

5. SECTION B - SCOPE OF SERVICES:

5.1. **Background**

- 5.1.1 Montgomery County, Maryland (hereafter, County) borders the nation's capital and with approximately one million residents, is one of the State's most populous and ethnically diverse counties. The County, with a tax-supported operating budget of over \$1.9 billion, is comprised of Executive, Judicial, and Legislative branches. The County Government is organized by departments, offices, boards, and commissions by related activity. The functions of the Montgomery County Government are:
- General Government
  - Public Safety
  - Transportation
  - Health and Human Service
  - Libraries, Culture and Recreation
  - Community Development and Housing
  - Environment
  - Other County Functions
- 5.1.2 The Montgomery County Fire and Rescue Service (MCFRS), an Accredited Agency, is a full spectrum life safety agency protecting about 500 square miles and over 1 million people who live and work in Maryland's most populous jurisdiction.
- 5.1.3 MCFRS is responsible for department-wide recruitment, testing, selection and hiring. The MCFRS team coordinates and administers public safety promotional examinations for competitive promotion to uniformed ranks in the Montgomery County Fire and Rescue Service. Examinations have typically consisted of multiple-choice job knowledge tests and/or assessment center style exercises such as written report-writing exercises, oral presentation exercises, structured oral interview questions, role play interview exercises, and/or tactical exercises.
- 5.1.4 MCFRS provides best in class fire suppression, emergency medical response services, community-based life safety outreach and education, code enforcement, and inspections to ensure and promote public safety and protect lives.
- 5.1.5 The employees of MCFRS are expected to exemplify the skills and personal characteristics necessary to deliver superior services to the citizens of Montgomery County as well as support the core values of the organization through a dedicated commitment to public service.
- 5.1.6 The contractor selected to provide promotional examinations for MCFRS through this solicitation must support the endeavor to provide examinations that consist of multiple-choice job knowledge tests and/or assessment center style exercises such as written report-writing exercises, oral presentation exercises, structured oral interview questions, role play interview exercises, and/or tactical exercises that support the organization's mission and core values.

5.2. **Intent**

The County is seeking an experienced consulting group to design, develop, validate, administer, and score public safety promotional examinations for uniformed ranks in the Department of Police, the Department of Correction and Rehabilitation, the Sheriff's Office, and the Montgomery County Fire and Rescue Service, every two years, or on an as needed basis.

Consulting services may be utilized for the following job classes:

- Fire and Rescue Service:  
Master Firefighter/Rescuer, Fire/Rescue Lieutenant, Fire/Rescue Captain, Fire/Rescue Battalion Chief, and Assistant Chief
- Volunteer Fire and Rescue Service:  
Master Firefighter/Rescuer, Fire/Rescue Lieutenant, Fire/Rescue Captain, and Fire/Rescue Certified Chief Officer

Class specifications for the above-listed job classes, which may be accessed through the County's web page (<http://www2.montgomerycountymd.gov/OHRClassification/jobclass.aspx>) , provide additional information about job duties, minimum qualifications, and knowledge, skills, and abilities (KSAs) required for successful performance in each rank.

### 5.3. Scope of Service and Work Statement

- 5.3.1 The Contractor will act as a ready resource to design, develop, validate, administer, and score promotional examinations for uniformed ranks in the Montgomery County Fire and Rescue Service. The services needed include, but are not limited to:
- 5.3.1.1 Conducting a job analysis to identify critical knowledge, skills, abilities, job tasks, job performance dimensions, and/or competencies to be assessed.
  - 5.3.1.2 Developing a project plan and milestones, in collaboration with MCFRS, to meet the desired deadline date(s).
  - 5.3.1.3 Designing, developing, and collaborating with MCFRS on test components and style of testing appropriate to the rank and suitable for administration to the applicant group (based on number of applicants) and the County's desired administration schedule (timeline, number of days, number of assessors, etc.). Identification of test components should consider the County's past promotional practices. All exam components must be submitted to the County for review and approval. Typical exam components previously used for each rank are provided in Attachment E.
  - 5.3.1.4 Providing training to MCFRS representatives who may be drafting exam components.
  - 5.3.1.5 Developing an appropriate rating/evaluation protocol for the examination that will result in the creation of an eligible list of two categories of applicants: Well Qualified and Qualified. Prior promotional examinations have typically combined scores from various test components and/or utilized a consensus process to arrive at final scores. Applicants scoring 80 and above are typically rated as Well Qualified and applicants scoring 70 - 79 are typically rated as Qualified.
  - 5.3.1.6 Piloting test exam components and revising, as necessary, prior to actual test administration.
  - 5.3.1.7 Developing examination schedules in conjunction with MCFRS.
  - 5.3.1.8 Developing and conducting orientation briefings for the candidate group. The orientation briefings should provide general information about exam exercise format, exam administration, logistics, and tips on how to prepare, etc.
  - 5.3.1.9 Developing and conducting training for individuals selected by MCFRS to serve as assessors/raters for the promotional examination. Typically, public safety officials from surrounding jurisdictions serve in this capacity. Develop and conduct training for role-players, if role-players are required for any test component.
  - 5.3.1.10 Administering the examination, including oversight of all exercise administration, scoring, and rating processes. Proctoring assistance may be provided by OHR and MCFRS.
  - 5.3.1.11 Developing a user-friendly industry standard Scoring Guide for candidates that explains the scoring process in layman's terms, so the candidate can validate the vendor's methodology for arriving at the score.

