Performance Work Statement for Mortuary Services
for
Hanscom Air Force Base

Point of Contacts

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Distribution A

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PERFORMANCE WORK STATEMENT (PWS)

Mission Essential Mortuary Services
for
Hanscom Air Force Base

Part 1 General Information

1. General:
This is a non-personal services contract to provide Mortuary Services for Hanscom AFB and assignments from the Air Force Mortuary Affairs Operations (AFMAO). The Government will not exercise any supervision or control over the contract service provider(s) nor the contractor performing the services herein. Such contract service provider(s) shall be accountable solely to the contractor who, in turn, is responsible to the Government.

1.1. Description of Services/Introduction:
The contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform Mortuary Services as defined in this PWS except those items specified as Government-furnished property and services. The contractor shall perform to the standards in this contract.

1.2. Background:
Hanscom AFB provides mortuary services to persons who are eligible as defined by DAFI 34-160. These entitlements must be covered by the United States Air Force and provided by a licensed mortuary professional.

1.3. Scope:
Services include: transportation of remains, embalming, dressing and casketing, hairstyling, makeup and other restorative arts, cremation preparation, funeral services, visitations at a funeral home, supply death certificates, refrigeration of remains, chapel/graveside service, funeral coach, limousine, vault setting, concrete grave liner, gravestone, burial receptacle, cemetery equipment, temporary grave markers, casket, urn, or other items necessary to prepare the deceased for disposition, use of funeral home facilities, obituaries, photography, videography.

1.4. General Information:

1.4.1. Quality Control:
The contractor shall have an established effective Quality Control Program to ensure services are performed per contract requirements. The contractor's Quality Control Program is how the contractor ensures that work performed complies with the requirement of the contract. The contractor shall

develop and implement a Quality Control Plan (QCP) specific to this requirement that addresses processes and procedures implemented to ensure performance meets all requirements of the task order. The QCP shall contain as a minimum:

1. Agreement number
2. Description of processes and controls used to verify acceptable performance
3. Contractor-developed metrics used to verify the performance level of each objective
4. The metrics reported as a quantitative value (%, >, <, etc.) and the definition and numerical figures used to calculate the percent or reportable outcome
5. The objectives, associated standards, metrics, and quantitative values for each metric reported in the Monthly Status Report (MSR), which clearly identifies the monthly performance level against each task order objective.

The QCP should be delivered by email to the Contracting Officer (CO) and Contracting Officer's Representative (COR) if applicable with the contractor's quote if it is an evaluation factor; copies of a comprehensive written QCP shall be submitted to the CO and COR, if applicable, within 5 calendar days when changes are made thereafter.

1.4.2. Quality Assurance:
The Government will evaluate the contractor's performance under this agreement. This plan is primarily focused on what the Government must do to ensure that the contractor has performed per the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

1.4.3. Recognized Holidays:
The contractor may be required to perform services on all Federally recognized holidays, which may include:

New Year's Day
Martin Luther King Jr. Day
Presidents Day
Memorial Day
Independence Day
Juneteenth National Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day

1.4.4. Hours of Operation:
The contractor is responsible for conducting business, between the hours of 8:00 AM -5:00 PM Central Time, Monday through Friday except federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government- directed facility closings. The contractor shall at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons. Government-initiated work outside normal hours may be required when actively working a mortuary services case.

1.4.5. Place of Performance:
The contractor shall perform services under this agreement at the contractor's facility.

1.4.6. Special Qualifications:
Contractor shall be a State licensed funeral director and State licensed embalmer. Contractor shall be able to obtain remains within the New England area.

1.4.7. Post-award Meeting:
The contractor shall conduct a project kickoff meeting within five business days of the contract award. The contractor shall provide orientation, milestone schedule, review cycles, and shall discuss administrative matters. The meeting will be held in the contractor facility, with the following minimum personnel in attendance via teleconference or in person: CO, COR, Hanscom AFB Mortuary Officer, Hanscom AFB Mortuary Technician, Funeral Home Director, and Lead Embalmer. The purpose of this meeting is to achieve a clear and mutual understanding of all contract requirements and identify and resolve any potential problems. This meeting is not a substitute for the contractor's full understanding of the work requirements at the time offers are submitted, nor is it used to alter the final agreement arrived at in any negotiations leading to award.

1.4.8. In-process Review:
The Contracting Officer and other Government personnel, as appropriate, may meet at least quarterly with the contractor to review the contractor's performance. Meetings will be conducted at contractor facility or virtually, as appropriate. At these meetings, the COR will apprise the contractor of how the Government views the contractor's performance, and the contractor shall apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the Government.

1.4.9. Contracting Officer's Representative (COR):
If required, a COR will be identified by a separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: ensures that the contractor performs the technical requirements of the contract; performs inspections necessary in connection with contract performance; maintains written and oral communications with the contractor concerning technical aspects of the contract; issues written interpretations of technical requirements, including Government drawings, designs, and specifications; monitors the contractor's performance and notifies both the Contracting Officer and contractor of any deficiencies; coordinates availability of Government-furnished property; and provides site entry of contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the contractor, states the responsibilities and limitations of the COR, especially concerning changes in cost or price, estimates, or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting agreement.

1.4.10. Alternate Contracting Officer's Representative (A/COR):
If required, an A/COR will be identified by a separate letter. The A/COR serves as the on-site representative who is able to directly observe and assess contractor performance measured against contract performance standards as defined in the Performance Requirements Summary (PRS). A letter of designation issued to the A/COR, a copy of which is sent to the COR and contractor, states the responsibilities and limitations of the A/COR, especially concerning changes in cost or price, estimates, or changes in delivery dates. The A/COR is not authorized to change any of the terms and conditions of the resulting agreement.

PART 2 - Standards for DoD Mortuary Facilities

1. Introduction

This PWS establishes the DoD standards for the operation of DoD facilities providing mortuary services, and funeral homes under contract for DoD mortuary services, and shall apply to all Military Service components. The Defense Federal Acquisition Regulation Supplement (DFARS) includes clauses unique to the procurement of mortuary services (DFARS 252.237, Sections 7000 through 7009 and 7011). Contracting Officers must utilize the standards contained herein and the PWS when contracting for mortuary services. The standards contained herein do not apply to deaths where the person authorized to direct disposition (PADD), or where the person with authority to effect disposition (PAED), elects to make all arrangements for the disposition of remains.

2. General Information

References: 5 CFR, Chapter 1, Part 430; 5 U.S.C. Section 2301-2302, Fair Labor Standards Act; Rehabilitation Act of 1973 as amended by the Americans with Disabilities Act of 1990; EO 13548; DoD Performance Management and Appraisal Program (DPMAP); 5 U.S.C., Chapters 43 and 75; DoDI 5000.72; DFARS 201.602-2; DFARS PGI 201.602-2; DoDM 4715.20; DoDM 4715.05-G

This document describes services for use by both DoD mortuary facilities and funeral homes contracted by the DoD to provide mortuary services. This section also provides clear guidance on the tasks that may be performed by an unlicensed preparation room assistant or embalmer assistant and which tasks require a license within a DoD mortuary facility. Contracted facilities will work within their licensing authority or within the DoD PWS, whichever is more stringent. DoD contracted facilities will comply with all existing, international, host nation, federal, state, territory, and local licensing requirements and regulatory standards applicable in the area of performance.

2.1. Authorized Personnel

Reference: DoDI 1400.25-V410

The preparation of human remains for final disposition shall be performed with regard to the confidentiality of the deceased and the wishes of the family. The following types of personnel may be authorized by management to be present in the preparation room while human remains are being embalmed, washed, or otherwise prepared for final disposition:

1. Licensed embalmers and unlicensed assistants as defined in this document;
2. Licensed and registered interns/apprentices/students as defined by state licensing boards;
3. Public officials or representatives in the discharge of their official duties; and
4. Licensed medical personnel.

Contracted licensed funeral homes may work with family and friends of the deceased to allow their participation in washing and dressing of the body in a private location other than the preparation room of the funeral home if their state law allows accommodating religious practices.

2.1.1. Licensed Embalmer

Reference: 10 U.S.C. Section 2015

For the purposes of this document, a licensed embalmer is a person licensed by a state board or certified by a funeral service board as an embalmer or as an embalmer intern or apprentice. A licensed embalmer is required for the application or injection of an embalming chemical solution. The application or injection of an embalming chemical solution is required for the following embalming procedures and requires a licensed embalmer: vascular embalming, cavity embalming, hypodermic embalming, and surface embalming, cleaning, dissection, and treatment of viscera. A licensed embalmer is also required when performing restorative arts for areas that are visible outside the decedent's uniform or clothing (head, neck, and hands). The licensed embalmer will also perform all tasks to temporarily preserve and sanitize the deceased and to restore the remains to an acceptable physical appearance. A licensed embalmer is required to complete all tasks associated with performing a head wrap. A licensed embalmer and a licensed intern or apprentice must follow the terms of the licensing authority or certification board of the state that issued the license or certificate. The Military Service is responsible for verifying the mortuary director and embalmers have valid licensure to perform the tasks required for their position. The licensure will be reviewed at least annually and upon initial assignment. The director and embalmers are responsible for maintaining current licenses per their state licensing authority. No DoD employee will perform embalming, to include the application of chemicals externally, internally, or both, unless they possess a current license to embalm from a state licensing authority.

2.1.2. Unlicensed Assistant

The use of unlicensed personnel to assist an embalmer or funeral director is only authorized as specified in this document. Contract funeral homes must comply with applicable federal, state, local, or jurisdiction laws in which the contract funeral home is located when using unlicensed personnel to assist the embalmer or funeral director in the performance of their duties. Contracted facilities may use interns (apprentices) per applicable state regulations.

2.1.2.1. Tasks specifically not authorized to be performed by unlicensed assistants

An unlicensed assistant may not perform any tasks identified in Paragraph 2.1.1. and any other tasks prohibited by the state of the licensee responsible for the preparation of the remains. The utilization of unlicensed assistants for the preparation of remains will be at the discretion of the licensee.

2.2. Time Allotted for Services

2.2.1. Time allotted to initiate services

The contracted facility will furnish the materials ordered and perform the services specified by the Contracting Officer or designee as promptly as possible. The contractor will initiate the services not later than 12 hours after: (1) receiving notification to remove the remains, or (2) after the remains have been released to U.S. Government control.

