Higher Education Coordinating Commission (HECC)
Request For Proposals (RFP)
OregonBuys: S-52500-00016224

HECC RFP# 25-208 Office of Student Access and Completion (OSAC) Process Improvement, Change Management and Analysis

Date: March 10, 2026
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Questions & Answers 1

1. **Could you confirm whether a budget range has been established?**

   The budget is to stay under $250K.

2. **The example Statement of Work in Exhibit A does not show a lot of engagement with those closest to the work in Tasks 2 & 3. We are wondering if the HECC would be open to a slightly different approach to the data collection and analysis activities in Tasks 2 & 3 with the same overall deliverables?**
   a. **Would HECC be open to the consultant facilitating conversations with the staff closest to the work to co-create improvement opportunities and a future state process?**

   HECC is open to the consultant working closely with the staff to identify opportunities for improvement in process.

3. **Is the HECC looking for an external expert in financial analysis to make recommendations on fund management, or is the HECC open to a consultant that would work in partnership with internal staff to build internal capabilities and systems to support ongoing fund management practices?**

   HECC wants the recommendations to be based on what is possible within our fund requirements and IT structures, so internal consultation does feel important.

4. **Is there a Q&A deadline?**

   All questions should be submitted before 3PM PT on Thursday, March 19, 2026

5. **Is there an incumbent or preferred contractor? If so, who is it?**

   No

6. **Is this a follow-on to an existing contract or a re-bid/re-write of a previous contract? If so, who had the existing/previous contract?**

    No

7. **If a previous contractor existed, is there any reason for you to believe that this contractor would not be bidding this RFP?**

    N/A

8. **If a previous contract existed, what was the value of that contract?**

    N/A

9. **Did you have a third party help with the preparation of this bid? If so, please identify them and their role, and indicate if they will be allowed to bid?**

    N/A

10. **How many teams currently operate with OSAC, and what are their functional responsibilities?**

    Within OSAC, the bodies of work that we want process documentation for are the following:
    a. Public Grant Programs have similar processes with some minor difference within each grant program
        i.   Oregon Opportunity Grant
        ii.   Oregon Tribal Student Grant
        iii. Oregon Promise
        iv.   Oregon Teacher Scholars Program
        v.   Chafee/ Childcare
        vi.   Deceased or Disabled Public Safety Officers
        vii. Barber/Hairdressers
    b. Private Scholarships (portfolio of 620+ scholarships, similar administration)
    c. ASPIRE- a college and career access program
        *Additionally, each of these bodies of work interacts with HECC's offices of procurement, IT, and fiscal operations as well as with colleges and universities in the administration of their programs. The IT system that all staff use to administer their work is the Financial Aid Management Information System- which is a HECC-built platform that is in the process of modernization.

11. **How many OSAC processes do you know or estimate that will need to be documented?**

    HECC is unclear how to answer this question. We will likely need three sets of process documentation- one for each of the distinct teams listed above. Each team has some minor differences that will also need to be captured along sub-program boundaries. These programs engage in a significant number of processes as they administer their bodies of work, and some of these processes interface with external institutions while others interface with internal operational units. Examples are: Developing biennial budget

projections, navigating application portal needs with IT, making term awards, working with fiscal to distribute funds to schools, reconciling financial records by student and by school at the end of each quarter.

12. **Please provide existing documentation that is available for OSAC processes (e.g., SOP's, process maps, desk guides, training manuals).**

    Most of the teams have very little documentation at this time aside from the ASPIRE team, our college and career access program. Documents that we have will be made available to the successful vendor.

13. **How many points of intersection between OSAC and HECC do you know or estimate will be part of this consulting effort?**

    As referenced above, we interact heavily with Fiscal, IT, and procurement in the administration of our programs.

14. **What primary information systems or platforms currently support OSAC program administration and financial aid processing?**

    OSAC has a HECC-built platform called the Financial Aid Management Information System (FAMIS) that we use as the IT platform to host our student facing applications as well as to certify awards and manage reconciliation with schools.

15. **Approximately how many financial aid programs or funding sources are included in the current fund management and projection processes?**

    See the response to question 10 above.

16. **Please provide your current documented fund management practices, including staffing, number of funds, number of awards, number and type of reporting, and other information pertinent to formulating a bid for this consulting work.**

    At this time, we don't have process documentation for the administration of these funds. I have described some of the bodies of work that each of our grant and scholarship programs engages in as they administer this work. For staffing, we have 10 staff who administer our public program grants, we have 6 staff who administer our private scholarships, and we have 8 staff who administer our ASPIRE college and career access program. For reporting, some of our grant programs have legislatively mandated reporting, but all of our grant programs engage in fiscal projections and reconciliations quarterly and then again annually. During legislative session, many of our grant programs are called upon to provide fiscal projections that explore hypothetical modifications to our program structures.

17. **How many staff members will participate in process improvement trainings?**

    All OSAC staff including the program teams, managers (3), and Executive Support Specialist- so a total of 28.

18. **Please identify which project meetings and workshops can be delivered virtually, and which require our consultant to be on-site.**

Any and all meetings can be hosted either in person or virtually. We are open to the proposed approach from the vendor. The OSAC team is comfortable working virtually, hybrid, and in person.

19. **Section 1 of the RFP mentions consulting support across three essential components, but we only see two listed. Could you clarify whether there is a third component that should be included, or if the two listed components represent the full scope?**

    In section one, the reference to three components is a typo. There in fact are only the two listed in that section.

20. **Can you provide a list of systems in scope for this effort?**

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