- 5.3.1.12 The methodology and approach for developing the Scoring Guide must be approved by MCFRS prior to its use.
- 5.3.1.13 Providing score report to MCFRS within five (5) business days after conducting the exam. The score report must include demographic information of the candidates such as gender, age, ethnic group and education.
- 5.3.1.14 Providing score reports and feedback for each candidate to MCFRS within seven (7) business days after conducting the exam.
- 5.3.1.15 Providing a comprehensive test validation report within ten (10) business days after delivery of the feedback score report to MCFRS.
- 5.3.1.16 Providing assistance, as necessary, to respond to candidate grievances or challenges related to the examination process and/or results.

Consulting services will be performed on a task order basis. Actual task orders with a specifically defined scope of work will only be developed if needed. There is no guarantee that the contractor will be awarded any task order.

The County reserves the right to issue a separate solicitation for a specific examination and may solicit another vendor if a public safety department does not have the appropriated funds to cover the costs outlined in the Contractor's rates.

Prior to the release of a task order for a specific promotional examination, the County will provide the Contractor with a statement of work to obtain a proposal and will include special terms and conditions, a projected timeframe for completion, deadline for submitting a proposal, etc. The Contractor's task order proposal will include, but will not be limited to, the following:

- Total estimated costs for the consulting services (to be based on the fees and any other expenses outlined in Attachment D).
- A list of all Contractor's employees and the number of hours that each will work and in what capacity.
- Resume of all Contractor employee's and a description of their experience performing promotional exams equivalent to those listed in the statement of work. The County has the right to conduct an interview with each employee in person, or via conference call, at its discretion and has the right not to select the Contractor's employee based on his/her resume and/or conference call.
- A statement from the Contractor indicating their ability to meet the time requirements designated for each of the major elements of work described in the task order proposal.

The selected Contractor must not commence work under any task order until a purchase order has been executed by the Office of Procurement and a Notice to Proceed has been issued for that task order by the Montgomery County Fire and Rescue Service. Any task order placed prior to, but not completed by the expiration date of the contract, will be completed by the Contractor with all compensation, terms, and conditions of the contract still in force and effect until completion of the task order.

Task order proposals are an estimate of costs for services.

#### 5.4. Contractor's Qualifications

- 5.4.1 The Contractor must have a minimum number of 3 years of knowledge and expertise in providing the services requested herein for public safety departments of similar size, diversity, and organizational complexity.
- 5.4.2 Contractor's personnel must have extensive knowledge and experience with the administration of entry level firefighter exams and the complexities associated with the occupation as defined by the County's job classification.
- 5.4.3 The Contractor must be prepared and have available, staff that can defend a challenge of the tests that are administered.

### 6. SECTION C - PERFORMANCE PERIOD

#### 6.1. TERM

The effective date of this Contract begins upon signature by the Director, Office of Procurement and ends after one year. Contractor must also perform all work in accordance with time periods stated in the Scope of Services. Before this term for performance ends, the Director at his/her sole option may (but is not required to) renew the term. The Contractor's satisfactory performance does not guarantee a renewal of the term. The Director may exercise this option to renew this term two (2) times for 1 (one) year each.

#### 6.2 PRICE ADJUSTMENTS

- 6.2.1 Prices quoted are firm for a period of two years after execution of the contract. Any request for a price adjustment after this two-year period is subject to the following:
  - 6.2.1.1. Approval or rejection by the Director, Office of Procurement or designee
  - 6.2.1.2. Submission in writing to the Director, Office of Procurement and accompanied by supporting documentation justifying the Contractor's request. A request for any price adjustment may not be approved unless the contractor submits to the County sufficient justification to support that the Contractor's request is based on its net increase in costs in delivering the goods/services under the contract.
  - 6.2.1.3. Submission within sixty (60) days prior to contract expiration date, if the contract is being amended.
  - 6.2.1.4. The County will not approve a price adjustment request that exceeds the amount of the annual percentage change of the Consumer Price Index (CPI) for the twelve-month period immediately prior to the date of the request. The request must be based upon the CPI for all urban consumers issued for the Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan area by the United States Department of Labor, Bureau of Labor Statistics for ALL ITEMS.
  - 6.2.1.5. The County will approve only one price adjustment for each contract term, if a price adjustment is approved.
  - 6.2.1.6. The price adjustment, including its effective date, must be incorporated into a written contract amendment.
- 6.2.2. If pricing is based on percentage discounts, the percentage discount is fixed throughout the term of the contract.