2.2.2. Time allotted to perform services

The time allotted to perform embalming and restoration work shall be based on the condition of the remains and procedures necessary to restore the remains to a condition that facilitates viewing and on

the volume of work at the facility. At no time will preset time restrictions be placed on the amount of time a contract embalmer can take to restore remains to a viewable state. NOTE: It is not unreasonable to expect an embalmer to spend several hours suturing extensive amounts of lacerations and wounds or working to restore the head/face to a condition that facilitates viewing. However, the contracted facility will notify the Military Service Mortuary Affairs Office if the procedure is expected to take more than 24 hours to complete (this does not include post-embalming surveillance). The Military Service Mortuary Affairs Office will keep the PADD or PAED informed on the time required to prepare the remains. The mortuary case file will be updated to reflect when the time required to prepare the remains exceeds the 24-hour time limit.

2.3. Hours of Operation

DoD contracted mortuary services shall be able to receive remains 24 hours a day.

2.4. Area of performance

The area of performance includes the New England area. (States including Maine, Massachusetts, New Hampshire, Vermont, Rhode Island, Connecticut, and New York.)

2.5. Quality Control and Quality Assurance

2.5.1. Quality Control Plan

The contractor shall have an effective Quality Control Plan (QCP) to ensure the facility meets approved standards and the services are performed per contract requirements. The contractor shall provide the QCP to the Contracting Officer's technical representative (COTR) for acceptance not later than 30 calendar days after award. The COTR will notify the contractor of acceptance or required modifications to the plan. The contractor shall make appropriate modifications and obtain acceptance of the plan within 30 calendar days from the date of the award. The QCP shall include the following minimum requirements:

a. Contract and task order number;

b. Description of processes and controls used to verify acceptable performance;

c. The contractor-developed metrics used to verify the performance level of each task order objective;

d. The metrics reported as a quantitative value (%, >, <, etc.) and the definition and numerical figures used to calculate the percent or reportable outcome;

e. The task order objectives, associated standards, metrics, and quantitative values for each metric shall be reported per the PWS;

f. Description of the methods to be used for identifying and preventing defects in the quality of service performed;

g. Description of the records to be kept to document inspections and corrective or preventative actions taken; and

h. The frequency of surveillance and minimum acceptable defect rate(s).

2.5.2. Quality Assurance Plan

The Government will evaluate the contractor's performance for the contract and task/delivery orders awarded. For those tasks listed in this PWS, the COTR or other designated evaluator will follow the method of surveillance specified. Government personnel will record all surveillance observations. When

an observation indicates defective performance, the COTR or other designated evaluator will require the contractor manager or representative at the site to initial the observation. The initialing of the observation does not necessarily constitute concurrence with the observation. It acknowledges that the contractor was made aware of the noncompliance. Government surveillance of tasks not listed in the PWS or by methods other than those listed in the PWS (such as provided in the inspection clause) may occur during the performance period of this task order. Such surveillance will be performed according to standard inspection procedures or other task order provisions. Any action taken by the Contracting Officer as a result of surveillance will be in accordance with the terms of the contract or task orders.

The Government reserves the right to perform inspections to ensure facilities, supplies, and services conform to approved and prescribed requirements as outlined in the PWS. The goods and services purchased from the contracted facility or provided by a DoD mortuary facility will meet or exceed the standards contained within this document. Caskets and urns must meet the requirements of DFARS 225.1.

2.6. Physical Security

A contracted facility providing mortuary services will be secure, and areas where remains are received, stored, or processed will not be accessible to the public. When a contracted facility has the ability for the family to view the remains, this area will be clean and orderly and will conform to Occupational Safety and Health Administration (OSHA) standards for viewing remains. DoD mortuary facilities and contracted facilities must have controlled access with appropriate signage posted on all entrances that complies with OSHA standards, applicable laws, regulations, ordinances, and codes.

2.7. Classification of Remains Standards

2.7.1. General

The embalmer will make a recommendation to the Military Service representative regarding the ability to view the deceased. Remains will be classified in one of three categories: viewable, viewable for identification, or nonviewable. Every attempt will be made to restore remains to a natural form and color that permits the PADD or PAED to decide whether the remains are to be viewed or not. The cultural and religious customs and traditions of the deceased, as well as the PADD's or PAED's preferences, should be taken into consideration for the remains preparation.

2.7.2. Viewable

Remains are considered viewable when the face and hands have only minor or no trauma, edema, dehydration, or discoloration. Remains may be fully restored to natural color and form. The condition of remains allows for dressing in uniform or other clothing selected by the PADD or PAED.

2.7.3. Viewable for identification

Remains may or may not be fully intact, and the face and hands may have trauma, edema, dehydration, or discoloration. Although remains may be missing limbs or may have received other trauma, the condition of remains allows for dressing in uniform or other clothing selected by the PADD or PAED. Remains may be restored to an appearance suitable for visual recognition.

2.7.4. Nonviewable

Remains may or may not be fully intact and may manifest extreme trauma, edema, dehydration, discoloration, or decomposition. Remains may not be able to be restored to an appearance suitable for visual recognition. The condition of remains may not allow for dressing in uniform or other clothing selected by the PADD or PAED.

2.7.4.1. Head wrap

Remains are categorized as nonviewable with the face or head having severe trauma, edema, dehydration, or discoloration such that restoration to a condition of viewable recognition is not possible. However, the condition of remains allows for dressing in uniform or other clothing selected by the PADD or PAED. The head wrap will be accomplished as directed by Paragraph 2.8.4.1.10 through 2.8.4.1.12

2.7.4.2. Full-body wrap

Remains are categorized as nonviewable. Remains may not be intact or may have sustained severe trauma, edema, dehydration, advanced decomposition, or discoloration where restoration to a condition of viewable recognition is not possible and the remains cannot be dressed. In this situation, remains will be prepared using a full-body wrap. The full-body wrap will be accomplished as directed by Paragraphs 2.8.4.1.4 through 2.8.4.1.9

2.8. Embalming Standards

2.8.1. General

Facilities under contract to provide DoD mortuary services will prepare and embalm the remains of all entitled personnel per the written instructions of the PADD/PAED and per law. The embalmer will verify PADD/PAED elections before beginning the preparation and embalming of the remains. No remains will be embalmed without written or oral instructions as outlined below. Oral instructions may be accepted if confirmed by the Military Service Casualty or Mortuary Affairs Office representative; however, follow-on written authorization must be obtained before the release of the remains, subsequent remains, or organ(s) collected at autopsy and released for disposition. The mortuary officer will note in the case file who provided the oral instructions and when (date and time) they were provided. The written authorization will be obtained at the first reasonable opportunity and uploaded into the case file. Predeath directives authorizing embalming, duly executed by the deceased, shall be given full legal effect and shall constitute an effective authorization to embalm. Human remains prepared at a contracted facility may not receive final disposition for an extended period (10 days or more) and may have been subjected to extreme trauma, weather conditions, or have been transported over long distances. Therefore, all remains, whether viewable or nonviewable, require variations in preservation techniques and procedures to accomplish maximum disinfection, preservation, and restoration of all body tissues. The following procedures will be accomplished in the course of processing or reprocessing all viewable remains, and to the extent possible for nonviewable remains. Please refer to DD Form 3045.

2.8.1.1. Insect Treatment

Maggots and other insect larvae will be destroyed and removed, and their breeding sites in or on the remains thoroughly treated with an appropriate chemical.

2.8.1.2. Disinfecting

All body orifices will be treated with a non-astringent disinfectant chemical.

2.8.1.3. Washing

All body surfaces will be thoroughly washed with warm water and germicidal soap. Special attention will be given to the viewable surfaces, e.g., the face and hands.

2.8.1.4. Body positioning

The body will be positioned to appear comfortable and restful. The head will be positioned straight, without any turn, and hands will be positioned left over right. Deviation will be dependent upon the conditions of the remains and at the discretion of the embalmer.

2.8.1.5. Damaged tissue

The embalmer will determine when, during the preparation process, ulcerated, burned, and necrotic tissue, and/or bedsores, shall be excised and/or treated either by hypodermic injection or by cavity pack application of deodorizing/preserving chemicals. All excised tissues will be retained with the remains and not disposed of as medical waste. The excised tissue will be treated with the organs and placed in the body cavity.

2.8.1.5.1. Prevent leakage

All lacerations, penetrating wounds, and autopsy incisions will be sutured closed to prevent leakage. In cases where there has been a significant loss of tissue due to dismemberment, blast damage, or charring and the tissue is unable to be closed, the embalmer will ensure exposed tissue is thoroughly embalmed, dried, and packed with drying powders, and secured with an absorbent material to prevent leakage and facilitate dressing in uniform or clothing provided by the PADD or PAED.

2.8.1.5.2. General full-body wrap guidance

The use of full-body wraps as prescribed in this document will be utilized as a last resort in cases where viewing is not recommended (e.g., severe charring of the upper torso and head, decapitation of the head, severe crushing of the head, uncontrolled odor caused by decomposition, etc.). The DoD facility or contractor cannot justify the use of full-body wrap to only prevent leakage or address missing limbs. There are procedures and supplies available for use by the preparing embalmer to prevent the leakage of bodily fluids onto the uniform and address missing limbs.

2.8.1.5.3. Communication required with full-body wrap

The recommendation for the use of a full-body wrap must be a collaborative effort between the

embalmer and Service liaison or case manager. Whenever possible, the Service liaison/case manager must view the remains and discuss preparation procedures with the contract embalmer so they can effectively communicate the condition of remains and reason for the recommendation of a full-body wrap with the PADD or PAED. The final decision for the use of the full-body wrap in circumstances as described in Paragraph 2.8.4.1.4 through 2.8.4.1.9 rests with the signatory on the contract for DoD mortuary services provided by a civilian mortuary facility.

All communication among the preparing embalmer, Service liaison/case manager, and the PADD or PAED shall be documented in writing and entered in the appropriate mortuary case file.

2.8.1.6. Dressing remains

The PADD or PAED will be consulted and provided the opportunity to determine the clothing in which the deceased is to be dressed, or to be displayed upon the top of wrapped remains, as the situation dictates.

The contract funeral home or providing mortuary services will be provided the clothing selected by the PADD or PAED or will be provided a uniform by the Military Service. Before dressing, all remains will be placed in a white, opaque, or clear leakproof protective undergarment (one-piece plastic garment used to cover the entire body from the neck down, including the feet). Drying powder and/or preservative powders will be placed inside the protective undergarment to absorb any possible leakage or odors.

