

January 23, 2026

HSS-26-033

INDIGENT BURIAL

Due Date: **MARCH 13, 2026 @ 1:00 PM EST**

ADDENDUM 1 – Change in Language and Requirements

Please Note:

THE ATTACHED SHEETS HEREBY BECOME PART APART OF
THE ABOVE- MENTION BID.

Eddie Mui
Management Analyst III
(302) 255-9291

Jonna Church
Management Analyst III
302-255-9539

**Reason for the Addendum – Change and Additional Language and Requirement
(noted update sin **RED**)**

I. Page 1 to the Table of Contents: Addition of Appendix J – Delivery Questions

Contents:

I. Overview

II. Scope of Services

III. Required Information

IV. Professional Services RFP Administrative Information

V. Contract Terms and Conditions

VI. RFP Miscellaneous Information

VII. Attachments

Appendix A - Minimum Mandatory Submission Requirements

Appendix B – Scope of Work and Technical Requirements

Appendix C – Next of Kin Authorization for Burial

Appendix D – Assignment Form

Appendix E – Burial Advertisement Form

Appendix F - DSS Indigent Authorization for Indigent Burial

Appendix G – Proposal Form

Appendix H – DSS Indigent Burial and Unclaimed Body Procedure

Appendix I – Templates/Sample Agreements

- Professional Services Agreement
- Business Associate Agreement
- DTI Terms & Conditions

Appendix J – Delivery Questions

II. Page 16 of the RFP Document: Changes in Criteria

Criteria Weight

All proposals shall be evaluated using the same criteria and scoring process. The following criteria shall be used by the Evaluation Team to evaluate proposals:

Criteria	Weight
The qualifications and experience of the persons to be assigned to the project.	30 10
Familiarity and experience creating and running similar projects, including the ability to perform the work in a timely manner, company oversight and on-going project support and maintenance. Appendix B Scope of Work Technical Requirements A-E	30 35
Safety performance record, for staff and patrons, creating, building and running similar projects.	10
Appendix J Program delivery questions Questions 1-8	25
References	10
Potential income/cost projection, substantiated by prior project management of similar scope and content. Appendix G Proposal Form	20
Total	100%

- III. Pages 52-54 of the RFP document: Additional Language and Points assigned to the Criteria noted above is noted in **RED**.

SCOPE OF WORK AND TECHNICAL REQUIREMENTS

A. SPECIFICATIONS FOR BURIAL OF INDIGENT PERSONS (7 Points)

The Vendor is responsible for the following:

1. Picking up the decedent and transporting the decedent to the funeral home after approval by the Division of Social Services (DSS).
2. Embalming the body (externally embalmed is acceptable) and wrapping the body with a plastic sheet. The Vendor may clothe the Decedent at Vendor's expense.
3. Opening and closing the grave.
4. Providing and installing a concrete grave marker.
5. Informing next of kin of the provision of a pine box and concrete vault for burial.
6. Burying the Decedent within ten (10) days of receiving approval from DSS.
 - a. The burial site is determined by DSS and conveyed to the Vendor.
7. Transporting the Decedent to the cemetery.
 - a. The cemetery may be any of the following locations: on the grounds of Herman Holloway Campus or Veterans Cemetery in New Castle County; on the grounds of Delaware Hospital for the Chronically Ill, Smyrna, DE, in Kent County; or the grounds of Veterans Cemetery or Stockley Center, Georgetown, DE, in Sussex County. Burial of indigents will be held in the county where the decedent last resided; however, due to space constraints, the burial site may be in a different County as determined by DSS.
8. Removing excess dirt from the excavation of the grave site (New Castle County only).

B. SPECIFICATIONS FOR CREMATION OF INDIGENT PERSONS (7 Points)

The Vendor is responsible for the following:

1. Picking up the decedent and transporting the decedent to the funeral home from the location disclosed after approval by DSS.
2. Obtaining written consent for cremation from the next of kin or legal representative of the decedent and providing the consent to DSS prior to final approval for cremation.

Note: The State is offering the remains to families who show interest in possessing them.
3. Cremating and interring the decedent within thirty (30) days of receiving approval from DSS.

Note: The State is offering the remains to families who show interest in possessing them.
4. Informing next of kin of the provision of the urn and concrete vault for burial.
5. Opening and closing the burial site.
 - a. The final decision of the burial site is determined by DSS and conveyed to the Vendor.

6. Providing and installing a concrete grave marker.
7. Transporting the decedent to the cemetery.
 - a. The Cemetery may be any of the following locations: on the grounds of Herman Holloway Campus or Veterans Cemetery in New Castle County; on the grounds of Delaware Hospital for the Chronically Ill, Smyrna, DE, in Kent County; or the grounds of Veterans Cemetery or Stockley Center, Georgetown, DE, in Sussex County. Burial of indigents will be held in the county where the Decedent last resided; however, due to space constraints, the burial site may be in a different County as determined by DSS.

