

REQUEST FOR PROPOSAL

for



DHIN Building Plan and Refitting for 120 Old Camden Road, Camden, DE 19934

RFP # 2027-002

RETURN PROPOSALS TO:

ERIKA BARBER AND ERIC ZUBROW

DELAWARE HEALTH INFORMATION NETWORK

107 Wolf Creek Blvd., Suite 2

Dover, Delaware 19901

Label proposal with **RFP # 2027-002 DHIN Building Plan and Refitting** and respondent's company name and address, point of contact (with phone number and email address) for the proposal.

Important Procurement Milestones – See body of RFP for complete proposal requirements

Milestone	Due Date
Publish Request for Proposals	September 4, 2026
Site Walkthroughs (by appointment only)	September 21-28, 2026 (by appointment only – email Erika Barber at erika.barber@dhin.org to schedule)
Questions Due (Submit electronically through the DHIN website, using the “RFP Question Submission” webform): https://dhin.org/who-we-are/rfps/	September 30, 2026
Answers to questions posted to https://dhin.org/who-we-are/rfps/	October 7, 2026
Proposals Due. DHIN reserves the right to reject late proposals. Proposals will be privately opened.	October 12, 2026
Anticipated Notification of Award	October 23, 2026
Anticipated Contract Start Date	October 23, 2026

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2. Organization Overview

Delaware Health Information Network (DHIN) is a healthcare information technology organization that supports the secure exchange of health information among healthcare providers, health systems, public health organizations, and other stakeholders throughout Delaware and beyond.

DHIN currently employs approximately 48 staff, with roughly half working in a hybrid capacity and half fully remote. The renovated space must serve a modern, technology-oriented workforce while projecting professionalism and trustworthiness central to DHIN's mission.

3. Purpose for Request of Proposal

DHIN is seeking an architectural design and build partner to renovate and modernize approximately 9,000 square feet of office space. While the initial use of the space will be entirely dedicated to administrative operations, conference space, and staff amenities, the plan should include the ability to reasonably convert approximately 2,000-2,500 SF of space into a dedicated clinical trial space. Such conversion may (but need not) require use of approximately 3,000 SF of lower-level (basement) space that is not currently slated for renovation to accommodate either the clinical trials or additional office space.

A current layout of the property is provided hereto as Attachment B.

4. Objectives

- Modernize and optimize the existing office environment.
- Create a professional workplace reflective of DHIN's role as a healthcare technology organization.
- Support a hybrid workforce through flexible, efficient space planning.
- Provide secure, reliable infrastructure for technology operations.
- Design approximately 2000-2500 SF of space to be easily renovated into a clinical suite at a later date.
- Maximize efficient use of the 9,000 SF footprint.
- Minimize future renovation costs through adaptable design.
- Provide appropriate security, privacy, and controlled access throughout the facility.

5. Space Requirements

1.1.1 Long-Term Space Planning

The selected firm shall develop the space plan and design to accommodate DHIN's anticipated operational needs and growth for a minimum of 10 years. For planning purposes, bidders should assume:

- Average organizational growth of approximately 2 employees per year over the next 10 years.
- Approximately 50% of employees will work in-person and 50% will work fully remotely.
- Restroom quantity, capacity, and location shall be evaluated based on applicable code requirements and projected occupancy over the next 10 years rather than DHIN's current headcount.

1.1.2 Executive Offices

- Five (5) private offices sized for individual work and small meetings of 4-5 people

1.1.3 Additional Private Offices

- 12 private offices sized for individual work and small meetings of 2-3 people
- At least 10 additional standard size private offices

1.1.4 Open Workspace

- Reception Area
- Open workstations for approximately 10-20 people
- Flexible configurations that support hybrid work and fluctuating daily occupancy

1.1.5 Meeting & Collaboration Spaces

- Primary conference room: 14 people minimum, round-table configuration, hybrid-capable for in-person and virtual meetings, nearby fridge, sink, and natural light sources
- Secondary conference room: 6-8 people, hybrid-capable for in-person and virtual meetings
- All conference rooms should be designed to support hybrid in-person and virtual meetings, including appropriate audio-visual, data, power, and connectivity infrastructure.
- Conference room tables and/or surrounding infrastructure shall provide sufficient integrated power and connectivity to allow all seated meeting participants to simultaneously plug in and use laptops without reliance on extension cords or temporary power solutions.

