

State of Oregon



ADDENDUM NO. 2 TO

Request for Proposals for

HECC #25-113B and OregonBuys #S-52500-00015669

HECC is issuing this Addendum No. 2 to its RFP in order to answer vendor questions.

The deadline for receiving proposals through OregonBuys (see Section 3.1.3.1 of the RFP) or via email (see Section 3.1.3.2 of the RFP) remains July 8, 2026 at 3:00pm Pacific Time.

Questions from Vendors:

The following is the sole question addressed in Addendum No. 1:

Question 1: Is GovRAMP status an eligibility requirement to be considered for an award under this RFP? Please confirm if obtaining this status is a mandatory prerequisite for Round I consideration, or if we may submit a completed Attachment I and still be considered for the award.

Answer 1: GovRAMP status is encouraged, but not a strict requirement. If you do not have GovRAMP status, please note that in your proposal. If your proposal advances to additional rounds, you will be required to either provide proof of GovRAMP status as described in Section 3.2.1.5 of the RFP OR submit a completed Attachment I (see Section 4.12.2 of the RFP).

The following questions are new questions:

2. Given the complexity of the RFP, extensive requirements, and undetermined timeline as to when vendor questions will be answered ahead of the current submission due date, can the proposal due date be extended by at least 3 weeks after answers are posted to accommodate for clear and complete proposals?

Unfortunately, HECC cannot extend the Closing Date and Time.

3. If the number and quality of RFP responses HECC receives is lacking, would HECC consider cancelling and issuing a Request for Information (RFI) to learn more about the various solutions available and established companies in the market?

If HECC did not receive an acceptable proposal, it would need to reconsider how to proceed forward with the project. Cancelling the RFP and issuing a Request for Information is one potential option.

HECC has spoken with other states about their solutions for comparable work. Additionally, HECC hired a vendor to create the business case who did market research and determined there are companies with Commercial-Off-the-Shelf solutions available.

4. Please confirm the number of HECC staff users will access the system, and provide a breakdown of the number of HECC employees that will be using the new solution by HECC Program area and role.

Total Program area staff are not to exceed 10, with roles to review, edit, or change capability and two staff members with Administrator Role. In addition, there could be up to half a dozen IT staff with various roles depending on the vendor's proposal for O&M – helpdesk, database administrator, if needed, configuration manager, programmer, and/or system administrator roles necessary to support the solution.

5. Does HECC have a preferred timeline for initial system implementation? When ideally does HECC want to have this system “go live”?

HECC's preference would be to have the system “go-live” in or before May of 2027. Recognizing the aggressiveness of that timeline, HECC is open to an alternate timeline, if necessary, that will lead to successful implementation.

6. Is HECC open to a phased implementation approach? If a phased implementation approach is acceptable, what is the desired order for which HECC Program areas are to be implemented?

HECC is open to a phased implementation approach. HECC has not prioritized the program order and is open to reviewing options presented in the proposal.

7. Please elaborate upon any timing considerations for when specific programs / areas / functions will need to be fully transitioned to the new solution.

Please see the answer to Question 4 above.

8. What costs has HECC incurred for the initial set up, ongoing maintenance, hosting, software licensing, support, and enhancements (i.e., “change orders”) over the lifetime of the current system(s) to be replaced by the new solution?

Exact costs in these areas are not available. Currently, the agency estimates spending close to \$150,000 per year including staff time for ongoing maintenance of the existing solution, PCSvets.

9. What presentations, software demonstrations and/or estimates / quotes has HECC programs received related to this project and from whom?

HECC has spoken with several states to understand their approach, solution and lessons learned. We have not received any demonstrations, estimates, or quotes from any vendors prior to this RFP.

10. For data conversion requirements, please inventory all data sources, file formats, and size of the current data sets to be converted and migrated into the new system.

Please see Sections 2.4.1 and 2.4.2 of the RFP for current state systems including size of current data. Please see Section 2.6.5.1 for data sources and file formats.

11. What amount is being budgeted for ongoing support, software licensing, hosting, and support of the new system.

HECC budget is based on industry standard as a baseline budget and anticipates that it needs to be adjusted once a vendor is selected, approach is negotiated, and pricing is provided.

12. Is HECC desiring to have the option for staff to be trained on application administration to make changes, updates, and add new capabilities to the system after go-live? Or is HECC anticipating the vendor to perform future updates and changes (such as addition of new license types, form configuration, business rule changes, etc.) to the system?

HECC is open to both options and will work with the selected vendor on what would be the most efficient and effective approach for HECC to consider.

13. Please provide an approximate number of standard email/letter templates that will be used by HECC that are to be integrated and automated by the system.

The approximate number of standard email/letter templates is 15 based on current business processes. If the system changes those processes, additional templates may be needed.

14. How many different or distinct license application and complaint case types will be supported in this solution? Please provide a comprehensive list.

PCS has 4 application types: in-state initial application, in-state renewal application, out-of-state initial application, and out-of-state renewal application.

ODA has 3 approvals: in-state, out-of-state, and SARA institutions

There are complaints based on discrimination and/or retaliation, complaints under the provisions of Private Career School Regulations, Complaints under ODA regulations, Complaints under NC-SARA authority.

15. Please identify ALL other systems that the new solution will need to integrate with (i.e. payment processor, other systems such as financial, etc.) along with an inventory of which interfaces will need to be whether a one-way (import or export) or two-way data exchange?

Please see the RFP, Attachment H: Statewide Information Security Standards Spreadsheet.

16. Please provide the annual number of applications / renewals / complaints processed by HECC.

PCS Initial Applications: Approx. 25 annually

PCS Renewal Applications: Approx. 200 annually

ODA In-State Applications: Approx. 15 annually

ODA Out-of-State Applications: Approx. 45 annually

SARA Applications: Approx. 35 annually

Transcript Requests: Approx. 500 annually (we are tracking for a larger number for 2026 if the current trend continues)

Complaints: Approx. 200 annually are received with about 10% of those going all the way through the formal complaint investigation process.

17. Which vendors attended the pre-proposal conference?

Not all vendors identified themselves during the pre-proposal conference. A recording of the conference can be found on this website:

<https://www.oregon.gov/highered/about/pages/grants-contracts.aspx> under “Request for Proposals (RFP): 25113B HECC PPS MODERNIZATION PROJECT,” with a link to the video recording.

18. Can HECC provide an inventory of all the reports that need to be replicated within the new system?

As our current system does not have reporting capabilities, HECC is not able to provide a list of reports that need to be replicated.

19. Regarding Exhibit A, Sample Contract, Section 39, Service level agreements can a proposer propose caps to the “Liquidated Damages” (Section 39.1) and different “Response Times” to 39.2”?

In order to adequately compare pricing among proposers, HECC asks proposers to provide pricing and proposals conforming to the existing Sample Contract. However, pursuant to Section 5.4.1 of the RFP, HECC and the apparent successful proposer can negotiate certain provisions including those listed in the Sample Contract, Exhibit B, Service Level Agreements, which includes Sections 39.1 and 39.2.

20. Regarding section 39 for Service level agreements. Can the response time be raised from 3 seconds to 10 seconds for (Screen Edit), (Next Screen Page Time) and (Search/Retrieval) time.

See response to Question 18 above.

21. Regarding section 39.2 Incident Management Service Levels, can caps be put in place?

See response to question 18 above.

22. Regarding section 16 Termination can you clarify 16.1.1 “HECC may terminate this Contract upon at least thirty (30) Calendar Days’ prior written notice to Contractor.” This reads that HECC may terminate without cause at any time for any reason if they provide (30) Calendar Days’ written notice. Would you entertain failure to perform terms for this, or must this language travel forward “as is”.

This is standard language contract language for state agreements. Pursuant to Section 5.4.1 of the RFP, only specific provisions from the Exhibit A, Sample Contract, are negotiable and Section 16: Termination is not among them.

23. Does HECC require single sign-on (SSO) integration for internal users, or is local authentication acceptable? See Section 2.6.6 of the RFP.

Single Sign-On is not required, but encouraged.

24. Are there specific system availability or uptime requirements the solution must meet?

See the response to Question 18 above.

25. Is a separate Disaster Recovery environment required as part of the base solution?

No, a separate Disaster Recovery environment is not required.

26. If selected for subsequent evaluation rounds, what is the anticipated timeline for review and approval of the completed Attachment I security requirements workbook?

The review is conducted by Enterprise Information Services (EIS) who provides central security support to the State. The review timeline can vary depending on the needs of other agencies, but in general each review cycle can take 2-3 weeks.

27. Will HECC require completion of a State security review, security questionnaire, penetration testing, or independent security assessment prior to production deployment?

Yes, HECC requires penetration testing which is conducted by the State Enterprise Information Services' Cyber Security Services (CSS) team. The selected vendor will also need to respond to the security questionnaire working in collaboration with HECC to aid on the State CSS security review. Furthermore, HECC reserves the right to have an independent security assessment.

28. Please provide estimated counts of internal HECC users by role.

See answer to question 3 above.

29. Is there an estimated number of external user accounts expected to use the system? Please provide the estimated number of internal HECC users, external institution users, and student/public portal users expected during the first year of operation.

See the response to Question 3 above for internal users.

For external users, there are, on average, 350-400 schools at any given time and each school will have 1-3 accounts. Depending on how transcript requests (approx. 500/year), complaints (approx. 200/year), and teachers/personnel (approx. 1,200 active teachers with approx. 350-400 new and renewal processed annually) are handled within the system additional external user accounts would be needed.

30. Are there expected peak or concurrent user volumes the system should support?

The system should be able to support 20-30 concurrent users which assumes all internal users and 15-20 schools active at any one time.

31. Are there seasonal or renewal-driven peak usage periods vendors should consider for scalability and performance planning?

