CONSULATE GENERAL OF INDIA
SAN FRANCISCO
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INVITATION FOR EXPRESSION OF INTEREST CUM REQUEST FOR QUOTATION
Empanelment of Agencies for Transportation of Mortal Remains to India / Local Cremation / Burial from USA

Ref. No.: Sanf/Cons/415/03/2026 Date of issue: 19 November 2026

1. INVITATION

The Consulate General of India, San Francisco (the "Consulate") invites Expressions of Interest-cum-Quotations from reputed, experienced and financially sound funeral service providers / agencies, legally registered and licensed to operate in the United States of America (USA), for empanelment to provide services for **transportation of mortal remains of deceased Indian nationals to India** and, where specifically requested, **local cremation / burial** in the USA. Services may be required urgently, including on weekends, holidays and outside office hours.

Empanelment will initially be for **two years** from the date of award and is extendable by **one more year** at the same rates, terms and conditions, at the Consulate's discretion and subject to satisfactory performance. Empanelment will be made separately for three **service categories** – **(A)** international transportation of mortal remains to India; **(B)** local cremation and transfer of ashes; **(C)** local burial – on **L1 basis**, as set out in Para 4. Applicants may apply for one or more categories.

Jurisdiction: Northern and Central California, Colorado, Hawaii, Utah, Wyoming and Guam. Applicants may bid for the whole jurisdiction or specified areas, and must state which areas they serve directly and which through disclosed partners.

2. SCHEDULE AND SUBMISSION

Sl.	Event	Date / Time
1	Release of EOI-cum-RFQ	19 November 2026
2	Last date for queries	03 December 2026, 1700 Hrs PST
3	Last date and time for submission*	14 December 2026, 1700 Hrs PST
4	Opening of technical proposals*	17 December 2026, 1500 Hrs PST
5	Opening of financial proposals (technically qualified applicants only)	18 December 2026, 1200 Hrs PST

**Subject to change for administrative / logistic reasons.*

Applications shall be in English with a **Technical Proposal** (Annexure A with attachments) and a separate **Financial Proposal** (Annexure B, in USD), emailed to **cca.cgisf@mea.gov.in** with the subject "EOI/RFQ – Empanelment for Mortal Remains Services". Signed hard copies may be called for later. Queries must be emailed to the same email by the date above; clarifications and corrigenda, if any, will be published on the Consulate website (www.cgisf.gov.in) and form part of this invitation.

3. SCOPE OF WORK

The agency shall complete all formalities for transportation of mortal remains to India or local cremation / burial, as instructed by the Consulate or the next of kin / authorized representative, including:

A. Transportation to India

- Provide a 24-hour contact and promptly acknowledge referrals; coordinate with the family, hospital, medical examiner / coroner office, funeral home and local authorities for lawful release of the remains.
- Obtain certified death certificates, transit / disposition permits and other state, county or municipal documents; arrange embalming with the embalming and non-infectious-disease certificates.
- Arrange a hermetically sealed, leak-proof casket / packaging with the certification required by the airline and Indian authorities.

- Prepare documents for the Consulate's consideration of a No Objection Certificate (NOC) and assist with uploading documents for Indian clearance on the eCARe portal of MoHFW (https://ecare.mohfw.gov.in/). The agency shall not issue or promise an NOC.
- After clearances, arrange airline / cargo booking, airway bill, routing and dispatch to the designated Indian airport; share flight / AWB details with the Consulate and consignee and coordinate arrival-side handover.
- Submit a case file (permits, certificates, receipts, airline documents, proof of dispatch and handover) to the Consulate.

B. Local cremation / burial in the USA and transfer of ashes (if any)

- Coordinate with the family, funeral home, crematorium / cemetery and authorities; obtain death registration, permits and cremation / burial authorizations.
- Arrange local transport and cremation / burial; where ashes are to go to India, arrange urn, sealing and packaging documentation and assist with airline and Consular formalities and assist with uploading documents for Indian clearance on the eCARe portal of MoHFW (https://ecare.mohfw.gov.in/).
- Submit itemized invoices, receipts and the cremation certificate / burial confirmation.

C. General: maintain dignity, security and traceability of the remains at all times; keep the family and Consulate informed of delays and cost implications; disclose all subcontractors and remain responsible for them; protect personal, medical, passport and consular information.

4. ELIGIBILITY, EVALUATION AND ALLOCATION OF WORK

4.1 Eligibility. Applicants may apply for one or more categories. **Common to all categories:**

- Legally registered business in the USA, holding all licenses and permits required for the services in the relevant state(s) and locality(ies).
- At least **two (2) years' experience** as on the submission deadline in funeral / mortuary services, embalming, international transportation of human remains, cremation or burial.
- 24-hour emergency response (including weekends and holidays) with a named case manager and alternate contact with email and direct phone/cell number.
- Disclosure of partner funeral homes, embalmers, cargo agents and subcontractors with geographic coverage, and of any material litigation, regulatory action, license suspension or debarment.
- Valid insurance as per Para 5.7, with proof of coverage.