1.1.6 IT Room

- Preferred dimensions: 8'x12'
- Secured, locked access with outward-opening door

- Dedicated climate control and ventilation
- Video surveillance capability

1.1.7 Breakroom

- Seating for 6-8 employees
- Full kitchen
- Designed to support informal interaction and collaboration

1.1.8 Clinical Trial Suite

As part of the space planning process, the selected firm shall evaluate the optimal long-term location of DHIN's clinical trial functions, including consideration of both the primary floor and the basement. The design should provide for controlled access between DHIN occupied space and the tenant/sub-lessee-occupied space and should allow each space to operate securely and independently, including separate access where appropriate.

This space should support DHIN operations while preserving the ability to transition the space to clinical trial or other sublease tenant with minimal future construction.

- Two private offices that will transition into exam rooms at a later date
- Two additional private offices
- Considerations will need to be made for the following to easily transition the space to a clinical trial sublease tenant at a future date:
 - Reception and waiting area
 - Laboratory / specimen processing space
 - Dedicated restroom facilities
 - Controlled access separate and independent from DHIN operations
 - Separate interior and exterior access

1.1.9 Basement Planning and Future Expansion

The basement is not anticipated to receive a full interior fit-out as part of the initial project; however, it shall be incorporated into the overall space planning and conceptual design to ensure that current design and construction decisions support DHIN's long-term growth and potential interim subleasing of the space. The intent of this scope is to plan for the basement now without requiring a complete basement fit-out as part of the initial construction project. Interior partitions, flooring, finishes, and tenant-specific improvements may be deferred until DHIN elects to occupy the basement or a future tenant's requirements are known.

The selected firm shall:

- Develop conceptual plans illustrating potential future use for either general office and administrative space (if the potential clinical trial suite is included on the main level; or, a clinical trial space if not included on the main level).
- Consider DHIN's anticipated interim use of the basement as leasable space. The initial design should preserve sufficient flexibility for a future tenant to complete a fit-out appropriate to its needs without unnecessarily limiting DHIN's ability to ultimately occupy the space.
- Identify infrastructure that should be installed, extended, sized, or otherwise accommodated to support future basement occupancy, including:
 - Plumbing and sanitary connections;
 - Electrical service and capacity;
 - HVAC;
 - Fire protection and life-safety systems;
 - Data and telecommunications; and
 - Other building systems reasonably necessary to support future occupancy.
- Incorporate the necessary plumbing and infrastructure to support future restroom installation.
- Identify infrastructure or enabling work that would be more practical or cost-effective to complete during initial construction phase rather than defer until a future basement fit-out.

6. Design Priorities

DHIN's focus is on design recommendations that:

- Improve space utilization and efficiency across the full footprint
- Minimize unnecessary construction and finish costs
- Leverage existing building systems (HVAC, electrical, plumbing) where practicable
- Reduce future costs when subleasing the clinical trial suite
- Create a modern, professional environment reflecting DHIN's identity as a trusted healthcare organization
- Balance privacy, collaboration, security, and flexibility

Firms are encouraged to propose alternative layouts or planning concepts that may better achieve these objectives.

7. Proposal Required Elements

The proposal should be prepared simply, providing a straightforward, concise description of the responder's capabilities to satisfy the requirements of the request for proposals. Overall readability and professionalism of presentation may be considered in evaluating the proposal.

The quality and timeliness of the proposal are deemed to be predictive of the quality and timeliness of the final work product.

8. Preliminary Budget Information

As part of this engagement, DHIN requests a preliminary order-of-magnitude cost opinion based on the information provided. These estimates are understood to be conceptual and will be refined as the project progresses.

Please provide estimates in the following format, along with the assumptions behind each figure:

Cost Category	Low	High	Assumptions / Notes
Office renovation (6,500-7,000 SF)	\$	\$	\$/SF assumed:
Clinical trial suite (2,000-\$2,500 SF)	\$	\$	
AV / conferencing systems	\$	\$	
Security systems	\$	\$	
Subtotal – Construction	\$	\$	
Architectural & design fees	\$	\$	% of construction or fixed fee
Engineering (MEP, structural, etc.)	\$	\$	
TOTAL PROJECT COST	\$	\$	

In addition to the table above, please address:

- Major cost drivers for this project type
- Key risks that could increase costs beyond the estimate
- Recommendations for reducing construction costs while maintaining project objectives
- Assumptions regarding existing conditions or building systems, deviation from which could drive increased costs.

9. General Requirements

Proposals must include the following elements:

- Cover Letter attesting that the person signing is entitled to represent the bidding organization, empowered to submit the bid, and authorized to enter into negotiations and a contract including the provisions contained herein. The cover letter should include any exceptions to the terms and conditions specified in this RFP, citing the section of the RFP for which the exception applies.
- Title Page labeled with RFP# 2027-002 DHIN Building Plan and Refitting for 120 Old Camden Road, Camden, DE 19934 and respondent's company name and address, point

of contact (with phone number and email address) for the proposal and date of the proposal.

