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TRANSMITTAL SHEET

TO: Prospective Bidder

FROM: Hospital Materials Management Administrator

DATE: November 24, 2025

SUBJECT: GMHA RFP 001-2026 Revenue Cycle Management Services
Amendment No. 3

PAGES: 4 including cover sheet

NOTES:

An acknowledgement via a return email would be appreciated as soon as possible.

DATE / VENDOR ACKNOWLEDGEMENT

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GUAM MEMORIAL HOSPITAL AUTHORITY

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AMENDMENT #3 GMHA RFP 001-2026 REVENUE CYCLE MANAGEMENT SERVICES

This amendment is in response to the following inquiries.

QUESTION #1. Do you know what the new date for RFP responses will be?

RESPONSE: Bid submission as reads: 4:00 pm, Tuesday, November 25, 2025 has been changed to read as: Bid Submission 4:00 pm, Monday, December 15, 2025.

Question #2: Can we select certain workstreams of the RFP to bid on separately, or do we need to address all workstreams in order to be eligible?

RESPONSE: GMHA is soliciting proposals to outsource RCM in whole or in part (page 2 – Purpose)

Question #3: Rebadging Revenue Cycle Staff – Is this a requirement or preference?

Question #3a: If rebadged and employees do not meet expectations, is there a time limit on when rebadged employees could be let go?

RESPONSE: The solicitation does not require or state a mandatory time line. The employee is at will.

Question #3b. I assume all RCM rules and regulations are the same as the U.S. but are there also nuances that we need to be made aware of?

RESPONSE: GMHA is a TEFRA hospital.

Question #4: Why is GMHA issuing this RFP (i.e., replacing an existing vendor, need to reduce costs, strategic decision to outsource, supplement existing staff, contract renewal, etc.)?

RESPONSE: This was a strategic decision to outsource.

Question#4a: Is this RFP intended to replace an incumbent vendor?

RESPONSE: No.

Question #5: Is any of the revenue cycle management currently outsourced or handled inhouse?

RESPONSE: Handles inhouse.

Question #5a: If currently outsourced, who is the incumbent vendor?

RESPONSE: Handled in-house.

Question #6: What is your current level of satisfaction with incumbent vendor (or internal staff) for revenue cycle management?

RESPIONSE: Internal staff need resources and better technology.

Question #6a: If it is outsourced, how much was paid to incumbent vendor last year for the revenue cycle management services listed in the RFP?

Question #7: Does GMHA have a preferred pricing model (i.e., contingency, FTE, gain-share, etc.)?

RESPONSE: This is a multi-term firm fixed price contract with price adjustments (Page 69 – Contract Type).

Question #7a: Can we provide alternative pricing models?

RESPONSE: This is a multi-term firm fixed price contract with price adjustments (page 69 – Contract Type)

Question #8: Is the initial contract term for this RFP 5 years?

RESPONSE: The initial term is for FY2026 (10-1-25 – 09-30-2026) with options to renew.

Question #9: Can vendor utilize offshore based staff? This assumes all data will reside on US based servers and vendor using GMHA revenue cycle systems.

RESPONSE: Please refer to page 30 Recitations of Wage Determination and Page 43 Declaration Re: Compliance with DOL Wage Determination.

Question #10: Who will be on the evaluation and selection committee for this RFP?

RESPONSE: The evaluation committee has not been appointed yet.

Question #11: Is a third-party consultant being used to evaluate RFP proposals?

RESPONSE: Not at this time.

Question #12: When will responses to these questions be made available to us?

RESPONSE: November 24, 2025

Question #13: Where will responses be posted back to proposers?

RESPONSE: The response will be sent via an Amendment form and

Question #14: Can GMHA provide additional financial information including a detailed age trial balance report with volume of accounts and dollars?

RESPONSE: Aged trial balance is posted on our website: <https://www.gmha.org/financial-reports-center/#atb>. Total number of accounts as of 10/31/25 is 85,800.

Question #15: Is the expectation that vendor will rebadge all GMHA employees (90 staff)? Any management positions to be rebadged?

RESPONSE #15: Please include a plan to absorb exiting personnel.

Question #16: Is GMHA's AR stated as net or gross or a combination.

RESPONSE: Both

Question #17: Can vendor submit a proposal electronically or are printed copies required?

RESPONSE: Electronic proposals will be considered (page 21 – Submission of Proposals).

Please acknowledge receipt of this amendment by signing and sending back to Materials Management by Fax at 649-3640 or email to materials.mgmt@gmha.org.

If you have any questions, please feel free to address your letter to Joleen M. Aguon, MD and fax to the Materials Management Office at 649-3640 or email to the materials.mgmt@gmha.org.

Sincerely;



DOLORES PANGELINAN

Hospital Materials Management Department

ACKNOWLEDGMENT:

PRINT NAME

SIGNATURE

DATE