Newspaper Publication
- Sales tax (as applicable)

6.2 Additional Items/Services

6.2.1 The PA may periodically authorize additional services that include the following:

- Extraordinary transport costs and/or travel distances at PA's sole discretion.
- Family Car
- Mileage to Riverside National Cemetery
- Motorcycle Escort
- Music

6.3 Claim Submission

6.3.1 The Contractor must submit an itemized list of services and charges and submit with the completed Judicial Council of California Form DE-172 (Creditor's Claim). The PA is not

responsible for incomplete, improperly completed, or unfiled claims by the Contractor.

- 6.3.2 For convenience, an electronic version of the DE-172 may be accessed on the Los Angeles County Superior Court website under *Court Forms*.

6.4 Payment

Payment for claims is contingent upon the following:

- 6.4.1 The Court granting Letters of Administration to the PA;
- 6.4.2 Presentation of a Creditor's Claim, in proper form within the statutory period for filing claims;
- 6.4.3 Allowance of the claim by the PA;
- 6.4.4 Approval of the claim by the Court or PA, whichever is appropriate; and
- 6.4.5 Sufficient funds in the estate to pay the claim.

6.5 Documentation

- 6.5.1 Authorized services provided by the Contractor and/or authorized fees paid by the Contractor must be documented on DE-172 (Creditor's Claim).
- 6.5.2 The Contractor must file the DE172 with the Court **and** simultaneously provide the PA a copy of the Form.

6.6 Non-Payable Claims

The PA is not responsible for any non-payable claims which may include, but are not limited to, the following:

- 6.6.1 Claims for services prepaid by the decedent or another person in a pre-need arrangement.
- 6.6.2 Claims for services paid for by a family member, friend of the decedent, or any other party.
- 6.6.3 Claims for services not authorized by the PA in writing.
- 6.6.4 Claims for unreasonably large sums. Allocations for services will be proportionate to the estimated value of the estate and

according to the standard of living enjoyed by the decedent prior to death.

- 6.6.5** Claims not made timely within the statute of limitations, as defined in [Probate Code § 9100](#).

7.0 INFORMATION SECURITY AND PRIVACY REQUIREMENTS

The Contractor must adhere to physical and/or computer security safeguards as identified in Exhibit F5 (Information Security and Privacy Requirements), Exhibit F6 (Data Encryption Requirements) and Exhibit F7 (Security/Data Exchange Requirements), of the Master Agreement.

8.0 QUALITY CONTROL PLAN

The PA will evaluate the Contractor's performance on an annual basis, or more frequently if needed, as determined by the PA. If in the PA's discretion, services are found to be inappropriate or inconsistent with this SOW, or do not meet industry standards, the PA will document them and may report them to the CF Bureau or other enforcement agency as appropriate.

- 8.1** The Contractor must establish and maintain a comprehensive Quality Control Plan (QCP) to ensure the Contractor meets the requirements of the Master Agreement and provides a consistently high level of service throughout the Master Agreement Term. The QCP must be submitted to the County's Project Director identified in Exhibit A (County's Administration) of the Master Agreement, within ten Business Days following the start date of this Master Agreement and as changes occur during the Master Agreement Term or upon request. The Contractor must review its QCP annually and update as changes occur. At a minimum, the QCP must include the following:

- 8.1.1** The method of monitoring to ensure that all Master Agreement requirements are being met. It must specify the activities the Contractor will monitor, including activities monitored on either a scheduled or an unscheduled basis; how often the monitoring will be performed; and the title of the individual(s) who will perform the monitoring;
- 8.1.2** The methods used by the Contractor to identify and prevent deficiencies in the quality of service performed before the level of performance become unacceptable and not in compliance with the Master Agreement;
- 8.1.3** A record of all inspections conducted by the Contractor, any corrective action taken, the date a problem was first identified, a

clear description of the problem, and the time elapsed between identification and completed corrective action, which must be provided to the TTC upon request;

8.1.4 An emergency plan that covers the method for continuing to provide services to the TTC in the event of an emergency that disrupts the Contractor's operations.

8.1.5 The method for ensuring the Contractor maintains confidentiality.

9.0 QUALITY ASSURANCE PLAN

The County will evaluate the Contractor's performance under the Master Agreement using the quality assurance procedures as defined in Subparagraph 8.14 (County's Quality Assurance Plan) of the Master Agreement.

