

**ONE-STOP CAREER CENTER OPERATOR/SERVICE PROVIDER
QUESTIONS RECEIVED BY DECEMBER 21, 2020**

Questions	Answer
1. Has the review team been designated yet? If so who are they? If not, when will the Bidder's be informed of who is representing this committee?	The review team is comprised of MassHire CIWB staff, MassHire CIWB Board Members and WIOA partners.
2. Is the MOU that needs to be developed going to be between the Workforce Board and WIOA Partners or the Career Center Operator and WIOA Partners?	The MOU is between the MassHire Workforce Board and the WIOA Partners, which includes the Career Center Operator.
3. What do the reports consist of that are required to the Workforce Board? How do they tie into the reimbursement? Are they monthly or quarterly? (Page 11 paragraph 1)	The MassHire CIWB would require MOSES reports to ensure performance metrics are being met. The Operator/Service Provider will report performance measures to the MassHire Workforce Board on a monthly basis.
4. Please clarify (Page 11, paragraph 4) We interpret as the Career Center Operator as well as the state needs to set aside benefit costs such as sick leave, vacation, personal, etc. Is this correct?	Yes, this is correct; revenues allotted to the operator.
5. What do the performance reports need to contain? /When are they due?	The MassHire CIWB would review performance reports from MOSES. Due dates would be determined with the MassHire CIWB. Achievement of the Performance Outcomes is an expectation of WIOA Adult, Dislocated Worker and Youth Programs.
6. Please clarify (Page 26 paragraph 3) If the bidder is only one organization do they need to respond to this or is this for two or more organizations stated in the RFP.	The Operator may be a single entity or a consortium of entities. An Operator can also be the primary provider of services within the center or provide some of the services within the center. In either case, all entities who wish to submit a proposal must do so by February 16, 2021.
7. Please clarify (Page 19, paragraph 2): "Special populations including individuals with disabilities, individuals with basic	This is a type-o and should not have been included in this this section.

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skills deficiency, limited English speakers.....”	
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