



**One-Stop Career Center FY21 Request for Proposals**  
**Questions and Answers**  
**As of 12-12-19**

**From 11/13/19 Bidders Conference Webinar:**

- 1. Q: Can you detail the current performance and whether the current service provider is meeting performance measures?**

A: Bidders should refer to Section 6 and Attachment J of the RFP for a detailed list of WIOA and other Career Center-related performance measures currently tracked by the Commonwealth of Massachusetts and the MassHire Metro North Workforce Board.

WIOA and other Career Center performance data for all regions in Massachusetts is publicly available on the MassHire Department of Career Services website: <https://www.mass.gov/service-details/massworkforce-wioa-performance-information-issuances>. **Please take careful note of Attachment N: Performance Cohorts, as the performance measures reported are based on different timeframes and cohorts.** The current operator has been the operator in Metro North since October 1, 2017.

**Submitted via Email:**

- 2. Q: Were WIOA performance expectations met for PY 17/18/19? If not, in what areas were not met?**

Please refer to response to Question #1.

- 3. Q: Page 66 of the RFP states that 200 individuals ages 21 and under were served during the last performance period. Were they serviced directly through the One-Stop Operator or through other partner providers?**

A: The chart in Attachment A lists the performance measures and current FY'20 goals tracked by the MassHire Metro North Workforce Board, not actual performance during the last performance period. This goal would be for customers served directly by the One-Stop Career Center.

- 4. Q: Page 12 of the RFP states that providers need to ensure in-school and out-of-school youth have access to employment/higher education. Is the One-Stop Operator required to provide the 14 youth elements? Are there youth serving organizations that are funded separately to provide the youth services or is that an expectation of the successful awardee?**

A: The successful awardee is not expected to provide the WIOA 14 youth elements and WIOA Youth is not a part of this contract. In Metro North, the Workforce Board provides WIOA Youth Framework Services and WIOA Youth Program Providers, procured separately, provide WIOA Youth services and the 14 elements. The selected bidder for this contract is expected to serve youth in its capacity as a One-Stop Career Center



operator and mandated WIOA partner with WIOA Youth programs, not as a WIOA Youth Framework or WIOA Youth Service Provider.

- 5. Q: During the bid meeting it was stated that the majority of the contract is cost reimbursement but that some funding streams would be paid based on performance, can you further clarify how much of the contract award is performance based?**

A: The funding streams described in the chart on pages 23-26 that are performance-based are listed below. The amounts listed for these funding streams are estimates based on past performance. Actual revenue for these funding streams would depend on actual performance by the selected operator.

- Ticket to Work
- Mass. Executive Office of Housing and Economic Development Advanced Manufacturing Program

All other funding streams are cost reimbursement.

- 6. Q: Page 27 states that in addition to WIOA performance measures, the career centers will be evaluated on benchmarks and goals to be determined by the MNWB. Has the current service provider met or exceeded the benchmarks and goals established by the MNWB?**

A: Please refer to response to Question #1.

- 7. Q: Please clarify this grant that it is for business to bid on to try and win the contract to help individuals find employment is that correct. How can schools apply for this grant if they are not an established business? Can schools apply and just work with students and businesses in the surrounding area to help the students get employment?**

A: This RFP is for the purpose of selecting the operator(s) of the Metro North region's One-Stop Career Centers, funded through the Workforce Innovation and Opportunity Act (WIOA) and other public and private sources. Please refer to the RFP for a full description of programs and services that would be included in the contract to the successful bidder(s). As stated on page 7 of the RFP, elementary and secondary schools are not eligible bidders. Non-traditional secondary schools, as described on page 7 of the RFP, are eligible bidders.

- 8. Q: The due date on the proposal says the due date is 12/12 but the Metro North Workforce Board website says the due date is 12/20. When is the due date for proposals?**

A: Full proposals are due 12/20/2019 by 4pm Eastern Time. Letters of Intent, which are required in order for a proposal to be considered, are due 11/22/2019 by 4pm Eastern Time.



