5. SECTION B - SCOPE OF SERVICES:

5.1. Background

The Montgomery County Department of Transportation, Division Highway Services (the County) is soliciting proposals to provide a full range of transportation maintenance related support services such as: construction inspectors for repair and replacement of roadway pavement, storm drains, and shoulder improvements. Other related services include: geotechnical testing, survey, arborist services, tree maintenance inspection, schedule review, claims analysis, civil design, asset inventory of roadways to include pavement management and pavement rating services, office support, emergency support for monitoring contractors during snow, wind, and rain events, information technology, development of public outreach materials and media, and other related technical services to support the various programs performed by the Division of Highway Services. It is the expectation of the County to award up to two contracts, based on the Method of Award to provide the services described herein. In general, the services will include, but are not necessarily limited to:

- 5.1.1 Program specific construction inspection support services to augment the following programs: Overlay of Primary and Arterial Roads, Resurfacing of Residential Roads, Rehabilitation and Reconstruction of Residential, Primary, or Arterial Roads, Storm Drain Repairs and Replacement, Short Span Bridge Repairs, Repair and Replacement of Concrete Curb, Gutters, and Sidewalks.
- 5.1.2. Program specific inspection services and arborist services for the Tree Program which includes monitoring tree trimming, tree removal, tree planting, and stump removal.
- 5.1.3. General office engineering technical services (cost tracking, development of financial spreadsheets, assist with the development of contract change orders and amendments, reviewing contractor invoices, invoicing outside agencies, computing contract quantities, etc.). Receiving, monitoring, logging, and assigning service requests from phone calls and internet.
- 5.1.4. On-call emergency services support staffing (storm and snow events)
- 5.1.5. On-call claims analysis and schedule review
- 5.1.6. On-call geotechnical and materials inspections services
- 5.1.7. On-call engineering and design services for the replacement of failed culverts and other roadway sections and facilities.
- 5.1.8. Other professional services such as asset inventory of roads, storm drain systems, and other assets within the County right of way.

The above services will support various transportation related Capital Improvement Programs (CIP) and Operating (maintenance) projects as deemed necessary and directed by the Division of Highway Services. The Contractor(s) must be capable of providing all of these services on an as needed basis.

5.2. Intent

The County intends to award contract(s) to the firm(s) who possess the greatest levels of relevant expertise, experienced personnel, and clearly demonstrate the means necessary to meet the County's construction maintenance inspection needs and other support services as outlined herein; see Section D - Method of Award/Evaluation Criteria. Actual Task Orders with a specifically defined scope of work are not available and will only be developed when needed for planned or emergency work. There is no guarantee to any contractor that it will be awarded any Task Order; any particular number of Task Orders; or total dollar value of work to be awarded. All work will be determined by the annual budget approved for the various programs prior to start of each fiscal year and as needed by DOT, Division of Highway Services. The County intends to issue individual Task Orders for various programs, assignments, and projects as funding appropriations allow. Some assignments may include year-round work, while many assignments may be limited to seasonal work or on call work. Specialty services and assignments such as asset inventory will be planned and ordered with specific start and end dates. In accordance with the terms of any contract issued as a result of this RFP, the County reserves the right to decide when Task Orders are issued.

5.2.1. Task Orders

- 5.2.1.1. If the County elects to order work under the contracts resulting from the RFP, the County will do so via Task Orders. Task Orders issued by the County may be fixed-price or on a Time and Materials (T&M) basis with a Not-To-Exceed ceiling amount.
- 5.2.1.2. The Contractor must adhere to all technical standards and procedures of the County, and as described in this Contract. The Contractor must perform all work and adhere to all deadlines and due dates for the work to be completed as stated in the Task Order(s).
- 5.2.1.3. Task orders placed before but performed after the effective termination date of the Contract, are to be honored with all terms, conditions, and prices of the Contract in effect until final acceptance by the County.
- 5.2.1.4. The County reserves the right to require, depending on the nature of the work to be performed under the Task Order, that the Task Order be performed at a County-specified location.
- 5.2.1.5. Task Orders generally include project management for projects varying in scope and complexity, for projects at-large that require individual inspectors or for inspection pool type services. The various types of transportation Capital Improvement projects that may require project management services include, but are not limited to:
 - 5.2.1.5.1. The patching, milling, and resurfacing of primary, arterial, and residential roads
 5.2.1.5.2. The rehabilitation and reconstruction of county roads
 5.2.1.5.3. Short span bridge rehabilitation projects
 5.2.1.5.4. Repair and replacement of concrete curb, gutters, and sidewalks
 - 5.2.1.5.5. Storm Drain Projects (rehabilitation and replacement)
 - 5.2.1.5.6. Tree Planting, Trimming, and Removal
 - 5.2.1.5.7. Bikeway and Pedestrian Facilities maintenance
 - 5.2.1.5.8. Asset inventory and Pavement Management
 - 5.2.1.5.9. Office and Information Technology support
 - 5.2.1.5.10. Storm Operations support

- 5.2.1.6. The County reserves the right to assign its in-house staff to coordinate, manage, oversee, or provide liaison on any project/assignment for which a Task Order has been issued.
- 5.2.1.7. Montgomery County will closely monitor project staffing needs on all Task Orders and may require contractor's field personnel to be reassigned to other County projects OR return to their home office from the project site when project assignments are cancelled or suspended by adverse weather, postponed by the construction contractor, force majeure, or any other reason. In cases when the County decides that the contractor's services are not needed due to work stoppages beyond its control, no compensation will be paid after notification is provided that the services are suspended and not needed.
- 5.2.1.8. The County may require less Contractor staff during the winter months to commensurate with the programs schedule and weather restrictions. Changes to the project assignments will not be made without the authority of the County.
- 5.2.1.9. At the conclusion of each Task Order assignment, the Contractor's work performance will be evaluated by County staff. Should the Contractor's performance receive a low rating on any assignment, the Contractor must demonstrate its ability to perform future assignments satisfactorily prior to receipt of the next assignment. The decision of whether a Contractor demonstrates acceptable performance lies solely with the County.

