

## Workforce Solutions Data Platform Q&A

### Technical Requirements – General

**1. Q: Are there any restrictions on the cloud platform?**

A: There are no specific restrictions on the cloud platform.

**2. Q: How many employees at MassCEC will need access to the platform?**

A: 13-14 individuals will regularly use the platform. Up to 20 individuals across MassCEC will need access to it.

**3. Q: Are there any uses or scenarios that need to be supported on a mobile device vs online?**

A: The admin access doesn't have to work on smart phones. However, we want external users to have that mobile experience.

**4. Qs: Which feature is a top priority?**

**Which features do you want to prioritize?**

A. We do not have a set of features that we are prioritizing. We would like the applicant to propose a rollout of features that allows for the best overall value and performance meeting the requirements laid out in the RFP.

**5. Q: Is there a higher priority for a particular user profile, grantee or employer?**

A: We are leaving it up to the applicant to decide which profile would be most efficient to prioritize and achieve our goals.

**6. Q. Will grantees need a dedicated section on the platform to manage their activities like an administrator?**

A. Please see the user journey described on page 16 of the RFP.

**7. Q: Should vendors anticipate doing a demo during the interview?**

A: Yes, that would be part of the process.

**8. Q: What does the team workflow look like internally from the June 2025 - August 2025 timeline?**

A: During this time, the Equity team will work on awarding new grantees, preparing for new programming, and contracting with the grantees awarded in the spring. The internship program summer session ends in June, and in July & August programs launch for the fall session. We hope to use some of the features of the database to acclimate users.

**9. Q: Beyond the data privacy standards, are there any other additional requirements the platform should meet?**

A: Content may need to be exported or linked securely, and [Massachusetts data protection standards](#) must be followed. An important part of the buildout process will be developing a data governance structure or collection of processes, policies, roles, metrics, and standards that ensure effective use of the data.

**10. Could you provide more details about the public-facing information?**

A. Please see the user journey described on page 17 of the RFP. For example, we would like the ability for applicants for RFPs to be able to submit proposals through the platform. We would like there to be functionality for dashboards that offer aggregate information about program performance (numbers of participants completing training, being placed in employment, etc.).

**11. Q: What documents will MassCEC need when the project is finished?**

A: Documentation that will help with the maintenance and continuation of the project will be necessary. Some examples would include a user guide to support the ongoing training of staff, artifacts from the development of the system, and any documentation from testing the product and data used in the development, which would be helpful.

**12. Q: Can the rollout of software happen in phases?**

A: Ideally, some of the functionality would be available sooner than the final deadline. We are open to having the software roll out in phases.

**13. Q: Should we include project management training in the scope of this work?**

A: We expect the vendor to provide some training, guidance, and tools for users in the early stages of using the platform and during the rollout. Staff will need to be trained in supporting users, but is not anticipated as a long-term need. The ongoing support would be centered more around the maintenance and customization of the platform.

**14. Qs: Can vendors offer to provide workforce development training content as part of a proposal?**

**Would MassCEC be open to any workforce development consulting (case management, business services, work readiness training) as part of this project?**

A: No. We issue other RFPs professional services to support our programs if you are interested in offering training to MassCEC interns or other grantees, etc.

**15. Q. Would you be open to prioritizing the career coaching component?**

A. We would be open to the idea if it met our organizations goals and is feasible for the vendor in the preferred timeframe.

**16. Q. Should a response to this RFP include marketing materials or any other advertising efforts needed to drive traffic/users to the website?**

A. We do not anticipate the scope of this RFP to include marketing services but the platform should be designed to optimize opportunities for promotion.

**17. Q. Can you provide the forms in MS word format?**

A. Yes. Please see the [RFP website](#).

**18. Q. Did MassCEC conduct a technology, Request for Information (RFI) formally or informally to determine available technology platforms?**

A. No.

**19. Q. If no RFI process was performed, what is MassCEC's preferred technology platform?**

A. We do not have a preferred technology platform.

### **Technical Requirements – Learning Management System**

**1. Q: What is an example of materials in the learning management system?**

A: We envision the LMS including content such as videos, curricula, documents, tools, and other materials that could be accessed by specific users as needed.

**2. Q: Would each employer be contributing to the learning and development videos or is the vendor expected to create the learning materials for the learning management system (LMS)?**

A: The data solution vendor is not expected to create the learning content that will populate the LMS. The vendor is responsible for creating the architecture and technology solution for easy user access. The MassCEC team will support the creation of learning material through a different Request for Proposal (RFP) process.

### **Technical Requirements – Internship Portal**

**1. Q: How many employers will be using the platform? How many jobs will they be posting?**

A: Historically, 600 employers over 10 years have used the platform. We want as many as possible to be able to use the system. 125 internships in the fall and spring sessions are posted, 360 are posted in the summer, and jobs are always being posted.

**2. Q: Is the portal connected to job boards or does it stand alone?**

A: The portal is not currently connected to other job boards outside of MassCEC's.

**3. Q: Is there a desire for integration with an external job posting platform?**

A: We would consider integration with an external job posting platform and are interested in learning more.

**4. Q. Can you provide information on the size of the existing data?**

A. The internship portal currently holds 2 years worth of data and is limited by the MassCEC website's specifications. The solution proposed should allow for growth of the program and increased data capacity.