**9. Q: Can businesses outside of the state submit a proposal application?**

A: Any organization or consortium of organizations that meet the criteria described in Section 3(D) of the RFP is eligible to apply, including those that are based outside of Massachusetts.

**10. Q: We are already a vendor. Do we have to provide this RFP?**

A: To clarify, this RFP is to select the operator(s) of the MassHire Metro North One Stop Career Centers, not to select WIOA Eligible Training Providers.

**11. Q: Please provide current lease information for the existing centers in Cambridge and Woburn.**

- a. What is the total square footage of each location dedicated to workforce services?**
- b. Are these locations ADA compliant/accessible to individuals with disabilities?**
- c. Are there costs (such as utilities, furniture or other equipment) associated with these locations?**

A: The current Cambridge location is 10,700 square feet. Annual rent is \$321,000 and annual utilities, payable to the landlord, is \$26,750. Additional costs for maintenance, security, and janitorial are the responsibility of the tenant.

The current Woburn location is 11,503 square feet. Annual rent is \$211,902. All utilities and costs for maintenance, security, and janitorial are the responsibility of the tenant.

Both locations are ADA compliant. An inventory list of existing equipment and furniture that could be transferred to a new operator is included in **Attachment A** of this document.

**12. Q: Please provide the current lease information for the existing satellite location in Chelsea.**

- a. What is the total square footage of the space at this location dedicated to workforce services?**
- b. Is this location ADA compliant/accessible to individuals with disabilities?**
- c. Are there costs (such as utilities, furniture or other equipment) associated with this location?**

A: The Chelsea location is 1,560 square feet. The annual rent is \$21,837. The tenant is also responsible for quarterly payments equal to 19% of the costs of real estate taxes, property and liability insurance, and common area maintenance, which in FY19 were approximately \$13,000. The location is ADA compliant. An inventory list of existing equipment and furniture that could be transferred to a new operator is included in **Attachment A** of this document.

**13. Q: Where are the current/existing regional access points?**

- a. When are services provided at these access points?**
- b. What related equipment is included at these locations and what equipment should bidders include in their budgets?**
- c. Are there costs (such as rent or utilities) associated with these access points?**



***d. Are there staff associated with these access points? Are they full-time or itinerated?***

A: There is currently one operational access point at the Malden location of the Massachusetts Department of Transitional Assistance (DTA). Career center staff is stationed at Malden DTA two full days per week to provide basic and individualized career services. The current operator is responsible for costs associated with internet. An inventory list of equipment at the Malden DTA access point is included in **Attachment A** of this document.

***14. Q: Is there a phone system in place at the current centers and satellite location?***

A: Yes, there is a phone system in place at the current centers and satellite location. The phone system is the responsibility of the tenant.

***15. Q: Are services currently provided at libraries? If so, how many libraries and what services are included?***

A: No, services are not currently provided at libraries.

***16. Q: In addition to mandated and MOU partners, are there additional partners you can detail that exist through formal and informal agreements? Please provide a list and explain what those partnerships entail.***

A: The MassHire Metro North Career Center (MNCC) is a partner in the CONNECT consortium via its location in Chelsea. More information on the CONNECT consortium can be found on its website: <https://www.connectnow.org/>.

The MNCC are also regularly contacted by other organizations to assist with outreach and recruitment for various educational and training programs taking place throughout the region.

***17. Q: Page 33 of the RFP asks, "What Board or Advisory Committee, if any, will the operator develop and convene to ensure that guidance and feedback on career center operations is shaped by the diversity of the customers and employers served." We would like to know if there is a current Board or Advisory Committee in place and how it operates, based on the request that we develop one.***

A: The RFP does not require that a bidder create a Board or Advisory Committee. Bidders are responsible for describing how they will ensure that guidance and feedback on career center operations is shaped by the diversity of the customers and employers served, which could be achieved by a board or advisory committee or other ways that the bidder may propose.