- Detailed proposal, to include:
 - Description of proposal
 - Project staffing
 - Credible presumptive work plan and schedule
 - Pricing and fee structure
- Executed Warranties (Attachment A to this RFP)
- Proposed Master Services Agreement – The Master Services Agreement (MSA) should be attached to any response. The MSA should be drafted as a master agreement that will control the relationship between the parties throughout the engagement. The MSA should include all terms and language to be expected of a building refitting of this size and scope. The MSA must indicate explicitly any proposed exceptions to or deviations from the explicit requirements of this RFP. The successful bidder should expect their proposed MSA to be negotiated upon selection.
- Proposed Statement of Work -- The Statement of Work (SOW) should be drafted as an exhibit to the MSA and attached to any response. The SOW must be in a form that, along with the MSA, the successful bidder is willing to execute and move forward with the work. The SOW must indicate any proposed exceptions to or deviations from the explicit requirements of this RFP.
- References from at least three organizations for which the bidder has performed similar work. Organizations that resemble DHIN are preferred references. Reference should include client name, services performed, period of engagement, contact person, title, address, and telephone number.
- Other material deemed relevant (optional)

10. Project Staffing

The bidder is required to provide throughout the life of the contract:

- A senior executive sponsor of the project who will be engaged and accessible to DHIN leadership throughout the life of the project
- An experienced project manager with a record of successful outcomes with similar projects
- Adequate and experienced staff or contractor resources to support a successful project completion and outcomes

11. Project Work Plan

The proposal must include a credible presumptive work plan that clearly describes activities, resources, key dates and milestones showing how the bidder intends to accomplish the work and produce the final deliverables not later than April 1, 2027. Before final contract signing, the work plan (other than the final delivery date) may be adjusted by mutual agreement based on further discussion and negotiation. The agreed work plan will be included by reference in the contract and can only be modified thereafter by signed mutual agreement.

The work plan will include:

- The tasks to be performed, consistent with the scope of services and schedule
- The time allocated to each activity and the responsible person(s) associated with each task
- Whether the task will be performed on-site at the DHIN offices or off-site at another location
- DHIN resources expected to be involved in the task and their role
- Contractor resources expected to be involved in the task and their role

12.Pricing Methodology

A flat fee proposal is preferred. Should any variable fees be included in the proposal, they must be clearly described and the basis for such fees included, along with best estimate of the anticipated total cost of the engagement.

Any pricing proposal should clearly reflect payment milestones connected to project milestones and acceptance of deliverables. Payment will be provided within thirty (30) days of receipt and acceptance of invoices. DHIN's obligation to pay under the terms of this agreement is contingent on the timely performance by the contractor of its obligations and duties. The contractor agrees that upon complete performance of this agreement, the maximum extent of DHIN's obligation is the total contract consideration and waives any and all claims for interest, costs, any other sums or any other relief.

DHIN is not responsible for any costs incurred by a respondent related to the preparation or delivery of the response or any other activities related to this RFP.

13.Submission of Proposals

Proposals should be submitted as a MS Word or PDF document through the proposal submission form on the DHIN Website (<https://dhin.org/who-we-are/rfps/>).

A Letter of Intent and any questions regarding this Request for Proposal must be received in writing not later than **5:00 PM EST on September 30, 2026**, through the DHIN website (<https://dhin.org/who-we-are/rfps/>). Questions pertaining to a specific section or page of the RFP must reference that section. Answers to questions will be posted at <https://dhin.org/who-we-are/rfps/> by October 7, 2026. Those who submitted questions will receive an email notification when answers are posted to the website. All others must check the website for answers. All questions and answers submitted with regard to this RFP will be posted.

Any changes or modifications to a proposal must be made in writing, submitted in the same manner as the original response, and conspicuously labeled as a change or modification to a previously submitted proposal. Changes or modifications to proposals shall not be accepted or considered after the hour and date specified as the deadline for submission of proposals. DHIN reserves the right to request clarification and/or further technical information from any contractor submitting a proposal. All responses, to include changes or modifications to proposals, must be received by **12:00 PM EST on October 12, 2026**, in order to be considered. Timeliness in meeting proposal deadlines will be deemed predictive of timeliness in meeting the deliverables under this engagement.

