



MARYLAND DEPARTMENT OF AGING (MDOA)

SMALL PROCUREMENT REQUEST FOR PROPOSALS (RFP)

MDOA-SP-27-05 DURABLE MEDICAL EQUIPMENT DELIVERY SERVICE

EMMA RFP NUMBER BPM059095

ISSUE DATE: SEPTEMBER 29, 2026

A prospective offeror that has received this document from a source other than eMarylandMarketplace Advantage (eMMA) should register on eMMA at <https://emma.maryland.gov>.

NOTICE TO OFFERORS

SMALL BUSINESS RESERVE PROCUREMENT

This is a Small Business Reserve Procurement for which the award will be limited to certified small businesses. Only businesses that meet the statutory requirements set forth in Annotated Code of Maryland, State Finance and Procurement Article, §§ 14-501 through 14-505, and that are certified by the Department of Social and Economic Mobility's (DOSEM) Office of Small, Minority & Women Business Affairs (<https://gomdsmallbiz.maryland.gov/Pages/sbr-program.aspx>) are eligible for award of a contract. Before awarding a contract under a procurement designated as a small business reserve procurement, the Procurement Officer shall verify that the apparent awardee is certified by the OSBA as a small business through eMMA. However, if small businesses do not show interest in this solicitation, the Procurement Officer has the right to remove the SBR designation via an amendment on eMMA.

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STATE OF MARYLAND
MARYLAND DEPARTMENT OF AGING (MDOA)
KEY INFORMATION SUMMARY SHEET

eMMA Solicitation Name	Services - MDOA-SP-27-05 Durable Medical Equipment Delivery Service
eMMA Solicitation Number:	BPM059095
RFP Issue Date:	September 29, 2026
RFP Issuing Office:	Maryland Department of Aging (“MDOA” or the “Department”)
Procurement Officer: Email: Phone Number:	Aaron Peterson 36 S. Charles St., 12th Floor, Baltimore MD 21201 aaron.peterson1@maryland.gov (410) 776-9348
Proposals are to be sent to:	Submit on emma.maryland.gov under Solicitation Number BPM059095 To submit a proposal, offerors must first register on emma.maryland.gov . The Department recommends registering in advance to become acquainted with the site.
Questions Due Date and Time:	October 7, 2026, before 5:00 PM Local Time
Proposal Due (Closing) Date and Time:	October 13, 2026, before 2:00 PM Local Time
Procurement Method:	Small Procurement Category II - COMAR 21.05.07
Contract Type:	Indefinite Quantity Contract with Fixed Unit Prices (COMAR 21.06.03.06A(2)) - Work will be assigned on an as-needed basis, utilizing firm fixed unit prices based on actual service occurrences and mileage, up to the maximum contract value.
Contract Duration:	October 15, 2026 – October 14, 2031
Primary Place of Performance:	Durable medical equipment pickups at the MDMER warehouse (located at 11701 Crain Highway, Cheltenham, MD 20623) and deliveries to a client residence or facility
SBR Designation:	Yes

I. Background and Purpose

Many residents of Maryland require the use of durable medical equipment (“DME”) to maintain their safety and mobility. The Maryland Durable Medical Equipment Re-Use ("MDMER") program provides gently used, sanitized, and repaired DME to Maryland residents in need, with any illness, injury, or disability, regardless of age or insurance coverage, at no cost. MDMER seeks a Contractor to provide delivery, setup, and instruction of this free equipment to recipients' residences or at facilities where residents are located. For the avoidance of doubt, in addition to any payment the Department provides the successful offeror, the client is also expected to pay a separate charge to the successful offeror. The Department will subsidize 50% of each service occurrence, and the remaining 50% shall be paid by the client directly to the Contractor.

II. Scope of Work

The Contractor shall provide all labor, equipment, and transportation necessary to perform pickup, delivery, setup/installation, and user instruction for durable medical equipment.

A. Subcontracting Prohibition

- The Contractor shall not subcontract any portion of the services required under the Contract.
- The Contractor shall perform all delivery, setup, and instructional services using its own direct employees.