C. SPECIFICATIONS FOR BURIAL OF INFANTS (over 350 grams) (7 Points)

The Vendor is responsible for the following:

1. Picking up the decedent and transporting the decedent to the funeral home after approval by DSS.
2. Embalming the body (externally embalmed is acceptable) and wrapping the body with a plastic sheet. The Vendor may clothe the decedent at vendor's expense.
3. Opening and closing the grave.
4. Providing and installing a concrete grave marker.
5. Informing next of kin of the provision of the pine box and concrete vault for burial.
6. Burying the decedent within ten (10) days of receiving approval from DSS.
 - a. The final decision of the burial site is determined by DSS and conveyed to the Vendor.
7. Transporting the decedent to the cemetery.
 - a. The cemetery may be any of the following locations: on the grounds of Herman Holloway Campus or Veterans Cemetery in New Castle County; on the grounds of Delaware Hospital for the Chronically Ill, Smyrna, DE, in Kent County; or the grounds of Veterans Cemetery or Stockley Center, Georgetown, DE, in Sussex County. Burial of indigents will be held in the county where the decedent last resided; however, due to space constraints, the burial site may be in a different County as determined by DSS.
8. Removing excess dirt from the excavation of the grave site (New Castle County only).

D. SPECIFICATIONS FOR CREMATION OF INFANTS (under 350 grams) (7 Points)

The Vendor is responsible for the following:

1. Picking up the decedent and transporting the decedent to the funeral home after approval by DSS.
2. Obtaining written consent for cremation from next of kin or legal representative of the decedent and providing the consent to DSS prior to final approval for cremation.
3. Cremating and interring the decedent within thirty (30) days of receiving approval from DSS.

Note: The State is offering the remains to families who show interest

in possessing them.

4. Informing next of kin of the provision of the urn and concrete vault for burial.
5. Opening and closing the burial site.
 - a. The final decision of the burial site is determined by DSS and conveyed to the Vendor.
6. Providing and installing a concrete grave marker.
7. Transporting the decedent to the cemetery.
 - a. The cemetery may be any of the following locations: on the grounds of Herman Holloway Campus or Veterans Cemetery in New Castle County; on the grounds of Delaware Hospital for the Chronically Ill, Smyrna, DE, in Kent County; or the grounds of Veterans Cemetery or Stockley Center, Georgetown, DE, in Sussex County. Burial of indigents will be held in the county where the decedent last resided; however, due to space constraints, the burial site may be in a different County as determined by DSS.

E. SPECIFICATIONS FOR CREMATION OF ADULTS AND INFANTS (7 Points)

The Vendor is responsible for the following:

1. Picking up the decedent and transporting the decedent to the funeral home after approval by DSS.
2. Obtaining written consent for cremation from next of kin or legal representative of the decedent and providing the consent to DSS prior to final approval for cremation.
3. Cremating decedent within thirty (30) days of receiving referral approval from DSS.

Note: The State is offering the remains to families who show interest in possessing them.

4. Next of kin may be provided with the cremains if they wish to receive them.

IV. Additional/New Appendix – Appendix J

Program Delivery Questions - Totaling 25 Points

1. Administrative & Contract Compliance (3 points)

- Can you meet all reporting, documentation, and invoicing requirements of the indigent burial/cremation program?
- What is your average response time to body removal requests?
- Do you have the capacity to provide 24/7 on-call service?
- How will you ensure compliance with the jurisdiction's indigent burial policies and timelines?

2. Body Removal & Storage (3 Points)

- Describe your transportation protocols and equipment.
- How long can remains be stored? What are your refrigeration capabilities?
- How do you ensure chain-of-custody and identification accuracy?

3. Cremation/Burial Processes (3 Points)

- Do you offer direct cremation only, or burial options as well?
- What is the maximum timeframe from authorization to disposition?
- How are unclaimed cremated remains handled and stored?

4. Recordkeeping & Reporting (3 Points)

- What documentation will be provided for each case?
- How do you track and report case status, disposition dates, and remains release?
- How long are records retained?

5. Identification & Notification (3 Points)

- What procedures do you follow to confirm identity?
- Are you able to assist with next-of-kin searches or notifications if required by the jurisdiction?
- How do you handle cases with incomplete or unknown identity?

6. Identification of other funding sources (4 Points)

- How do you identify if funds are available from Social Security, Veterans' Administration or any other benefits or insurance?
- What systems/technology are used to identify?

7. Facilities & Capacity (3 Points)

- Tour availability: Can the jurisdiction inspect the facility before contract award?
- How many cremations or burials can you handle weekly/monthly?
- Do you subcontract any services? If so, which ones?

8. Environmental & Safety Compliance (3 Points)

- Are your cremation/burial operations compliant with local environmental regulations?
- What safety procedures are in place for staff and the public?