14.Evaluation, Scoring, and Selection

The Proposal Review Committee shall consist of three or more individuals selected by DHIN Management. Each member shall score all proposals independently before meeting for group discussion. During discussion, any member of the Committee may elect to change a score upward or downward based on new insights or understanding emerging from discussion.

The bidders of the top reviewed proposals may be asked for additional details. The proposed project team should attend this meeting, allowing DHIN leadership an opportunity to interact and explore the general proposal and key areas of interest. A final selection will be based on the proposals, interview (if applicable), and reference checks.

DHIN reserves the right to withdraw this RFP, to reject any non-conforming proposals, to waive minor defects in the proposal or allow the bidder to correct such defect if the best interest of DHIN will be served by doing so. DHIN also reserves the right to accept a portion or portions of a proposal.

DHIN places great importance on cultural alignment with its suppliers and contractors. An otherwise successful bidder may be disqualified if reference checks and personal interactions create concerns about cultural fit.

Scoring will be conducted using the following criteria:

Evaluation Item	Weight
1. Meets mandatory RFP provisions	Pass/Fail
2. Completeness and credibility of proposed work plan	25%
3. Perceived value for proposed cost	25%
4. Qualifications, prior experience, and performance on similar projects	25%
5. Quality and reasonableness of proposed MSA/SOW	15%
6. Quality of written proposal (professional appearance, content, grammar, vocabulary).	10%
Total	100%

15.Notification of Award

Notification of Award will be made to all bidders by October 23, 2026. Respondents whose proposals were not accepted will be notified as soon as a selection is made, or if it is decided that all proposals are not accepted. Any proposal failing to respond to all requirements may be eliminated from consideration and declared not acceptable.

16.RFP, Proposal and Final Contract

The contents of the RFP will be incorporated into the final contract and will become binding upon the successful bidder. Prices must remain valid for at least ninety (90) days. Contract negotiations will include price re-verification if the price guarantee period has expired. DHIN reserves the right to contract with the successful bidder for all or any portion of the proposed deliverables. If bidders are unwilling to comply with RFP requirements, terms, or conditions, objections must be clearly stated in the cover letter.

The RFP and the executed contract between DHIN and the successful bidder shall constitute the contract between DHIN and the contractor. In the event there is any discrepancy between any of these contract documents, the following order of documents governs so that the former prevails over the latter: Contract, RFP. The proposal may be incorporated into the contract by reference. No other documents shall be considered. These documents contain the entire agreement between DHIN and the Contractor.

17.Choice of Laws and Forum.

The form of this engagement will be a master services contract interpreted and enforced under the laws of Delaware, with the state and federal courts within the State of Delaware having

exclusive jurisdiction over any claim or cause of action arising out of or relating to this engagement.

18.Independent Contractor

The successful bidder will be considered an independent contractor to DHIN, and is not an employee, agent, joint venturer, or otherwise under the direction or control of DHIN or the State of Delaware. The contractor retains all control and direction over its employees, officers, and agents in performing under this engagement, except that DHIN retains the right of direction, content, and form of the final deliverables.

19.No Unapproved Subcontracting

The contractor shall perform this engagement with its own employees or officers and shall not subcontract any of the work unless DHIN provides written consent in advance of any subcontractor engagement.

20.Compliance with Other Laws

The successful bidder will be required to warrant (see Attachment A) that it is in complete compliance with all provisions of applicable Federal, State, and local laws, acts, and regulations that legally prohibit discrimination based on age, race, color, religion, national origin, gender, handicap, and veteran status, etc. and must further warrant complete compliance with all provisions of Federal, State, and local laws, acts, and regulations regarding any required permits, licenses, registration, taxes, or fees.

21.Indemnification

A bidding party who is successful shall indemnify and hold DHIN, its Board of Directors, agents, employees, officers, and directors harmless from any and all losses, penalties, damages, settlements, costs, charges, professional fees or other expenses or liabilities of every kind and character resulting from contractor's breach of any of its warranties or the error, omission or negligent act of the contractor, its agents, employees or representatives, in the performance of the contractor's duties under any agreement resulting from award of this proposal.

22.Freedom of Information

All proposals become the property of DHIN and will not be returned to bidders. In general, all proposals should be considered public information and may be subject to disclosure under the Freedom of Information Act ("FOIA"), codified at 29 *Del. C.* § 10001-10006. In the event that a

bidder believes that it must disclose information to DHIN as part of its response to this RFP that does not fall within the definition of “public records” in 29 *Del. C.* § 10002 due to its nature as trade secret information or otherwise, the bidder may submit such information to DHIN in a separate file labeled “Confidential,” along with a representation from its counsel that such information has been reviewed and is appropriately designated as being information exempted from the definition of “public record” under FOIA. Any information not so designated will not be considered confidential. Should such information be subject to a request under FOIA at a future time, bidder acknowledges that it shall be its obligation, and not DHIN’s, to seek appropriate protection to maintain the confidentiality of such information in a tribunal assessing the request. DHIN makes no representations or warranties that any such designation will survive a challenge under FOIA or any other applicable law.