5.2.2. Method of Work Assignment (Task Order Award)

- 5.2.2.1. It is the County's intent to assign work for various Transportation programs and/or projects on an as-needed basis. The County will issue a blanket Task Order for each project or program or specific Task Order, as needed. Issuance of a Task Order and/or related Purchase Order will be contingent upon appropriation of funds by the Montgomery County Council and the encumbrance of funds, as provided by the Montgomery County Code. The County reserves the right to issue a separate solicitation or use the services of other County contracts when needed. The Department may issue multiple Task Orders concurrently.
- 5.2.2.2. The County will issue Task Orders that will vary in size, scope, and usually encompass providing construction administration, inspection, and/or monitoring of County Transportation Maintenance Projects. It is the intent of the County to issue Task Orders on a rotating basis, beginning with the highest rated firms until all firms have been assigned a Task Order and will continue to rotate in this manner until all services in the contract have been completed. The County may determine assignments based on the technical abilities and resources of each contractor. The County will determine what level of experience or labor category is required for any assignment. The contractor must submit a detailed resume for each position requested. The County will determine if the personnel possess the technical knowledge, aptitude, and work ethic to properly perform the work. Contractor personnel may be sent back to the contractor at any time.
- 5.2.2.3. The County will furnish each contractor with all necessary plans, specifications, scope, and services requirements to be used in the preparation of each Task Order proposal.
- 5.2.2.4. In case there is a need to change the requirements (within the general scope) of a specific Task Order after it has been awarded, the modification and changes to the Task Order shall not modify or change any part of the Contract. The Task Order

- addendum will only affect the Task Order and the addendum will be issued for that specific Task Order. The County may delete the Task Order at any time and the contractor will only be paid for the services provided up until that time.
- 5.2.2.5. Any Task Order assigned before but delivered after the effective termination date of the contract is to be honored with all the terms, conditions, scope of services, and prices of the contract in effect until the assignment is completed and accepted by the Contract Administrator.
- 5.2.2.6. The Contract Administrator or designee must be notified prior to Task Order creation and issuance. During notification and approval, the contract administrator or designee must assign a Task Order number prior to use of the Task Order.

5.3. Scope of Services/Specifications/Statement of Work

The Contractor must have the capacity and capability to provide the following:

5.3.1. Lead Construction Inspection Personnel

5.3.1.1. This approach provides a pool of Lead Resident Project Representatives to be assigned to manage and inspect transportation maintenance projects that are complex in nature but do not require the services of a full Contract Administration and Inspection (CA&I) team. The Lead Resident Project Representative must effectively handle projects where construction expenditures are less than those for the CAI approach. Under this approach, the County provides senior project management. Additionally, this approach may include related administrative duties, field engineering (not professional engineering), office technical support, geotechnical, and materials testing services.

5.3.2. Construction Inspection Services

- 5.3.2.1. Field Inspection consists of enforcing all relevant specifications and provisions of the construction contract including all references to the Maryland Department of Transportation State Highway Administration Standard Specifications for Construction and Materials with regard to material approvals, methods of construction, and measurement and payment of the work.
- 5.3.2.2. Services may be requested for a complete team or for a single Resident Program/Project Representative. In either case the Contractor is required to provide a complete proposal for each request. The Contractor must perform according to the accepted proposal as reflected in the Task Order. Construction inspection services may include but not necessarily be limited to:
 - 5.3.2.2.1. Conducting field inspections of all project elements including storm water management facilities
 - 5.3.2.2.2. Inspecting Roadway embankment construction to include soils testing, compaction testing, and controlled fills.
 - 5.3.2.2.3. Inspecting bridges
 - 5.3.2.2.4. Inspecting box culverts, (precast and cast-in-place)
 - 5.3.2.2.5. Inspecting retaining walls, (precast, cast-in-place, and various MSE walls)

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	5.3.2.2.6.	Inspecting precast production facilities (plain, reinforced, pre-stressed)
	5.3.2.2.7.	Inspecting Hot Mix Asphalt Production Plants
	5.3.2.2.8.	Inspecting Portland Cement Concrete Production Plants
	5.3.2.2.9.	Inspecting site grading
	5.3.2.2.10.	Inspecting pavement structures (HMA and PCC)
	5.3.2.2.11.	Inspecting storm drainage
	5.3.2.2.12.	Inspecting sidewalks and bikeways
	5.3.2.2.13.	Inspecting tree planting
	5.3.2.2.14.	Inspecting tree maintenance, trimming, and removal
	5.3.2.2.15.	Inspecting bridge rehabilitation
	5.3.2.2.16.	Inspecting pavement markings
	5.3.2.2.17.	Providing, maintaining, and developing construction photography and videotaping.
	5.3.2.2.18.	Developing as-built or topographical surveys and developing as-built drawings of roads, environmental features such as ponds, basins, wetlands, sand filters, or other water quality structures as required
	5.3.2.2.19.	Conducting flexible pavement condition surveys to include identification of pavement distresses and relative extent of various pavement distresses.
	5.3.2.2.20.	Rating roadway pavement conditions in accordance with DOT established criteria.
.3.	Contract Adm	inistration Services
5.3		ing with Contract Administration Services consists of providing a full range of uction administration and project management services including but not limited
	5.3.3.1.1.	Developing project activity schedules (CPM and Type Bar Chart Schedules)
	5.3.3.1.2.	Performing constructability reviews
	5.3.3.1.3.	Reviewing and analyzing bids received

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5.3.3.1.4.

5.3.3.1.5.

5.3.3.1.6.

5.3.3.1.7.

Developing bid tabulations

Preparing contract documents

Conducting preconstruction and progress meetings

Developing clear and comprehensive meeting minutes

5.3.3.

