Request for Proposal
Duffy Health Center Pharmacy

Duffy Health Center, 94 Main Street, Hyannis, MA 02601
www.duffyhealthcenter.org

Request for Proposal issued: 08/14/2026
Site tour: 08/20/2026, 3:00 PM – 5:00 PM
Written questions due: 08/25/2026
Addenda / answers to questions issued by: 08/28/2026
Proposal due date: 09/14/2026, by 4:00 PM ET
Contact person: Matt Doolin, Director of Operations, Duffy Health Center
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Phone: 508-771-9599, extension 399

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I. Introduction

Establishment of an Onsite Pharmacy

Duffy Health Center | Healthcare for the Homeless

Duffy Health Center is a Federally Qualified Health Center (FQHC) and designated Health Care for the Homeless provider based in Hyannis, serving approximately 3,200 patients with complex medical, behavioral health, substance use disorder, and social needs. Duffy's mission is to improve the health and wellbeing of vulnerable populations by addressing both medical needs and social determinants of health. Through an integrated model of primary care, behavioral health services, and community-based outreach, Duffy plays a critical role in reducing health disparities across Cape Cod.

Duffy's mission is rooted in ensuring timely, equitable access to comprehensive care, including affordable medications, for individuals experiencing homelessness and housing instability. Medication access and adherence are essential to achieving this mission and improving clinical outcomes for the populations Duffy serves.

Currently, Duffy supports medication access through local partnerships under the 340B Contracted Pharmacy Model, which has successfully reduced prescription costs and stretched limited resources. However, reliance on external pharmacies also introduces persistent barriers; transportation challenges, communication delays, fragmented workflows, and missed opportunities for real-time care coordination. These barriers disproportionately affect Duffy's most vulnerable patients and directly undermine medication adherence, continuity of care, and operational efficiency.

Establishing an onsite, integrated pharmacy at Duffy's Hyannis clinic represents a strategic, mission-aligned opportunity to address these challenges. An in-house pharmacy would significantly reduce obstacles related to access, affordability, and coordination by embedding pharmacy services directly into the clinical care environment. This model supports same-day dispensing, immediate problem resolution, and seamless collaboration among providers, nurses, case managers, and pharmacists — resulting in improved patient experience, stronger adherence, and better health outcomes.

- The Duffy Health Center Board of Directors voted in May to approve construction of an onsite pharmacy at the 94 Main Street location.
- Duffy Health Center is seeking proposals from qualified contractors to construct a new outpatient pharmacy located within the building at 94 Main Street, Hyannis. The pharmacy will support Duffy's mission to provide accessible, affordable care to its patient population.

II. Project Overview

The goal is medical-grade construction of a pharmacy on the first floor of the 94 Main Street clinic building, within the existing footprint of the current building, with consideration for secure walls and doors. The location is on the first floor, easily accessible to patients, adjacent to the waiting room and front desk area. The pharmacy is expected to operate initially as an in-house pharmacy, available to Duffy Health Center patients only. After a year-long evaluation of services — conducted in partnership with Community Pharmacy Cooperative and subject to Duffy Health

Center Board of Directors approval — the pharmacy may eventually be opened as a retail pharmacy serving the broader community.

Massachusetts requires that pharmacies always be physically secure from the public. The pharmacy must be locked and inaccessible to non-pharmacy staff.

The new pharmacy will:

- Be fully enclosed and secure
- Have a defined dispensing workspace
- Include locked or controlled storage systems
- Provide a private counseling option
- Maintain clear separation between clinic and pharmacy operations

Approximate square footage is to be a minimum of 347 square feet to 450 square feet.

III. Detailed Scope of Work

Key components of construction:

Medication Dispensing Area

- Purpose: the primary workspace where prescriptions are filled.
- Key features: prescription intake and verification stations; counting trays and dispensing tools; label printers and computers (pharmacy management system); pharmacist verification counter.
- Design considerations: efficient workflow (drop-off → fill → check → pickup); clear separation of technician and pharmacist tasks; minimal distractions to reduce dispensing errors.

Prescription Drop-Off & Pickup Area

- Drop-off counter: where patients submit prescriptions and insurance information is collected.
- Pickup counter: final handoff of medication and payment processing.

Medication Storage Area

- General storage: shelving for bulk and fast-moving medications, organized alphabetically, by therapeutic class, or by fast-mover zoning.
- Controlled substance storage: secure, locked cabinets or safes; DEA-compliant design with limited, monitored access; dispersed stock in some designs to reduce theft risk.
- Refrigerated storage: medical-grade refrigerators with continuous temperature monitoring and backup power consideration (connected to generator in the event of power failure).

