



Request for Bids for

Audiology Services at Clifton T. Perkins Hospital Center

Solicitation #BPM057616

Issue Date: June 17, 2026

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

MINORITY BUSINESS ENTERPRISES ARE ENCOURAGED TO RESPOND TO THIS SOLICITATION.

KEY INFORMATION SUMMARY SHEET (KISS)

Request for Bids	Services – Audiology Services at Clifton T. Perkins Hospital Center
Solicitation Number:	BPM057616
RFB Issue Date:	June 17, 2026
RFB Issuing Office:	Maryland Department of Health (MDH) - Clifton T. Perkins Hospital Center (CTPHC)
Procurement Officer:	Victoria F. Bell, Director of Procurement Clifton T. Perkins Hospital Center 8450 Dorsey Run Rd., Jessup, MD 20794
Email:	Victoria.bell1@maryland.gov
Phone Number:	410-724-3104
Bids are to be sent to:	Submit on emma.maryland.gov under Solicitation Number BPM057616 To submit a bid, bidders must first register on emma.maryland.gov . We recommend registering in advance to become acquainted with the site.
No Bid Notice Feedback Form	If you are not submitting a bid for this solicitation, submit Attachment 1 with your reasons why. No Bid/Proposal Notice
Pre-Bid Conference:	BPM057616 Audiology Services: Pre-Bid Conference Tuesday, June 23 · 9:30 – 10:00am Time zone: America/New York Google Meet joining info Video call link: https://meet.google.com/wze-zchy-arv Or dial: (US) +1 405-643-0064 PIN: 975 518 525# More phone numbers: https://tel.meet/wze-zchy-arv?pin=7693922392648
Scheduled Site Visit	Site visits are by requests only. To attend a site visit, please contact the Procurement officer via Email no later than June 23, 2026, 10am.
Questions Due Date and Time:	June 25, 2026, by 12:00 pm. Local Time
Bid Due (Closing) Date and Time:	July 1, 2026, by 2:00 pm. Local Time Bidders are reminded that a completed Feedback Form is requested if a no-bid decision is made: No Bid/Proposal Notice

Public Bid Opening Date, Time, and Location	BPM057616 Audiology Services: Bid Opening Thursday, July 2 · 9:00 – 9:30am Time zone: America/New York Google Meet joining info Video call link: https://meet.google.com/rbf-xmwk-njm Or dial: (US) +1 281-315-9636 PIN: 277 196 661# More phone numbers: https://tel.meet/rbf-xmwk-njm?pin=8301836386248
MBE Subcontracting Goal:	N/A
VSBE Subcontracting Goal:	N/A
Procurement Method:	A Contract will be awarded in accordance with the Small Procurement method under COMAR 21.05.07.
Multiple or Alternate Bids:	Multiple or alternate Bids will not be accepted.
Contract Type:	Indefinite Quantity with Firm Fixed Prices
Contract Duration:	Two Year base period with No option periods.
Primary Place of Performance:	Clifton T. Perkins Hospital Center 8450 Dorsey Run Rd., Jessup, MD 20794
SBR Designation:	No
Federal Funding:	No

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1. Summary Statement and Background

- a. This Request for Bids (RFB) is issued to procure the goods or services, as specified in this section 4, from a contract between the successful bidder(s) and Clifton T. Perkins Hospital Center (CTPHC) a part of the Maryland Department of Health (MDH).
- b. CTPHC is a maximum-security psychiatric hospital that provides a comprehensive program for the evaluation and treatment of mental illness, with emphasis on assessment, treatment and recovery. The hospital program is structured to facilitate recovery through a graduated release process that begins in maximum security and culminates in release into the community.
- c. CTPHC has an average daily inpatient population of approximately 285 patients and is accredited by the Joint Commission on the Accreditation of Healthcare Organization (TJC).
- d. The facility is seeking an Audiologist to perform a full range of standardized audiology evaluations using various complex instruments following established policies and procedures characteristic of the Audiology profession.