As each school is currently on its own cycle for renewal, there is not an anticipated peak usage time. Depending on system configuration, that could change.

32. Please confirm whether HECC expects any mandatory key roles beyond the Project Manager and Implementation Manager to be named in the proposal.

Section 3.2.19 of the RFP requires proposers to list in their proposals Key Persons including: a Project Manager and an Implementation Manger. Further, in the Sample Contract, Exhibit A, Section 4.2, HECC's expectation is that the successful proposer will also include a Project Manager (Section 4.2), a Service Manager (Section 4.3), and a Solution Architect (Section 4.4). Please include in your proposal in response to Section 3.2.1.9 the identity, qualifications, experience, and resumes of all of the following persons:

Project Manager (see Section 3.2.1.9 and Exhibit A, Section 4.2 for more details)

Implementation Manager (see Section 3.2.1.9 for more details)

Service Manager (see Exhibit A, Section 4.3 for more details)

Solution Architect (see Exhibit A, Section 4.4 for more details)

33. Does HECC have preferred integration, middleware, or ETL tools that vendors should align with?

The State of Oregon prefers Microsoft based solutions and tools and HECC staff are used to these options. However, this is not a requirement, and we are open to all proposals.

34. Please identify any known systems that the solution must integrate with at go-live or in future phases beyond those identified in the RFP and Interface Inventory.

None are known at this time.

35. What historical depth is expected for migration of legacy data?

HECC is only intending to migrate active schools to the new solution. Vendors should expect to migrate data for between 250-275 schools.

36. Can HECC provide estimated data volumes by source and identify any known data quality issues such as duplicates, incomplete records, or inconsistent formats?

See the response to Question 9 for estimated data volume and sources. HECC has engaged in a review of current data to identify data quality issues and has remedied many of them. The selected vendor will receive an updated list of identified issues, which have been remedied and which still remain.

37. Are there any additional document repositories beyond the currently identified source files that must be migrated into the new system?

None.

38. Does HECC have a preferred business intelligence or reporting platform, or may vendors propose embedded reporting and analytics tools as part of the solution?

The State of Oregon prefers Microsoft solutions and HECC currently uses Power BI for business intelligence/reporting. However, that is not required and we are open to all proposals.

39. Are there existing regulatory, audit, or management reports that vendors should replicate rather than redesign?

HECC is looking to streamline reports and does not have an expectation that reports need to be replicated.

40. Are audit logs expected to be exportable for compliance, audit, or public records request purposes?

Yes, HECC will need to have exportable audit logs for audit and public records request needs.

41. If pricing includes annual increases, should those be reflected directly in the Cost Proposal or described separately in the pricing narrative?

Please clearly describe the annual increases in both locations.

42. Please confirm whether pricing should assume all identified integrations and data migration activities are included in the base implementation cost, or whether optional future integrations may be separately priced.

Pricing should assume all identified integrations and data migration activities required to complete the work outlined in the RFP. If the vendor is proposing optional items, that should be separately priced.

43. Approximately how many HECC staff and external users are expected to require training at go-live?

Approximately 20-25 HECC staff will need to be trained at go-live and recorded and written training options should be available for external users prior to go-live so HECC staff can train external users.

44. Please confirm whether Level 1 help desk support will be provided by HECC or by the vendor and clarify the expected support hours and channels.

HECC is open to both options. If vendor support is proposed, it should be provided by email, phone, and chat and be available from 7am-6pm PST, Monday through Friday, excepting holidays.

45. Is a phased implementation approach acceptable, or does HECC expect all functionality to be deployed at the initial go-live?

See answer to Question 5 above.

46. Does HECC anticipate parallel operations with existing systems during the transition period?

No. HECC is expecting a clean cutover at go-live.

47. Are there any onsite staffing expectations during implementation, training, testing, or go-live activities?

HECC is open to all alternatives. Our experience has shown that some level of in-person training is the most effective.

48. Does HECC require any certifications beyond those identified in the RFP and Attachment I (e.g., SOC 2 Type II, ISO 27001, FedRAMP, CJIS, IRS Pub. 1075, or other compliance frameworks)?

No, all certifications required have been specified in the RFP.

49. Please confirm whether HECC has a preferred e-signature platform or if vendors may propose their own compliant e-signature solution.

HECC is open to any e-signature platform that meets state security requirements.

50. Please confirm whether electronic payment processing is required at go-live and, if so, whether HECC has an existing payment processor that vendors must integrate with.

Yes, electronic payment processing is expected at go-live. The State of Oregon has existing payment processors that vendors must integrate with.

51. Please provide the anticipated evaluation, demonstration, and interview schedule following proposal submission.

After the RFP closes July 8, 2026 at 3:00 p.m. Pacific Time, the scoring committee will evaluate proposals. If HECC elects to hold demonstrations with top proposers, it intends to inform the top proposers approximately July 17-20 to give them adequate time to prepare. HECC presently has holds for demonstrations July 27-29.

52. Please provide the anticipated budget range or funding allocation for the PPS Modernization initiative to assist vendors in proposing an appropriately scoped solution and implementation approach.

HECC prefers not to provide a budget range to allow proposers maximum flexibility in developing their proposals.

53. Please confirm whether COBID-certified firms, Disadvantaged Business Enterprises (DBE), Veteran-Owned Businesses, Minority Business Enterprises (MBE), or other supplier diversity participation goals apply to this procurement and whether such participation will be evaluated as part of proposal scoring.

If Proposer intends to utilize subcontractors to complete the work, HECC encourages, but does not require the successful proposer to utilize COBID-certified firms. Intended use of COBID-certified firms is not an element of the scoring criteria. See Section 6.1 of the RFP.

54. Can HECC provide data dictionaries, record counts, and approximate storage volumes for the legacy databases, spreadsheets, and document repositories that are expected to be migrated?

See answer to question 9 for data sources and expected volume. HECC will provide the selected vendor with the current data dictionary and record count.

55. What proportion of historical data is expected to be migrated versus archived, and are there defined retention or archival access requirements for non-migrated data?

HECC would like to migrate only active schools to the new system. Historical data will be stored outside the system and HECC manage the storage and retention of that data.

56. How should any remaining paper-based records be handled as part of the modernization effort—does HECC expect digitization (scanning and indexing), or will paper records remain outside the system?

Any records not included in data conversion would remain outside the system.

57. Can HECC provide sample workflows or process diagrams for key business areas such as institution authorization, renewals, complaints, investigations, and compliance reviews?

See Appendix A to this Addendum No. 2. HECC has attached a document showing draft envisioned future state business process. It should be noted that HECC is open to different processes as long as the end result fully meets the laws and rules regulating the processes.

58. What level of configurability is expected for HECC business users (e.g., workflow changes, business rules, forms, notifications, and reports) without vendor intervention?

HECC would like to maximize business user capabilities.

59. Are there defined performance benchmarks for page load times, transaction processing times, or report execution times?

No, HECC will consider deviations to Section 39 as long as the proposer clearly describes what those deviations are in their proposal.

60. Are there defined maintenance windows, or is near-zero downtime expected for production environments?

There are no currently defined maintenance windows. If vendor support is included in the proposal, please include any proposed standard maintenance windows.

61. Are there any restrictions or preferences regarding cloud service providers beyond the requirement for U.S.-based hosting?

The State of Oregon does not allow hosting outside of the United States. Proposals should not include any offshore hosting. Proposer's cloud service providers will need also need to meet all the security requirements set forth in the sample contract. HECC has no preference beyond the specified requirements.

62. What level of availability is expected from HECC subject matter experts for requirements validation, testing, user acceptance testing, and implementation activities?