5.3.3.1.8.	Conducting claims analysis
5.3.3.1.9.	Performing cost estimates
5.3.3.1.10.	Maintaining, managing, and forecasting all project financial controls
5.3.3.1.11.	Developing change orders and contract amendments
5.3.3.1.12.	Reviewing and responding to schedules
5.3.3.1.13.	Developing, updating, and monitoring construction materials source of supply lists
5.3.3.1.14.	Reviewing, researching, and recommending approval of new materials
5.3.3.1.15.	Performing required soil, concrete, and asphalt testing and collecting samples as necessary
5.3.3.1.16.	Inspecting and monitoring deep trench excavations, shoring systems, and other subsurface conditions.
5.3.3.1.17.	Enforcing the use of approved traffic control plans and sediment and erosion control plans
5.3.3.1.18.	Developing and maintaining complete project records in accordance with Maryland State Highway Administration (MSHA) MCMS or CCMS format
5.3.3.1.19.	Reviewing and recommending approval of contractor payments
5.3.3.1.20.	Measuring and recording contract line-item quantities performed daily
5.3.3.1.21.	Generating and maintaining payment ledgers, sketch book, and developing monthly estimates
5.3.3.1.22.	Developing utility coordination activity schedules and providing extensive utility relocation coordination prior to and during construction
5.3.3.1.23.	Providing clear, unambiguous written correspondence
5.3.3.1.24.	Preparing clear, well-written correspondence for signature by County Officials
5.3.3.1.25.	Conducting semi-final and final inspections
5.3.3.1.26.	Developing and managing deficiency lists and punch lists
5.3.3.1.27.	Coordinating project closeout

5.3.3.2. Services for assisting with the above duties may be performed (but are not limited to) the following labor categories: Senior Project Manager (SPM) (usually home office), Civil Engineer, Resident Project Representative (RPR), Lead Structural Inspector (LSI), Highway Construction Inspector I, II or III (HCI, II,III), Office Clerk (field), Administrative Engineering Support Technician (at County Office or Home Office), Survey Party Chief, Survey Instrument Operator, Survey Rodman, and CADD Operator/Draftsman.

5.3.4. Field Inspection Services

- 5.3.4.1. Field Inspection services includes inspection and oversight of Montgomery County Transportation construction activities to ensure all work is constructed in accordance with drawings, specifications and the standards of Montgomery County, the Maryland State Highway Administration and any other agency having jurisdiction within the geographic region.
- 5.3.4.2. Montgomery County requires demonstrated proficiency by all field inspectors (Resident Project Representatives and/or Highway Construction Inspectors) in performing the following basic field tests:

5.3.4.2.1.	AASHTO 1-180, Modified proctor
5.3.4.2.2.	AASHTO T-191, Sand cone
5.3.4.2.3.	AASHTO T-238, Nuclear gage - soils/asphalt
5.3.4.2.4.	AASHTO T-272, One point proctor
5.3.4.2.5.	Field Proctor (if results of field testing indicate a change in material
5.3.4.2.6.	Concrete cylinder, slump, and air entrainment
5.3.4.2.7.	Visual weld inspection for Lead Structural Inspector
5.3.4.2.8.	Hot Mix Asphalt lay down

5.3.5. <u>Administrative Engineering Support Technician Services</u>

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5.3.5.1. Administrative Engineering Support Technician services consists of providing support technicians in the field or assigned to the County offices for a specified duration (including a specified number of hours per week/month) or for a specific project(s). The Contractor must submit a written proposal for each Task Order when the County requests the Administrative Engineering Support Technician services. Duties of the Administrative Engineering Support Technician services include but are not limited to the following:

5.3.5.1.1. Field Work: Duties include but are not limited to:

contract

5.3.5.1.1.1. Collecting daily inspection reports and preparing daily construction logs 5.3.5.1.1.2. Inputting daily line-item quantities into payment ledgers or MCMS / CCMS software. Maintaining contractual documentation and correspondence of projects 5.3.5.1.1.3. assigned. 5.3.5.1.1.4. Assisting on-site personnel with project related tasks County Office: Duties include but are not limited to: 5.3.5.1.1.5. 5.3.5.1.1.6. Computing item quantity take-offs from engineering plans 5.3.5.1.1.7. Developing construction cost estimate spreadsheets

Assisting with developing Task Orders under a construction Work Order

5.3.5.1.1.9. Assisting with preparing construction contracts in whole or part

5.3.5.1.1.8.

5.3.5.1.1.10.	Assisting with developing notice to bidders, special provisions, and other contract specifications
5.3.5.1.1.11.	Developing and maintaining construction cost databases and input cost and cost related information
5.3.5.1.1.12.	Exhibiting proficiency with data basing
5.3.5.1.1.13.	Assisting with monitoring contract durations
5.3.5.1.1.14.	Preparing invoices to outside agencies
5.3.5.1.1.15.	Preparing letters and memorandums
5.3.5.1.1.16.	Exhibiting proficiency with various office productivity software, internet use

5.3.5.2. The Contractor must submit documentation of experience and technical training in the respective labor categories for all proposed personnel in each Task Order. All Task Order personnel assignments are subject to County approval.

5.3.6. Stakeouts, Surveys and As-Built Drawings Services

- 5.3.6.1. The Contractor must be able to provide all necessary engineering and field-run surveys to: 1) Layout and Stakeout; and 2) determine that certain features included in the transportation project(s) are built in conformance with the plans, cross-sections, and as otherwise specified by contract. The as-built drawing(s) must include all necessary engineering calculations and processing, field-run surveys, compiling materials reports and the development of drawings to ascertain that the as-constructed conditions meet with contract specifications and requirements. Generally, as-built drawings are required on storm water management facilities such as ponds, basins, sand filters, and precast structures.
- 5.3.6.2. Primarily, as-built drawings address storm water management facilities such as ponds, sand filters, etc., however, at the discretion of Montgomery County, other features of the project may require as-built certifications. Six (6) sets of prints must be delivered to Montgomery County with the originals upon request.

5.3.7. Geotechnical Investigative and Testing Services

- 5.3.7.1. Geotechnical investigative and testing services may be requested for a specific project or on an as-needed basis. The Contractor(s) must provide a task order response to the County's request. The County makes no guarantee that any or all of the following services will be utilized. Geotechnical investigation services include, but are not be limited to, the following:
 - 5.3.7.1.1. Performing soil and rock boring
 - 5.3.7.1.2. Performing slope stability analysis
 - 5.3.7.1.3. Preparing geotechnical reports
 - 5.3.7.1.4. Developing boring logs

5.3.7.1.5.	Determining moisture content of soils and aggregates
5.3.7.1.6.	Determining Atterberg limits
5.3.7.1.7.	Determining soil classifications (AASHTO Classification system)
5.3.7.1.8.	Performing wash and sieve gradation
5.3.7.1.9.	Establishing moisture-density relationships (Proctor test)
5.3.7.1.10.	Performing CBR's, unconfined compression tests
5.3.7.1.11.	Performing one-dimensional consolidation tests
5.3.7.1.12.	Performing consolidated - undrained triaxial compression tests with pore pressure measurements, and unconsolidated-undrained triaxial tests.
5.3.7.1.13.	Providing prescribed forensic analysis of Portland cement and bituminous concrete failures.

