TN Department of Disability & Aging

Statewide Burial Services

34401-99658

Contract Term: Five Years

A.1 General Information

a. The Department of Disability and Aging shall be referred to as the "Agency."
b. The Contractor is the service provider responsible for fulfilling all requirements outlined in this specification.
c. The Contractor shall maintain a 24-hour contact number and after-hours response plan to ensure timely retrieval of the deceased.

A.2 Transportation

a. The Contractor shall perform statewide pickup of deceased individuals in East, Middle, and West Tennessee regions.
b. The Agency shall provide clothing and necessary personal items to accompany the deceased.
c. The Contractor shall ensure acceptance and transport of Agency-provided clothing or personal items, including when a third-party transporter is utilized. If the transporter refuses such items, the Contractor is responsible for arranging alternate delivery without delay.
d. The Contractor may use third-party transporters; however, the Contractor retains full responsibility for compliance with all requirements, timeliness, documentation, treatment of the deceased, and conduct of personnel.
e. The Contractor shall retrieve the deceased within the Agency-established timeframe, detailed in A.9, not to exceed the maximum number of hours determined by the Agency. The Contractor shall prevent prolonged presence of the deceased in residential settings to avoid hardship for residents and Agency staff.
f. The Contractor shall provide no viewing or funeral services unless separately requested.

A.3 Provision of Casket

a. The Contractor shall provide a minimally featured wooden cloth-covered casket meeting all local regulations.

A.4 Provision of Grave Location

a. The Contractor shall disclose to Agency the burial location for each deceased individual, including cemetery name, plot number, and any additional identifiers required by local regulation. The Contractor shall direct any external inquiries regarding burial locations to the Agency.

A.5 Burial Responsibilities

a. The Contractor shall open, place, and close the grave in compliance with local burial requirements.
b. The Agency shall provide a chaplain upon request from DDA. Any external requests for a chaplain shall be routed to the Agency.

c. The Contractor shall ensure respectful and compliant handling of the deceased throughout all burial-related processes.

A.6 Grave Marker

a. The Contractor shall provide grave markers containing the name, date of birth, and date of death for each deceased individual.

A.7 Cremation Services

a. The Contractor shall make cremation services available and comply with all regulatory standards.
b. The Contractor shall ensure the respectful handling and return or placement of remains as directed by the Agency authority.

A.8 Documentation and Compliance Requirements

a. The Contractor shall maintain complete records including, but not limited to, chain-of-custody logs, burial and crematorium locations, transportation records, permits, and compliance documentation.
b. The Contractor must retain records for the full contract term and any additional legally required period.
c. The Contractor must maintain all required licenses and certifications for burial, cremation, and transport services.
d. The Contractor shall provide the Agency, upon retrieval of the deceased, with a copy of the Release of Body, or equivalent documentation, detailing date, time, and identity of the individual or entity receiving the deceased.
e. The Contractor shall submit proof of retrieval within the timeframe established by the Agency.
f. The Agency may request compliance verification, at any time, and the Contractor shall make all records available upon request.

A.9 Timeframe Requirements

Retrieval of deceased from State location	Up to Six (6) hours