Counseling / Consultation Area

- Private or semi-private space for pharmacist-patient interaction, used for medication therapy management (MTM), patient education, and vaccination discussions.

Immunization / Clinical Services Area (may be combined with consultation area)

- Private exam room or partitioned space with a sink with running water, sharps disposal containers, a nearby vaccine refrigerator, and storage for PPE and supplies.

Administrative / Office Space

- Pharmacy manager workspace, records storage (physical or digital), and space for staff scheduling, inventory, and compliance documentation.

Receiving and Inventory Management Area

- Dedicated space for incoming shipments with secure verification before stocking and a temporary holding area for returns or recalls; typically includes a barcode scanning station and quarantine shelf.

Security & Compliance Infrastructure

- Controlled access entry points, surveillance cameras, alarm systems, secure IT systems (HIPAA compliance), and restricted staff-only areas.

Waste Disposal Area

- Segregation of pharmaceutical waste, hazardous waste (per EPA/USP <800>), and sharps containers, with reverse distribution handling for expired medications.

Space Allocation Summary

Area	Approx Sq Ft	%
Dispensing	~160 sq ft	40%
Waiting/Pickup	~120 sq ft	30%
Storage	~50 sq ft	12%
Counseling	~40 sq ft	10%
Circulation/Admin	~30 sq ft	8%

Construction Scope

- Demolition; removal of walls
- Framing, drywall, ceilings
- Flooring (healthcare-grade)
- HVAC
- Electrical
- Plumbing; sink requirements for pharmacy

Pharmacy-Specific Requirements

- Prescription dispensing area
- Secure drug storage (DEA compliance)
- Refrigeration/freezer units (with monitoring)
- Controlled substance storage (safe/vault)

- No compounding considerations
- Workflow layout optimization

Technology & Infrastructure

- Data cabling
- POS system support
- Pharmacy system infrastructure
- Security systems (cameras, access control, alarms)

Regulatory & Compliance

Contractor must comply with:

- Massachusetts Board of Pharmacy requirements
- HIPAA considerations (layout privacy)
- ADA compliance
- Local building/fire codes
- OSHA standards

IV. Project Timeline

Expected milestones:

- RFP issued: 08/14/2026
- Site tour: 08/20/2026, 3:00 PM – 5:00 PM
- Written questions due: 08/25/2026
- Addenda / answers to questions issued: on or before 08/28/2026
- Proposal submission deadline: 09/14/2026, by 4:00 PM ET
- Contractor selection (anticipated): on or about 10/05/2026
- Contract execution: no later than 11/06/2026
- Construction start: no later than 12/01/2026
- Target substantial completion: no later than 03/31/2027
- Massachusetts Board of Pharmacy facility inspection and licensure approval: to be scheduled following substantial completion and prior to opening; see Section XIII (Terms & Conditions) regarding this dependency

Note: the selection date is Duffy's current best estimate and may shift based on the volume and complexity of proposals received. Construction start (no later than 12/01/2026) and substantial completion (no later than 03/31/2027) are firm project deadlines; proposers should confirm their ability to meet this schedule in their proposal.

V. Budget

Estimated budget: $200,000 – $300,000.

This range reflects Duffy's current planning estimate for the full scope of work described in Section III. Cost proposals should include a detailed, itemized breakdown (see Section IX) so that Duffy can evaluate value and identify any potential value-engineering opportunities.

VI. Contractor Qualifications

Seeking proposals from contractors that have the following:

- Experience with healthcare or pharmacy construction
- Current Massachusetts Construction Supervisor License (CSL) and/or Massachusetts contractor registration, as applicable
- Required licenses, certifications, and trade credentials for all proposed subcontractors
- Insurance meeting the minimums described in Section VII
- References, with at least 3–5 similar projects
- Experience with FQHCs or clinics
- Experience in regulatory-heavy environments

VII. Bonding, Insurance & Warranty

Performance and Payment Bond

The selected contractor shall furnish a Performance Bond and a Payment Bond (a combined "P&P Bond"), each in an amount equal to 100% of the contract value, issued by a surety company licensed to do business in Massachusetts and reasonably acceptable to Duffy Health Center. The Performance Bond guarantees completion of the work in accordance with the contract documents; the Payment Bond protects Duffy against liens or claims from unpaid subcontractors and suppliers. Bonding costs should be included in the contractor's cost proposal. A bid bond is not required for this solicitation.