2. Minimum Requirements

As part of the determination to be considered responsive, the Bidder must submit documentation in its Bid that satisfies the following Minimum Qualifications:

- A. The Bidder or its subcontractors shall be licensed by the Maryland Department of Health as a Board-Certified Audiologist to perform the work as defined in the Scope of Work. To perform work under the resulting contract the Bidder must include the following documentation of licensing, certifications and applicable experience:
 - i. A copy of their Maryland License issued by the Maryland Department of Health.
 - ii. A copy of their state or county Business License where they perform business.
- B. The Bidder or its subcontractors shall provide at least 3 references that attest to their capabilities and general experience (corroboration of at least 3 years of experience total) in performing Audiology services in a psychiatric or correction setting as applicable to the Scope of Work.

3. The identity of the Procurement Officer

Victoria F. Bell, MBA, CMPO
Director of Procurement
Clifton T. Perkins Hospital Center
8450 Dorsey Run Rd.
Jessup, MD 20794
410-724-3104
Email: victoria.bell1@maryland.gov

4. Deliverables / Scope of Work

The Contractor shall perform the following duties:

A. Assessment and Identification

- 1) Identify, test, diagnose, and manage disorders of human hearing, balance, and tinnitus; interpret test results of behavioral and objective measures.
- 2) Counsel patients about hearing health and the possible need for treatment and management.
- 3) Assess the candidacy of people with hearing loss for hearing aids and provide fitting, programming, and audiologic rehabilitation to ensure the best possible outcomes.
- 4) Evaluate and manage adults with central auditory processing disorders.
- 5) Screen speech-language, the use of sign language, and other factors affecting communication function for the purposes of audiologic evaluation and/or initial identification of individuals with other communication disorders purposes of audiologic evaluation and/or initial identification of individuals with other communication disorders.

B. Management and Treatment

- 1) Perform otoscopic examination of ear canals and ear drum, manage the removal of excessive cerumen, and make ear impressions.
- 2) Recommend and provide hearing aid selection, fitting, and programming
- 3) Recommend and provide hearing assistive technology systems (HATS).
- 4) Recommend and provide audiologic rehabilitation- including speech reading, communication management, language development, and auditory skill development.
- 5) Perform assessment and nonmedical management of tinnitus.
- 6) Counsel and educate patients and caregivers on the psychosocial adjustments of hearing loss.

C. Prevention and Education

- 1) Collaborate with educators regarding communication management, educational implications of hearing loss, educational programming, classroom acoustics, and large-area amplification systems for patients with hearing loss.
- 2) Consult about accessibility for people with hearing loss in public and private buildings, programs, and services.
- 3) Implement and/or coordinate community, or occupational hearing screening and conservation programs.
- 4) Participate in the development of professional and technical standards.
- 5) Demonstrate the value of audiologic services by measuring functional outcomes, consumer satisfaction, and effectiveness of treatment.
- 6) Supervise audiology assistants who provide support functions to the practice of audiology.

D. Work Schedule

The Medical Clinic hours are Monday through Friday from 8:00 am to 4:30 pm. The Audiologist schedule shall be coordinated with the All Unit staff regarding the dates/times services are to be provided to ensure the schedule is prepared in advance and patients are scheduled to be seen. An Audiology clinic day shall consist of a minimum of twelve (12) scheduled patients and may run an average of four (4) to eight (8) hours in length. The Contractor shall provide two (2) clinics per month with the option to schedule additional clinics per year depending on caseload. The optional clinic days will be a minimum of twelve (12) scheduled patients and may run an average of four (4) to eight (8) hours in length.

E. Work Environment

The work shall be performed in the Medical Clinic area of the facility. There is a possibility of exposure to blood borne pathogens and infectious materials. Special safety precautions are required. There is exposure to injured patients and people in pain.

F. Quality Assurance

All patient visits by the Contractor will be reviewed by Health Information Management System (HIMS) staff. Chart/Peer review will be completed on a quarterly basis to ensure quality of care standards are met. Peer review will be done by a like provider. The frequency and number of peer reviews to be completed will be determined by the Clinical Directors Peer Review Policy. Peer reviews will be submitted to the Quality Assurance / Peer Improvement Officer. Review of statistics such as the number of patients seen per clinic will be reviewed on a regular basis.