2.8.1.7. Grooming

Military personnel who are dressed in their Service uniform will be groomed per Military Service regulations and standards. Male facial and scalp hair shall be washed and groomed to conform to military standards; suitable hair preparation shall be accomplished for females to conform to military standards. If the PADD or PAED requests other accommodations, the preparing mortuary will consult with the appropriate Military Service to ensure compliance with Service standards. Fingernails shall be cleaned and trimmed. When the PADD or PAED has requested that the Service member not be dressed in the Service uniform, the mortuary representative will check with the PADD or PAED to determine the correct attire. For nonmilitary personnel, the Military Service mortuary representative will check with the family to ascertain personal preferences.

2.8.1.8. Cosmetics

Cosmetics shall be applied only in the amount necessary to produce natural color and texture. For female Service members, the cosmetics will conform to military standards unless expressly requested otherwise in writing by the PADD or PAED.

2.8.1.9. Setting features

The mouth will be securely closed by needle injector, or muscular or mandibular suture, where the lips abut to form a natural expression. The eyes will be securely closed by the use of eye caps or other appropriate means, with proper attention given to prevent wrinkling of the eyelids and a sunken appearance.

2.8.2. Preparation of Unembalmed Remains

When the PADD or PAED has requested the deceased be prepared for shipment to the receiving funeral home without embalming, the preparing mortuary will evaluate the condition of the remains and determine the feasibility of complying with the request based upon local and national regulations or laws at the place of origin and destination and any restrictions imposed by available transportation methods, such as air, train, or hearse. Unless prohibited by law, regulation, or the availability of transportation options, the preparing mortuary will prepare unembalmed remains per Paragraphs 2.8.1.1 through 2.8.1.9., above, and to the extent possible, will adhere to religious preparation practices or other preferences as directed by the PADD or PAED. This section applies to subsequent remains recovered and identified after mortuary processing or interment or inurnment has occurred.

2.8.3. Preparation of Viewable Remains

2.8.3.1. General

To obtain optimum results, a thorough pre-embalming case analysis will be completed by the embalmer utilizing the number of arterial injection sites necessary to ensure proper distribution of fluid. Case analysis is an iterative process that continues throughout the embalming operation. The embalmer will adjust the embalming treatment as case analysis dictates to include multiple site injection, if necessary, to ensure maximum disinfection and preservation. Post-embalming surveillance is crucial to ensure all areas are disinfected and preserved, or, if deficiencies are discovered, treated with further chemical treatment to ensure disinfection and preservation. The arterial chemical solution injected into the remains shall contain a minimum 5 percent concentration, by volume, of formaldehyde or isomer of formaldehyde derivative preservative agent(s). The total volume of arterial solution injected shall not be less than 1 gallon per 50 pounds of body weight. Unless the decedent is edematous, a humectant must be added in equal volume to the arterial chemical in the total fluid solution injected into the head and arms. It is permissible for a humectant-based arterial chemical to be used in place of humectant additive being incorporated into the total fluid solution. For non-autopsied cases, the thoracic, abdominal, male genitals, and cranial cavities shall be thoroughly aspirated and injected with full-strength cavity chemicals having a 36-index (percent) or greater. A minimum of 16 ounces of cavity chemical must be injected into the thoracic cavity, and a minimum of 16 ounces in the abdominal cavity and male genitals, and a minimum of 2 ounces of cavity chemical to ensure the preservation of contents of the cranial cavity, having a 36-index (percent) or greater. Hypodermic injections, packs, or other special treatments shall be accomplished, as required, to ensure the disinfection and preservation of all body tissues. A suitable cream or lotion shall be applied on the face and hands to prevent dehydration.

2.8.3.2. Treatment of scalp (viewable remains)

If the scalp was shaved because of medical treatment or surgery, processing or reprocessing shall be accomplished as specified for viewable remains, after which the cranium shall be neatly and professionally wrapped with gauze or equivalent. The Military Service retains the ability to use an authorized uniform hat or beret instead of gauze wrap. For remains requiring a partial head wrap, the remains will be prepared per Paragraph 2.8.4.1.10 through 2.8.4.1.12. The embalmer will ensure the tissue is firm, dry, and thoroughly preserved. The wrapping will be accomplished per Paragraph 2.8.4.1.10 through 2.8.4.1.12 but will be limited to covering the affected area of trauma, providing the

possibility of viewing if desired by the PADD or PAED.

2.8.3.3. Mutilated hands (viewable remains)

When the hands are mutilated to the point that restoration is not possible, or discolorations are present that cannot be cleared, the hands shall be treated in a manner that shall render all tissue firm, dry, and thoroughly preserved. The hands, regardless of condition, will then be placed in opaque, leakproof gloves followed by white (military) cloth gloves.

2.8.3.4. Wounds, stains, and discolorations

All lacerations, abrasions, incisions, excisions, and burn wounds shall be sealed and/or sutured to prevent leakage. Swollen or distorted features shall be reduced, if possible, to the normal contours. Applying packs and/or needle injection may be used to chemically bleach antemortem or postmortem stains. On viewable areas, masking cosmetics may be used to render stains/discolorations nondetectable.

2.8.4. Preparation of Nonviewable Remains

2.8.4.1. General

To obtain optimum results, a thorough pre-embalming case analysis will be completed. Case analysis is an iterative process that continues throughout the embalming operation. The embalmer will adjust the embalming treatment as case analysis dictates to include multiple site injection, if necessary, to ensure maximum disinfection and preservation. Post-embalming surveillance is crucial to ensure all areas are disinfected and preserved, or, if deficiencies are discovered, treated with further chemical treatment to ensure disinfection and preservation. Each gallon of arterial fluid shall contain a minimum 10 percent concentration, by volume, of formaldehyde or isomer of formaldehyde derivative preservative agent(s) with the exception for those remains determined to be a head wrap only according to paragraph 2.7.4.1. The embalmer may choose to use a 5 percent concentration, by volume, of formaldehyde or isomer of formaldehyde derivative preservative agent(s), for preservation of the body only and with a restricted cervical injection, if necessary, and 10 percent concentration, by volume, of formaldehyde or isomer of formaldehyde derivative preservative agent(s), to treat the head.

2.8.4.1.1. Preservation treatment

The total volume of arterial solution injected shall not be less than 1 gallon per 50 pounds of body weight. All body areas shall be further treated utilizing a hypodermic injection using undiluted cavity chemicals having a 36-index (percent) or greater concentration. In addition, packs, special gels, and/or dry sanitizers shall be used, as required, to ensure preservation, prevent leakage, and eliminate all offensive odors.

2.8.4.1.2. Cavity and genital treatment

The thoracic, abdominal, male genitals, and cranial cavities shall be thoroughly aspirated and injected with full-strength cavity chemicals having a 36-index (percent) or greater concentration. A minimum of 16 ounces of cavity chemical must be injected into the thoracic cavity, a minimum of 16 ounces in the abdominal cavity and male genitals, and a minimum of 2 ounces of cavity chemical in the cranial cavity

to ensure the preservation of contents of the cranial cavity. Injected cavity chemical must have a 36-index (percent) or greater concentration.

2.8.4.1.3. Procedure when arterial injection and/or cavity treatment is not possible

When arterial injection and/or cavity treatment is not possible, all articulated and disarticulated anatomical portions shall be thoroughly disinfected and preserved via hypodermic injection and accessory chemical embalming techniques. Immersion and/or hypodermic injection with a trocar and/or syringe and needle, using full-strength cavity chemicals of a 36-index (percent) or greater concentration, is acceptable. Surface application of liquid, gel, or dry sanitizers and preservatives is also required to supplement primary needle and/or hypodermic injection techniques.

2.8.4.1.4. Nonviewable with full-body wrap

Remains that have been processed or reprocessed as outlined in Paragraph 2.8.3 through 2.8.4.1.12. and are mutilated, decomposed or have physical trauma to the extent that the remains cannot be dressed shall be wrapped.

2.8.4.1.5. Preparation for full-body wrap

Wrapping shall be accomplished as follows: Polyethylene sheeting (5 millimeters or greater) and a wool blanket shall be furnished by the Military Service's mortuary representative. The military wool blanket shall be spread on the dressing table with opposing corners at the head and foot ends of the table. The blanket is then covered with a white cotton sheet followed by a sheet of polyethylene. Cotton strips are laid down the center of the plastic sheet and liberally coated with a preservative/drying compound (hardening compound).

2.8.4.1.6. Dorsal side preparation

The dorsal side of the remains shall be liberally coated with a gel preservative followed by a liberal coating of drying compound (hardening compound), and then laid on top of the prepared wrapping material on the dressing table.

2.8.4.1.7. Ventral side preparation

The ventral side of the remains shall be liberally coated with a gel preservative followed by a liberal coating of drying compound (hardening compound).

2.8.4.1.8. Strips, sheeting, and blanket preparation

Additional cotton strips shall completely cover the remains. The polyethylene sheet is then folded around the remains per Paragraph 2.8.4.1.5. The folding of the polyethylene sheeting, white cotton sheet, and wool blanket shall be uniform, with the head and foot ends folded in first.

2.8.4.1.9. Full-body wrap procedure

The wrapping material on the left side of the remains shall be folded to the right. The right side, then

folded to the left side of the remains, shall be secured with tape or pins, as applicable and described below. All seams in the polyethylene sheeting shall be sealed with nylon filament packing tape to ensure no odor and/or fluid is emitted from the wrapping. When necessary, in extreme cases, duplicate layers of polyethylene sheets may be used. The white cotton sheet is then wrapped around the polyethylene- sheathed remains and secured with large safety pins (silver in color, 2 to 3 inches) placed no more than 4 inches apart. The wool blanket is then wrapped around the white cotton sheet, which shall have as few creases as possible, and secured with large safety pins (silver in color, 2 to 3 inches) placed no more than 4 inches apart. A tag identifying the deceased shall be attached to the foot end of the wrapped remains bearing the deceased's name, rank, last four of the Social Security number or DoD identification number, and date of death.

Remains that have been processed or reprocessed as outlined in Paragraph 2.8.4.1.4 through 2.8.4.1.9. will be draped in the clothing provided by the Military Service mortuary representative.

2.8.4.1.10. Nonviewable head wrap

Before beginning the wrapping process, all tissue and hair shall be rendered as dry as possible. During the embalming process, the tissue shall be prepared to present as natural a head shape as possible once the head wrap process is complete.

