



## QUESTIONS AND ANSWERS

GBHWC RFP 2026-01

Professional Services for GBHWC Learning Management System

To: All Registered Parties and/or Prospective Offerors

Please be informed that on March 11, 2026, GBHWC received the following questions.

Questions	GBHWC Answers
<p>1. Role of Relias</p> <p>The RFP indicates that GBHWC plans to collaborate with <b>Relias Company</b> to provide training courses. Could GBHWC clarify whether Relias will be providing <b>training content only</b>, or whether the <b>Relias LMS platform</b> will also be utilized as part of the solution?</p>	<p>The reference to Relias in the appendix originated from a funding-related document included solely to demonstrate that GBHWC has secured the resources necessary to support this project. The mention of Relias has no bearing on the scope of work or evaluation criteria outlined in the RFP.</p> <p>To ensure absolute clarity and maintain a fully open and competitive procurement process, GBHWC is issuing an amendment to remove this appendix from the official RFP package. This removal is being made strictly to prevent any misinterpretation and does not alter the requirements, evaluation factors, or expectations described in the RFP. All qualified vendors are encouraged to submit proposals based solely on the specifications and criteria contained in the main RFP documents.</p> <p>See Attachment: RFP Amendment No. 2026-01-A01</p>
<p>2. Course Content Responsibility</p> <p>Does GBHWC expect the LMS vendor to <b>provide course libraries</b>, or will the training content be supplied by GBHWC and its partners (such as Relias)?</p>	<p>As specified in scope of work, Section II, Number 2. The platform must provide customizable data capture and course content that offers the ability to develop discipline-specific training modules, assessments, surveys, and reports. That said, GBHWC expects the awarded vendor to provide course libraries and allow for the ability to supply additional training content created by GBHWC.</p>

<p><b>3. Content Format</b></p> <p>If training content will be supplied by GBHWC or its partners, will those courses be delivered in <b>standard e-learning formats such as SCORM or AICC</b> for LMS import?</p>	<p>No.</p>
<p><b>4. Existing LMS</b></p> <p>Is GBHWC currently using an <b>existing Learning Management System</b>? If so, could the agency identify the current platform?</p>	<p>No.</p>
<p><b>5. Content or Data Migration</b></p> <p>If an LMS is currently in use, will there be any <b>course migration or learner data migration requirements</b> as part of this project?</p>	<p>No LMS is currently in use.</p>
<p><b>6. User Population</b></p> <p>The RFP references approximately <b>300 behavioral health professionals</b>. Could GBHWC clarify whether this number represents:</p> <ul style="list-style-type: none"> <li>• total registered users</li> <li>• expected active learners</li> <li>• or the anticipated maximum user population?</li> </ul>	<p>This number represents the anticipated number of active users. GBHWC would also like that these 300 seats are reassignable when the original user leaves or no longer needs access.</p>
<p><b>7. Virtual Learning Capability</b></p> <p>Does GBHWC require <b>built-in virtual classroom capability</b>, or would integration with widely used tools such as <b>Zoom or Microsoft Teams</b> be acceptable?</p>	<p>Yes, GBHWC will require a built-in virtual classroom capability.</p>
<p><b>8. System Integrations</b></p> <p>Will the LMS need to integrate with any <b>HR, credentialing, or workforce management systems</b> currently used by GBHWC?</p>	<p>No. However, there will need to be information tracked by the LMS that will support HR and credentialing processes, such as tracking users' completed trainings, continuing education credits earned, licensure status, etc.</p>
<p><b>9. Hosting Model</b></p> <p>Does GBHWC prefer a <b>vendor-hosted cloud (SaaS) LMS platform</b>, or are there requirements for deployment within Guam Government infrastructure?</p>	<p>Yes, GBHWC prefers a vendor-hosted (cloud-based) LMS platform designed for behavioral health, administrative, and operational specialties.</p>

<p><b>10. Security and Compliance</b></p> <p>Beyond HIPAA compliance, are there additional <b>security standards or regulatory frameworks</b> the LMS must satisfy (for example territorial IT policies or federal grant compliance requirements)?</p>	<p>The LMS should comply with local and federal IT regulations.</p>
<p><b>11. Implementation Timeline</b></p> <p>The RFP states that the LMS should be delivered within <b>30 days of contract award</b>. Could GBHWC clarify whether this timeline refers to:</p> <ul style="list-style-type: none"> <li>• platform deployment only, or</li> <li>• full system rollout including course configuration, user provisioning, and training?</li> </ul>	<p>Within 30 days GBHWC expects that the LMS platform will be robust and reliable with operating capabilities, as specified in Section II Scope of Work, number 2.</p>
<p><b>12. SaaS Deployment Alignment</b></p> <p>Given the 30-day implementation timeline indicated in the RFP, would GBHWC prefer a <b>fully hosted SaaS LMS platform that can be rapidly configured and deployed within this timeframe?</b></p>	<p>Yes.</p>
<p><b>13. Pricing Structure</b></p> <p>To ensure proposals are aligned with GBHWC's expectations, does the agency have a <b>preferred pricing structure</b>, such as <b>per-user subscription pricing, tier-based licensing, or an all-inclusive annual platform fee?</b></p>	<p>There is no format for pricing structure, though pricing may be negotiable.</p>
<p><b>14. Bid Bond</b></p> <p>To participate in the RFP, do we need to provide any bid bonds with our bid submission</p>	<p>No.</p>

  
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 Carissa E. Pangelinan, EdD  
 Director

  
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 Date

(Note: This questions and answers page must be included in the proposal offer.)



**ACKNOWLEDGMENT RECEIPT FOR  
QUESTIONS AND ANSWERS  
GBHWC RFP 2026-01**

The party identified below is a registered interested party and/or potential offeror for a request for proposal identified above.

Such party acknowledges receipt of the **Questions** received March 11, 2026 and the **Answers** provided on pages 1 to 3 attached hereto.

Received and submitted by:

Name	
Title	
Company/Organization	
Date	

This acknowledgment receipt may be emailed to [marilyn.aflague@gbhwc.guam.gov](mailto:marilyn.aflague@gbhwc.guam.gov); faxed to (671) 649-6948 and must be included in the proposal offer.