G. Documentation and Recordkeeping

- 1) All clinical documentation shall be completed in the hospital's designated health record system or approved forms on the same day of service.
- 2) Documentation shall include, as applicable, the following:
 - a) Chief complaint
 - b) Relevant history
 - c) Examination findings
 - d) Diagnosis
 - e) Treatment options discussed
 - f) Consent
 - g) Procedure details
 - h) Orders
 - i) Follow-up instructions
 - j) Referrals
- 3) All patient records, logs, and other clinical information generated under this contract shall remain the property of the hospital and shall be maintained, stored, disclosed, and transmitted only in accordance with hospital policy, HIPPA, and other applicable laws.

- 4) The Contractor shall not remove patient-identifiable information from the hospital except as expressly authorized by the hospital for permitted operational purposes.

H. Orientation and Annual Training

- 1) CTPHC is required by TJC to ensure that all staff, including Contractor staff, is provided an initial orientation and annual updates thereafter. CTPHC shall provide the above referenced initial and annual training. The Contractor shall be responsible for scheduling contracted staff for the required training. Orientation (initial training) shall be completed prior to beginning work at the hospital. Annual training shall be completed each year anytime between a month prior to or the month of the entry on duty initial training date. The following criteria have been established for training of contracted positions:
 - a) The Contractor will complete a three-day initial orientation and annual training program. The initial orientation is held over a three-day period from 8:00 AM- 4:30 PM and the annual training will consist of CPR and PMAB training as well as any other required updates.

I. Licensing, Regulation and Certification Requirements

The contractor shall be responsible for providing services in accordance with all applicable licensure, certification, and accreditation standards of:

- 1) The Maryland Department of Health (MDH)
- 2) The medical staff of CTPHC
- 3) Joint Commission on Accreditation of Health Care Organizations (TJC)
- 4) All applicable existing and pending Federal Licenses.

J. The Contractor shall not bill CTPHC, nor the patient for:

- 1) Completion of forms and reports,
- 2) Cancelled or missed appointments,
- 3) Professional services rendered by mail or telephone,
- 4) Services which are provided at no charge to the general public,
- 5) Providing a copy of a recipient's patient record when requested by another licensed provider on behalf of the recipient.

K. The Contractor shall not make any referral to any health care entity in which the Contractor or immediate family member has a beneficial interest, except for services to be provided directly by the Contractor as off-site services covered by the provisions of this Contract.

L. Satisfaction with Services Rendered

To ensure ongoing satisfaction with the quality and quantity of the service provided, the Contract Monitor or designee will meet with the Contractor at least quarterly. During these meetings, the Contract Monitor or designee will assess the performance of the Contractor based upon the provisions of this contract, hospital, and medical staff policies and bylaws, and competence or performance improvement activities. Any problems identified concerning quality of performance shall be communicated in writing by the Contract Monitor or designee to the Contractor.

M. Performance Improvement

The contract specifications will form the basis of the performance review as a means of quality control and quality assurance to determine the degree of Contractor compliance and level of performance satisfaction. Incidents of unacceptable performance will be documented with a copy to Clifton T. Perkins Hospital Center's Director of Procurement, Clifton T. Perkins Hospital Center's Contract Monitor, and the Contractor's Account Representative. The Contractor shall be required to submit a written plan of correction identifying the timeframe for completion to the Contract Monitor or designee within three (3) business days of receiving written notification regarding unacceptable performance. The Clifton T. Perkins Hospital Center Contract Monitor or designee will approve or reject the plan within two (2) business days of receipt. Continuing failure to satisfactorily respond in the timeframes required in accordance with this section, or more than a total of three (3) situations involving unacceptable performance during a nine (9) month period may be viewed as grounds for termination.