2.8.4.1.11. Materials

Required materials to accomplish the head wrap process include: two clear or semitransparent plastic (0.78 millimeter or greater) liner bags approximately 24 inches by 23 inches; 2-inch white surgical tape or 2-inch clear strapping tape; 12 yards of 4.5-inch (sterile or nonsterile) gauze bandage (approximately three rolls); cotton prep towels (sterile or nonsterile); and absorbent cotton or an absorbent sheet product.

2.8.4.1.12. Procedure

Wrapping shall be completed as follows: The embalmer will place one clear or semitransparent bag over the head and tuck it down into the full-body plastic garment, as required in Paragraph 2.8.1.6.

The embalmer will ensure all air is removed from the bag before securing the bag at the base of the neck with tape. Taping the bag around the forehead, over the nose, and over the chin may provide a more aesthetically pleasing shape. The embalmer will place a second clear or semitransparent bag over the head and repeat the above steps, taking care not to lose the shape of the facial features if present.

A minimum of three strips of gauze bandage will be prepared, side by side, overlapping one-quarter inch and centered over the crown of the head extending to the base of the skull and the base of the chin. The bandage will be tightly stretched and unobtrusively secured by tape. Beginning at the natural hairline on the left side of the head, the embalmer will secure the end of the gauze bandage roll.

Once secure, the gauze bandage will be wrapped around the head, overlapping the previous row of bandages by one-half the width of the gauze bandage. This ensures no visibility of the underlying plastic bag and presents a neat and professional appearance. The gauze bandage will continue to be wrapped around the head, down the neck until it reaches the base of the neck and will be secured with

white surgical tape. The remains will then be dressed as described in Paragraph 2.8.1.6, ensuring no tape is visible above the collar of the shirt or blouse. Trauma that is isolated to a specific area will be neatly and professionally wrapped with gauze or equivalent.

2.8.5. Preparation of Autopsied Remains

If a partial or complete autopsy is performed, chemical injection and application with multisite drainage shall be accomplished, using the arterial chemical solutions requirements as specified in Paragraph 2.8.3 or 2.8.4 Hypodermic injection of the thoracic and abdominal walls, back, buttocks, male genitals, shoulders, and the vertebral column with an undiluted cavity chemical having a 36-index (percent) or greater concentration is required. The scalp will be injected by syringe and needle with the chemical solution used for the arterial injection.

2.8.5.1.1. Internal organs (viscera)

Under no circumstances will the service provider dispose of or destroy any internal organs (viscera) or partial remains. The viscera from remains that have had a cranial, thoracic, and/or abdominal examination shall be removed, cut into sections not greater than 2 by 2 inches, and immersed in an undiluted cavity chemical having a 36-index (percent) or greater concentration, for an appropriate amount of time but typically a minimum of two hours.

The inner surfaces of the body cavities shall be given a liberal application of gel formaldehyde or isomer of formaldehyde derivative preservative agent(s).

The preserved organs are to be liberally coated with formaldehyde or isomer of formaldehyde derivative preservative agent(s) and drying compound (hardening compound) and placed directly (not in a bio-bag or other plastic bag) into the thoracic or abdominal cavities.

2.8.5.1.2. Cranial cavity and scalp

When a cranial autopsy is performed, the vertebral and internal carotid arteries must be sealed. The cranial cavity shall be packed with cotton and drying compound, both in the cranium and in the calvarium, and secured by cranial clamps or wiring. The scalp shall be replaced over the calvarium, and the incision will be coated with drying compound and tightly and neatly sutured to avoid leakage and unnatural appearance. The color of the suture cord should blend with the deceased's hair. NOTE: If the autopsy is a partial autopsy on the cranium only, treat the cranium and calvarium as above and prepare the cranium contents according to 2.8.5.1.1 and wrap in accordance with 2.8.4.1.5. for discrete placement in the casket.

2.8.6. Embalmer Evaluation

The contracted facility embalmer processing or reprocessing the remains shall critically evaluate the completed treatment to ensure all remains are effectively disinfected, uniformly preserved, and will arrive at their destination in excellent condition. The Military Service mortuary representative will authorize delivery or shipment of remains from a contracted facility when assured that the services and supplies furnished by the contractor, including the signed DD Form 2062 (Record of Preparation and Disposition of Remains Outside CONUS) or the signed DD Form 2063 (Record of Preparation and

Disposition of Remains, Contracted Mortuary Facility), meet the PWS, DoD standards within this document, and commercial item descriptions in their entirety.

2.8.7. Quality Assurance Evaluation

2.8.7.1. Contracted facility

Remains will be inspected after embalming, after dressing, and after placement of remains in a casket. Failure to pass these inspections will require the contractor to remove the remains from the casket and perform one or more of the following services as directed by the Contracting Officer or designee: additional disinfectant or preservative treatment, re-dressing or rewrapping, or placement of remains in a new casket when the original casket is defective.

2.8.7.2. Corrective action

When the Military Service mortuary representative directs corrective action under this paragraph, the contractor shall perform the corrective measures and other required services again at no additional cost to the Government.

2.9. Casketing Standards

2.9.1. General

Casket specifications are provided in Appendix A. Caskets will meet the specifications outlined and will be checked for defects (Appendix B) before casketing of remains. Defective caskets will not be used by a contracted facility providing DoD mortuary services.

2.9.2. Placement in Casket

Remains shall be placed in the casket in a manner that will create an appearance of rest and repose. When remains are prepared for transit or shipping, body positioning devices may be placed around the remains to prevent shifting. Only positioning devices available from funeral service suppliers are authorized. A piece of plastic will be placed between the decedent's head and the pillow. A piece of plastic will be placed under the hands and folded over the top of the hands, for transit, to ensure cosmetics are not transferred onto the uniform or clothing, or casket interior. When white gloves are utilized, no plastic is required for the hands. A clean piece of tissue will be placed over the face. The casket shall be of sufficient size to prevent the appearance of crowding and cramping. When an "oversize" casket is used, the preparing facility will notify the Military Service mortuary representative.

2.10. Transportation of Remains

References: DoDI 1300.18; 37 U.S.C. Section 453(f); 10 U.S.C. Sections 1036, 1482, 1484, 1485, 1486, 1490; Public Law 109-364, Section 562, "John Warner National Defense Authorization Act for Fiscal Year 2007"

2.10.1. General

2.10.1.1. Unembalmed remains

When unembalmed remains are transported, they shall be wrapped in a polyethylene sheet that is impervious to liquids, covered in such a manner that the body cannot be viewed, encased in a secure pouch, and placed on a cot, stretcher, or rigid tray and carried feet first. When unembalmed remains are transported by air, the remains will be placed in a transfer case after being placed in a secure pouch.

2.10.1.2. Embalmed remains

When embalmed remains are transported, they must be enclosed in a casket or alternative container and an appropriate outside shipping container (as applicable). All applicable regulations and policies of the jurisdiction and carrier must be followed.

2.10.1.3. Remains movement and transportation vehicle

The deceased must be transported in a funeral coach or other appropriate vehicle authorized by the Military Service Casualty and Mortuary Affairs Office in a manner that promotes respect for and preserves the dignity of the deceased and shields the remains from being viewed from outside of the conveyance. The capacity of the transportation vehicle must be sufficient to permit loading and unloading of the remains without excessive tilting of the cot, stretcher, rigid tray, casket, alternative container, or cremation container, and to allow the remains to remain in a horizontal position during transport. The remains will be secured to prevent the remains or container from excessive movement within the conveyance during transport.

2.10.2. State, Territory, Local, or International Authority-issued Permits and Certificates

2.10.2.1. Transit, burial, cremation permits, and certificates

The preparing contracted facility representative will obtain the necessary permits, licenses, and documentation, issued by the appropriate authority, to remove, inter, cremate, or transport remains (e.g., burial/transit permits, a medical examiner cremation authorization certificate, or a cremation certificate), and provide two copies to the Military Service mortuary representative at the time the remains are inspected and accepted by the Military Service mortuary representative.

2.10.2.2. Death certificates

The preparing facility representative will submit the necessary information and documents to the appropriate authority authorized to issue death certificates.

The contracted facility representative will obtain 10 certified copies of the final death certificate from the issuing authority and will provide them to the Military Service mortuary representative or the Military Service Mortuary Affairs Office within 10 business days of issuance. The Military Service mortuary representative or the Military Service Mortuary Affairs Office will provide certified copies of the death certificate to the family per policy and Service regulations.

In the event a supplemental or amended death certificate is issued the contracted facility representative will provide 10 copies of the supplemental/amended death certificate to the Military Service mortuary

representative or the Military Service Mortuary Affairs Office within 10 business days of issuance. The Military Service mortuary representative or the Military Service Mortuary Affairs Office will provide certified copies of supplemental/amended death certificates to the family per policy and Service regulations.

2.10.3. Removal

Remains will be transported in a funeral coach, or an appropriate first-call vehicle as designated by the Casualty and Mortuary Affairs Office.

2.10.4. Employee Attire

Personnel providing any transportation of casketed/inurned remains will be dressed in traditional business attire. Traditional business attire includes business suits, dress shirts, and ties for men. It includes business-oriented suits for women, both skirted suits and tailored pantsuits. Appropriate dress shoes (closed-toe/closed-heel), socks, and/or hosiery are also a requirement for any outfit to qualify for traditional business attire.

2.10.5. Overland Transportation of Casketed Remains

Remains will be transported in a funeral coach or other appropriate vehicle authorized by the Military Service Casualty and Mortuary Affairs Office to a place designated by the PADD or PAED. This may include delivery directly to a common carrier, the receiving funeral home, or a government or nongovernment cemetery. The vehicle carrying the remains shall arrive at the designated location at the time specified by the Military Service mortuary representative.

2.10.5.1. Preparing for transport

If the casket has an adjustable bed, it will be lowered to the bottom before transport of the casketed remains. When applicable, the locking tube cap or memorial cap will be removed before air shipment. A casket key will be provided for all international shipments.

The casketed remains will be placed feet first in a funeral coach or other appropriate vehicle authorized by the Military Service Casualty and Mortuary Affairs Office. For authorized personnel, the casket will be flag-draped before transport.

2.10.6. Overland Transportation of Noncasketed Remains

Subsequently identified remains will be transported in a funeral coach or other appropriate vehicle authorized by the Military Service Casualty and Mortuary Affairs Office. When remains are transferred to a crematorium, the cremation container will be accompanied by a flag, when authorized, during the movement.

Cremated remains will be delivered to the designated location as directed by the PADD or PAED. When authorized an escort, the inurned remains will be transported in a government-provided vehicle (i.e., Government-owned vehicle or appropriate government-provided rental vehicle).