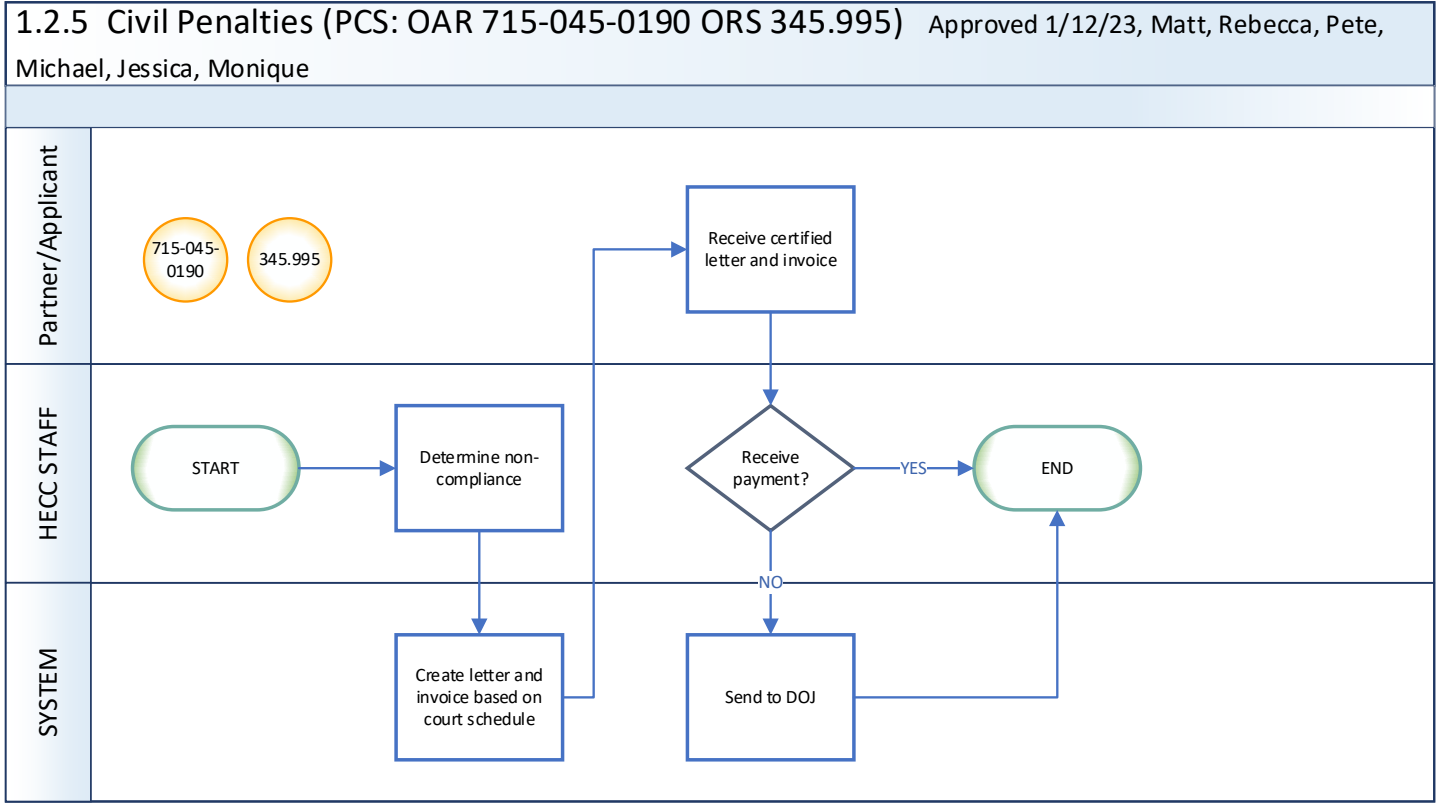
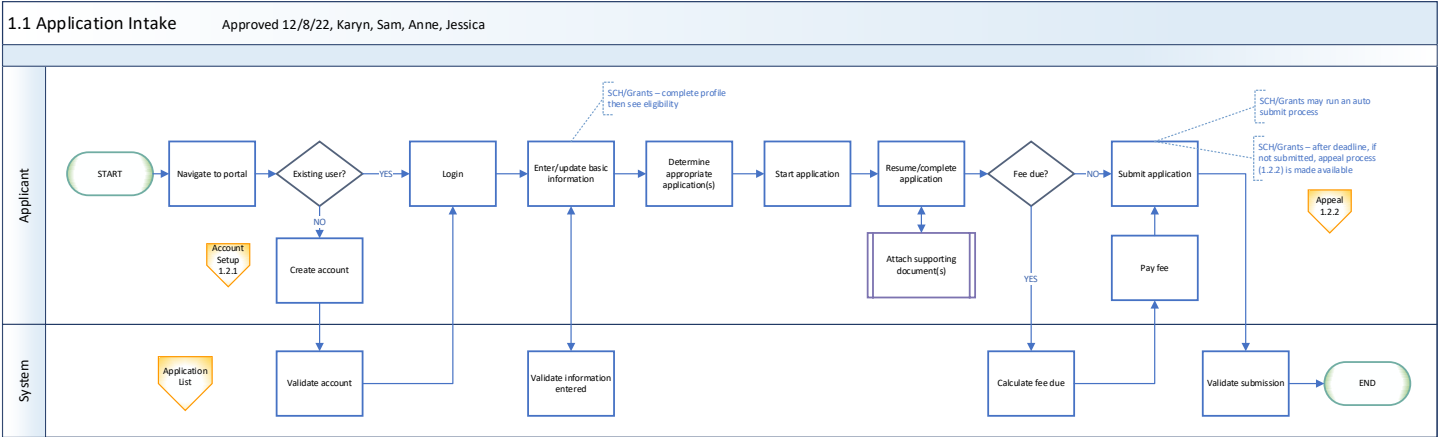
HECC has a dedicated project team consisting of five BAs. Additionally, HECC is committed to this project and is committed to making SMEs available for project

activities and has been working with program to free up SME time during expected busy periods for project work.

63. Does HECC have any preferred tools or standards for integration middleware, DevOps pipelines, monitoring, project management, requirements tracking, or testing frameworks, or should vendors propose their own toolsets?

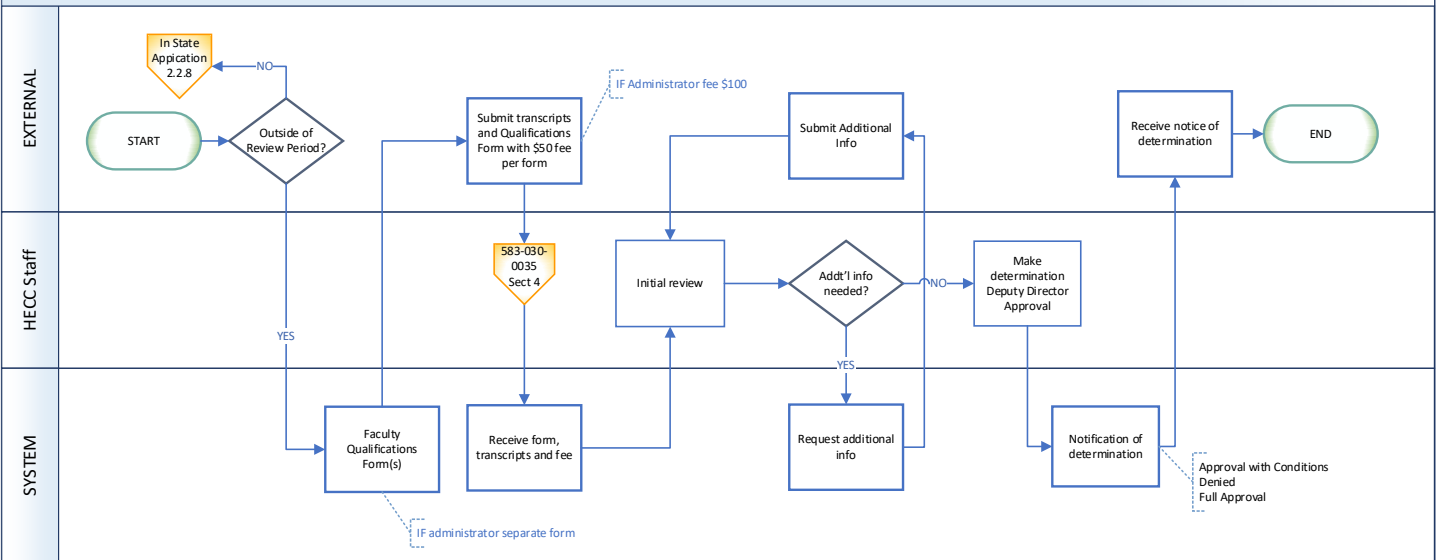
The State of Oregon prefers Microsoft based solutions and HECC is currently using Microsoft DevOps. However, this is not a requirement and we will consider all proposals.

Appendix A to Addendum No. 2



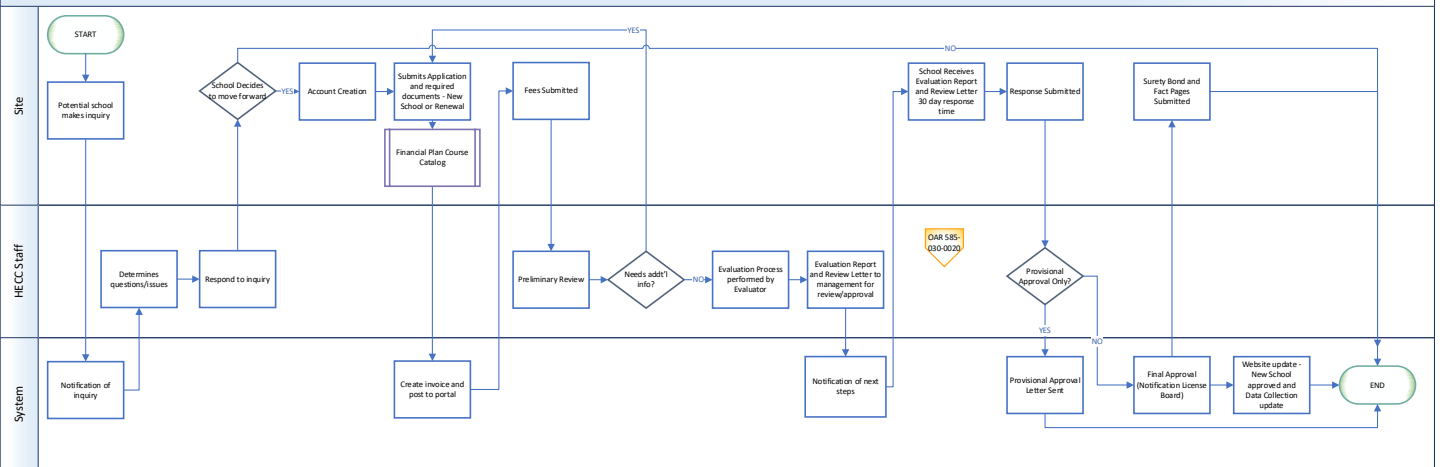
2.2.7 Qualifications Review In State ODA