Additional category-specific requirements, each to be supported by documents:

Category	Additional requirements and proof
A. International transportation of mortal remains	Experience in international repatriation of human remains (list of comparable cases); licenses for funeral directing / embalming as required by the state; embalming and packaging facility or disclosed arrangement; established arrangements with airlines / cargo agents for carriage of human remains to India (agreements or letters).
B. Local cremation and transfer of ashes	Experience in cremation arrangements; own licensed crematory or established arrangement with licensed crematories in the areas covered; capability for urn sealing, packaging and transfer of ashes (including to India).
C. Local burial	Experience in burial arrangements; required licenses; established arrangements with licensed cemeteries in the areas covered.

4.2 Evaluation. (i) Preliminary scrutiny for completeness and timely receipt; (ii) technical evaluation on a **pass / fail basis**, separately for each category applied for, against the criteria in 4.1 and the documents furnished – no marks-based scoring is applied, and only applicants meeting all criteria qualify; (iii) **financial proposals of technically qualified applicants only** will be opened, and **L1 (lowest total quote) will be determined separately for each service category and each area** (state / region as declared by the applicant). The Consulate may verify information, seek documents, inspect facilities or contact references; false or materially incomplete information may lead to rejection or termination. The Consulate may accept or reject any or all applications, or cancel the process, without assigning reasons or incurring liability; its decision shall be final, and it may reject any application on security considerations at any stage.

4.3 Allocation of work. For each category and area, qualified applicants will be ranked L1, L2, L3 … by quote. A case will be referred first to the L1 agency; if it declines, or cannot acknowledge the referral within 06 hours of intimation by the Consulate, it can pass to the next ranked agency, at that agency's own quoted rates. Empanelment is non-exclusive and guarantees no minimum number of cases; the Consulate may make other arrangements in exceptional circumstances.

5. TERMS AND CONDITIONS

5.1 Legal compliance: The firm / agency will have to ensure compliance of all mandatory laws / regulations laid down by US Federal and State Governments and Government of India and any other relevant Acts and regulations enforceable from time to time without any liability on the Consulate or without any responsibility for statutory compliance by the Consulate.

5.2 Role of the Consulate and the agency: The Consulate's role is limited to consular facilitation (referral, consideration of NOC and other consular documents); it does not guarantee any clearance or timeline. The agency acts as an independent contractor, solely and contractually responsible for performance, legal compliance, its personnel and subcontractors, and is not an agent or employee of the Consulate. Where the family engages the agency directly, the Consulate is not a party and bears no payment liability unless it accepts one in writing.

5.3 Consent and authorization: The agency shall undertake transportation, cremation or burial only on written authorization of the next of kin or other legally authorized representative, and after completion of the requisite formalities and clearances. It shall take **no irreversible action, including cremation or burial**, without such written consent and confirmation through the Consulate, wherever applicable, and shall retain copies of all authorizations.

5.4 Termination: The Consulate may terminate the empanelled firm / agency, by giving a written notice of 30 days to the service provider for unsatisfactory performance, and with immediate effect for breach of the consent requirements (Para 5.3), false information or loss of license / insurance.

5.5 Rates and payment: Quoted rates remain fixed during empanelment. The payments shall be made upon completion of work and upon submission of original invoices to the Consulate, only if the case is approved under ICWF support. Government / statutory charges are payable at actuals against receipts.

5.6 Liability and indemnity: The agency shall be liable for, and to the extent permitted by law shall indemnify the Government of India, the Consulate and their officers against, all claims, losses and expenses arising from: loss, damage or mishandling of mortal remains; incorrect documentation or permits; delay in transportation attributable to the agency; negligence or default of subcontractors; regulatory violations; and any other act or omission of the agency or its personnel. Nothing herein waives any applicable immunity.

5.7 Insurance: The agency shall maintain, throughout the empanelment period (including any extension), valid insurance of [general liability, professional liability and cargo / transit coverage for human remains, and workers' compensation as required by law] with minimum limits as applicable by US laws, furnish certificates on request, and inform the Consulate immediately of any lapse, cancellation or change. Lapse of insurance is grounds for suspension of referrals or termination.