**5. Q. Please provide the description of technical platform that is utilized for the “Internship Portal.”**

A. The internship portal is built with Drupal.

**6. Q. How would we get the data from the existing portal? What file format?**

A. The workforce team would work with our current internship portal manager to export the data, most likely in a .csv or similar file format.

**7. Q. Do you have an existing API in the web portal?**

A. No.

**8. Q. Is the current data in an excel spreadsheet?**

A. Yes, we currently use excel to track information.

**9. Q. What key criteria do you use to match candidates?**

A. Please see the [MassCEC Internship webpage](#) to learn more about the eligibility criteria for students participating in that program. The criteria for participants of our other grant programs varies by training program.

**10. Q. Regarding Participant and Employer Workflow for online data collection, how are we currently using this data?**

A. We currently use participant information to assess training program performance. Employer information is used to understand demand for internships.

### **Technical Requirements – Workforce Training Grantee Management**

**1. Q: The current MassCEC Workforce Development grantees will be the users of the platform, can you provide a list of these grantees?**

A: These grantees and their project descriptions can be found on the MassCEC website. The links are provided below:

- [Equity Workforce Training](#)
- [MWBE Support](#)
- [Equity Planning and Capacity](#)

### **Existing Systems**

**1. Qs: For applicants that are coming onto the platform, do you already have a database for them coming in or will the platform do this?**

**Does MassCEC have an existing database that applicants use?**

**What is the current platform being used?**

**Please provide description of platforms/Database(s) being utilized so that we can propose platform that are compliant with these environments to integrate.**

A: We currently receive information from grantees via email, using excel to track information. In addition, we have an existing internship portal that matches

internships posted by employers with students, and a jobs board in which employers post their open positions. The internship portal is built with Drupal.

**2. Q. Could you elaborate on the 'Internship Portal' mentioned under section 1.4 of the Current Environment?**

Please see [The MassCEC Internship Program](#) webpage for more information. The portal uses Drupal. Information collected from employers and students is stored in the portal and staff have some limited ability to extract information from the portal in .csv or excel formats. The portal currently has 2 years worth of data stored in it that would need to be migrated into the new platform.

**3. Q: How do potential employers post their jobs currently?**

A: Employers can post jobs by logging in to the [MassCEC Jobs Board](#) and going to the dashboard to submit job descriptions. Job postings are then approved by MassCEC before publication on the Jobs Board. Separately, employers can post internships available to students through the [MassCEC Internships Program](#).

**4. Q: To be clear you want support for the migration from the current platform, ongoing maintenance, and reporting?**

A: There would be one migration, the rest would be starting from scratch. Reporting is not expected of the vendor.

**5. Q: Do you have any reporting tools already in place like Power BI/Tableau which you want the vendor to leverage in case of any reporting requirements?**

A: We do have some Tableau licenses, but we are not currently using them officially for reporting.

**6. Q. Are there any existing integrations with the current systems (such as SharePoint, Azure, etc.) or are there expected integrations with the new platform?**

A. We do have some Tableau licenses, but we are not currently using them officially for reporting. We use Fluxx for contract and grant management across MassCEC. Fluxx is integrated with SharePoint. We do not expect to integrate this with the new platform.

**7. Q: How are participants currently accessing training opportunities?**

A: MassCEC is not directly offering training to workers. We work directly with grantees who organize training and provide support services for job placement success. Grantees may need to access technological tools to work more effectively and efficiently. the MassCEC Internship Program provides limited training to students participating through their Professional Services vendors.

**8. Q: Is there a need for participants to be able to apply for various services and RFPs through the platform?**

A: For internships, there would be students that would submit information to participate in the program directly through the platform and employers would post open positions. For our other grant programs, this workflow would be talked through in more detail, but we would like to be able to receive applications from applicants responding to RFPs through the portal.

**9. Q. Will the platform only be used by participants that have already been awarded and are grantees?**

A: We anticipate the platform will be used by new and existing grantees and participants.

**10. Q. Does MassCEC have an enterprise software licensing agreement for any software platforms? If so, which?**

A. MassCEC has enterprise software licenses for Microsoft Office 365 and SharePoint, Adobe Acrobat, and Fluxx.

**11. Do you use any onboarding platform for new users? If so, will this platform need to be integrated into the proposed platform, or will it be replaced?**

A. The only existing platform is the Internship portal, which will be replaced by the new data platform.

**12. Q. How is workflow managed in the current setup?**

A. We currently receive information from grantees via email, using excel to track information. In addition, we have an existing internship portal that matches internships posted by employers with students, and a jobs board in which employers post their open positions. Also, please see the user journeys in the RFP on pages 14-17.

## **Budget**

**1. Q: What's the range for the budget for this kind of project?**

A: We are deliberately not posting a budget. We want to be more focused on the value the applicant can provide. MassCEC has currently budgeted for the build out and the first year following, including maintenance and licensing. See page 19, section VII -1, of the RFP for more information.

**2. Q: Would proposals that overshoot the budget still be considered?**

A: Yes, if proposals overshoot the budget, it could be negotiated through the contracting process. We are more focused on the entirety of the solution.

**3. Q: What resources and support will MassCEC provide for this project?**

A: The Workforce Development Team at MassCEC will support this project. MassCEC is not committing technical assistance to this project, but staff from the Workforce team will be working closely with the vendor to complete this work.

**4. Q. Is this a small business set-aside procurement? Would a preference be given to a qualified and best priced, NMSDC certified firm?**

A. This is not a small business set-aside procurement.