NC DOA
Department of Administration
Purchase & Contract

Statewide Term Contract 475B – Durable Medical Equipment

Bid Number	201901209
Contract Title	Durable Medical Equipment
Effective Dates	May 1, 2020, through November 30, 2026
Awarded Vendor(s) and Contact(s)	**EZ Way Inc.** Rick Finch | (800) 627-8940 Manufacturers: EZ Way **Image Management LLC** Brian Hudson | (919) 829-1479 Manufacturers: Barrier, Harmar **MERCO Biomedical Inc.** Janice Jones | (757) 397-3251 Manufacturers: ARJO, Dive Medical, Invacare, MJM International **ProCare Medical** Kevin Chesnutt | (855) 528-0421 Manufacturers: Broda, Lopital, Vancare
Contract Covers	This contract is intended to cover the state's normal requirements for durable medical equipment, including: • Lifts (bath, ceiling, patient, vertical platform/porch, stair) • Aids (mobility, standing) • Hospital beds (hospital, home care) • Mattress systems • Wheelchairs • Scooters • Chairs (shower, commode, positioning, EZ transport) • Grab bars/safety rails • Transfer devices • Bathing and hygiene equipment • Rehabilitation tools • Related parts and accessories
Contract Type	This is a **convenience** contract for state agencies, departments, institutions, universities, community colleges, and non-mandatory entities including public school systems and local governments.
Special Note	**Standard Products**: Off-the-shelf products and accessories that require no custom modifications. For example, a standard wheelchair with available accessories that can be shipped with the chair.

	Custom Orders: Products or accessories that require custom modifications. For example, to build a custom wheelchair that has features or accessories to accommodate a client with special height, length and width requirements, such as custom back height, seat width, head and leg supports, and molded cushions.
Equipment Installation	**Standard Installation** is free and included for all items except as noted in custom installation. Equipment is delivered already assembled, set-up and/or secured in place and is ready to operate with no additional modifications to the equipment itself or the site. **Custom Installation** is applicable only to the installation for lift systems (porch/platform lifts, stair lifts, ceiling lifts) and door openers. It is recognized that additional site prep work may be necessary for turnkey and successful installation of these items. Additional usual and customary charges related to an installation are to be quoted beforehand to the local office, approved by the authorizing case manager and billed separately on the final invoice.
Delivery Information	Vendors will deliver FOB destination as specified above after receipt of purchase order. If applicable, delivery of equipment shall not be considered to have occurred until installation has been completed.
Taxes	Prices do not include North Carolina sales or use tax.
Warranty	Standard manufacturers' warranty applies for all items. Vendors warrant that all equipment furnished under this contract will be newly manufactured and of good material and workmanship, and vendors agree to replace defective items within ten (10) calendar days of notification by the agency. Replacements, adjustments and corrective measures are to be at no charge to the state. The warranty will be for a minimum period of twelve (12) months from the date that the equipment is put into operation or the length of the manufacturer's warranty, whichever is longer. Such warranty shall cover the cost of all defective parts replacement, labor, freight, and technicians' travel at no additional cost to the state. To the extent not superseded by the terms of this paragraph, manufacturer's warranty terms shall apply. A flat labor rate of $35.00 per trip applies for non-defect related warranty. Following the expiration of the warranty, vendors, or third-party service providers listed above, must abide by the following servicing terms regarding post warranty work for general servicing and maintenance.
Substitutions	Substitutions are not permitted without prior approval from the Division of Purchase & Contract.
eProcurement	Ordering instructions are loaded into eProcurement.

Vendor	Vendor/Dealer Facility (Labor/hour)	Technician Travel (Labor/hour)	Client's Location (Labor/hour)
EZ Way Inc.			
Image Management LLC	$60	$25	$80
MERCO Biomedical Inc.	$130	$120	$135
ProCare Medical	$89	$89	$89

eProcurement Help Desk	(888) 211-7440
Contract Manager	Carter Biggs | (984) 236-0261
Contract Attachments	EZ Way Inc. Image Management LLC MERCO Biomedical Inc. ProCare Medical
Contract Addenda	06/24/2020: Contract Administrator changed to Nicole Mathis 07/01/2022: Contract Administrator changed to Nick Edwards 02/07/2023: Contract renewed for one (1) year 03/22/2023: Contract Administrator changed to Contract Manager James Brown 09/14/2023: Contract Manager changed to Melissa Pressley 05/03/2024: Contract renewed through April 30, 2025 08/19/2024: Contract Manager changed to Austin Kiziah 12/27/2024: Contract Manager changed to Carter Biggs 04/30/2025: Contract extended through August 31, 2025 08/29/2025: Contract extended through December 31, 2025 12/31/2025: Contract extended through March 31, 2026 03/31/2026: Contract extended through September 30, 2026 09/30/2026: Contract extended through November 30, 2026