9.1 Contract Discrepancy Report

The County will determine whether a formal Contract Discrepancy Report (CDR) is issued to the Contractor. Upon receipt of this document, the Contractor must respond in writing to the County within three Business Days, acknowledging the reported discrepancies or presenting contrary evidence. The County will evaluate the evidence presented and determine whether the discrepancies are valid. The Contractor must submit a plan for correction of all deficiencies identified in the CDR to the County within five Business Days and resolve discrepancy within a time period mutually agreed upon by the County and the Contractor.

10.0 SITE VISITS

TTC may designate personnel to conduct site visits to observe performance, activities, and review documents relevant to this Master Agreement. TTC personnel will conduct site visits during regular business hours and will not unreasonably interfere with the Contractor's performance.

- The PA will send a follow-up letter to the Contractor with the findings of the site visit. The letter may include a CDR.

11.0 DAYS OF OPERATION/HOURS/WORKDAY

The Contractor must maintain days and hours of operation and staffing sufficient to complete all services within the timeframes directed by the TTC. TTC's regular business hours are from Monday through Friday, during the hours of 8:00 a.m. to 5:00 p.m. Pacific Time (PT) except for County Observed Holidays, unless specified otherwise in the Master Agreement, or requested by

the County. A list of County Observed Holidays may be found on the TTC's website <https://ttc.lacounty.gov/county-holidays/>.

However, the Contractor must provide any necessary services, including, but not limited to, those services described in the Master Agreement and Exhibit F (SOW), including any Attachments thereto, that do not require access to County facilities, regardless of the County's regular business hours and/or observed holidays.

12.0 PERFORMANCE REQUIREMENTS SUMMARY

The Performance Requirements Summary (PRS) Chart, Exhibit 2 of Exhibit G (SOW and Master Agreement Technical Exhibits), lists required services and deliverables that will be monitored by the County during the term of this Master Agreement is an important monitoring tool for the County.

All listings of services and deliverables referenced in the PRS Chart are intended to be completely consistent with the Master Agreement and the SOW, and are not meant in any case to create, extend, revise, or expand any obligation of the Contractor beyond that defined in the Master Agreement and the SOW. In any case of apparent inconsistency between services or deliverables as stated in the Master Agreement and the SOW and this PRS, the meaning apparent in the Master Agreement and the SOW will prevail. If any service or deliverable seems to be created in this PRS which is not clearly and forthrightly set forth in the Master Agreement and the SOW, that apparent service will be null and void and place no requirement on the Contractor.

13.0 GENERAL CRITERIA FOR SATISFACTORY AND UNSATISFACTORY PERFORMANCE

Performance of the services listed in the PRS Chart is considered satisfactory when no discrepancies are found by the TTC through Master Agreement monitoring or other means. When performance is unsatisfactory, the TTC may provide a CDR to the Contractor. The Contractor is required to respond to the CDR in writing within ten Business Days to the County's Project Director explaining why performance was unsatisfactory, how performance will be returned to satisfactory levels, and how a reoccurrence will be prevented.

The County's Project Director will evaluate the written response and, at their sole discretion, determine whether the Contractor will be responsible for full payment, partial payment, or, if the Master Agreement termination process is applicable.



COUNTY OF LOS ANGELES
TREASURER AND TAX COLLECTOR

PUBLIC ADMINISTRATOR

Hall of Records
320 West Temple Street, 9th Floor
Los Angeles, California 90012
Telephone: (213) 974-0404 Fax: (213) 633-1944
ttc.lacounty.gov and propertytax.lacounty.gov

ELIZABETH BUENROSTRO GINSBERG
TREASURER AND TAX COLLECTOR

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Fifth District

MORTUARY SERVICES WORK ORDER/MORTUARY SERVICES AGREEMENT

Date: November 13, 2025

Mortuary: ABC Mortuary
123 Main Street
Los Angeles, CA 90001

Estate Name:
Estate No.:
Date of Death:

1. Per our agreement, the Mortuary Services Plan, described below and in Exhibit D2 (Pricing Schedule), is to be provided to the decedent:

Plan requested: 2-Basic Plan at a price not to exceed \$ 2,453.00

2. The internment will take place at [redacted] and services are to be conducted in compliance with this Mortuary Services Work Order/Mortuary Services Agreement, as agreed to and accepted by your mortuary.