Insurance Requirements

The selected contractor shall maintain, at minimum, the following insurance coverage throughout the term of the project, with Duffy Health Center named as additional insured where applicable. Final limits are subject to review and approval by Duffy's insurance advisor prior to contract execution:

- Commercial General Liability: $2,000,000 per occurrence / $4,000,000 aggregate
- Workers' Compensation: statutory limits, as required by Massachusetts law
- Builder's Risk: 100% of completed project value
- Commercial Automobile Liability: $1,000,000 combined single limit
- Umbrella/Excess Liability: $3,000,000, recommended for a project of this scope

Proof of insurance (certificates of insurance) must be submitted with the proposal per Section IX and updated certificates provided prior to mobilization.

Warranty

The contractor shall warrant all workmanship and materials for a minimum of one (1) year from the date of substantial completion. Defects in materials or workmanship identified within this period shall be corrected by the contractor at no cost to Duffy Health Center.

The contractor shall assign or transfer to Duffy Health Center all applicable manufacturer warranties for major systems and equipment — including but not limited to HVAC equipment, medication refrigeration units, and electrical/security systems — at project closeout. These manufacturer warranties typically extend beyond the one-year workmanship warranty and shall be compiled into a single warranty/closeout binder delivered to Duffy at substantial completion.

VIII. Federal Compliance Requirements

This project is funded in whole or in part with federal award funds received by Duffy Health Center as a HRSA grantee, and the resulting contract is subject to applicable requirements of 2 CFR Part 200 (Uniform Guidance). Proposers should note the following requirements, which will be incorporated into the resulting contract:

Suspension & Debarment

The selected contractor, and any subcontractors performing work under this contract, must not be suspended, debarred, or otherwise excluded from participating in federal award programs. Proposers will be required to certify their eligibility and confirm they are not listed on the federal System for Award Management (SAM.gov) exclusions list.

Non-Discrimination / Equal Opportunity

The contractor shall comply with all applicable federal non-discrimination and equal employment opportunity requirements, including those set forth in 2 CFR Part 200, Appendix II, and shall not discriminate against any employee, applicant, subcontractor, or vendor on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, or any other protected status.

Affirmative Outreach to Small and Disadvantaged Businesses

Consistent with 2 CFR 200.321, Duffy Health Center is taking affirmative steps to ensure that small businesses, minority-owned businesses, women-owned businesses, and labor-surplus-area firms are given the opportunity to submit proposals when they are potential sources. Contractors are encouraged to document similar affirmative outreach efforts with respect to any subcontractors engaged for this project.

Award Documentation

The selected contractor will be required to sign all federally required contract clauses and certifications applicable to construction contracts funded under a federal award as a condition of contract execution.

IX. Proposal Requirements

Proposals must be organized into two distinct parts; a Non-Price Proposal and a Price Proposal, submitted and sealed separately as described in Section X (Submission Requirements).

Non-Price Proposal Contents

- Company overview
- Relevant experience
- Project approach and methodology
- Proposed timeline, confirming the ability to meet the construction start and substantial completion dates in Section IV
- Key personnel
- References
- Proof of insurance
- Confirmation of ability to provide the Performance & Payment Bond described in Section VII
- SAM.gov exclusion status certification
- Any value engineering suggestions

Price Proposal Contents

- Total cost proposal, with a detailed, itemized breakdown by scope area (see Section III)
- Schedule of values or unit pricing supporting the total, as applicable
- Any alternate or value-engineered pricing options, clearly identified as such

The Price Proposal must contain cost information only. Cost or pricing information included anywhere in the Non-Price Proposal may result in the proposal being deemed non-responsive.

X. Submission Requirements

Proposals must be submitted in hard copy (paper) format. Electronic or emailed proposals will not be accepted. Each proposer must submit its Non-Price Proposal and Price Proposal in two separate, sealed envelopes as described below.

Two-Envelope Submission

Each proposer shall submit two sealed envelopes, clearly and separately labeled as follows (substituting the proposer's actual company name):

- "RFP – Duffy Health Center Pharmacy – Non-Price Proposal (Proposer Name)"
- "RFP – Duffy Health Center Pharmacy – Price Proposal (Proposer Name)"

Both envelopes must be sealed and must not be visible to or opened alongside one another until Duffy has completed its evaluation of the Non-Price Proposal. Price Proposals will be opened only for those proposers determined to be qualified and responsive based on their Non-Price Proposal.