2.10.7. Transportation of Casketed Remains on a Common Carrier

The casket will be placed in a new outer shipping container as required. All shipping documents will be affixed to the outside of the shipping container. For authorized personnel, the casket will be flag-draped before being placed in the air tray. (See Appendix A for information on the air tray.)

Remains shipped by common carrier will be delivered to the airport, in compliance with local airport/common carrier requirements. Transfer from the preparing mortuary facility to a common carrier will be in a funeral coach or other appropriate vehicle authorized by the Military Service Casualty and Mortuary Affairs Office.

2.10.8. Sheltering of Remains

All remains awaiting final disposition shall be kept in an appropriate holding facility or preparation and embalming room. The holding facility must be secure from access by anyone except the authorized personnel of the preparing facility; it must preserve the dignity and integrity of the human remains and protect the health and safety of the personnel working in the facility. Unembalmed remains will be sheltered in refrigeration until embalmed or released for final disposition. The unembalmed remains will be stored at a temperature between 38 and 40 degrees Fahrenheit to reduce decomposition. The Government may, at no additional charge, require the preparing facility to hold the remains for an additional period to accommodate the movement of escorts and/or family members. Such period is not to exceed seven days from the time the remains are casketed, and final inspection is completed, unless the state laws prohibit retaining the remains in storage for that period. For example, some states limit storage to six calendar days. Please reference applicable state laws to determine storage timelines.

2.11. Cremation

The only time cremations will be provided at a DoD contracted facility under provisions of Section 2.11 is for subsequent portions or organ(s) collected at autopsy and released for disposition. Cremation of remains defined as the whole body or a non-intact torso may not be performed in a mortuary operated by a Military Service or through a funeral home or crematory under contract with a Military Service. DoD Directive (DoDD) 1300.22, Paragraph f, “authorizes cremation of biologically or chemically contaminated remains in a DoD or Department of Homeland Security-contracted or -operated crematory.” Please note that this PWS does not address the cremation of biologically or chemically contaminated remains within a DoD or DoD contracted crematory.

2.11.1. Facility Pre-inspection

Before delivery of remains to the crematorium, the preparing facility representative will ensure that the facility is compliant with all applicable local and state requirements and is approved for use as a crematorium in the state. The representative will ensure the retort (cremation chamber) and cremulator are operational. In the event either is inoperable, the preparing facility representative will arrange for cremation services to be performed to the standards of this section at another facility at no additional cost to the Government. Refer to the Military Department’s “Crematorium Facilities Pre-Contract Award Procedures” within the specific PWS or contract.

2.11.2. Payment for Cremation Services

When the preparing facility representative contracts with a crematorium to provide the cremation services, the preparing facility representative will directly pay the crematorium for the cremation services.

2.11.3. Remains for Cremation

2.11.3.1. Subsequent remains – PADD/PAED disposition

When the PADD or PAED directs the cremation of subsequently identified remains, the alternative cremation container provided will meet the commercial item description in Appendix A, and it will be utilized for the cremation of all subsequent remains.

The PADD or PAED elections will be confirmed before the preparation or cremation of the subsequent remains or organ(s) collected at autopsy and released for disposition. Subsequently identified remains and organ(s) collected at autopsy and released for disposition will be prepared as a full-body wrap, as outlined in Paragraph 2.8.4.1.4 through 2.8.4.1.9, before cremation.

A tag identifying the deceased will be attached to the top of the blanket. The tag will bear the deceased's name or name of the group designation, rank, last four digits of the Social Security number or DoD identification number, and date of death. The PADD or PAED will specify whether a solid bronze or solid walnut urn will be provided.

The preparing facility representative will provide an urn for entitled personnel that meets the applicable urn specification provided for in Appendix A. The urn will be engraved, either directly upon the urn or on a bronze plate affixed to the urn that has the engraved name, rank, date of birth, and date of death (Month, Day, and Year).

The preparing facility representative will ensure all the cremated remains recovered from the retort are placed in the urn and delivered to the destination designated by the PADD or PAED.

2.11.3.2. Subsequent remains – Military Service disposition

When the PADD or PAED directs cremation of subsequently identified remains or organ(s) collected at autopsy and released for disposition, the Military Service will affect disposition per DoD mortuary affairs instructions.

2.11.3.3. Cremation of unidentified subsequent portions

The Military Service will affect the disposition of unidentified subsequent portions in accordance with DoD mortuary affairs instructions.

2.11.4. Crematorium and Cremation Procedures

This section establishes crematorium and cremation procedures, to include verification of identification of the remains to be cremated. DoD contracted facilities will not perform whole-body cremations for

noncontaminated remains. This section outlines the standards for delivery and receipt of remains from a facility identified by the PADD or PAED to ensure delivery and receipt of the correct remains. Remains will not be sent for cremation nor cremated until the PADD or PAED election has been verified. In those instances where the option to cremate rests with the Service, this decision will be verified and documented before the cremation.

2.11.4.1. Receipt and verification of remains within the cremation container at the crematorium

Remains will be verified by the crematorium authority upon receipt by checking the tags affixed to the blanket against the documentation accompanying the remains. This will constitute adequate verification of identification of the remains by the crematory operator. Where there is a conflict with this policy, and the cremation container cannot be opened for identification purposes due to the crematorium regulations, or local laws, the accompanying documents will serve as adequate identification of the remains.

In the event the information on the tag is not in agreement with the documentation accompanying the remains, no cremation will be accomplished until the identification discrepancy is resolved.

The crematorium or the preparing facility representative will provide a receipt for the remains to the Service mortuary representative. The receipt must show the name and address of the crematorium, date and time of delivery of remains, verified name of deceased or group designation, the type of container used to deliver the remains, and the type of urn provided. The receipt must be signed by both the person delivering the remains and the crematorium representative receiving the remains.

2.11.4.2. Sheltering of remains for cremation

When the crematory operator is unable to cremate the remains immediately upon taking custody of them, the remains will be placed in a holding area not accessible to the public. Remains will not be stored overnight at a crematorium unless it is attached to a funeral home.

2.11.4.3. Remains accountability

Immediately before being placed within the retort, the crematorium authority will assign a cremation number that will correspond to the number on a metal ID disk, ceramic tile, or similar device. The numbered ID disk, ceramic tile, or similar device will be placed in the retort with the remains being cremated. The numbered disk, tile, or similar device will be maintained with the cremated remains from the retort until the cremated remains are placed in the urn. The numbered ID disk, ceramic tile, or similar device will then be affixed to the packaged cremated remains inside the urn.

2.11.4.4. Processing cremated remains

Upon completion of the cremation, the cremated remains will be removed from the cremation chamber and the retort swept clean.

The cremated remains will be placed in a container or tray dedicated solely to that cremation. The identification disk, ceramic tile, or similar device will be attached to the container or tray to await final processing.

All body prostheses, bridgework, or similar items; metallic casket parts; and uniform accouterments not consumed or destroyed in the cremation process will be segregated from the cremated remains and disposed of as regulated medical waste.

All cremated remains will undergo final processing where each fragment is reduced to an unidentifiable dimension of no more than one-eighth inch in size.

2.11.4.5. Inurnment of cremated remains

After processing, the cremated remains will be placed in an urn, or temporary container, with the identification disk, ceramic tile, or similar device affixed to the top of the packaged cremated remains inside the urn/container.

If the cremated remains do not fill the urn, the extra space shall be filled with clean cotton. If the volume of the cremated remains exceeds the capacity of the urn provided, the Military Service mortuary representative will be notified to authorize a specific urn of adequate capacity to hold the cremated remains.

2.11.4.6. Release of cremated remains

The cremated remains will be released to the Military Service mortuary representative, or the representative of the preparing mortuary facility, on the day of the cremation, when at all possible, dependent upon the schedule of the crematorium.

The crematorium representative will provide the Service mortuary representative with a receipt for the release of the urn, or temporary container, containing the cremated remains.

The receipt must display the following: (1) the name and address of the Government activity or preparing facility that is receiving the urn, or temporary container, with the cremated remains; (2) the date and time of the release of the urn, or temporary container, with the cremated remains; (3) the verified name of the deceased, or name of the group designation; (4) the cremation number; (5) the type of urn, or temporary container, in which the cremated remains are released; and (6) the signatures of both the person releasing and the person receiving the remains.

2.11.4.7. Release documentation

The preparing mortuary facility will provide all necessary documentation required for the disposition of the cremated remains, including the certificate of cremation and burial/transit permit. If applicable law does not prescribe the format for a cremation certificate, then the preparing mortuary facility will prepare and sign a certificate that includes the deceased's name or group designation, date of death or incident (the date that the incident causing the death occurred when date of death is not known, e.g., plane crash, ship sank), date of cremation, the corresponding cremation identification number, and the name and address of the crematorium.

2.12. Facility Standards

References: 29 CFR 1910.106; 29 CFR 1910.1048(i)(1); 29 CFR 1926.56 (Table D-3); 41 CFR 102-79; Americans with Disabilities Act; EO 12411; 40 U.S.C. Section 3312; 41 CFR 102-79.110; 41 CFR 102-80; GSA-PBS-P100

2.12.1. General

Contracted facilities providing DoD mortuary services must have a preparation and embalming room that complies with the minimum standards of this section, except that a funeral establishment that operates branch locations need only have one compliant preparation and embalming room for all locations. The facility must provide the space, ergonomic equipment, and resources to support the annual volume of human remains prepared at the facility. The facility must also have sufficient general storage space to store supplies, chemicals, records, and equipment, in the correct type of storage container or cabinet, to meet the operational needs of the facility. The facility must have after-hours protocols for the receipt of human remains and personal effects that include secure storage.

2.12.1.1. Minimum requirements – General
References: 29 CFR 1926.56 (Table D-3)

The preparation and embalming room will be of sufficient size and dimensions to accommodate a preparation or embalming table, ergonomic equipment, an appropriate drainage basin with water connections, a hand sink with water connections, and an instrument table, cabinet, or shelves. The preparation and embalming room must be physically separate from other work areas, and access must be restricted to authorized personnel only.

2.12.1.2. Minimum requirements – Plumbing connections

The preparation and embalming room plumbing fixtures, water supply lines, plumbing vents, and waste drains shall be properly vented and connected according to the state or installation plumbing code. Where a municipal/host nation sewerage system is available, the building drainage system shall be discharged into that system unless laws forbid this connection. When a municipal/host nation system is not available, the building system must be discharged into an approved private system of waste disposal that meets state or host nation laws.