5.3.8. Construction Materials Inspection and Testing Services

5.3.8.1. Construction Materials Inspection and Testing services may be requested for a specific project or on an as-needed basis. The Contractor(s) must submit a Task Order response for each request. The County makes no guarantee that any or all of the following services will be utilized. Construction materials inspection and testing services include, but are not limited to, the following:

5.3.8.1.1.	Soils
5.3.8.1.2.	Portland Cement Concrete (PCC)
5.3.8.1.3.	Hot Mix Asphalt (HMA)
5.3.8.1.4.	Warm Mix Asphalt (WMA)
5.3.8.1.5.	Masonry
5.3.8.1.6.	Plant Inspection of PCC, HMA, and Prefabricated Units
5.3.8.1.7.	Pipes and conduits (plastic, iron, and concrete)
5.3.8.1.8.	Sealants and other crack repair materials

5.3.8.2. All inspections and tests must be conducted under the guidance and responsibility of a professional architect/engineer registered in the State of Maryland.

5.3.9. Services for Asset Inventory

5.3.9.1. Asset Inventory

5.3.9.1.1. Developing a plan to perform an asset inventory of all county roads to be performed on a two-year cycle when directed and budgeted. The plan must include a software, collection system, and database which is seamlessly

- compatible with the current system utilized by Montgomery County. The system must employ consistent rating criteria, values, and repair strategies.
- 5.3.9.1.2. Conduct evaluation and reporting of county road conditions within six months from the Notice to Proceed.
- 5.3.9.1.3. Provide detailed reports to include graphical analysis of all road conditions in a format consistent with the current application utilized by Montgomery County. Review any inconsistencies between the old and new outcomes.
- 5.3.9.1.4. Provide training to County personnel for the use and updating of the software to allow the County to change ratings as roads are improved. Support County personnel with presentations to public and County Council.

5.3.10. Professional Arborist Services

- 5.3.10.1. Professional Arborist services will be required to assist in the inspection of County trees for the purpose of identifying potential safety hazards, structural defects, insect, or disease problems, etc., to determine what action is needed with the ability to prioritize the need according to existing tree work. Also, tree preservation plans, and other ancillary tree maintenance related tasks may be required. The County makes no guarantee that any or all of the following services will be utilized. Professional Arborist services include, but are not to be limited to, the following:
 - 5.3.10.1.1. Inspects County trees in accordance to County guidelines, MD-DNR, ANSIA-300, OSHA, and other applicable codes and specifications.
 - 5.3.10.1.2. Accurately records and maintains daily inspections, as well as all information and data pertaining to inspected sites or projects.
 - 5.3.10.1.3. Makes recommendations based upon County guidelines, MD-DNR, ANSIA-300, OSHA, and other applicable codes and specifications.
 - 5.3.10.1.4. Meets with representatives of other Government agencies or public Utility companies concerning County trees.
 - 5.3.10.1.5. Responds to citizen inquiries about County trees by correspondence, phone and in person.
 - 5.3.10.1.6. Prepare accurate information to be provided to the public concerning project status as well as providing written responses to citizens inquires, including complaints.
 - 5.3.10.1.7. Provide necessary support during emergency operations such as winterstorms, windstorms, excessive rainstorms, and flooding.
 - 5.3.10.1.8. Each field personnel may be required to be equipped with a portable computer and other equipment for communications, data recording and other purposes, as well as all field personnel will be required to be provided with cell phones and vehicles to be used for transportation to and from work assignments.
 - 5.3.10.1.9. All field personnel are required to be equipped with safety equipment such as hard hats, eye protection, ear protection, safety boots and apparel. This also

includes other miscellaneous items to include but not limited to hand tools such as: diameter tape, measuring wheel, etc.

5.3.11. Emergency Services

- 5.3.11.1. Emergency Personnel Services may be required to supplement the County's workforce during an emergency. An emergency is defined by the County as a storm event or series of events, in which the County determines additional resources are required to re-establish safe passage to the general public on County roadways. Upon notification from the Contract Administrator or Designee for service, the Contractor must submit a list of personnel that the Contractor will make available for the requested project. It is anticipated that, at times, the County will provide short notice to the Contractor of its needs, and that the services may be needed for extended periods of time during emergency and post emergency conditions. The personnel under Contract to the County shall be available on an "as needed basis" seven (7) days a week, twenty-four (24) hours a day. Emergency Personnel Services include, but are not limited to, the following:
 - 5.3.11.1.1. Provide necessary inspection support during emergency operations such as winter storms, windstorms, excessive rainstorms and flooding.
 - 5.3.11.1.2. Provide necessary administrative support in the storm operations center during emergency operations such as winter storms, windstorms, excessive rainstorms, and flooding.
- 5.3.11.2. Emergency engineering services for the repair and/or replacement of failed storm water culverts and road sections. This work must be performed by a professional engineer licensed in the State of Maryland. The engineer must be experienced with completing culvert design work which involves live streams as permitted through the Montgomery County Department of Permitting Services and the Maryland Department of the Environment. This work may also include the review and approval of shop drawings for shoring systems and complex storm drain systems such as structural plate pipes.

5.3.12. Information Technology Services

5.3.12.1. Assisting with Information Technology Services consists of providing a full range of information technology services including but not limited to:

5.3.12.1.1.	Business Process Analysis / Consulting
5.3.12.1.2.	Computer Programming
5.3.12.1.3.	Database Administration / Management
5.3.12.1.4.	Desktop / Client Managed Services and Help Desk Support
5.3.12.1.5.	Documentation / Technical Writing / Sourcing
5.3.12.1.6.	Electronic Commerce / Electronic Data Interchange
5.3.12.1.7.	Electronic Document Management
5.3.12.1.8.	Enterprise Architecture
5.3.12.1.9.	Enterprise Resource Planning (ERP)
5.3.12.1.10.	Enterprise Services
5.3.12.1.11.	Geographical Information Systems
5.3.12.1.12.	Geographical Information System Developer
5.3.12.1.13.	Information Systems Security