B. Service Lifecycle: Process Overview (Beginning to End)

To ensure clear operational expectations, the Contractor shall adhere to the following chronological order of tasks for each service request:

1. The resident client recipient will contact the Contractor. The Contractor will provide the cost documentation in advance and collect the client's 50% portion of the payment. The Contractor shall confirm service with the client and schedule the delivery date and time in coordination with MDMER (see below).
2. The Contractor will confirm that the client has provided informed consent regarding coordination with MDMER regarding service. The Contractor will also be expected to sign an “Equipment Acceptance Form” substantially in the form of the document included in the sample procurement contract.

3. Upon confirming a service request with the client, the Contractor shall contact MDMER within one business day to request available warehouse pickup dates.
4. MDMER shall provide available dates to the Contractor for warehouse pickup occurring between 8:00 AM and 4:00 PM. These offered dates shall be a minimum of two business days from the time of the request to allow for equipment preparation.
5. Within one business day of notification by MDMER of available dates for warehouse pickup, the Contractor shall confirm their selected date and shall provide a 2.5-hour time window on that date to make MDMER aware of Contractor's expected arrival time.
 - a. If the Contractor fails to respond within one business day, MDMER shall have the unilateral authority to assign a mandatory pickup date and time window, with the understanding that uncontrollable factors such as weather may impact the pickup date.
 - b. If the Contractor fails to arrive for equipment pickup during Contractor's self-designated 2.5-hour time window, the appointment shall be forfeited, and the pickup shall be rescheduled at the sole discretion of the Contract Monitor of the Contract.
6. MDMER shall communicate the confirmed scheduling details to the resident client recipient, with the understanding that the recipient must have provided informed consent regarding MDMER receiving the recipient's information.
7. The Contractor shall make deliveries to clients during normal business days and hours, Monday through Friday, 8:00 AM to 4:00 PM EST, excluding State holidays.
8. Upon arrival within the Contractor's self-designated 2.5-hour window, Contractor personnel shall proceed directly to the designated loading bay and place the signed Equipment Acceptance Form into the provided tray.
9. The Contractor shall test all equipment at the time of pickup to ensure functionality prior to transportation. If items are found defective or unusable at the time of pickup, the Contractor shall notify Department staff to replace or fix the device before the equipment leaves the MDMER facility.
10. After the Contractor retrieves the equipment, tests the equipment, and loads the equipment independently, Contractor shall immediately depart the MDMER warehouse.
 - a. The Contractor's presence at the MDMER facility shall be strictly limited to the Contractor's established appointment window. Unescorted access to restricted facility areas by Contractor personnel shall be strictly prohibited.
11. Within five business days of the warehouse pickup date, the Contractor will independently unload the equipment, safely move it into the client's residence or facility, assemble it (if applicable), and provide user instructions. With respect to user instructions, the Contractor shall provide basic instructions to the client and demonstrate the proper use of all delivered equipment

- a. For the avoidance of doubt, Contractor may be required to assemble and demonstrate the use of hospital beds.
12. The Contractor shall utilize a centralized, cloud-based scheduling dashboard provided by the Department, *i.e.*, the MDMER Centralized Logistics & Scheduling Dashboard (Smartsheet), to document the actual delivery completion date. The Contractor shall use this dashboard during the term of the Contract for real-time tracking, scheduling coordination, and status updates. The Contractor shall not edit time-stamped Service Level Agreement (SLA) columns or calculated deadlines. For information about any recipient included in the dashboard, the recipient must have provided informed consent to MDMER before any information about such recipient is shared with MDMER.
13. The Contractor shall submit a consolidated monthly invoice to MDMER for the Department's 50% subsidized portion of all completed deliveries. A recipient of equipment must provide informed consent to MDMER before any information about such recipient is shared with MDMER.
14. The Contractor's response time to reported problems to MDMER shall not exceed 48 hours. If MDMER reports an operational or delivery issue to the Contractor (for example, a delivery problem, client recipient complaint, or equipment defect), the Contractor shall respond to MDMER within 48 business hours (excluding weekends and State holidays) with a proposed solution to be confirmed as acceptable by MDMER.

C. Informed Consent by Recipient

- As indicated throughout this solicitation, the Contractor will confirm that the recipient has provided informed consent regarding the disclosure of recipient's information in order to coordinate with MDMER regarding service.