Copies

Each sealed envelope must contain one (1) original, clearly marked "Original," plus two (2) additional copies of its contents.

Delivery

Sealed envelopes must be delivered to Duffy Health Center, 94 Main Street, Hyannis, MA 02601, Attn: Matt Doolin, Director of Operations, no later than the proposal due date and time specified on the cover page of this RFP. Proposals may be delivered in person or by mail or courier; proposers are responsible for ensuring timely delivery regardless of method.

Non-Conforming Submissions

Proposals that are submitted electronically, that are not sealed, that are not properly labeled, that commingle price and non-price information in a single envelope, or that are received after the submission deadline may be deemed non-responsive and rejected at Duffy's sole discretion.

XI. Evaluation Criteria

Decisions will be made using the following criteria:

- Experience with healthcare/pharmacy projects (30%)
- Cost (25%)
- Project approach and timeline (20%)
- References (15%)
- Compliance and technical understanding (10%)

XII. Site Visit

A site tour is scheduled for August 20, 2026, from 3:00 PM to 5:00 PM. Contractors are encouraged to attend to tour the facility and inspect the space for design and planning purposes.

To confirm attendance, or to arrange an alternate visit by appointment, contact the Director of Operations, Matt Doolin, at mdoolin@duffyhealthcenter.org or by calling 508-771-9599, extension 399. Written questions must be submitted to the email address provided no later than August 25, 2026.

XIII. Terms & Conditions

Duffy Health Center, in its selection process for a qualified contractor for this project, retains the following rights:

- Right to reject any and all proposals, and to cancel this RFP without liability
- Not obligated to select the lowest bid
- Confidentiality expectations
- Proposal validity period of 90 days from the submission deadline
- Contract negotiation terms

Dependency on Pharmacy Licensure Inspection

Final use and occupancy of the pharmacy space is contingent upon inspection and approval by the Massachusetts Board of Pharmacy (and any other applicable state or local authorities) prior to opening. The contractor is responsible for constructing the space in full compliance with all applicable Board of Pharmacy facility requirements so as to support a successful licensure inspection, and shall promptly remedy, at no additional cost to Duffy Health Center, any deficiency identified during that inspection that results from the contractor's failure to meet the contract documents or applicable code.

Bonding, Insurance & Warranty

See Section VII for the Performance & Payment Bond, insurance, and warranty requirements that will be incorporated into the resulting contract.

Federal Compliance

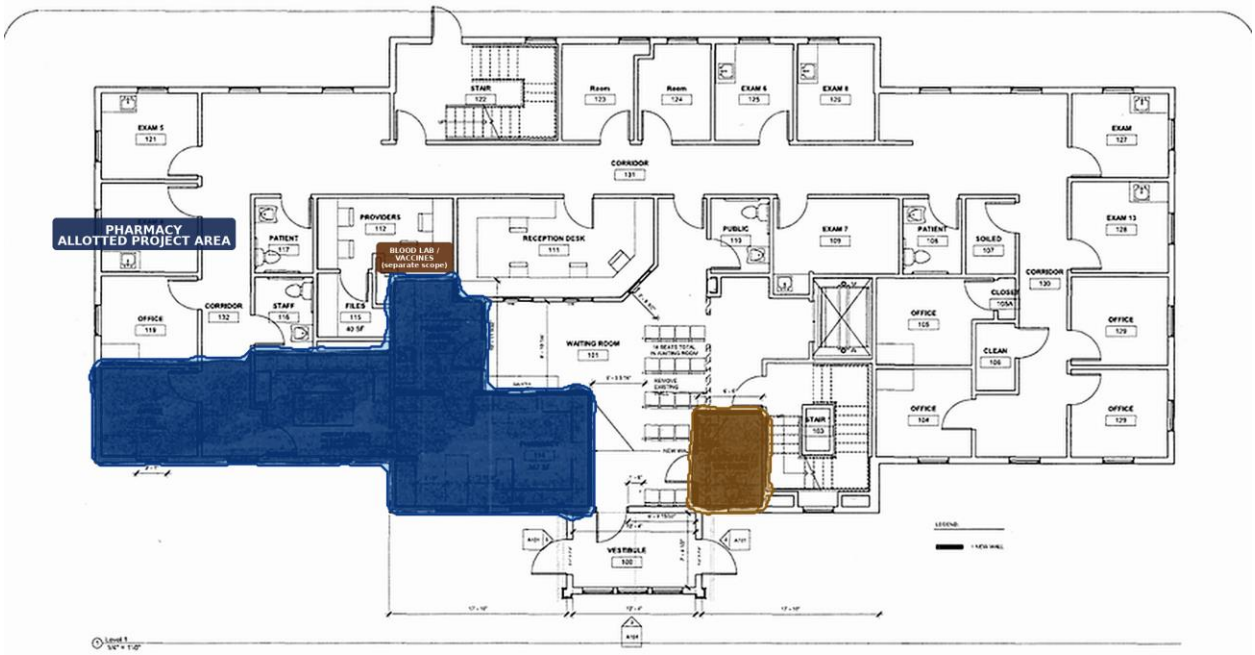
See Section VIII for federal compliance requirements applicable to this federally funded project.