5.3.12.1.14. IT Training

5.3.12.1.15. Network Services

5.3.12.1.16.	Project Management
5.3.12.1.17.	Quality Assurance Testing
5.3.12.1.18.	Risk Management
5.3.12.1.19.	Strategic Planning
5.3.12.1.20.	Telecommunications
5.3.12.1.21.	Web, Internet, and Intranet Application Development
5.3.12.1.22.	Wireless Networking
5.3.12.1.23.	Cloud Services
5.3.12.1.24.	IT Consulting
5.3.12.1.25.	Backup Solutions
5.3.12.1.26.	Monitoring Services
5.3.12.1.27.	Remote Support
5.3.12.1.28.	Platform as a Service (PaaS)
5.3.12.1.29.	Software Development
5.3.12.1.30.	Troubleshooting and Technical Support
5.3.12.1.31.	Hardware Installations and Maintenance
5.3.12.1.32.	Cybersecurity Services
5.3.12.1.33.	Business Intelligence
5.3.12.1.34.	Mobile and Remote Networking
5.3.12.1.35.	Data Analytics
5.3.12.1.36.	IT Development
5.3.12.1.37.	Printing IT Services

5.3.13. Public Outreach Services

- 5.3.13.1. Public outreach services consist of providing a full range of services including but not limited to:
 - 5.3.13.1.1. Communicate with requested stakeholders about County activities such as:
 - 5.3.13.1.1.1. Public meetings and Community involvement
 - 5.3.13.1.1.2. Planning, evaluating, and implementing community outreach and associated programs related to County goals.
 - 5.3.13.1.1.3. Establishing and maintaining partnerships with external stakeholders, as well as federal, state, and other agencies
 - 5.3.13.1.1.4. Advising senior management on program activities related to stakeholder engagement, interpreting stakeholder feedback, and analyzing challenges.
 - 5.3.13.1.2. Manage, monitor, and revise the social media content of various platforms.
 - 5.3.13.1.3. Provide consistent analytical metrics to division chief on social and web content and latest digital web content.
 - 5.3.13.1.4. Review metrics related to web traffic from social media channels.
 - 5.3.13.1.5. Monitor progress of leads generated through emails sent out.
 - 5.3.13.1.6. Determine the number of individuals that visited web sites, newsletters, or other mediums.

5.3.13.1.7. Plan, prepare and manage the distribution of wide audience communication such as newsletters, press releases, calendars, online surveys, and other marketing materials such as: 5.3.13.1.7.1. Scripts for cable television informational programming 5.3.13.1.7.2. Press Conference materials 5.3.13.1.7.3. Photography 5.3.13.1.7.4. Public speaking Assist with the planning, research, creation, and updates of website content. 5.3.13.1.8. 5.3.13.1.9. Contributes to the development of articles by researching, writing, and editing articles for publication in County newsletters. Manage and track project logs, timelines, and editorial calendars for all 5.3.13.1.10. communications efforts. Coordinate with County Council members and colleagues on project 5.3.13.1.11. communication to appropriate constituents. Support the development and execution of marketing initiatives to expand 5.3.13.1.12. awareness. 5.3.13.1.13. Plan County events 5.3.13.1.14. Public & Media Relations 5.3.13.1.15. Perform Administrative Duties as requested. 5.3.13.1.16. Serves as a liaison for media content as assigned. 5.3.14. Accounts Payable / Receivable Services 5.3.14.1. Accounts payable/receivable services consist of providing a full range of services including but not limited to: 5.3.14.1.1. Prepare and process financial documentation for encumbrance of funds and vendor payments while adhering to all County policies and procedures. 5.3.14.1.2. Process and coordinate a wide range of administrative and fiscal transactions as directed. Invoice creation and reconciliations 5.3.14.1.3. 5.3.14.1.4. Verify invoices for accuracy, accounting information, authorization and in adherence to contract terms including support documentation.

Prepare paperwork for payment within 3-5 working days of receipt of invoice

Prepares requisitions, reimbursements, purchase orders, payments, journal

adhering to all policies and procedures.

entries and other types of office fiscal transactions.

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5.3.14.1.5.

5.3.14.1.6.

5.3.14.1.7.	Reconcile discrepancies with vendor payments and/or receivables with outside agencies and the finance department.
5.3.14.1.8.	Prepare and track program budgets.
5.3.14.1.9.	Compile program service statistics on a cyclical basis
5.3.14.1.10. 5.3.14.1.11.	Generate customized reports and identify discrepancies. Performs a full array of office services to facilitate effective office workflow.
5.3.14.1.12.	Processing stop-payment requests.
5.3.14.1.13.	Maintain organized files that are accessible to supervisors and co-workers.
5.3.14.1.14.	Prepare a weekly report as directed.
5.3.14.1.15.	Compile data for preparation of journal entries.
5.3.14.1.16.	Utilize databases to prepare communications on various reports.
5.3.14.1.17.	Assist staff to resolve general budget and procurement issues.
5.3.14.1.18.	Track purchase orders and ensure adequate balances are maintained for planned work.
5.3.14.1.19.	Communicate with management and county employees of process improvements and "best practice" methods to be used in recording and reconciling inventories.

5.3.15. Budget Analyst Services

- 5.3.15.1.1. Prepare budgets ensuring appropriate funding is in place to cover overhead expenses, construction costs, and consulting needs.
- 5.3.15.1.2. Submit requisitions and provide vendors with copies of executed purchase orders.
- 5.3.15.1.3. Following Montgomery County's Accounts Payable & Procurement policies receive, track and review purchase orders and invoices for accuracy to include:

5.3.15.1.3.1.	Compliance with contract terms and conditions
5.3.15.1.3.2.	Confirming correct contract pricing
5.3.15.1.3.3.	Validating invoice calculations
5.3.15.1.3.4.	Managing encumbered purchase order funds
5.3.15.1.3.5.	Request & track program & project encumbrances and make
	recommendations to management regarding current and future funding
	needs of the following:

5.3.15.1.3.5.1. Requisitions

5.3.15.1.3.5.2. Direct Purchase Orders

5.3.15.1.3.5.3. Purchase Orders

5.3.15.1.3.5.4. Emergency Purchase Orders

5.3.15.1.3.5.5. Dummy Requisitions

- 5.3.15.1.4. Research, investigate and/or resolve invoice receiving, processed payments against purchase orders for reconciliation purposes as needed.
- 5.3.15.1.5. Respond and resolve vendor payment discrepancies.
- 5.3.15.1.6. Assist in special projects focused on improving efficiency and accuracy of County processes.
- 5.3.15.1.7. Preparing, justifying, and defending detailed and complex operating budgets concerning performance /outcome-based operating and capital budgets.
- 5.3.15.1.8. Identifying budgetary issues and problems requiring attention, obtaining, and analyzing information through field audits and statistical analyses.
- 5.3.15.1.9. Providing quarterly analysis of actual encumbrances and expenditures against the approved budget for senior management review.
- 5.3.15.1.10. Present budget presentations to a diverse audience to effectively communicate performance results and deviations from target.
- 5.3.15.1.11. Budget Analysis personnel must possess strong technical skills in the areas of Generally Accepted Accounting Principles (GAAP), Advanced Microsoft Excel, Word, Outlook, and PowerPoint.