3. Any agreement for payment is contingent upon the following:

- A. The Court granting Letters of Administration (Letters) to the PA;
B. Presentation of a Creditor's Claim in proper form within the statutory period;
C. Court approval of the claim; and
D. Sufficient funds in the estate to pay your claim during the regular course of administration.

4. A Creditor's Claim (Claim) is to be filed within 120 days from the date Letters are first issued to the Public Administrator. The original claim must be mailed or delivered as soon as possible after a probate case number has been assigned to:

Los Angeles Superior Court
111 North Hill Street, Room 429
Los Angeles, CA 90012

5. A copy of the Claim, an uncertified copy of the decedent's death certificate, and the obituary notice, must be mailed to:

Los Angeles County Public Administrator
PO Box 86005
Los Angeles, CA 90086

Claims must include the day of the week, date, and time of the service and an itemized list of the services provided with their associated costs.

NOTE: To claim interest 60 days from date of death, intent to do so must be stated on the Claim form.

6. The following additional items have been requested, at the costs agreed to:

[Redacted lines for additional items]

PUBLIC ADMINISTRATOR

ABC Mortuary

By Jane Doe, Deputy Public Administrator

John Doe, President

Date

STATEMENT OF WORK ATTACHMENTS
PRICING SCHEDULE

MORTUARY SERVICES PLANS AND PRICE SCHEDULE

Services/Plans	1-Cremation	2-Basic Plan (Direct Burial)	3-Intermediate Package	4-Premium Package
Minimum Disposition Arrangements (Per Plan)	<ul style="list-style-type: none"> ▪ Body transfer ▪ Personnel ▪ Facilities use ▪ Death Certificates (3) 	<ul style="list-style-type: none"> ▪ Body transfer ▪ Personnel ▪ Facilities use ▪ Burial Permit ▪ Death Certificates (3) ▪ Clothing ▪ Casketing 	<ul style="list-style-type: none"> ▪ Body transfer ▪ Personnel ▪ Facilities use ▪ Burial Permit ▪ Death Certificates (3) ▪ Clothing ▪ Casketing 	<ul style="list-style-type: none"> ▪ Body transfer ▪ Personnel ▪ Facilities use ▪ Burial Permit ▪ Death Certificates (3) ▪ Clothing ▪ Casketing
Additional (PA-required) Services	<ul style="list-style-type: none"> ▪ Obituary published in decedent's locale ▪ Refrigeration (up to 14 days) 	<ul style="list-style-type: none"> ▪ Obituary published in decedent's locale ▪ Refrigeration (up to 14 days) 	<ul style="list-style-type: none"> ▪ Obituary published in decedent's locale 	<ul style="list-style-type: none"> ▪ Obituary published in decedent's locale
Embalming and Visitation			<ul style="list-style-type: none"> ▪ Embalming ▪ Visitation (up to 4 hours) 	<ul style="list-style-type: none"> ▪ Embalming ▪ Visitation (up to 4 hours)
Basic Casket	<ul style="list-style-type: none"> ▪ Cardboard/alternative cremation container 	<ul style="list-style-type: none"> ▪ Minimum of cloth covered wood w/ flat or raised flat top, rayon or crepe interior 		
Fine Casket			<ul style="list-style-type: none"> ▪ Minimum of 20 gauge steel or solid hardwood, with hardware; with or without rounded top, locking mechanism, and crepe or muslin interior 	
Premium Casket				<ul style="list-style-type: none"> ▪ Minimum of 18 gauge steel, 32 oz. bronze or copper, or fine solid wood (e.g., mahogany, cherry, pecan), w/ fine finish exterior, decorative hardware/ ornamentation, and velvet interior
Funeral Services			<ul style="list-style-type: none"> ▪ Coordinate services (mortuary/ church service - or - graveside interment/committal ceremony) ▪ Clergy and staff/ushers ▪ Flowers (music is optional) 	<ul style="list-style-type: none"> ▪ Coordinate services (mortuary/ church service - or - graveside interment/committal ceremony) ▪ Clergy and staff/ushers ▪ Flowers (music is optional)
Cremation	Cremation			
MAXIMUM (Not-to-Exceed) PRICE:	\$ 2,458.61	\$ 2,526.59	\$ 4,713.28	\$ 6,225.84