- 1) The Contractor's plan must provide a mechanism for assuring that there is prompt written and verbal communication of performance improvement issues between Clifton T. Perkins Hospital Center, the Contractor, and the Contractor's personnel (Dentist, dental assistant).
- 2) Provide a mechanism for collaborating with Clifton T. Perkins Hospital Center's Contract Monitor or designee.
- 3) Provide a mechanism for implementing corrective actions, in collaboration with the Clifton T. Perkins Hospital Center Contract Monitor or designee. For this purpose, the Contractor shall meet with the Contract Monitor or designee on a regular basis, as deemed appropriate.

5. State Staff and Roles

A. Contract Monitor

- 1) The State will provide a Contract Monitor, who may select a designee, with the responsibility for providing authorization for work to be performed and validation of completed work under this solicitation and subsequent contract.
- 2) The Contract Monitor will designate additional personnel and will provide associated contact information as needed.
- 3) The Contract Monitor or their designee shall provide access to work areas required to complete assigned tasks pursuant to this solicitation and subsequent contract.

B. Other Staff Responsibilities

- 1) Problem Escalation Procedure (PEP): Contract Monitor or designee will give written notice of performance issues to the Contractor, clearly describing the problem and delineating remediation requirements(s). The Contractor shall respond with a written remediation plan within three (3) Business Days and implement the plan immediately upon written acceptance of the Contract Manager. If performance issues persist, the Contractor Manager may request the immediate removal of the person(s) whose performance is at issue and determine whether a substitution is required.

6. Contract term

- A. The contract resulting from this solicitation shall be indefinite quantity with fixed prices, which shall commence on **July 15, 2026** and continue for a period of approximately **two (2) years**, with no option periods.
- B. The total cost of work shall **not exceed \$50,000.00** for the term of the contract.

7. Procurement method

This Contract will be awarded in accordance with the Small Procurement method under COMAR 21.05.07.

8. Bid/Proposal submission information

- A. **The Bid/Proposal is due on July 1, 2026, at 2:00 p.m.** Local Time (Key Information Sheet)
- B. **Bids may only be submitted via eMMA (eMaryland Market Place Advantage. Bidders shall provide their Bids in one submission through eMMA following the Quick Reference Guides (QRG). Please DO NOT hand deliver any replies to the facility.**
- C. What must be submitted.
 - 1) The bid form with appropriate pricing.
 - 2) A transmittal letter prepared on the Bidder's business stationery **MUST** accompany the bid. The purpose of this letter is to transmit the bid and references; therefore, it should be brief. The letter shall be signed by an individual or corporate officer who is authorized to bind his firm to all statements, including services, material availability, timeliness and prices contained in the bid.
 - 3) At least three (3) references that can attest to the Contractor's experience in providing services for a similar business entity of this nature.
 - 4) With the transmittal letter, each Contractor is to provide a list of all contracts with any entity of the State of Maryland that it is currently performing, or which have been completed within the last five (5) years. For each identified contract the Contractor is to provide:
 - a) The State contracting entity.
 - b) A brief description of the services/goods provided.
 - c) The dollar value of the contract.
 - d) The term of the contract.
 - e) The State employee contact person (name, title, telephone number and e-mail address).
 - f) Whether the contract was terminated before the end of the term specified in the original contract, including whether any available renewal option was not exercised.
 - 5) Qualifications documentation that may be required, as set forth in RFB **Section 2. Minimum Qualifications.** Failure to submit the bid form or documentation

as stated in Section 2 will result in the Contractor's offer being deemed ineligible for consideration.

- 6) Additional required attachments listed in Section 17.
- 7) Any Addendum posted after this solicitation with required signatures.

D. Inquiries Statement:

- 1) Written questions from prospective Bidders will be accepted by the Procurement Officer and shall be submitted via eMMA to the Procurement Officer indicated in Section 3 of this document. Questions should be submitted no later than June 25, 2026, by 12:00 p.m. Local Time, (Key Information Summary Sheet)
- 2) The Procurement Officer, based on the availability of time to research and communicate an answer, shall decide whether an answer can be given before the Bid due date.

9. Award Determination

- A. The Contract to result from this solicitation will be awarded to the Bidder submitting the Most Favorable Bid Price ("Most favorable" is defined in COMAR 21.01.02.01.B. (57).
- B. The Most Favorable Bid Price, will be determined by the **"lowest responsive bid from a responsible bidder"**.