III. Mandatory Requirements

- The offeror shall demonstrate a minimum of three years of experience in providing medical equipment pickup, delivery, setup, and instructional services.
- The offeror shall submit at least three references from previous clients, detailing names, titles, telephone numbers, email addresses, and the primary contact person for each.

IV. Place of Work

The work under this contract will consist of DME equipment pickups at the MDMER warehouse (located at 11701 Crain Highway, Cheltenham, MD 20623) and deliveries to a client residence or facility.

V. Green Purchasing Requirements

The State of Maryland is committed to purchasing environmentally preferable products and services (EPPs). Offerors are strongly encouraged to offer EPPs to fulfill this contract, to the greatest extent practicable, such as utilizing fuel-efficient routes and recycled-content paper for documentation. Contractors must comply with Maryland Green Purchasing requirements. See (<https://dgs.maryland.gov/pages/greenpurchasing/resources/specifications.aspx>) and Section 14-410 of the State Finance and Procurement Article of the Annotated Code of Maryland.

VI. Billing; Contract

- **Contract; Term:** This procurement is conducted as a Small Procurement (Category II) in accordance with COMAR 21.05.07. A single contract will be awarded to the offeror whose submission is the most advantageous offer to the State. The anticipated term of the contract resulting from this solicitation shall begin on or about October 15, 2026, and will expire on October 14, 2031. The Department will prepare a contract memorializing contractual duties and the applicable legal provisions and send it to the successful offeror.
 - **Non-Liability and Indemnification Contract Provisions:** The contract will include non-liability and indemnification provisions. Offerors are encouraged to review their insurance coverage prior to submitting a proposal.
- **Invoice Content:** An invoice not satisfying the requirements of a Proper Invoice (as defined in COMAR 21.06.09) will not be processed for payment. The Contractor shall ensure each monthly invoice includes:
 - Contractor legal name and address.
 - Remittance address.
 - Federal employer's identification number (FEIN) or Social Security number.
 - Invoice period (i.e., time period during which services covered by the invoice were performed).
 - Invoice date and unique invoice number.
 - State-assigned Contract and Purchase Order number(s).
 - Itemized goods or services provided (quantity, description, mileage breakdown, net price per line item).
 - Amount due.
 - Any additional supporting documentation required by the Contract.
- **Submission:** The Contractor shall email the original of each invoice to the Contract Monitor.
- **Electronic Payment:** Electronic funds transfer (EFT) shall be used by the State to pay the Contractor pursuant to this Contract and any other State payments due Contractor unless the State Comptroller's Office grants Contractor an exemption.

- **Tax Clearance:** Final payment under this Contract will not be made until after certification is received from the Comptroller of the State that all taxes have been paid.
- **Direct Costs and Reimbursables:** Direct costs shall be billed as pass-through reimbursable expenses. In accordance with COMAR 21.09.01.18, direct expenses include meal subsistence, vehicle mileage, other transportation costs, lodging and certain other direct expenses. Direct reimbursement of necessary expenses, if provided for by the procurement officer, are allowable only to the level of the actual cost of the necessary expense, but may not be more liberal than the current State Standard Travel Regulations unless approved in writing by the Secretary of Budget and Management before expenditure. **No markup, overhead, or administrative fee may be applied to direct costs.** When submitting invoices for direct costs, the Contractor must provide proof of actual cost (e.g., itemized receipts, paid invoices, zero-balance folios) verifying that the reimbursement requested matches the exact amount the Contractor was charged.
- **Not-To-Exceed (NTE):** The total cost of all hourly labor and direct costs combined may not exceed **\$100,000** for the term of the contract. Payment by the State requires a proper invoice (see the second paragraph of this Section VI above) to be submitted.

VII. Questions and Inquiries

- Questions shall be submitted by **October 7, 2026, before 5:00 PM local time.**
- All questions should be addressed in writing to the Procurement Officer via email or eMMA. If you have emailed questions, please put the Solicitation # **BPM059095** and Title: **MDOA-SP-27-05 Durable Medical Equipment Delivery Service** in the subject line.
- All responses to questions submitted, if any, shall only be posted on eMaryland Marketplace Advantage (eMMA) as an addendum and/or Q&A after the due date for questions.