5.3.16. Contract Writing Support

- 5.3.16.1. Contract writing support consist of providing a full range of services including but not limited to:
 - 5.3.16.1.1. Developing, coordinating, recommending, administering solicitations & contracts per Montgomery County's Procurement Law and General Terms and Conditions to include:

5.3.16.1.1.1.	Informal Solicitations
5.3.16.1.1.2.	Formal Solicitations
5.3.16.1.1.3.	Requests for proposals (RFP)
5.3.16.1.1.4.	Invitation for Bids (IFB)
5.3.16.1.1.5.	Open Solicitations
5.3.16.1.1.6.	Federal Solicitations
5.3.16.1.1.7.	Emergency Solicitations
5.3.16.1.1.8.	Solicitation Amendments
5.3.16.1.1.9.	Contract Amendments
5.3.16.1.1.10.	County Memos
5.3.16.1.1.11.	Solicitation Advertising
5.3.16.1.1.12.	Reviewing bids and proposals for contract preparation and processing.

- 5.3.16.1.2. Recommending technical assistance for contracts and assists in debriefing.
- 5.3.16.1.3. Perform vendor reference checks to facilitate the review of bid results to determine if vendors are responsible and responsive.
- 5.3.16.1.4. Perform comparative price analysis to determine if vendors pricing is fair and reasonable.

5.3.16.1.5.	Researching and compiling opportunities for Bridge contracts, responding to vendor inquiries post solicitations, perform vendor reference checks for responsibility and responsiveness, facts on any potential claim requests.
5.3.16.1.6.	Preparing Federal Solicitations and Contracts
5.3.16.1.7.	Prepare internal meeting notes and participate in Pre bid submission conferences and to respond to technical solicitation questions.
5.3.16.1.8.	Participate and attend bid opening meetings.
5.3.16.1.9.	Coordinating with the different Divisions of the Office of Procurement staff for example Division of Business Relations and Compliance, Prevailing Wage Law, Wage Requirement Law, Local Small Business Reserve Program, Local Business Preference, and Local Business Subcontracting, Minority, Female and Disabled-Owned Business (MFD) program. In addition, with Dept of Finance – Risk Management.
5.3.16.1.10.	Familiarity with optimal formatting and writing styles for diverse types of procurement boilerplates and County contracts.
5.3.16.1.11.	Familiarity of with State of Maryland, Standard Specifications for construction and Materials
5.3.16.1.12.	Perform administrative tasks as requested
5.3.16.1.13.	Coordinate and respond to internal and external stakeholders' Request for Information regarding solicitations and contracts.
5.3.16.1.14.	Serve as the Department's resource to new methods of acquiring new services or introducing new thinking and processes to solicitations.

5.3.17. Grant Writing Services

5.3.17.1.1.

5.3.16.1.15.

5.3.17.1. Grant writing services consist of but are not limited to:

Funding needs analysis

- 5.3.17.1.2. Grant funding research
 5.3.17.1.3. Development and writing of grant proposals to federal, state, and local government agencies, foundations, and other public and private funding services.
 5.3.17.1.4. Edit grant applications for both substance and style and deliver by interim and final deadlines.
- 5.3.17.1.5. Package and produce timely, high-quality proposals and funding applications in collaboration with Montgomery County's program staff.

Researching and compiling facts on any potential claim requests

5.3.17.1.6. Prepare all documents in the format requested by Montgomery County.

- 5.3.17.1.7. Gather and assemble all information that is required to prepare the grant proposal assigned by Montgomery County.
- 5.3.17.1.8. Grant management and administration. Upon award of grant, provide grant management and administration services, including but not limited to budgeting analysis, reporting, and training.
- 5.3.17.1.9. Grant writing and administration training Provide grant training services, including grant writing, go/no-go decision-making opportunities, monitoring and reporting.
- 5.3.17.1.10. Complete all final, polished, and copy edited grant applications by the deadlines specified by Montgomery County staff.
- 5.3.17.1.11. Participate in ongoing status meetings as requested by County staff related to the development of the grant application.

5.3.18. Training Services

5.3.18.1. Coordinate and provide access to the following training services as required by the County:

5.3.18.1.1.	Instructor-led learning, facilitation, and coaching
5.3.18.1.2.	Certificate training
5.3.18.1.3.	License training
5.3.18.1.4.	Online training
5.3.18.1.5.	Skills training
5.3.18.1.6.	Technical training
5.3.18.1.7.	Safety training
5.3.18.1.8.	Compliance training

5.3.19. Hearing Examiner Services

5.3.19.1. Hearing Examiner services consist of but are not limited to:

Administer and oversee hearings with authority and professionalism
Supervise and coordinate legal procedural workflows
Facilitate clear and effective communication across diverse stakeholders regarding legal affairs
Thoroughly review and analyze documentation in advance of hearings for comprehensive preparation
Facilitate conflict resolution through the process of adjudication
Render authoritative orders and rulings
Utilize administrative law principles to effectively address disputes and claims for resolution
Oversee the management of case files with precision and care
Perform direct examinations, cross examinations and re-direct examinations
Gather evidence from stakeholders to support investigations or proceedings