10. Payment

The Contractor shall bill the Department on a monthly basis for the work performed the previous month. The total cost of work may not exceed **\$50,000.00** for the term of the contract.

- A. To be considered for payment, submission of a proper invoice must include the following information, without error:
 - 1) Contractor name and address;
 - 2) Remittance address;
 - 3) Federal taxpayer identification (FEIN) number, social security number, appropriate;
 - 4) Invoice period (i.e. time period during which services covered by invoice were performed);
 - 5) Invoice date;
 - 6) Invoice number;
 - 7) State assigned Contract number;
 - 8) State assigned (Blanket) Purchase Order number(s);
 - 9) Goods or services provided;
 - 10) Amount due; and
 - 11) Any additional documentation required by regulation or the Contract.
- B. The State reserves the right to reduce or withhold Contract payment in the event the Contractor does not provide all required deliverables within the time frame specified in

the Contract or otherwise breaches the terms and conditions of the Contract until such time as the Contractor brings itself into full compliance with the Contract.

- C. The State is generally exempt from federal excise taxes, Maryland sales and use taxes, District of Columbia sales taxes and transportation taxes. The Contractor, however, is not exempt from such sales and use taxes and may be liable for the same. Invoices for final payment shall be clearly marked as “Final” and submitted when all work requirements have been completed, and no further charges are to be incurred under the Contract. In no event shall any invoice be submitted later than sixty (60) calendar days from the Contract termination date. The Contractor shall submit invoices by the 15th of the month in which services were delivered. Invoices must be addressed to:

Chief Financial Officer
Clifton T. Perkins Hospital Center
8450 Dorsey Run Rd.
Jessup, MD 20794

Invoices may be mailed to the address above or electronically submitted to:

dlctphcfiscalservices_MDH@maryland.gov

11. Contractor's Responsibilities Upon Award

- A. Man/Person-hours paid under this contract shall be only for productive hours at the job site. Time spent for idle time, breaks and lunch is not directly chargeable but is overhead and shall be included in the hourly rate bid for basic labor.
- B. All parts and materials used by the contractor shall be billed to CTPHC at actual cost to the Contractor. No mark-up cost in addition to the cost to the Contractor will be accepted.
- C. Upon completion of the service, the Contractor must obtain signed verification from the contract monitor or designee that the service has been performed. All inspections shall be coordinated with the contract monitor or designee and any problems which require attention shall be reported to the contract monitor or designee.
- D. Any failure by the Contractor to become acquainted with available information shall not relieve the Contractor from the responsibility for estimating properly the difficulty or cost of successfully performing the work. Clifton T. Perkins Hospital Center assumes no responsibility for any conclusions or interpretations made by the Contractor on the basis of the information made available by Clifton T. Perkins Hospital Center.
- E. Travel time for service calls shall be the sole responsibility of the Contractor, and the Contractor shall bear the cost as part of the Contractor's base bid proposal.

12. Department Obligations

The department agrees to:

- A. Provide guidance concerning contract activities, as needed;
- B. Evaluation and acceptance when appropriate of deliverable
- C. Review and approval for payment of invoices.

13. Insurance Requirements

The Contractor shall maintain, at a minimum, the insurance coverages outlined below, or any minimum requirements established by law if higher, for the duration of the Contract:

- A. Commercial General Liability – Five hundred thousand dollars (\$500,000) combined single limit per occurrence for bodily injury, property damage, and personal and advertising injury and 1.5 million dollars (\$1,500,000) annual aggregate. The minimum limits required herein may be satisfied through any combination of primary and umbrella/excess liability policies.
- B. Crime Insurance/Employee Theft Insurance - to cover employee theft with a minimum single loss limit of one million dollars (\$1,000,000) per loss, and a minimum single loss retention not to exceed ten thousand dollars (\$10,000), with the State of Maryland listed as a “loss payee.”
- C. Worker’s Compensation - The Contractor shall maintain such insurance as necessary or as required under Workers’ Compensation Acts, the Longshore and Harbor Workers’ Compensation Act, and the Federal Employers’ Liability Act, to not be less than one million dollars (\$1,000,000) per occurrence (unless a state’s law requires a greater amount of coverage). Coverage must be valid in all states where work is performed.
- D. The State shall be listed as an additional insured on the faces of the certificates associated with the coverages listed above, including umbrella policies, excluding Workers’ Compensation Insurance and professional liability.
- E. All insurance policies shall be endorsed to include a clause requiring the insurance carrier to provide the Procurement Officer, by certified mail, not less than 30 days’ advance notice of any non-renewal, cancellation, or expiration. The Contractor shall notify the Procurement Officer in writing, if policies are canceled or not renewed within five (5) days of learning of such cancellation or nonrenewal. The Contractor shall provide evidence of replacement insurance coverage to the Procurement Officer at least 15 days prior to the expiration of the insurance policy then in effect.
- F. Any insurance furnished as a condition of the Contract shall be issued by a company authorized to do business in the State.
- G. The recommended awardee must provide current certificate(s) of insurance with the prescribed coverages, limits and requirements set forth in this section within five (5) Business Days from the notice of the recommended award. During the period of performance for multi-year contracts, the Contractor shall provide certificates of insurance annually, or as otherwise directed by the Contract Monitor.
- H. Subcontractor Insurance
The Contractor shall require any subcontractors to obtain and maintain comparable levels of coverage and shall provide the Contract Monitor with the same documentation as is required of the Contractor.

14. Security Requirements

The following requirements are applicable to the Contract upon award:

- A. Employee Identification:
 - 1) Contractor Personnel shall display his or her company ID badge in a visible location at all times while on State premises. Upon request of authorized State personnel, each Contractor Personnel shall provide additional photo identification.

- 2) Contractor Personnel shall cooperate with State site requirements, including but not limited to, being prepared to be escorted at all times, and providing information for State badge issuance.
 - 3) Contractor shall remove any Contractor Personnel from working on the Contract where the State determines, in its sole discretion, that Contractor Personnel has not adhered to the Security requirements specified herein.
 - 4) The State reserves the right to request that the Contractor submit proof of employment authorization of non-United States Citizens, prior to commencement of work under the Contract.
- B. Persons with a criminal record may not perform services under the Contract unless prior written approval is obtained from the Contract Monitor. The Contract Monitor reserves the right to reject any individual based upon the results of the background check. Decisions of the Contract Monitor as to acceptability of a candidate are final. The State reserves the right to refuse any individual Contractor Personnel to work on State premises, based upon certain specified criminal convictions, as specified by the State.

15. Verification of Registration and Tax Payment

- A. Before a business entity can do business in the State, it must be registered with the State Department of Assessments and Taxation (SDAT). SDAT is located at State Office Building, Room 803, 301 West Preston Street, Baltimore, Maryland 21201. For registration information, visit <https://egov.maryland.gov/BusinessExpress/>.
- B. It is strongly recommended that any potential Bidder complete registration prior to the Bid due date and time. The Bidder's failure to complete registration with SDAT may disqualify an otherwise responsive successful Bidder from final consideration and recommendation for Contract award.

16. Attachments

- A. Exhibit A- Small Procurement Contract (Example)
- B. Exhibit B-1 Bid Form
- C. Exhibit C- Contractor Safety Reference Sheet
- D. Exhibit D- Acknowledgement of Confidentiality
- E. Exhibit E- Outside Vendor Tool Inventor Form
- F. State Links for Bid Attachments to Include:
 - [Bid/Proposal Affidavit](#)
 - [Bidder/Offer Information Sheet](#)
 - [Conflict of Interest Affidavit](#)
 - [Reference Checks](#)
 - [List of Current or Prior State Contracts](#)
 - [Legal Action Summary](#)
 - [List of All Subcontractors](#)
 - [Non-Disclosure Agreement \(Contractor\)](#)
 - [HIPAA Business Associate Agreement](#)
 - [Contract Affidavit](#)