***18. Q: Please describe the common intake procedures currently in use.***

***19. Q: Please provide Attachments A, B and C from the Workforce Innovation and Opportunity Act Metro North Regional Employment Board and WIOA Partners Umbrella Memorandum of Understanding (MOU).***



# METRO NORTH WORKFORCE BOARD

186 Alewife Brook Parkway, #216  
Cambridge, MA 02138  
617.864.1500

A: The MOU and related attachments, including the shared referral/intake procedure, can be accessed on the MassHire Metro North Workforce Board website: <https://masshiremetronorth.org/regionaldata/>.

Please note: The current MOU documents are from FY19. Metro North and MOU partners are currently in the process of updating for FY20.

**20. Q: Are any supplemental case management systems being used for financial or quality reporting in addition to MOSES?**

A: No.

**21. Q: Please provide a current one-stop operator report being issued on behalf of the system.**

A: WIOA and other Career Center performance data reports for all regions in Massachusetts is publicly available on the MassHire Department of Career Services website: <https://www.mass.gov/service-details/massworkforce-wioa-performance-information-issuances>.

**22. Q: Please describe the current technology (virtual systems, software, tools, products, etc.) being leveraged to expand services and improve integration and access to the system.**

A: Bidders should describe in their response what technology or other resources, if any, will be utilized to expand services and improve access to the system beyond the physical brick and mortar locations the bidder proposes, as described in Section 4 of the RFP.

**23. Q: Please provide an organizational chart for the current service provider.**

A: The goal of the Request for Proposal is to provide prospective bidders the opportunity to propose a design which meets the outcomes set forth in the RFP. We are prescribing specific workforce services but not a specific array of positions and each bidder should be proposing their own staffing plan based upon what they think would best enable them to serve customers effectively and meet the compliance and performance requirements of federal awards. It would create an unfair advantage to share an org chart, structure and accompanying functional descriptions that are to be part of the bid of a competing bidder therefore the current agency's org, etc. information will not be provided.

**24. Q: What diagnostic testing and assessment tools are being used by the current service provider and/or are mandated by state policy?**

A: The list of state-accepted assessment tools can be found on MassHire Department of Career Services website here: <https://www.mass.gov/doc/dcs-poilicy-18-101-3f-eligibility-documentation-revised-72419/download>



# METRO NORTH WORKFORCE BOARD

186 Alewife Brook Parkway, #216  
Cambridge, MA 02138  
617.864.1500

**25. Q: Please clarify, the RFP states, “MNWB retains funds for executing all training contracts with training providers. Respondents SHOULD NOT identify ITA dollars in their proposed budget.” Should we budget for OJT and other training opportunities or does MNWB retain funds for those trainings as well?**

A: MNWB retains funds for any available OJT.

**26. Q: Page 7 of the RFP indicates, “Contracts executed as a result of this RFP process will be paid through cost-reimbursement or performance based unless otherwise specified.” Will hybrid cost reimbursement structures with a performance-based component be considered?**

A: Contracts executed as a result of this RFP will be either cost reimbursement or performance-based, as described in the RFP and the response to Question 5 of this Q and A.

**27. Q: Please confirm that if we are not submitting a proposal as a partnership or collaborative, the Partnership Form is not applicable and not required to be completed and included in our submission.**

A: That is correct.

**28. Q: Please provide the number of clients served at each center — Cambridge, Woburn and the Chelsea satellite location — for the last program year.**

A: Career center performance reports for all regions in Massachusetts for the last completed program year, fiscal year 2019, can be accessed on the MassHire Department of Career Services website: <https://www.mass.gov/service-details/massworkforce-wioa-performance-information-issuances>. Total customers served is found in issuance 09-117D. The breakdown of total customers served in Metro North by office is:

Cambridge	4707
Woburn	5257
Chelsea	1783

Note: the total number of customers served in Metro North as reported in 09-117D may not equal the total of the three locations as reported above due to duplicates; customers receiving services in more than one location are counted in each location’s total but only once in the regional total.