2.12.1.3. Minimum requirements – Lighting and ventilation

References: 29 CFR 1926.56 (Table D-3); 29 CFR 1910.1048

The preparation and embalming room shall be properly lit (OSHA standards) and ventilated with a heating, ventilation, and air conditioning (HVAC) system that provides the air changes per hour required by current OSHA standards or military standards, whichever is higher (as applicable). In addition, the offices, loading platforms, hallways, and general-purpose areas will meet the lighting requirements found in Title 29, Code of Federal Regulations (CFR), Section 1926.56.

2.12.1.4. Minimum requirements – Flooring, walls, ceiling, doors, and windows

References: 29 CFR 1910.22(a)(1)

All preparation and embalming rooms shall have nonporous flooring so that a sanitary condition is provided. The walls and ceiling of the preparation and embalming room shall run from floor to ceiling and be covered with tile, or by plaster or sheetrock painted with washable paint, or other appropriate material so a sanitary condition is provided. The doors, walls, ceiling, and windows shall be constructed to prevent odors from entering any other part of the building. All windows or other openings to the outside must be screened and all windows must be treated in a manner that prevents viewing into the preparation room from the outside.

2.12.1.5. Minimum requirements – Equipment and supplies

References: 29 CFR 1910.1048(h); 29 CFR 1910.1048(i)(2-3); 29 CFR 1910.133; 29 CFR 1910.138; 29 CFR 1910.151(b)

The preparation and embalming room must have a functional aspirator, eyewash, quick drench shower, and first-aid kit (see Appendix C). Where embalming is performed in the room, the room must be equipped with a preparation and embalming table, a functional method for injection of fluids, and sufficient supplies and instruments for normal operation. The preparation and embalming table shall have a nonporous top of rustproof metal or porcelain with raised edges around the top of the entire table and a drain opening at the lower end. Mortuary facilities will utilize and maintain ergonomic equipment such as a body lift to prevent musculoskeletal injuries in the workplace. (See National Institute for Occupational Safety and Health, Publication No. 2007-131, "Ergonomic Guidelines for Manual Material Handling.")

All supplies must be stored and used per all applicable OSHA, state, and federal regulations for occupational health and safety. The facility must provide protective clothing and equipment to the employees at no cost and ensure that the employees wear them per 29 CFR 1910.1048(h).

2.12.1.6. Minimum requirements – Access and privacy

The preparation and embalming room must be private and have no general passageway through it. The room shall, at all times, be secure from the entrance of unauthorized persons. Each door allowing ingress or egress shall carry a sign that indicates that the room is private, and that access is limited. All authorized persons who are present in or enter a preparation and embalming room while a body is being prepared for final disposition must be attired per all applicable state and federal regulations regarding the control of infectious disease and occupational and workplace health and safety. Access rosters will be posted at each entrance to controlled areas that meet 29 CFR 1910.1030(e)(2)(ii)(C) requirements.

2.12.1.7. Minimum requirements – Sanitary conditions and permitted use

References: 29 CFR 1910.1030(d)(4)(i)

The preparation and embalming room and all fixtures, equipment, instruments, receptacles, clothing, and other appliances or supplies stored or used in the room must be maintained in a clean and sanitary condition at all times. The equipment, instruments, receptacles, personal protective equipment, and clothing must be cleaned and maintained per 29 CFR 1910.1048(h)(2). A preparation and embalming room shall not be used for any other purposes.

2.12.1.8. Minimum requirements – Regulated waste disposal

References: 29 CFR 1910.1030(d)(4)(iii)

Infectious and pathological waste generated in the preparation of the body shall be handled and disposed of according to the OSHA Occupational Exposure to Bloodborne Pathogens Standard, and packaged for disposal in the manner prescribed by federal, state, local, and host nation laws. Examples of regulated waste include the following: liquid or semiliquid blood or other potentially infectious materials (OPIM); items contaminated with blood or OPIM and which would release these substances in a liquid or semiliquid state if compressed; items that are caked with dried blood or OPIM and are capable of releasing these materials during handling; contaminated sharps; and pathological and microbiological wastes containing blood or OPIM.

2.12.1.9. Minimum requirements – Signage

References: 29 CFR 1910.1048(h)(2)(ii)(a-b)

The facility will display all signage required by local, state, federal, host nation, and OSHA standards on entrances, receptacles, storage facilities, equipment, and supplies.

2.12.1.10. Maintenance

References: 29 CFR 1910.1048(j)(1)

The facility staff, contractors, or installation support personnel will conduct and document regular preventative maintenance of the facility and assigned equipment to include all embalming-related equipment; refrigeration units; vehicles; personnel protective equipment; and ergonomic equipment, such as body lifts and other remains processing equipment.

2.13. Health and Safety Standards

References: 29 CFR 1910.1048; 29 CFR 1910.1030; 29 CFR 1910.132(a-f); 29 CFR 1910.157; 29 CFR 1910.1200; 29 CFR 1910.1020(d)(1)(i); 29 CFR 1910.134; 29 CFR 1910.138(a); 29 CFR 1910.133(a)(1)

2.13.1. General

The preparing mortuary facility will employ universal precautions, protective equipment, and other hygienic measures and techniques designed to accomplish concurrent and terminal disinfection and decontamination of any areas within the facility where remains are prepared, dressed, stored, or viewed. Air quality samplings must be conducted per Service and federal regulations. The preparation and embalming room and departure areas must meet OSHA standards, applicable laws, regulations, ordinances, and codes to include frequency and documentation of cleaning. Employees and visitors must be safe from physical, chemical, electrical, and biological hazards per 29 CFR 1903.1, DoDM 6055.05, DoDI 6055.05, and DoDI 6055.01, as applicable.

Personnel working in the facility must be trained to OSHA standards, applicable laws, regulations,

ordinances, and codes, and their records maintained per applicable standards, laws, and regulations. DoD contracted facilities must have a written and implemented policy or standard operating procedure, signed within the last two years, addressing safety that complies with all applicable sections of 29 CFR, DoDM 6055.05, DoDI 6055.05, and Service regulations, as appropriate. The mortuary facility must have written and implemented plans and programs as listed in Paragraph 2.13.2.

2.13.2. Required Plans and Programs

References: 29 CFR 1910.138; 29 CFR 1910.1048; 29 CFR 1910.1030(c)(1)(ii)(B); 29 CFR 1904.11(a)

The mortuary facility must have the written and implemented plans and programs that comply with OSHA, state, and Service regulations, as applicable, including the following:

a. Fatality Management Plan, DoDI 6055.17
b. Fire Safety Plan
c. Housekeeping Plan
d. Facility Maintenance Plan
e. Formaldehyde Program, 29 CFR 1910.132(f)(1)
f. Respiratory Protection Program, 29 CFR 1910.134(c, f, h, j); 29 CFR 1910.1030(f)(5)
g. Medical Surveillance Program
h. Hazard Communication Program, 29 CFR 1910.1200(e-h)
i. Occupational Exposure to Bloodborne Pathogen Program, 29 CFR 1910.1030; 29 CFR 1910.138(a); 29 CFR 1910.133(a)(1); 29 CFR 1910.1020
j. Quality Assurance/Surveillance Program

2.13.3. Housekeeping Plans and Facility Maintenance

References: 29 CFR 1910.1048(j)(3); 29 CFR 1910.1048(n)(3)(v-vi); 29 CFR 1910.1030(d)(4)(i)

The employer must conduct and document regular preventative maintenance and housekeeping duties that ensure that the facility complies with 29 CFR 1910.1030(d)(4), 29 CFR 1910.1048(j), Service guidance, and Government regulations.

2.14. Records Management and Release of Information
Reference: DoDI 5015.02

2.14.1. General
DoD contracted facilities must maintain the mortuary records per state mortuary laws and the appropriate PWS. Complete DD From 2063.

2.14.2. Release of Information

The standard operating procedures or regulations will designate a primary point of contact to release and oversee the release of information to the public. The written procedures will list the release authority, procedures, and forms needed to document the release of deceased personnel information to organizations outside the mortuary or command per DoD and Service regulations and policy. The guidance will include both the release of case file information as well as reports and records.

2.14.3. Photographic records and practices
DoD contracted mortuary facilities will comply with state mortuary laws and the provisions of the PWS.

A designated staff member will be assigned responsibility for the equipment per Service policy and regulations. The standard operating procedures will provide clear guidance on the inventory, care, and maintenance of equipment and supplies. In addition, the standard operating procedures for records management will specifically address the management of photographs and videography. The procedures will comply with DoD and Service policy and regulations.

2.15. Appendices

Appendix A – Commercial Item Descriptions

Items

This section establishes the commercial item descriptions for caskets, shipping containers, urns, and emblems.

Metal Interment/Entombment Casket

This item is an 18-gauge steel protective casket with a gasket, within the range of silver-tone to gray. The casket will be upholstered in a white, ivory, or similar color crepe, satin, or similar material. The casket will have a continuous fixed bar or swing arm handles. The bottom of the casket should be attached by a continuous seam weld.

Hardwood Interment/Entombment Casket

This solid hardwood casket will have a satin or high-gloss walnut finish, upholstered in a rose, tan, or other neutral color crepe, satin, or similar material. The casket will have a continuous fixed bar or swing arm handles.

Cremation Caskets

This hardwood casket, with a satin walnut finish, will be upholstered in a rose, tan, or other neutral color crepe, satin, or similar material. The casket will have handles that may be either a continuous fixed bar or swing arm. The casket must have a raised crown (flattop cremation caskets will not be acceptable) and will be constructed with minimum metallic parts and be specifically designed for the cremation of human remains.

Alternative Cremation Container

A minimum fiberboard container will ONLY be utilized for the cremation of subsequent portions of human remains

Infant, Child, and Youth Containers

DoD mortuaries will retain an adequate supply of infant, child, and youth caskets made of wood, with or without an outside covering, metal, or plastic-type material, for families to select for purchase on a reimbursable basis.

Shipping Containers (Air Tray or Equivalent)

Shipping containers are authorized for shipment of standard and oversize caskets. Casket shipping containers furnished by contractors shall conform to the performance testing specification requirements of the air carriers and subsequent connecting carriers. For overseas shipment, the contractor shall provide a casket shipping container that meets the requirements of the air carrier(s) and the country involved.