Approved 1/11/23 Rebecca



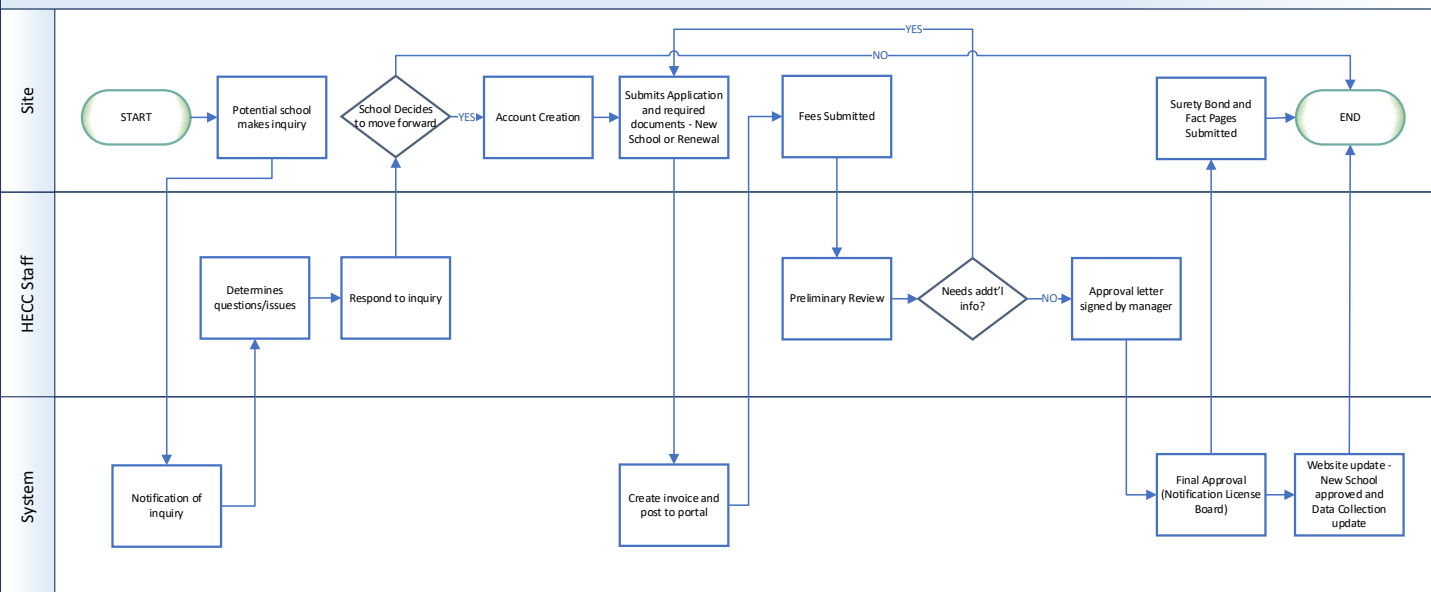
2.2.8 Application ODA In-State - New/Renewal

APPROVED by Rebecca F



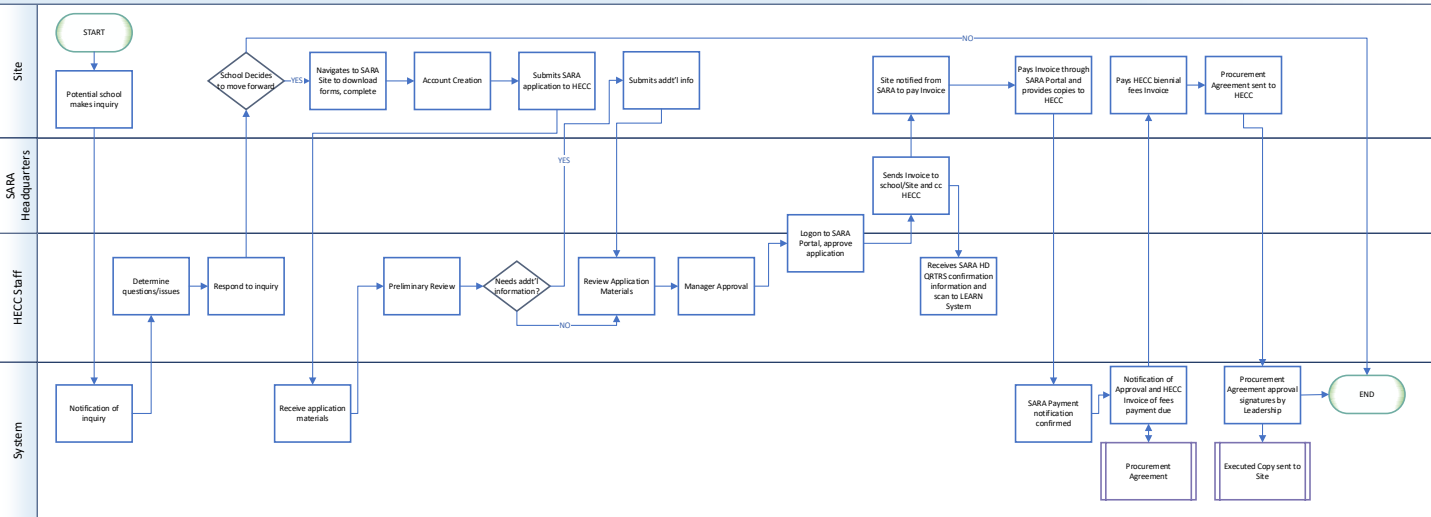
2.2.8 Application ODA Out of State - New/Renewal