6. CONTACT

Assistant Section Officer, Community Welfare, Consulate General of India, 71 Stevenson Street, Suite 2200, San Francisco, CA 94105, USA. Email: cca.cgisf@mea.gov.in | Website: www.cgisf.gov.in

ANNEXURE A

Agency Profile and Technical Proposal

Sl.	Particulars	Details
1	Full legal name / type of entity	
2	Year of incorporation; state(s) of registration and registration no.	
3	Registered office and service addresses	
4	Authorized signatory and designation	
5	Telephone, 24-hour emergency number and email	
6	Website; owners / principals	
7	Years of relevant experience per category; comparable assignments (attach list)	
8	States / counties covered directly	
9	Areas covered through partners (identify them)	
10	Funeral home / mortuary / embalming / crematory / cemetery and airline / cargo agent arrangements	
11	Insurance provider, type and coverage limits and validity (attach certificates)	
12	Staff available for case management; named case manager and alternate	
13	Licenses / permits held for each category (funeral director, embalmer, crematory, cemetery, as applicable) – attached (Yes / No)	
14	Litigation, regulatory action, suspension or debarment (details)	
15	Service categories applied for (A / B / C) and area(s) / state(s) / counties	
16	Airline / cargo agent arrangements for carriage of remains to India (Category A) (attach agreements / letters)	
17	Exceptions to terms and conditions, if any	

Attach: Certificate of registration; current licenses and permits; experience statement; insurance certificates; airline / cargo, crematory and cemetery arrangements; partner / subcontractor details; signed declaration below.

DECLARATION

I / We certify that the information furnished is true and correct, understand that material misrepresentation may result in rejection or termination of empanelment, and accept the terms of this invitation except for deviations expressly listed above. I / We undertake to maintain the insurance described above throughout the empanelment period and to act only on written authorization of the next of kin or legally authorized representative as required under Para 5.3.

For and on behalf of applicant	
Name of authorized signatory	
Designation	
Signature and date	
Company seal, if applicable	

ANNEXURE B

Financial Quotation (to be submitted separately)

To: Assistant Section Officer, Community Welfare, Consulate General of India, San Francisco, 71 Stevenson Street, Suite 2200, San Francisco, CA 94105 (cca.cgisf@mea.gov.in).

Subject: Quotation for empanelment for transportation of mortal remains to India / local cremation / burial. As part of the empanelment, we make the following price offer. All rates are in USD; state whether taxes are included. "At actuals" may be mentioned for government / statutory fees, supported by third-party receipts.

Quote separately for each category applied for and state the area(s) covered. **Area(s) covered:** _____

I. Category A – **Transportation of mortal remains from the USA to India**

Sl.	Description	Unit / basis	Quote (USD)	Tax / remarks
1	Case coordination / service fee	Per case		
2	Local removal / transfer to funeral home	Per trip / mileage		
3	Funeral home / mortuary holding	Per day		
4	Embalming	Per case		
5	Casket / sealed container / packaging, with packaging certificate	Per unit		
6	Death certificate / certified copies (Indian nationals / US nationals)	At actuals / per copy		
7	County / state permits and other government fees	At actuals		
8	Airport transfer / hearse / ambulance	Per trip		
9	Cargo handling / terminal charges and cargo agent documentation	Per shipment		
10	Air freight to India (state routing / weight assumptions)	Per kg / shipment		
11	Any other charges (itemize)			

II. Category B – **Local cremation in the USA**

Sl.	Description	Unit / basis	Quote (USD)	Tax / remarks
1	Case coordination / service fee	Per case		
2	Local removal / transfer; mortuary holding	Per trip; per day		
3	Cremation and facility fee	Per case		
4	Urn / container / sealing	Per unit		
5	Death certificate / permits / statutory fees	At actuals		
6	Delivery of ashes to recipient	Per trip		
7	Any other charges (itemize)			

III. Category C – **Local burial in the USA**

Sl.	Description	Unit / basis	Quote (USD)	Tax / remarks
1	Case coordination / service fee	Per case		
2	Local removal / transfer; mortuary holding	Per trip; per day		
3	Casket / coffin	Per unit		
4	Cemetery / burial plot; opening, closing and interment	At actuals / per case		
5	Death certificate / permits / statutory fees	At actuals		
6	Hearse / funeral transport	Per trip		

Sl.	Description	Unit / basis	Quote (USD)	Tax / remarks
7	Any other charges (itemize)			

IV. Category B (optional) – **Optional – transportation of cremated remains (ashes) to India**

Sl.	Description	Unit / basis	Quote (USD)	Tax / remarks
1	Coordination / documentation; urn / sealed packaging	Per case		
2	Certified copies / permits	At actuals		
3	Courier / airline / baggage assistance, if permitted	Per shipment		
4	Any other charges (itemize)			

V. Coverage and response commitments

Particulars	Applicant's response
States / counties covered directly; locations covered through disclosed partners	
24-hour emergency and escalation contacts	
Time to acknowledge a referral; typical time to arrange removal (subject to release)	
Usual airline / cargo routing to India	
Minimum call-out fee / surcharges, if any; validity of quoted rates	

UNDERTAKING

We confirm that the rates are complete and that no additional fee, commission or surcharge shall be charged except as quoted or separately approved in writing; government / statutory and airline charges shall be supported by documentary evidence. We agree to be bound by this quotation if selected, and understand that empanelment does not guarantee work or payment.

For and on behalf of applicant	
Name of authorized signatory	
Designation	
Signature and date	
Company seal, if applicable	