Urns

The preparing facility representative will provide an urn for initial identified remains to entitled personnel that meets the applicable urn specification provided for in this appendix. The urn will be engraved, either directly upon the urn or on a bronze plate affixed to the urn that has the engraved name, rank, date of birth, and date of death (Month, Day, Year).

Urns will be made of solid hardwood, with a satin or high-gloss finish, in a cube-like shape with flared base with an inside capacity of at least 300 cubic inches. They may also be made of bronze, of either wrought, cast, or at least a 64-ounce sheet, in a cube-like shape with an inside capacity of at least 300 cubic inches.

Urns for subsequent portions or for organ(s) collected at autopsy and released for disposition will be made of solid hardwood with a satin or high-gloss finish in a cube-like shape with an inside capacity of at least 40 cubic inches. They may also be made of bronze of either wrought or cast in a cube-like shape with an inside capacity of at least 40 cubic inches.

Military Emblems

The urn shall have affixed a cast bronze military emblem. The emblem's finish shall be satin for the raised portion while the background shall be a contrasting darker color. The emblem shall be at least 3 inches in diameter and be affixed to the face side of the urn with two threaded brass studs, washers, and nuts. The portions of the studs extending beyond the nuts inside the urn shall be covered to prevent penetration and perforation of the urn's inner container. The emblem shall be centered from left to right on the upper portion of the face side of the urn to allow a balanced space below for engraving. The military emblems to be provided are U.S. Army, U.S. Marine Corps, U.S. Navy, U.S. Air Force, U.S. Space Force, and U.S. Coast Guard as stipulated by the Contracting Officer or the designated representative. Specific emblems to be provided are illustrated in Figure A.1.

Figure A.1. Military Service Emblems

Protective Carrying Case for Urn

This protective case with carrying handle, provided upon request and availability, is specifically designed to encase a military specification urn for transport by an escort for delivery to the destination designated by the PADD or PAED.

Appendix B – Classification of Defects
Classification of Metal Casket Defects

Major represents a defect that is unacceptable and must be resolved to proceed with services.

Minor represents a defect that can be resolved at the discretion of the Mortuary Officer.

Examine	Defect	Major or Minor Classification
Primer		
Outside of bottom and inside of the shell	No primer on outside of bottom or inside of shell	Major
Finish		
All exterior metal surfaces exposed to view, including surfaces that are exposed when the casket is opened (not applicable to the bottom)	Not within the specified range of color	Major
	Orange peel or texture	Major
	Area of no film	Major

	Gritty surface or overspray that is rough to touch	Minor
	Wet or tacky surface	Major
	Any permanent stain or blemish	Major
	Paint on gasket	Minor
	Finish dirty, for example, oil, glue, or other nonpermanent stains	Minor
Construction and workmanship		
All metal, rubber, and vinyl components, general (unless otherwise classified herein)	Any functioning assembly that is inoperative, for example, lid locks will not operate as intended	Major
	Any loose part, for example, if a fixed bar is a loose fit to lug or corner, or swing-out bar is bent or fails to swing out smoothly	Minor
	Any functioning assembly that requires abnormal pressure to operate	Minor
Welding		
	Not welded where required or not the specified type of welding	Major
	Weld burned through, not free from pits, holes, or fissures	Major
Metal fasteners		
Screws, bolts, nuts, etc.	Any missing, stripped, or otherwise damaged	Major
	Any fastener cocked	Major
	No specified type of fastener	Major
Upholstery		
	Any component missing or stained	Major
	Any open seam, tear, or material defect	Major
	Waving or pleating crushed or matted down	Major
	The lining pulled away from where it should be affixed	Major
	Outside flash not stripped	Major

Classification of Hardwood Casket Defects

Examine	Defect	Major or Minor Classification
Color		
All exposed surfaces and outside of the bottom	No color on the outside or edge of the bottom	Major
Finish		
All exterior wood surfaces exposed to view, including surfaces that are exposed when the casket is opened (not applicable to bottom)	Not uniform range of color	Major
	Orange peel or texture	Major
	Area of no film	Major
	Gritty surface or overspray that is rough to touch	Minor
	Wet or tacky surface	Major
	Any permanent stain or blemish	Major
Construction and workmanship		
	Any functioning assembly that is inoperative, for example, lid locks will not operate as intended	Major
	Any part loose, for example, the swing-out bar is a loose fit to lug or corner, but the bar is adequately retained, or swing-out bar bent or fails to swing out smoothly	Minor
	Any functioning assembly that requires abnormal pressure to operate	Minor
Assembly		
	Split or open joints	Major
	End grain visible on miters	Minor
	Splits or openings in the wood surface	Major
	Lid not properly centered on the body, that is, no clearance between top molding with lid angle (check with lid secured in place)	Major
	Any part perceptibly out of square or not symmetrical	Major

	Casket rocks more than one-half inch when placed on a level surface (check with lid secured in place)	Major

Metal fasteners		
Screws, nails, bolts, nuts, etc.	Any missing, stripped, or otherwise damaged	Major
	Any fastener cocked	Major
	Any screw or nail head visible	Major
Upholstery		
	Any component missing or stained	Major
	Any open seam, tear, or material defect	Major
	Waving or pleating crushed or matted down	Major
	The lining pulled away from where it should be affixed	Major

Classification of Metal Urn Defects

Examine	Defect	Major or Minor Classification
Size		
	Not specified dimensions	Major
Metal		
	Not specified metal	Major
Finish		
All exterior surfaces	Not within the specified color match	Major
	Orange peel or texture	Major
	Area with film	Minor
	Gritty surface or overspray that is rough to touch	Minor
	Wet or tacky surface	Major
	Any permanent stain or blemish	Major
	Finish dirty, for example, oil, glue, or other nonpermanent stains	Minor
Construction and workmanship		

Metal, polyethylene components	Any functioning assembly that is inoperative, for example, the screw will not loosen or tighten as intended	Major
	Any part loose	Major
	Any function in the assembly that requires abnormal pressure to operate	Minor
Welding and/or soldering		
	Not welded where required or not the specified type of welding	Major
	Weld burned through, not free from pits, holes, or fissures	Major
	Outside flash not stripped	Major
	Exposed welded joints not ground and sanded flush to the original surface	Minor
	Evidence of bleed-out (a darkened area on the urn compared to the rest of the urn's colored surfaces)	Major
Metal fasteners (screws)		
	Any missing, stripped, or otherwise damaged	Major
	Not specified type of fastener	Major
	Any part perceptibly out of square or not symmetrical	Major
	Urn rocks more than one-sixteenth inch when placed on a level surface	Major
Inner container		
	Too small	Major
	Plastic too thin	Minor
Emblem		
	Not centered	Minor
	Not in the upper portion of the urn	Major
	Not affixed as specified	Major
	A gap between emblem and urn	Minor
	End of stud inside urn not properly covered	Major

Classification of Hardwood Urn Defects

Examine	Defect	Major or Minor Classification
Size		
	Not specified design	Major
	Not specified capacity	Major
Wood		
	Not solid walnut	Major
Color (stain)		
All exposed surfaces and outside of the bottom	No color on the outside or bottom	Major
Finish		
All exterior surfaces	Not uniform range of color	Major
	Orange peel or texture	Major
	Area with film	Minor
	Gritty surface or overspray that is rough to touch	Minor
	Wet or tacky surface	Major
	Any permanent stain or blemish	Major
	Finish dirty, for example, oil, glue, or other nonpermanent stains	Minor
Construction and workmanship		
	Any functioning assembly that is inoperative, for example, the bottom	Major
	Any part loose, for example, loose fit to corner	Major
	Any function in the assembly that requires abnormal pressure to insert and remove	Major
Assembly		
	Split or open joints	Major
	End grain visible on miters	Minor
	Open miter	Major
	Splits or openings in the wood surface	Major
	Any part perceptibly out of square or not symmetrical	Major
	Urn rocks more than one-sixteenth inch when placed on a level surface	Major

Metal fasteners (screws)		
	Any missing, stripped, or otherwise damaged	Major
Inner surfaces		
	Thin or bare areas	Major
Bottom panel		
	Does not fit tightly against or into the body	Major
	Has less than required number of brass screws	Minor
Inner container		
	Does not fit tightly against or into the body	Major
	Has less than required number of brass screws	Minor
Emblem		
	Not centered	Major
	Not in the upper portion of the urn	Major
	A gap between emblem and urn	Major
	Not proper size	Major
	End of stud inside urn not properly covered	Major
Engraving plate		
	Not centered	Minor
	Not in the lower portion of the urn	Major
	Slight gap between plate and urn	Major

Appendix C – First-aid Kits and Required Supplies

ANSI Z308-1-2015, CLASS B KITS AND MINIMUM REQUIRED SUPPLIES		
First-aid Supplies	Minimum Quantity	Minimum Size or Volume
Adhesive bandage	50	1 x 3 in
Adhesive tape	2	2.5 yds (total)
Antibiotic application	25	1/57 oz

Antiseptic	50	1/57 oz
Breathing barrier	1	N/A
Burn dressing (gel soaked)	2	4 x 4 in
Burn treatment	25	1/32 oz
Cold pack	2	4 x 5 in
Eye covering (with means of attachment)	2	2.9 sq in
Eye/skin wash	4 fl oz total	118.3 ml
First-aid guide	1	N/A
Hand sanitizer	10	0.9 g
Medical exam gloves	4 pairs	One size fits all – at least one large size
Roller bandage (2-inch)	2	2 in x 4 yd
Roller bandage (4-inch)	1	4 in x 4 yd
Scissors	1	N/A
Splint	1	4 x 24 in
Sterile pad	4	3 x 3 in
Tourniquet	1	1 in (width)
Trauma pad	4	5 x 9 in
Triangular bandage	2	40 x 40 x 56 in
Optional – Over-the-counter medicine	N/A	Single-dose, tamper-evident packaging and labeled as required by FDA regulations

Maintenance and Inspection

To ensure the completeness and usable condition of all supplies, first-aid kits should be inspected and maintained on at least a quarterly basis. Some supplies may have expiration dates, and any supplies that are beyond that marked date should be replaced upon inspection.