APPROVED by Rebecca F

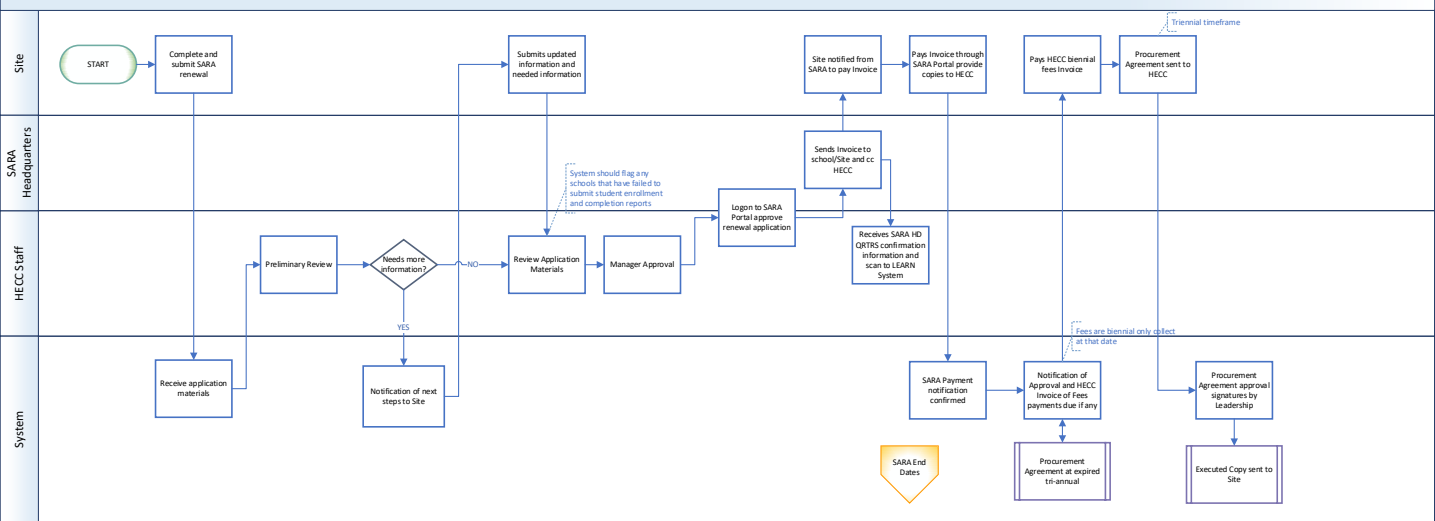


2.2.8 New Application - SARA

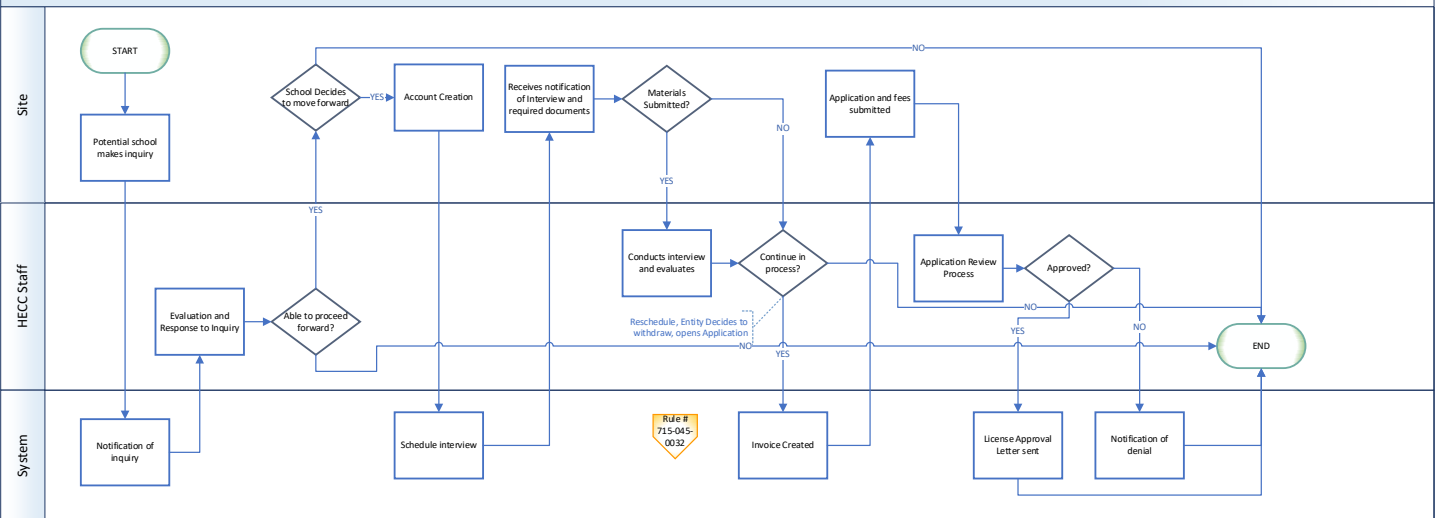
Approved 2/1/23 Rebecca



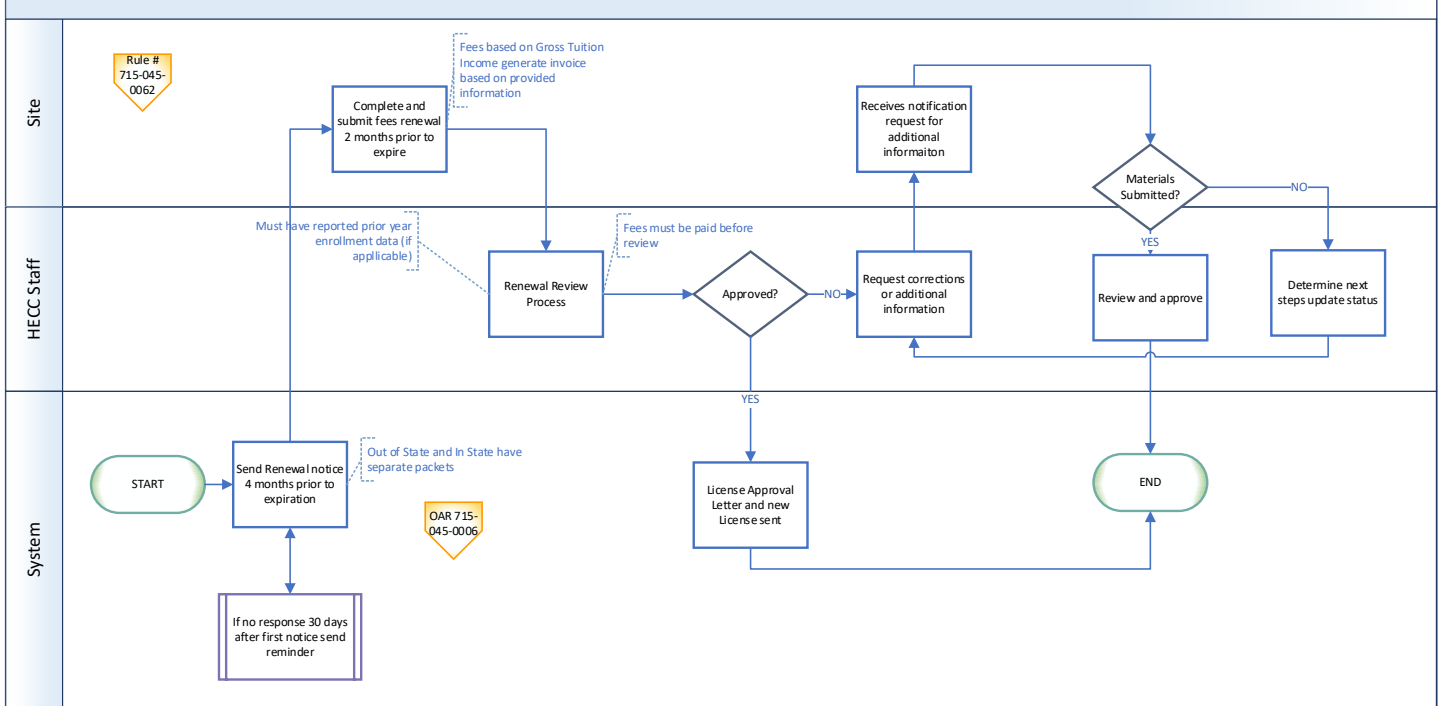
2.2.8 Annual Renewal - SARA Approved 1/26/23 Rebecca



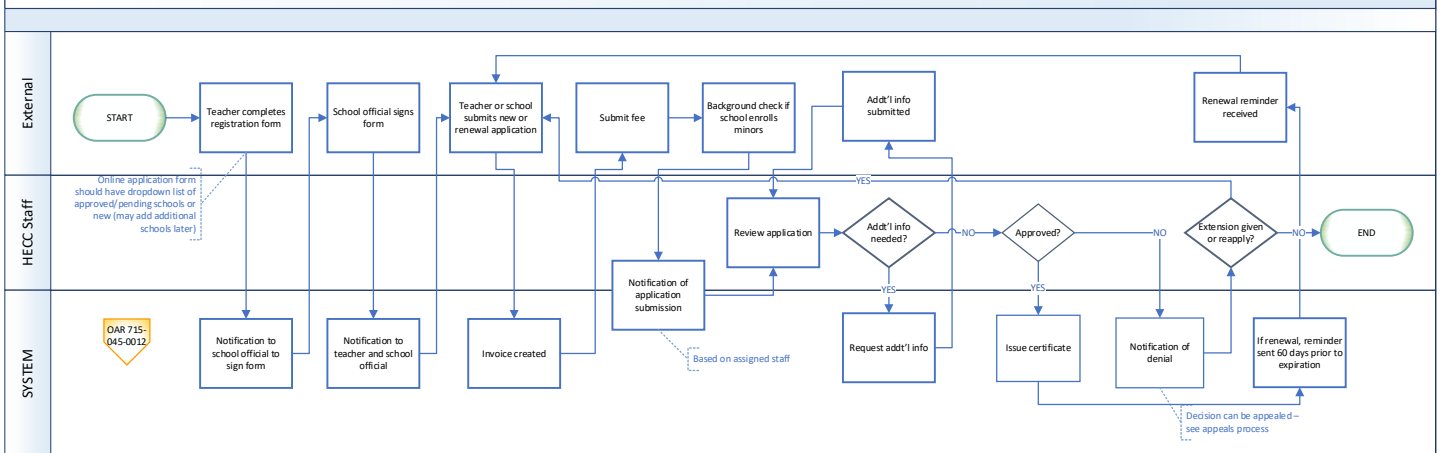
2.2.8 Application Process PCS APPROVED by Pete G