5.4. Contractor's Qualifications

5.4.1. Certification/Licenses

- 5.4.1.1. All of the Contractor's personnel performing the specific services of the proposal must provide evidence of their competency to perform such services. Such evidence includes appropriate certification by one or more of the following agencies:
 - 5.4.1.1.1. Washington Area Council for Engineering Laboratories (WACEL)
 - 5.4.1.1.2. National Institute for Certification in Engineering Technologies (NICET)
 - 5.4.1.1.3. MSHA Mid-Atlantic Region Technician Certification Program (MARTCP). (Specialized education and other certifications not listed above may be substituted for approval by County.)
 - 5.4.1.1.4. Professional Engineers must be licensed in the State of Maryland. (No substitution or exceptions will be allowed)
- 5.4.1.2. Field personnel must provide current certifications or training certificates for:
 - 5.4.1.2.1. Confined space entry
 - 5.4.1.2.2. Performing sediment and erosion control inspections
 - 5.4.1.2.3. Performing Traffic control work zone inspections
 - 5.4.1.2.4. Performing nuclear density testing
- 5.4.1.3. In addition, field personnel must have a working knowledge and demonstrated experience with the following:
 - 5.4.1.3.1. MSHA Standard Specifications for Construction and Materials (January 2008 and all addenda and errata)
 - 5.4.1.3.2. MSHA Standard Details for Highway and Incidental Construction
 - 5.4.1.3.3. WSSC Standards and Specifications
 - 5.4.1.3.4. MCDOT Design Standards
 - 5.4.1.3.5. MDE/DPS standard details for construction
- 5.4.1.4. All of the Contractor's personnel performing the specific services of the proposal must adhere to Montgomery County's policies, and procedures.
- 5.4.1.5. All of the Contractor's personnel must complete required classes, mandatory training within the specified timeframe and comply with federal, state and County laws.
- 5.4.1.6. All of the Contractor's personnel must demonstrate the following:
 - 5.4.1.6.1. Communicate effectively, both orally (such as in meetings with small and large groups) and in writing (such as reports and correspondence).

- 5.4.1.6.2. Detail-oriented, organized, timely and reliable.
- 5.4.1.6.3. Self-sufficient and problem-solvers who can keep work functions flowing.
- 5.4.1.6.4. Convey information professionally and work well with people at all job levels.
- 5.4.1.6.5. Skillful in using a computer and automated office technology. This may include but is not limited to knowledge of Microsoft Office products (Outlook, Word, Excel, PowerPoint, OneDrive, SharePoint, Office 365, Microsoft Teams), Adobe Reader/Writer, Google Earth and Zoom.

5.4.2. Experience

Contractor's key personnel must demonstrate the following experience:

5.4.2.1. <u>Senior Project Manager (SPM)</u>

- 5.4.2.1.1. Must possess as a minimum, an appropriate 4-year college degree and ten plus (10+) years field experience as a senior level Project Manager on projects valued at \$10 million and over.
- 5.4.2.1.2. Duties include but are not limited to:
 - 5.4.2.1.2.1. Acting as principal contact person responsible for the direct management, administration, performance of the CA&I staff.
 - 5.4.2.1.2.2. Acting as lead negotiator
 - 5.4.2.1.2.3. Coordinating the services and requirements of the subject Task Order.
 - 5.4.2.1.2.4. Providing staff with all necessary guidance, tools, reference materials, testing and safety equipment as well as arranging for nuclear density testing gauge.
 - 5.4.2.1.2.5. Developing and maintaining both EEO and safety plans.
 - 5.4.2.1.2.6. Ensuring that all relevant MOSH and OSHA safety procedures are strictly followed.
 - 5.4.2.1.2.7. Coordinating with County personnel to ensure that all requirements of the Task Order are met.
 - 5.4.2.1.2.8. Maintaining project schedule and cost controls
 - 5.4.2.1.2.9. Developing periodic project newsletters and other forms of Written communications for wide public distribution.
 - 5.4.2.1.2.10. Providing written narrative updates for the project website.
 - 5.4.2.1.2.11. Developing executive level written communications including letters and memorandums for County Officials' signatures.
- 5.4.2.1.3. Senior Project Managers must be readily available during contract performance period. Interaction with County staff, contractor personnel, and others is

essential and may be frequent. Most communications are formal. Professionalism must be maintained at all times.

5.4.2.2. Resident Project Representative (RPR)

5.4.2.2.1. Must possess a minimum of ten (10) years field experience as an RPR on projects valued at \$10 million and over.

5.4.2.3. Lead Structural Inspector

5.4.2.3.1. Must possess a minimum of seven (7) years of relevant lead bridge and related structure experience as evidenced by a combination of education credentials, current certifications, practical experience or an equivalent combination of the above.

5.4.2.4. <u>Highway Construction Inspector III (HCIII)</u>

5.4.2.4.1. Must possess a minimum of seven (7) years field experience as an HCI III on projects valued at \$5 million and over.

5.4.2.5. <u>Highway Construction Inspector II (HCII)</u>

5.4.2.5.1. Must possess a minimum of five (5) years of transportation related construction inspection experience as noted above.

5.4.2.6. <u>Highway Construction Inspector I (HCI)</u>

5.4.2.6.1. Must possess a minimum of three (3) years of transportation related construction inspection experience.

5.4.2.7. Professional Arborist (ISA)

5.4.2.7.1. A Certified Professional Arborist with the International Society of Arboriculture; with a bachelor's degree in forestry or a forestry related field or five (5) years of field experience in the urban forestry or forestry field.

5.4.2.8. IT Staff, Expert

5.4.2.8.1. Must possess a minimum of eight to fifteen (8-15) years of general IT experience and six to ten (6-10) years of specialized experience.

5.4.2.9. IT Staff, Senior

5.4.2.9.1. Must possess a minimum of six to ten (6-10) years of general IT experience and four to six (4-6) years of specialized experience.

5.4.2.10. IT Staff, Intermediate

5.4.2.10.1. Must possess a minimum of five to eight (5-8) years of general IT experience and three to five (3-5) years of specialized experience.

5.4.2.11. IT Staff, Junior

5.4.2.11.1. Must possess a minimum of three to five (3-5) years of general IT experience and two to three (2-3) years of specialized experience.

5.4.2.12. IT Staff, Intern

5.4.2.12.1. Must possess a minimum, two to three (2-3) years of general IT experience and one (1) year of specialized experience.

5.4.2.13. Geographic Info System (GIS) Technician

5.4.2.13.1. Must possess a minimum of three (3) years of professional experience is required in GIS, cartography, CADD, or related field.