XIV. Attachments

- Floor plan of 1st floor (allotted pharmacy area highlighted)
- Exterior photograph of Duffy Health Center, from Main Street
- Exterior photograph of Duffy Health Center, from rear parking lot (main) entrance
- Pharmacy Construction Security Checklist (below)

Floor Plan — 1st Floor

The pharmacy allotted project area is highlighted in navy blue below. The adjacent Blood Lab/Vaccines area (amber) is a separate scope item and is not part of this pharmacy construction RFP.



Exterior Photograph — Main Street



Exterior Photograph — Rear Parking Lot (Main) Entrance



Pharmacy Construction Security Checklist

1. Physical Structure (Walls & Ceiling) DEA & MA compliance

- ☐ Pharmacy is fully enclosed with permanent, full-height walls
- ☐ Walls extend to structural ceiling (not just drop ceiling where required)
- ☐ No gaps above walls that allow entry into pharmacy space
- ☐ Wall materials are durable and tamper-resistant
- ☐ Utility penetrations (vents, pipes) are sealed and secured
- ☐ No shared access with adjacent tenant spaces

2. Doors & Access Points

- ☐ All pharmacy entry points have solid-core or metal reinforced doors
- ☐ Doors are equipped with commercial-grade locks
- ☐ Access is restricted to authorized personnel only
- ☐ Doors self-close and latch securely
- ☐ No propped-doors policy supported by design/layout
- ☐ Limited number of entry points (ideally one primary, one emergency)

3. Controlled Substance Security

- ☐ DEA-compliant safe or vault installed
- ☐ Safe is adequately rated and bolted to floor or wall (if required)
- ☐ Located in a restricted access area (not visible to public)
- ☐ Area monitored by surveillance camera
- ☐ Storage location minimizes staff and public exposure

4. Surveillance System

- ☐ Camera coverage includes all entrances/exits, dispensing area, controlled substance storage area, and workstations
- ☐ Cameras positioned to avoid blind spots
- ☐ Recording system with adequate retention (30+ days recommended)
- ☐ Footage can be accessed by authorized personnel
- ☐ System remains active after hours

5. Alarm & Monitoring Systems

- ☐ Intrusion alarm installed and functional, covering doors and windows (if applicable)
- ☐ System monitored (central monitoring preferred)
- ☐ Staff trained on arming/disarming procedures

6. Access Control Systems

- ☐ Electronic access control (keycard/fob/code) implemented, or infrastructure installed

- ☐ Access levels defined by staff role
- ☐ Ability to audit access logs
- ☐ Immediate deactivation capability for terminated staff

7. Workflow & Layout Security

- ☐ Clear separation between public/patient areas and pharmacy workspace
- ☐ Public cannot see or reach medication storage areas
- ☐ Counters designed to prevent unauthorized access
- ☐ Controlled staff workflow reduces unnecessary traffic
- ☐ Pick-up area separated from filling/dispensing area

8. Medication Storage Areas

- ☐ General inventory stored in secured shelving areas
- ☐ Refrigerators are lockable (preferred) and in a secured zone
- ☐ Hazardous drugs (if applicable) stored per USP <800>
- ☐ Storage not accessible from public-facing zones

9. Technology & Data Security (Physical Layer)

- ☐ Server/network equipment located in secure area
- ☐ Data ports limited in public areas
- ☐ POS and workstation placement avoids exposure of PHI
- ☐ Cabling routed through secure pathways

10. Staff & Operational Security Design

- ☐ Staff-only zones clearly defined
- ☐ Break areas not within secure medication zones
- ☐ Visual supervision of key areas is possible
- ☐ Panic/emergency awareness considered in layout