2.2.8 Application Renewal Process PCS APPROVED by Karyn 2/16

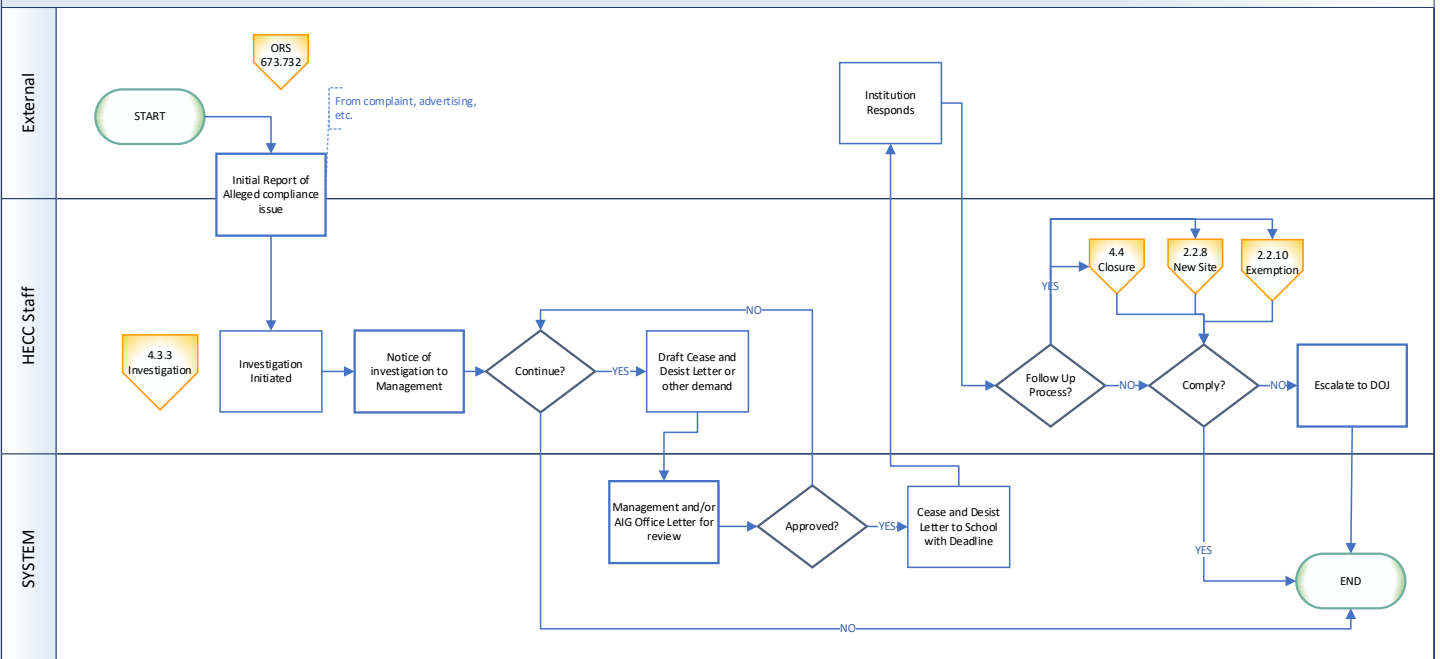


2.2.9 PCS Teacher Registration Approved by Karyn 1/11/23



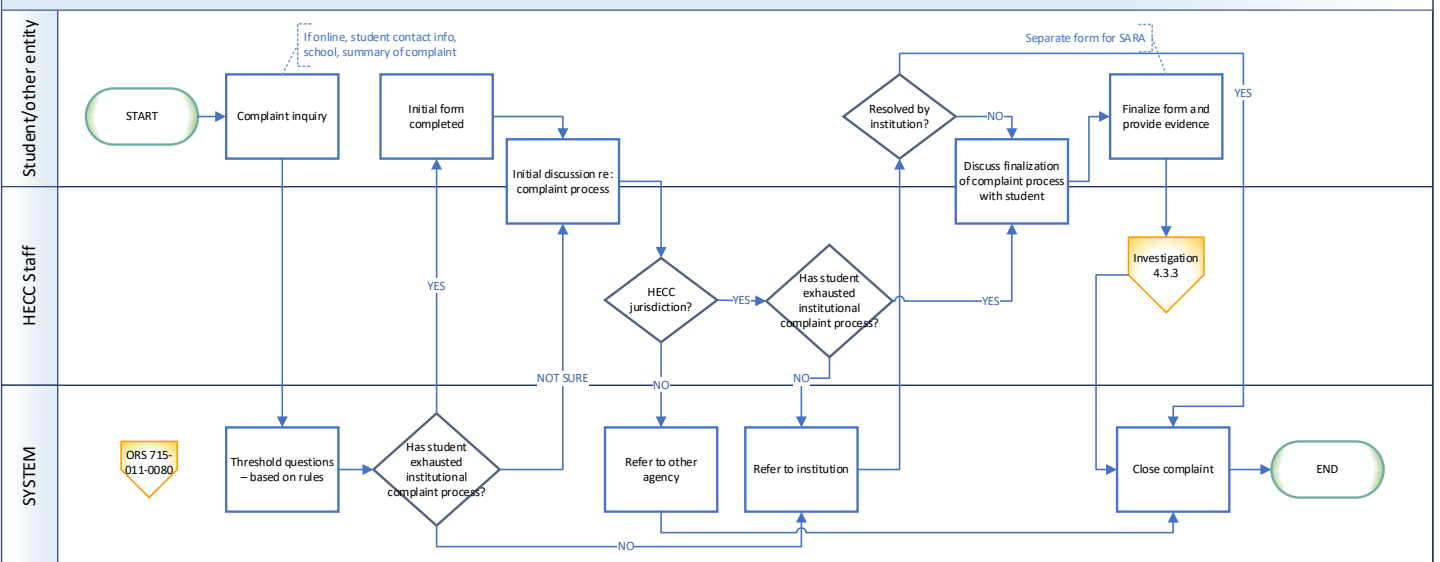
4.3.1 Administer Institution Cease/Desist

Approved 1/4/23 Matt, Rebecca, Pete, Liz

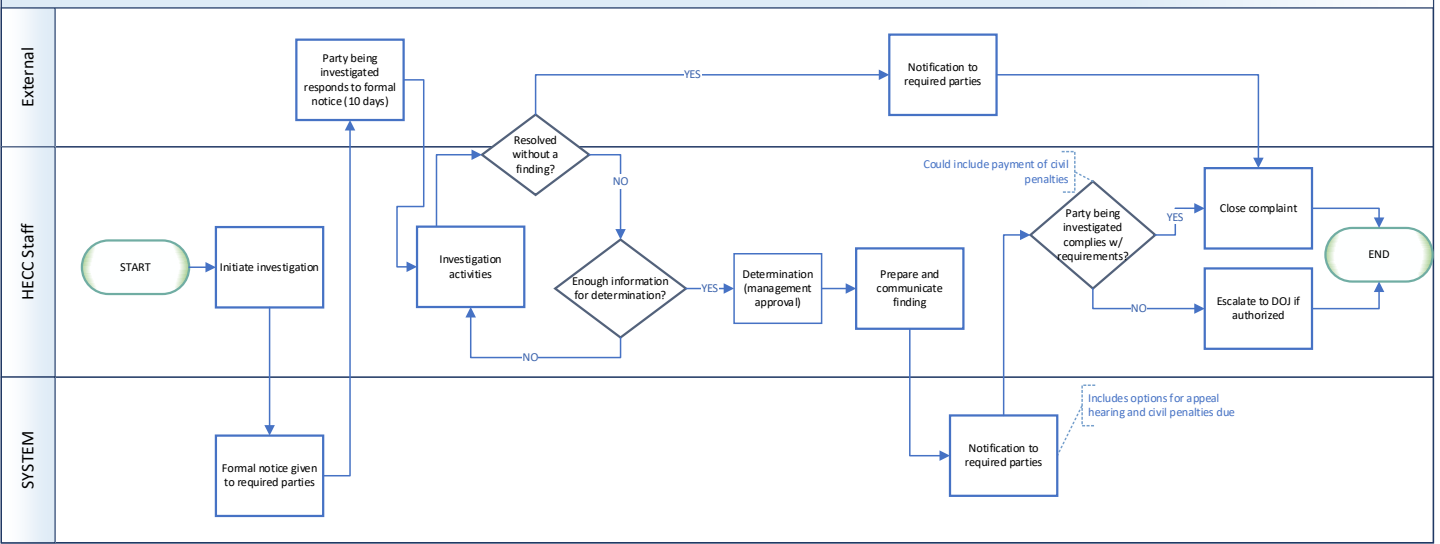


4.3.2 Student Complaints

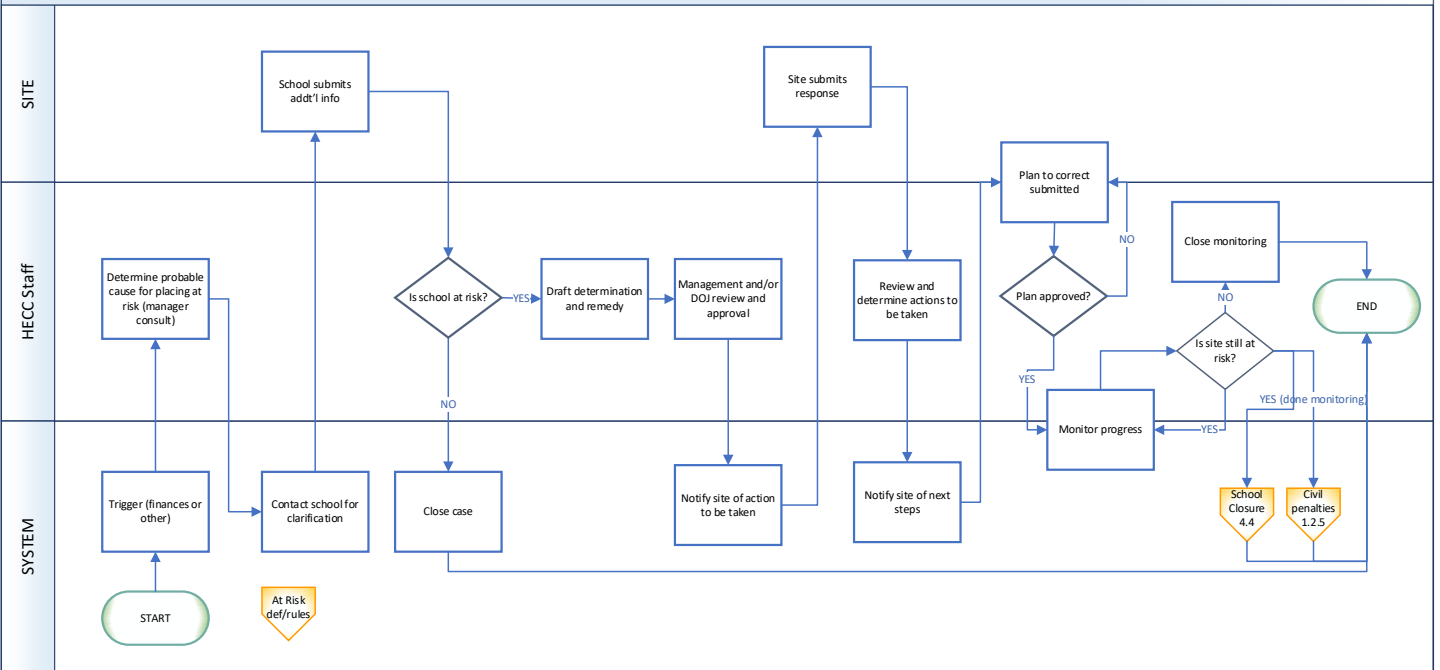
Approved 1/11 Karyn, Rebecca and Matt



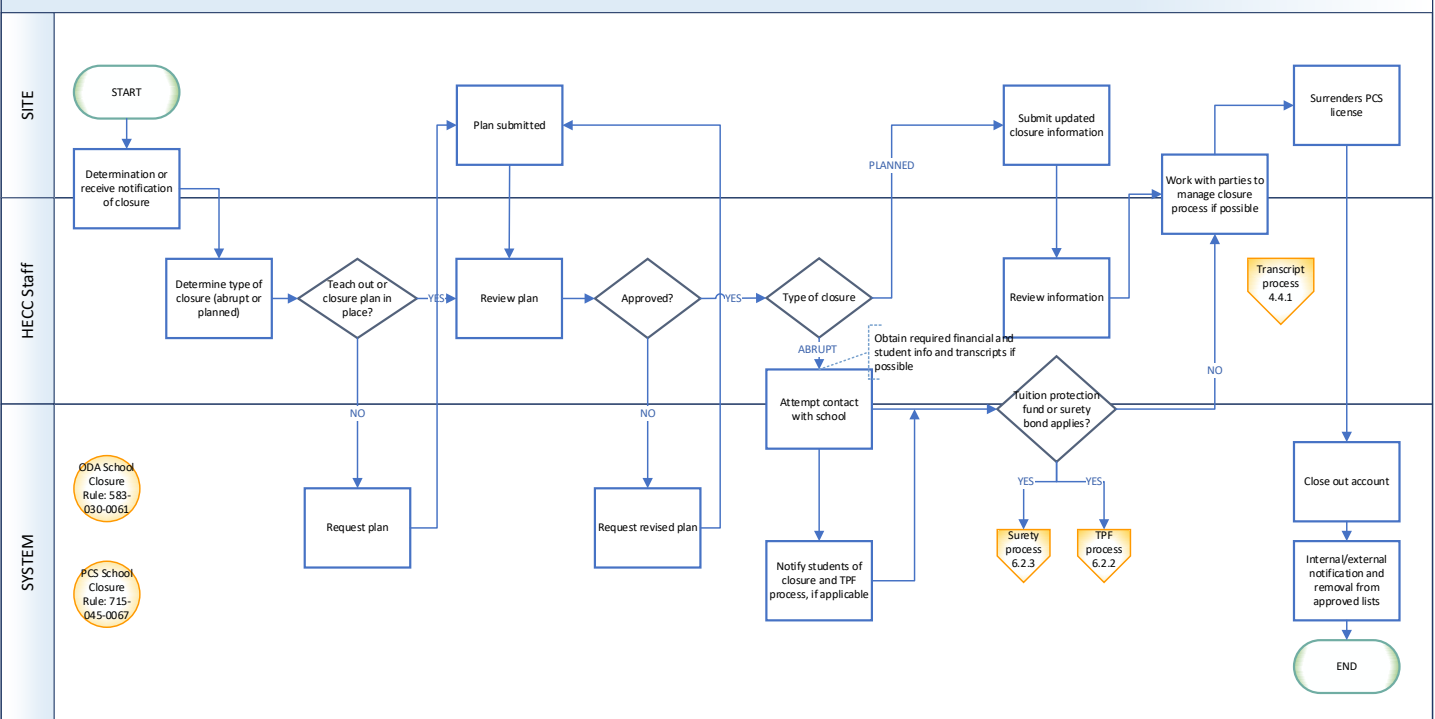
4.3.3 Investigation – Complaint Approved 1/4/23, Matt, Rebecca, Pete, Liz



