

**REQUEST FOR PROPOSAL
ISOC MORTUARY
Garden Grove - California**

RFP ID: 1120201

PROPOSAL SUBMISSION DEADLINE: Friday, January 29, 2021 at 5:00 PM

QUESTION SUBMISSION DEADLINE: Friday, January 15, 2021

Questions may be submitted in written form by 1/15/2021 to:

Contact Name: Sabiha Rashid
Contact Address: 9752 W. 13th Street
Garden Grove, California 92844
Telephone Number: (714) 531-1722
Email Address: Srashid@isocmasjid.org

INTRODUCTION

The Islamic Society of Orange County (“ISOC”) Mortuary invites and welcomes proposals for its ISOC Mortuary project. Based on your previous work experience, you and your firm have been selected to receive this RFP and are invited to submit a proposal. Please take the time to carefully read and become familiar with the proposal requirements. All proposals submitted for consideration must be received by the time specified above under the "PROPOSAL SUBMISSION DEADLINE."

BIDDERS SHOULD NOTE THAT ANY AND ALL WORK INTENDED TO BE SUBCONTRACTED AS PART OF THE BID SUBMITTAL MUST BE ACCOMPANIED BY BACKGROUND MATERIALS AND REFERENCES FOR PROPOSED SUBCONTRACTOR(S).

PROJECT AND LOCATION

The project associated with this RFP is or shall be located at 9752 W. 13th St, Garden Grove, California 92844.

PROJECT MANAGER CONTACT INFORMATION

The following individual(s) are the assigned contacts. For questions or information regarding Proposal Questions, contact:

Name: Sabiha Rashid
Title: Executive Assistant
Phone: (714) 531-1722
Email: Srashid@isocmasjid.org

PROJECT OBJECTIVE

ISOC is looking to reopen its on-premise Mortuary by obtaining the services of a licensed, professional, and experienced managing funeral director or mortuary company (“Bidder”) to provide prompt and dignified at-need funeral services consistent with Muslim religious practices in compliance with up-to-date safety measures for Covid-19 and all applicable funeral laws. A contract is expected to be awarded to the acceptable Bidder on terms and conditions to be mutually agreed upon by the parties.

PROJECT SCOPE AND SPECIFICATIONS

The ISOC has been offering and accommodating professional funeral services on-site for over 15 years, and has been serving the Muslim community in Orange County and beyond.

The ISOC Mortuary was closed in April 2020 due to the Covid-19 pandemic.

The ISOC is looking to retain the services of a licensed, professional, and experienced managing funeral director or mortuary company to re-open its funeral services some time in February 2021. The facility is on ISOC’s premises, and the bidder would be given the responsibility to operate the facility as part of the contract that will be awarded.

SCHEDULED TIMELINE

The following timeline has been established to ensure that our project objective is achieved; however, the following project timeline shall be subject to change when deemed necessary by management.

MILESTONE

DATE

Receive Proposal:

January 29, 2021

PROPOSAL BIDDING REQUIREMENTS

PROJECT PROPOSAL EXPECTATIONS

The ISOC Mortuary intends to award the contract to the Bidder that best accommodates the various project requirements. The ISOC Mortuary reserves the right to: (i) award any contract prior to the proposal deadline or prior to the receipt of all proposals, (ii) award the contract to more than one Bidder, and (iii) refuse any proposal or contract.

DEADLINE TO SUBMIT PROPOSAL

All proposals must be received by ISOC Mortuary no later than 5:00 PM on January 29, 2021 for consideration in the project proposal selection process.

PROPOSAL SELECTION CRITERIA

All proposals received by the stated deadline will be considered. All proposals, submitted by the deadline, will be reviewed and evaluated based upon information provided in the submitted proposal. In addition, consideration will be given to cost and performance projections.