VIII. Proposal Submission Information

- **Due Date:** Proposals are due **October 13, 2026, before 2:00 PM local time.** Late bids shall not be accepted. Faxed or mailed bids shall not be accepted.
- **Submission Portal:** Proposals are to be submitted electronically through eMaryland Marketplace Advantage (eMMA). All bids submitted shall be identified with eMMA BPM# **059095** and MDoA Solicitation # **MDOA-SP-27-05.**

Form of Proposal:

- A proposal must be in writing and include a clear acknowledgment and commitment to adhere to all process steps and requirements detailed in the Scope

of Work, including the Service Lifecycle timeline and the prohibition on subcontracting.

- The proposal must include a statement explicitly confirming that the offeror has the operational capacity, vehicle(s), and direct personnel to perform the required delivery, setup, and instructional services within the mandated timeframes.
- Indicate which staff will provide the required services, detail their roles, and attach a copy of the resume of each participating staff person.
- **Pricing:** Offerors must complete Exhibit A (Pricing Form), providing unit pricing for all categories.
- Include the offeror's Tax I.D. number and a statement that the bidder is registered to do business in Maryland.

Proposals are limited to five pages in length (excluding attachments such as Exhibit A, resumes, and certifications).

- **Required Forms:** The following forms must be reviewed, completed and/or signed, and submitted with offeror's proposal via eMMA:
 - **Exhibit A:** Pricing Form (See last page of solicitation document)
 - **Attachment A:** Bid/Proposal Affidavit
 - **Attachment F:** Bidder/Offeror Information Sheet
 - **Attachment I:** Conflict of Interest Affidavit and Disclosure
 - **Attachment N:** Legal Action Summary
 - **Updated W-9**

(Note: Attachment U: Contract Affidavit will be required from the successful awardee upon contract execution.)

- **Public Information Act (PIA) Notice:**

All information submitted as part of this solicitation is subject to release under the Maryland Public Information Act, Sections 4-101 to 4-601 of the General Provisions Article of the Annotated Code of Maryland. Offerors shall identify in writing the confidential portions of their proposals, **preferably by submitting a separate redacted copy of their proposals**, that they deem to be confidential commercial information, confidential financial information, proprietary information, or trade secrets, and provide written justification why such materials, upon request, should not be disclosed by the State under the Maryland Public Information Act. A blanket statement or redacted copy declaring the entire proposal confidential is not acceptable.

Offerors are advised that, upon request for this information from a third party, the Maryland Department of Aging is required to make an independent determination as to whether the information shall be divulged to the party.

IX. Award and Evaluation Criteria

A contract will be awarded to the responsible offeror whose submission is the most advantageous offer to the State. Evaluation includes:

- Pricing submitted on Exhibit A (Pricing Form).
- Verification of meeting all mandatory requirements (see Section III of this solicitation).
- Technical capability to perform the equipment, delivery, setup, and instructional services using direct employees without subcontracting.

PRICING FORM LOCATED ON NEXT PAGE

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EXHIBIT A: PRICING FORM*(DO NOT ALTER OR AMEND THIS FORM.)***eMMA RFP# / MDOA Solicitation#:** BPM059095 / MDOA-SP-27-05 Durable Medical Equipment Delivery Service**Bidder/Offeror Name:** _____

DETAILED COST CATEGORY	Total Cost
Base Fee: Covers durable medical equipment pickup and delivery from the warehouse to the client's residence (which residence may be part of a living facility), setup/installation of durable medical equipment, and durable medical equipment training and instruction to the client.	\$
Mileage Fee: Represents the cost per mile to drive the durable medical equipment to the client.	\$
Additional Fees: Represents all other contractor costs, e.g., postage, copying, materials, overhead, etc.	\$

By signing below, the Offeror acknowledges that the State is not guaranteeing a minimum number of service occurrences or miles, and that all work will be billed based on actual services performed, actual mileage, and actual direct costs incurred, strictly adhering to COMAR 21.09.01.18 for expense reimbursements. The combined total of all fees and direct costs during the period of performance shall not exceed \$100,000.

Authorized Signature: _____ **Date:** _____**Printed Name & Title:** _____