23. Insurance Required

As a part of the contract requirements, the Contractor shall obtain at its own cost and expense and keep in force and effect during the term of this contract, including all extensions, the minimum coverage and conditions of:

1. **Automobile Liability** - \$1,000,000 Combined Single Limit (Each Accident). Any Auto Symbol 1(Or Owned, Hired Autos and Non-Owned Autos and be substituted).
2. **Worker's Compensation Insurance** - under the laws of the State of Delaware and Employer's Liability Insurance with limits of not less than \$500,000 each accident, \$500,000 each Disease, \$500,000 Disease Policy Limit covering all Contractor’s employees engaged in any work hereunder.
3. **Commercial General Liability** - Up to one million dollars (\$1,000,000) single limit per occurrence and three million dollars (\$3,000,000) in the aggregate including:
 - Bodily Injury Liability - All sums which the individual or company shall become legally obligated to pay as damages because at any time resulting therefrom, sustained by any person other than its employees and caused by occurrence.
 - Property Damage Liability - All sums which the individual or company shall become legally obligated to pay as damages because of injury to or destruction of property, caused by occurrence.
 - Contractual liability, premises and complete operations, independent contractors, and product liability.
 - Must include the Certificate Holder as Additional Insured for ongoing and completed operations on a primary and noncontributory basis.
 - General Aggregate Limits apply on a “Per Project” basis.
4. **Commercial Umbrella Liability** - Limits of \$1,000,000 Each Occurrence/\$1,000,000 Aggregate. Coverages must be following form.
5. **Professional Liability** – One million (\$1,000,000) per occurrence/ three million (\$3,000,000) in the aggregate (for contractors whose business exposure is professional in nature).

6. **Cancellation Clause** - Thirty (30) days written notice of cancellation or material change of any policies shall be required (10 days applies for non-payment of premium).

Please note, for any subcontractor used in lieu of employees or in combination with, the subcontractor(s) will be expected to provide a certificate of insurance showing that they carry the same limits and coverages required of the selected contractor by this RFP.

24. Default

Any failure of the contractor to perform any of its obligations or duties under this agreement in a timely fashion is a material breach of the contract that allows DHIN, at its sole option, to terminate the contract without further obligation to the contractor, or to waive such default in writing. DHIN shall thereupon have the right to terminate this contract by giving written notice to the contractor of such termination and specifying the effective date thereof, at least fifteen (15) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the contractor in the performance of the contract shall, at the option of DHIN, become its property, and the contractor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to DHIN. DHIN's waiver of a default in any instance shall not be construed to be a waiver in any other circumstances.

25.Opportunity to Cure

In the event, a party to this agreement commits a default of its obligations, the other party shall provide the defaulting party with a written notice of such default and 15 business days to cure such default.

26.Dispute Resolution

Each party shall use reasonable efforts to settle any disputes related to this Agreement through efficient communication and informed discussion.

ATTACHMENT A PROPOSER WARRANTIES

1. Proposer warrants that it is in complete compliance with all provisions of applicable Federal, State, and local laws, acts, and regulations that outlaw discrimination based on age, race, color, religion, national origin, gender, handicap, and veteran status.
2. Proposer warrants that it is in complete compliance with all provisions of Federal, State, and local laws, acts, and regulations regarding any required permits, licenses, registration, taxes, or fees.
3. Proposer warrants that it has insurance as required by this RFP and will provide a copy of the certificate of insurance upon request.
4. Proposer warrants that it is willing and able to comply with Delaware laws.
5. Proposer warrants that it will not delegate or subcontract its responsibilities under an agreement without the prior written permission of Delaware Health Information Network.
6. Proposer warrants that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement of understanding for a commission or percentage, brokerage or contingent fee excepting bona-fide employees and/or bona-fide established commercial or selling agencies maintained by the proposer for the purpose of securing business. For breach or violation of this warranty, DHIN shall have the right to annul the contract without liability or at its discretion to deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee.
4. Proposer warrants that all information provided by it in connection with this proposal is true and accurate.

Signature of Official:_____

Name (typed):_____

Title:_____

Date:_____

ATTACHMENT B CURRENT LAYOUT

(project includes all areas except the section marked “Existing Tenant to Remain”)