Furthermore, the following criteria will be given considerable weight in the proposal selection process:

1. Proposals received by the stipulated deadline must be in the correct format.
2. Bidder's alleged performance effectiveness of their proposal's solution.
3. Bidder's performance history and alleged ability to timely deliver proposed services.
4. Bidder's ability to provide and deliver qualified personnel having the knowledge and skills required to effectively and efficiently execute proposed services.
5. Overall cost effectiveness of the proposal.
6. Bidder's proposed competitive and fair cost and pricing terms favorable to ISOC for providing the proposed services.

The ISOC Mortuary reserves the right to cancel, suspend, and/or discontinue any proposal at any time, without obligation or notice to the proposing Bidder.

PROPOSAL SUBMISSION FORMAT

The following is a list of information that the Bidder should include in their proposal submission:

Summary of Bidder Background

1. Bidder's Name(s)
2. Bidder's Address
3. Bidder's Contact Information (and preferred method of communication)
4. Legal Formation of Bidder (e.g. sole proprietor, partnership, corporation)
5. Description of Bidder's company in terms of size, range and types of services offered and clientele.
6. Bidder's principal officers (e.g. President, Chairman, Vice President(s), Secretary, Chief Operating Officer, Chief Financial Officer, General Managers) and length of time each officer has performed in his/her field of expertise.
7. Evidence of legal authority and license to conduct a funeral business in California (e.g. business license number, Funeral Director License, Funeral Establishment Licenses, etc.)
8. Evidence of experience and established track record for providing funeral and related services.

Financial Information

- State whether the Bidder or its parent company (if any) has ever filed for bankruptcy or any form of reorganization under the bankruptcy code.
- State whether the Bidder or its parent company (if any) has ever received any sanctions or is currently under investigation by any regulatory or governmental body.

Proposed Outcome

- Summary of timeline and what it would take to get setup to start and open services.

Fee Schedule Proposal Summary and Breakdown for Selling Funeral Services

- A detailed breakdown list of prices for selling funeral services to families.
- Summary and explanation of ISOC's costs and margins.
- Summary of the cost and price structure that you are proposing.

Licensing and Qualifications

- Provide details of funeral director's license information regarding any citations, fines or other disciplinary proceedings, lawsuits or complaints regarding such licenses.
- It will be expected that Bidder will maintain licenses in good standing during the term of the contract to be awarded.
- Disclose any affiliation to any third parties as it would pertain to ISOC.
- Shall not, either during the term of the contract or after the termination of the contract, disclose any confidential information of deceased or ISOC.
- Demonstrate ability or experience to process arrangements and communicate with appropriate agencies/consular offices for the transportation of remains to foreign countries and other states.
- Demonstrate capacity to provide/arrange appropriate means of transportation of remains of multiple dead bodies.
- Be responsible for the orderly operation of mortuary building/transportation vehicles, and equipment as required per OSHA and other agencies.
- Create and maintain Policies, Procedures forms, contracts and related documents for ISOC's Mortuary operation that should include following:
 - 1) Funeral Arrangements
 - 2) Disposition Requirement
 - 3) Administration
- Demonstrate the ability to professionally communicate with emergency service personnel, healthcare providers and coroners, with ISOC administrative staff, and to liaison as needed.
- Showing competency in filing, monthly or regular reporting, recordkeeping of all necessary documentation related to funeral services
- Maintaining recommended and best practices based on contemporary state and federal guidelines as relates to Covid-19, and other widespread strains, epidemics, pandemics prevalent at time of operations; To adopt appropriate measures to safeguard and secure staff/volunteers by utilizing effective protective equipment and hygiene and sanitation methods.

Insurance

- Provide sufficient insurance policies acceptable to the ISOC for the operation of the ISOC's Mortuary, including errors and omissions, casualty and liability for the ISOC Mortuary premises and operation, and workers' compensation for its employees.

References

- Provide 3 references

By submitting a proposal, Bidder agrees that ISOC Mortuary may contact all submitted references to obtain any and all information regarding Bidder's performance.