5.4.2.14. Geographic Info System (GIS) Systems Analyst, Junior

5.4.2.14.1. Must possess a minimum of two (2) years of professional experience is required in GIS, cartography, CADD, or related field.

5.4.2.15. Geographic Info System (GIS) Specialist Junior

5.4.2.15.1. Must possess a minimum of two (2) years of professional experience is required in GIS, cartography, CADD, or related field.

5.4.2.16. Geographic Info System (GIS) Technician, Intern

5.4.2.16.1. Must possess a minimum of one (1) year of professional experience related to GIS, cartography, CADD, or related field.

5.4.2.17. Geospatial Web Developer

- 5.4.2.17.1. Must possess a minimum of three (3) years of experience working on GIS development projects related to the following skills:
 - ESRI ArcGIS desktop, ArcGIS Server and REST APIs, and ArcSDE
 - At least one (1) year of experience with Oracle or other RDBMS, SQL, and/or PL/SQL
 - At least one (1) year of experience with other industry-standard technologies such as XML, Web services, application servers, and Web servers
 - At least one (1) year developing web mapping applications using Flex and JavaScript/HTML5

5.4.2.18. Geospatial Web Developer, Senior

- 5.4.2.18.1. Must possess a minimum of four (4) years of experience working on GIS development projects related to the following skills:
 - ESRI ArcGIS desktop, ArcGIS Server and REST APIs, and ArcSDE
 - At least three (3) years of experience with Oracle or other RDBMS, SQL, and/or PL/SQL
 - At least three (3) years of experience with other industry-standard technologies such as XML, Web services, application servers, and Web servers

- At least one (1) year of experience developing web mapping applications using Flex
- At least one (1) year of experience developing web mapping applications using JavaScript/HTML5

5.4.2.19. Public Outreach Specialist

5.4.2.19.1. Must possess a minimum of two (2) years professional experience in public relations, marketing, or closely related field.

5.4.2.20. Administrative Accounts Payable Support

5.4.2.20.1. Must possess a minimum of two to three (2-3) years of progressively responsible office support experience.

5.4.2.21. Contract Writing Specialist

5.4.2.21.1. Must possess a minimum of two to three (2-3) years' experience in contract writing.

5.4.2.22. Grant Writing Specialist

5.4.2.22.1. Must possess a minimum of two to three (2-3) years' professional experience in grant writing.

5.4.2.23. <u>Training Services</u>

5.4.2.23.1. The contractor must provide access to experienced consultants to provide training for County and Consultant Staff. The contractor must ensure that course instructors maintain all required credentials to facilitate the requested training.

5.4.2.24. Hearing Examiner Services

5.4.2.24.1. Must possess a minimum of ten (10) years' professional experience as a hearing officer, approved equivalent in the practice of law. Individual must be a member of the bar in any state or federal jurisdiction at the time of task assignment.

5.4.3. Communication Ability Requirements

All field personnel (SPM, RPR, HCI, LSI) must communicate effectively in the English language both orally and in writing. Communication to County Officials, contractors, elected officials, and the general public by oral presentation may be required at any time during the contract term. In addition to resumes, the Contractor(s) must submit writing samples for each Key field personnel presented for the County's consideration. The County requires that writing samples be submitted for all Key personnel prior to final approval of a Task Order. The writing samples will be carefully reviewed by the County for cohesiveness, clarity, and effectiveness. All field personnel candidates submitted for consideration must provide examples of extemporaneous speaking skill during pre-meeting with the County prior to issuance of a Task Order. There is no exception to this requirement. If this requirement is not met, the personnel roster may be rejected, and the proposed Task Order will not be issued to the contractor.

5.5. Contractor's Responsibilities

- 5.5.1. The Contractor must provide all labor, materials, equipment, transportation, and supervision necessary to complete Task Orders as described in the preceding Work Statement. The above must be provided in accordance with generally acceptable industry standards.
- 5.5.2. New contractor personnel, resumes, certifications, and supporting documentation must be submitted and approved by the County thirty (30) days in advance of the first day any new contractor personnel are expected to work on the contract.
- 5.5.3. Contractor(s) must provide documentation of current in-house roster of personnel being proposed to perform inspection, contract administration, and project management on a

- contract resulting from this RFP. Contractor(s) may utilize sub-contractors provided that each subcontractor is clearly identified in the proposal.
- 5.5.4. Contractor(s) must maintain sufficient resource levels to meet scheduling requirements and avoid delays to the Task Orders.
- 5.5.5. Contractor(s) must conduct inspection and testing activities in a safe manner at all times and are responsible for observing the safety regulations of the Maryland Occupational Safety and Health (MOSH), Occupational Safety and Health Administration (OSHA), and local life safety agencies.
- 5.5.6. At the completion of a Task Order, Contractor(s) must provide the County with complete projects records including Daily Construction Logs, inspector daily reports, materials certifications and clearances, a complete correspondence log, Item Legers, material ticket logs, estimate worksheets, program reports, etc. All project records are the property of Montgomery County.
- 5.5.7. Contractor(s) must coordinate its work with the County, Utility agencies, and the construction contractor so that conflicts are avoided, and progress of the project is not delayed.
- 5.5.8. Contractor(s) must properly identify their vehicles at all times. This includes but is not limited to the company name, the words "inspector" or "inspection" and the company telephone number.
- 5.5.9. Contractor must provide all personnel with a cellular telephone, laptop and / or tablet during normal working hours unless otherwise provided by the County. The following telephone numbers must be immediately available to all personnel:
 - 5.5.9.1. Montgomery County Contact
 - 5.5.9.2. Construction Contractor Contact
 - 5.5.9.3. Contractor Contact
 - 5.5.9.4. Subcontractor Contacts
 - 5.5.9.5. Miss Utility
 - 5.5.9.6. Emergency numbers such as fire, police, rescue, etc.
 - 5.5.9.7. MDE Contact
- 5.5.10. Contractor(s) must exercise the local standards of due diligence and reasonable care in the performance of Task Order duties. Contractor(s) must be responsible for its actions which fail to meet the above and will be held financially responsible for corrective work caused by its failure to act in accordance with the local standards.

5.6. County's Responsibilities

- 5.6.1. The County is responsible to provide the Contractor with complete contract documents.
- 5.6.2. The County is responsible to provide the necessary forms, if any, for the Contractor's use in carrying out Task Order duties