Marking and Labeling

All labels and markings must be legible and permanent. Each kit and/or location must be visibly marked. Each kit must also have a label with the following information presented, as applicable, in at least a six-point font:

ANSI/ISEA Z308.1-2015, CLASS B, TYPE I, II, III, OR IV FIRST-AID KIT			
This kit meets the ANSI/ISEA Z308.1-2015 standard as sold. It combines first-aid products that meet performance specifications detailed in the standard at the below-required minimum fill. It will continue to be compliant only when maintained with products that meet the standard at specified quantities.			
Required Minimal Fill			
50	Adhesive bandage, 1 x 3 in	10	Hand sanitizer, 1/32 oz
2	Adhesive tape, 2.5 yd (total)	4 pairs	Medical exam gloves
25	Antibiotic application, 1/57 oz	2	Roller bandage, 2 in x 4 yd
50	Antiseptic, 1/57 oz	1	Roller bandage, 4 in x 4 yd
1	Breathing barrier	1	Scissors
2	Burn dressing (gel soaked), 4 x 4 in	1	Splint
25	Burn treatment, 1/32 oz	4	Sterile pad, 3 x 3 in
2	Cold pack, 4 x 5 in	1	Tourniquet
1	Eye covering with means of attachment, 2.9 sq in	4	Trauma pad, 5 x 9 in
1	Eye/skin wash, 4 fl oz total	2	Triangle bandage, 40 x 40 x 56 in
1	First-aid guide		
The adequacy of the contents of the kit to address likely hazards for each work environment should always be evaluated by competent personnel. Kits should be inspected frequently to ensure they are complete, and the first-aid supplies are in a usable condition. Any supplies beyond their marked expiration date should be discarded and replaced. For a variety of operations, employers may find that additional first-aid supplies and kits are needed.			

Sources for More Information
OSHA Medical Services and First Aid regulation: 29 CFR 1910.151
American National Standards Institute: http://www.ansi.org

PART 3 Definitions and Acronyms

3. Definitions and Acronyms

3.1. Definitions:

Contractor: A supplier or vendor awarded a contract to provide specific supplies or services to the Government. The term used in this contract refers to the prime.

Contracting Officer (CO): A person with authority to enter, administer, and/or terminate contracts, and

make related determinations and findings on behalf of the Government. Note: The only individual who can legally bind the Government to make changes to an agreement with the Government as a party.

Contracting Officer's Representative (COR): An employee of the U.S. Government appointed by the Contracting Officer to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has the authority to provide technical direction to the contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does not have authority to change the terms and conditions of the contract.

Defective Service: A service output that does not meet the standard of performance associated with the Performance Work Statement (PWS).

Deliverable: Anything that can be physically delivered, but may include nonmanufactured things, such as meeting minutes or reports.

Physical Security: Actions that prevent the loss or damage of Government property.

Quality Assurance (QA): The Government procedures to verify that services being performed by the contractor are performed according to acceptable standards.

Quality Control (QC): All necessary measures are taken by the contractor to ensure the quality of an end product or service shall meet contract requirements.

Subcontractor: One that enters into a contract with a prime contractor. The Government does not have the privacy of contract with the subcontractor. The prime contractor is responsible for communicating terms and conditions, responsibilities, roles, payments, and other matters with their subcontractor.

Workday: The number of hours per day the contractor provides services per the contract.

Workweek: Monday through Sunday, unless specified otherwise.

3.2. Acronyms:

AF: Air Force
COR: Contracting Officer's Representative
DFARS: Defense Federal Acquisition Regulation Supplement
DoD: Department of Defense
FAR: Federal Acquisition Regulation

ODC: Other Direct Costs
DAFFFARS: Department of the Air Force Federal Acquisition Regulation Supplment
DFARS: Defense Federal Acquisition Regulation Supplement
POC: Point of Contact
PRS: Performance Requirements Summary

PWS: Performance Work Statement
QA: Quality Assurance
QC: Quality Control
QCP: Quality Control Plan
TE: Technical Exhibit

PART 4 - Contractor-furnished Items and Services

4. Contractor-furnished Items and Responsibilities

4.1. General:
The contractor shall furnish all supplies, equipment, facilities, and services required to perform work under this contract that are not listed under Section 3 of this PWS.

4.2. Materials:
The contractor shall provide all materials related to the work required to perform under the contract that are not listed under Section 3 of this PWS.

4.3. Equipment:
The contractor shall provide all equipment related to the work required to perform under the contract that are not listed under Section 3 of this PWS.

4.4. Supplies:
The contractor shall provide all supplies related to the work required to perform under the contract that are not listed under Section 3 of this PWS.

4.5. Facilities:
The contractor shall provide all facilities related to the work required to perform under the contract that are not listed under Section 3 of this PWS.

PART 5 Specific Tasks

5. Specific Tasks
5.1. Task heading: Tasked shall be completed IAW AF and DoD mortuary instructions

1. Transportation of fallen Airmen: transportation of the fallen Airmen shall be provided by the contractor in a vehicle that maintains the respect and honor of the fallen.
    a. From place of death to funeral home
    b. From funeral home to final resting place
    c. From funeral home to another funeral home
    d. From funeral home to Airport
    e. From medical examiner facility to funeral home
    f. From hospital to funeral home

2. Mortuary Services
    a. Embalming – embalming will be completed within State, AF, and DoD standards. Fallen Airmen will be inspected pre and post embalming to ensure standards are met.

b. Reconstructive work
c. Dressing, and casketing – fallen Airmen will be dressed and casketed in clothing selected. Inspected by DoD after this is done.
d. Make-up, hair and fingernail trimming, hair styling
e. Funeral services
f. Memorial packages: obituaries, books, pamphlets
g. Graveyard services
h. Provide at a minimum 10 copies of death certificate

3. Purchase of materials, contractor shall purchase items for funeral services from AF and DoD approved sources.
   a. Caskets
   b. Urns
   c. Flags

4. Inspection of funeral home facilities and equipment: At no added cost contractor shall allow for DoD personnel to inspect purchased materials, funeral home facilities and equipment used in transportation and mortuary services. Contractor shall follow inspection and correct any findings found by DoD personnel at no additional cost.
   a. Section 8.1, DAFI 34-160, and DoDI 1300.29.
   b. AIR FORCE CONTRACT MORTUARY INSPECTION CHECKLIST

PART 6 Applicable Publications

6. Applicable Publications (current editions)

6.1. The contractor shall abide by all applicable regulations, publications, manuals, and local policies and procedures.

DAFI 34-160, Mortuary Affairs Program (3 March 2022)
DoDI 1300.18 DoD Personnel Casualty Matters, Policies, and Procedures
DoDI 1300.22 Mortuary Affairs Policy
DoDI 1300.29 Mortuary Affairs Program
DAF 57 Mortuary Guide

PART 7 Technical Exhibit Listing

7. Technical Exhibit List

7.1. Technical Exhibit 1 – Performance Requirements Summary

7.2. Technical Exhibit 2 – Deliverables Schedule

Performance Requirements Summary

The contractor service requirements are summarized into performance objectives that relate directly to mission-essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each objective. These thresholds are critical to mission success.

Performance Objective	Standard	PERFORMANCE THRESHOLD
Contractor Personnel, Equipment, Facilities The contractor shall provide facility, personnel, and motor vehicle(s) IAW the performance work statement	*2.10, 2.11, 2.12*	100% Compliance
Hygienic Practices The contractor shall hygienic practices IAW the performance work statement*1.)*	*2.11, 2.12, 2.13*	100% Compliance
Processing Remains The contractor shall complete processing/ reprocessing of remains IAW the performance work statement	*2.8*	100% Compliance
Initiate Service The contractor will initiate the services not later than 12 hours after: (1) receiving notification to remove the remains, or (2) after the remains have been released to U.S. Government control.	*2.2.1*	100% Compliance
Preparation and Casketing of Remains The contractor shall provide the dressing/wrapping and casketing remains, encasing casket loading of remains IAW the performance work statement	*2.9*	100% Compliance
Casket and Urn Standards The contractor shall provide caskets/urns IAW the performance work statement	*2.15*	100% Compliance
Deliveries of Remains The contractor shall provide delivery(ies) of remains IAW the performance work statement	*2.10*	100% Compliance
Record Management The contractor shall prepare DD Form 2063 Preparation Room History IAW the performance work statement	*2.14*	100% Compliance
Shipping The contractor shall provide shipping containers IAW the performance work statement	*2.10*	100% Compliance
Cremation and Engraving The contractor shall provide cremation services, engraving IAW the performance work statement	*2.11, 2.15*	100% Compliance

TECHNICAL EXHIBIT 1 Deliverables Schedule

Deliverable	Frequency	# of Copies	Medium/Format	Submit To
Itemized invoice for services rendered	Provided at the completion of mortuary services for each fallen Airmen	2 copies provided: one to contracting	Invoice should be as a pdf document and can be emailed	Mortuary officer
Signed DD Form 2063	[*Same as above.*]	One copy to contracting	[*Same as above.*]	[*Same as above.*]
Certified Death Certificate	Provided within 10 days of issuance	10 certified copies	Physical certified death certificates	Mortuary Officer
Crematorium representative will provide the Service mortuary representative with a receipt for the release of the urn, or temporary container, containing the cremated remains.	Provided at the completion of mortuary services for each fallen Airmen	1 Copy to base Mortuary Officer	Invoice should be as a pdf document and can be emailed	Mortuary Officer

References

- DoD Directive 1300.22, "Mortuary Affairs Policy," September 2, 2021, Change 2
- DoD Directive 3025.18, "Defense Support of Civil Authorities (DSCA)," March 19, 2018, Change 2
- DoD Directive 5101.01, "DoD Executive Agent," February 7, 2022
- DoD Directive 5136.01, "Assistant Secretary of Defense for Health Affairs (ASD(HA))," August 10, 2017, Change 1
- DoD Directive 5160.05E, "Roles and Responsibilities Associated with the Chemical and Biological Defense Program (CBDP)," July 18, 2019, Change 2
- DoD Instruction 1300.18, "Department of Defense (DoD) Personnel Casualty Matters, Policies, and Procedures," March 29, 2023, Change 2
- DoD Instruction 1344.08, "Interment Allowance for Deceased Military Personnel," March 25, 2020, Change 2
- DoD Instruction 3020.41, "Operational Contract Support (OCS)," August 31, 2018, Change 2
- DoD Instruction 5158.06, "Joint Deployment and Distribution Enterprise (JDDE) Planning and Operations," April 7, 2020
- DoD Instruction 5505.10, "Criminal Investigations of Noncombat Deaths," March 16, 2023
- United States Code, Title 5
- United States Code, Title 10
- United States Code, Title 31, Section 1535
- United States Code, Title 37
- United States Code, Title 50
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- DD Form 2063
- DD Form 3045
- DD Form 3047