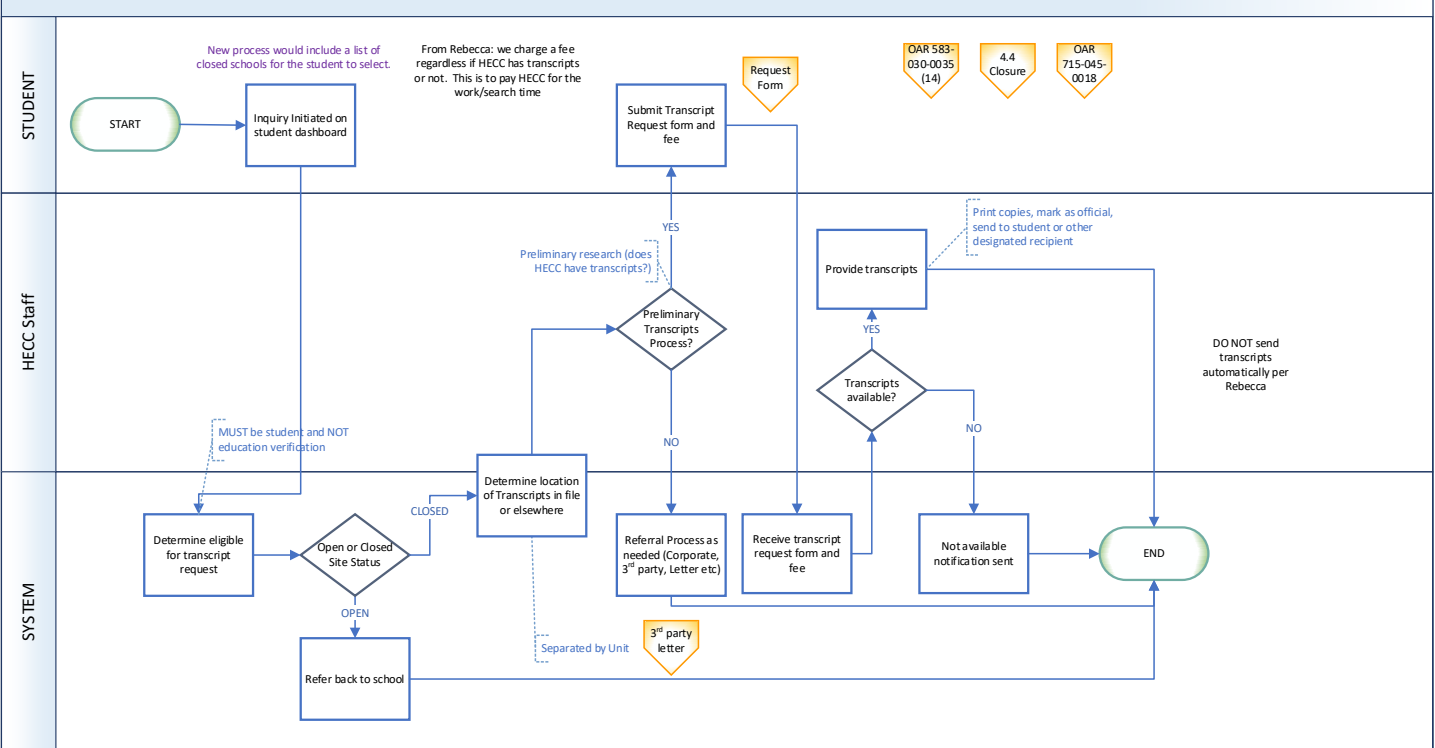
4.3.4 At Risk School Management Approved 1/5/23, Karyn and Rebecca



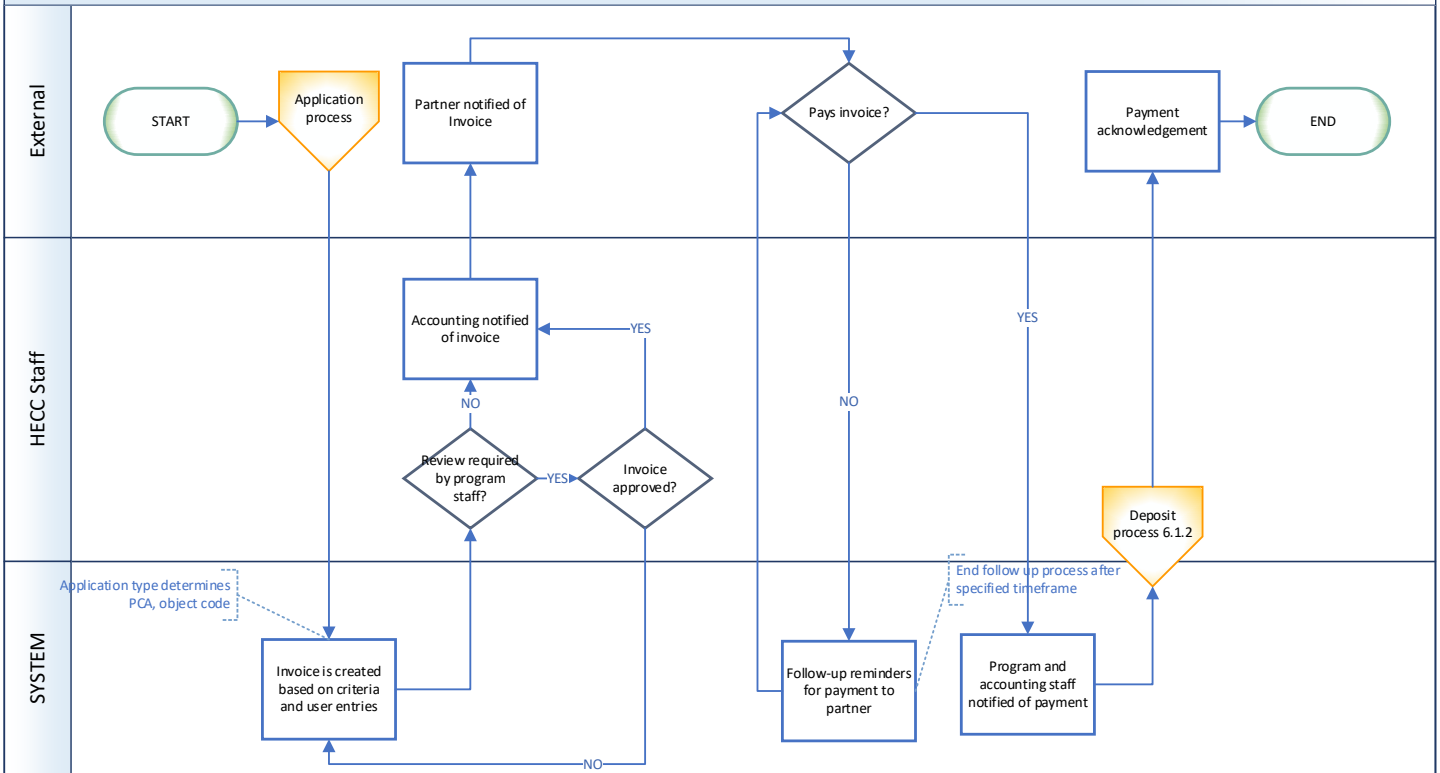
4.4 School Closure Approved 1/5/23, Karyn and Rebecca



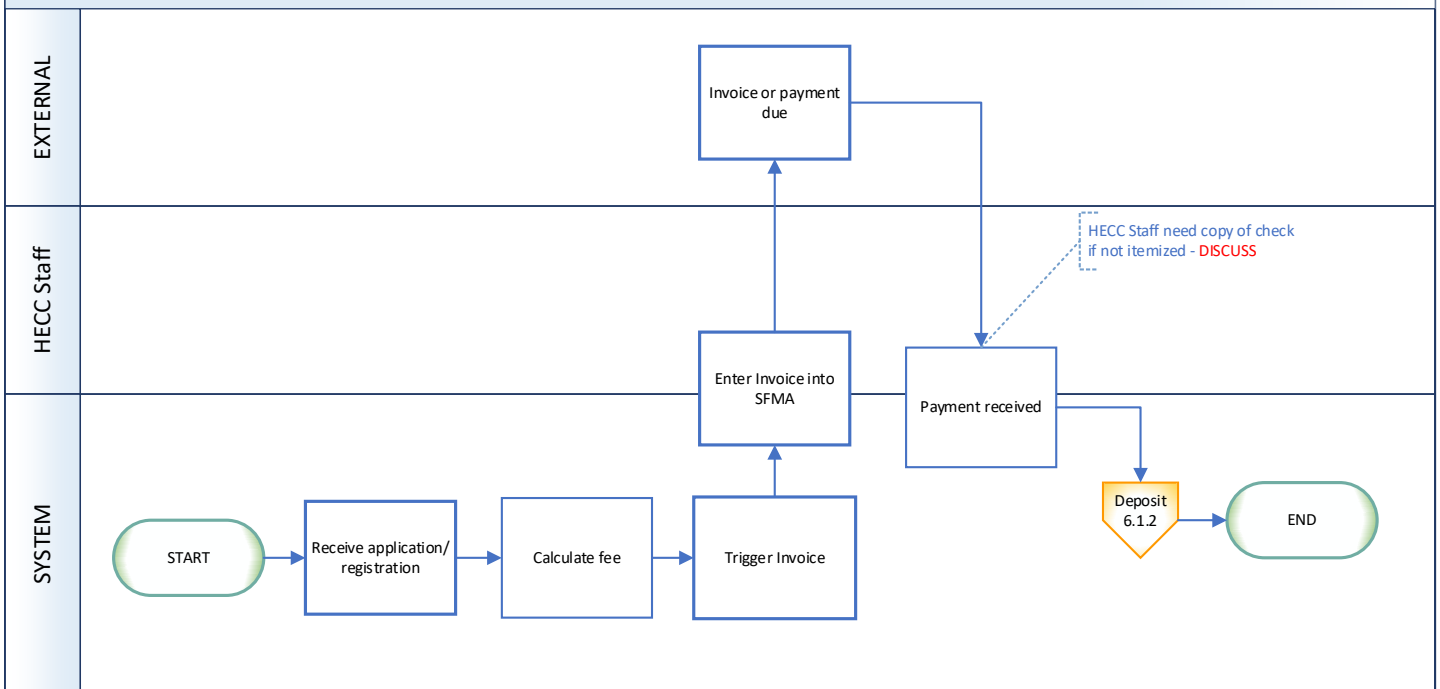
4.4.2 Transcript Requests Approved 1/19/2023 Rebecca, Mandy



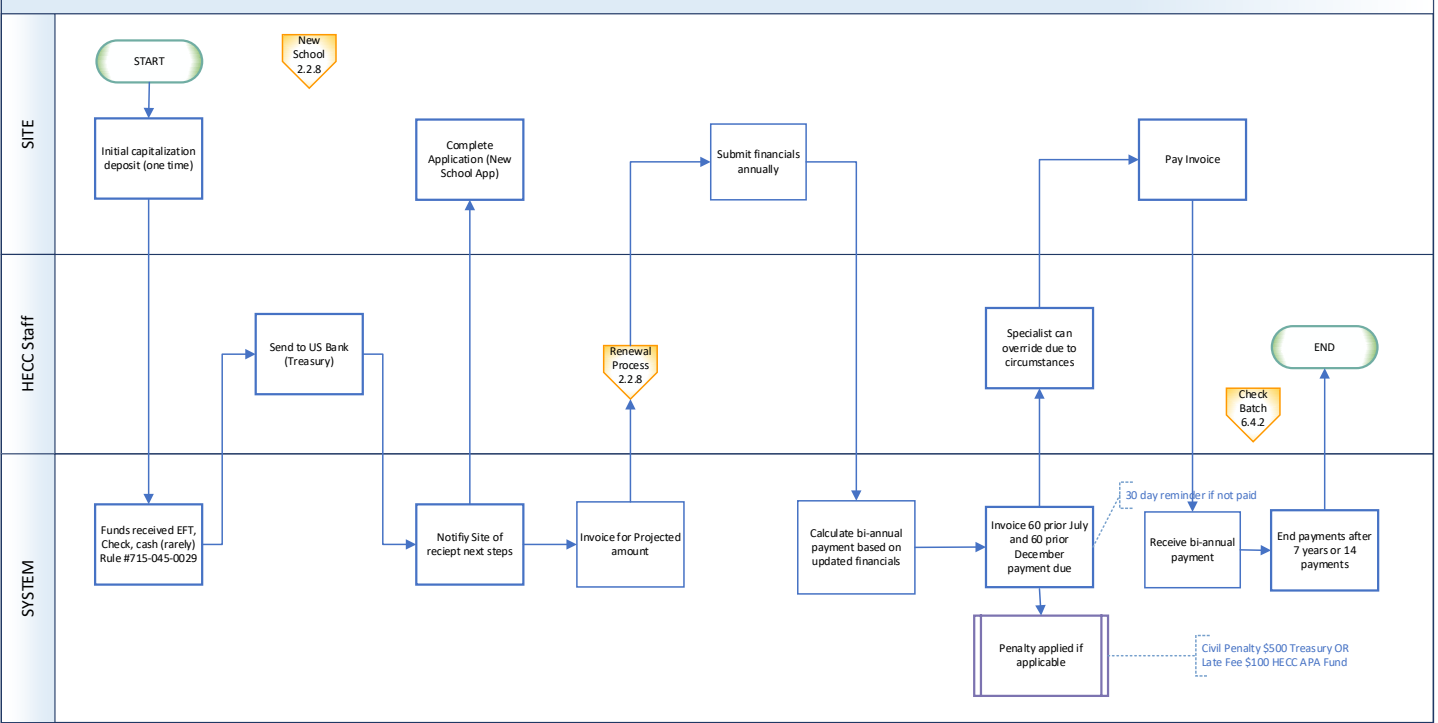
6.1.1 Invoice for Fees and TPF (APA) Approved 1/25/23 Rebecca, Karyn, Pete, Michael, Jessica, Monique



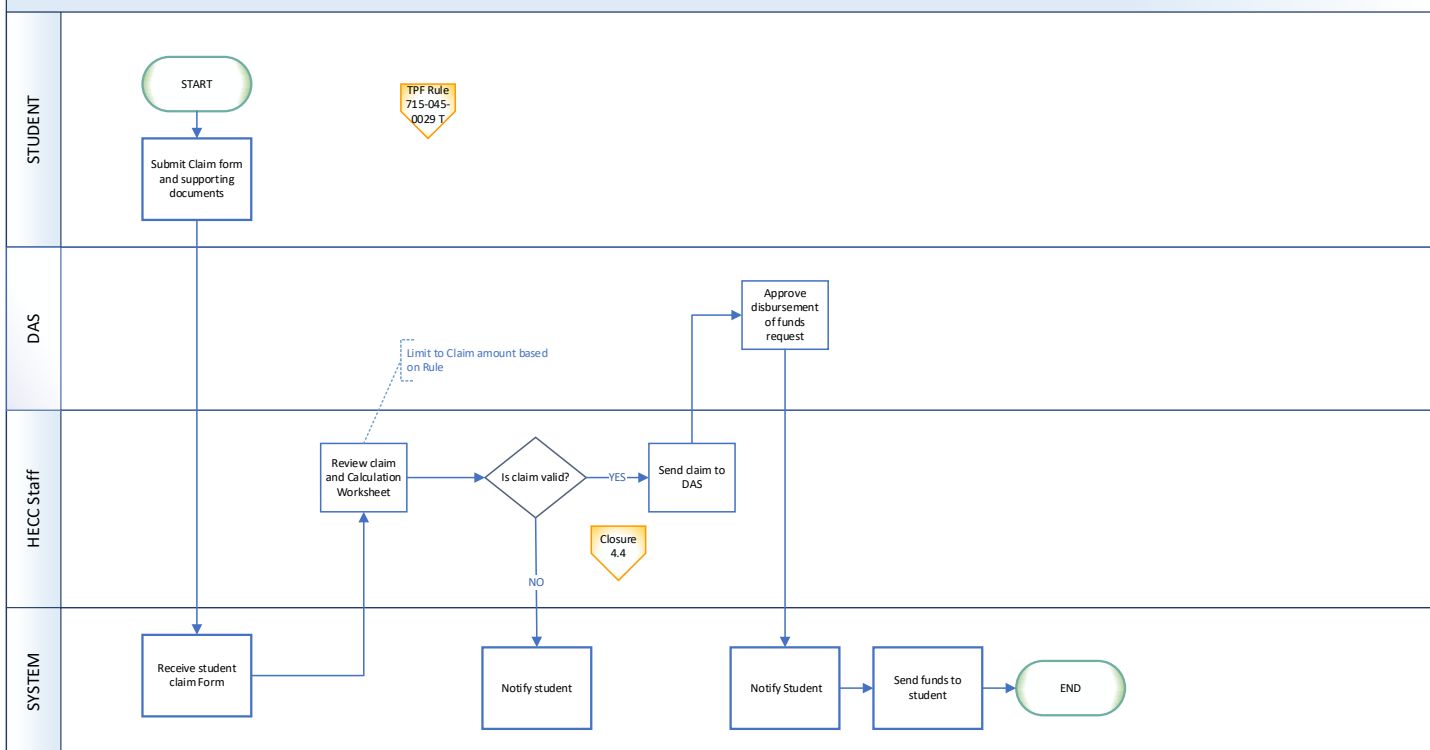
6.1.3 Collect Fees



6.2.1 Tuition Fund Collection 1/6/2023 Approved Pete, Karyn



6.2.2 Tuition Fund Use Approved 1/6/2023 Pete, Karyn



6.2.3 Surety Bond - ODA (Application approval for degree authorizing new school or renewal; Insurance Policy held in event of abrupt school closure. NOT SARA School) Approved 1/6/2023 Rebecca and Michael R

