

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 (MD) 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 The Montgomery County Fire and Rescue Service (MCFRS) is responsible for department-wide recruitment, testing, selection and hiring. The MCFRS team coordinates and administers entry-level testing for Firefighter/Rescuer I (Recruit) Applicants/Candidates through the use of written and oral components (multiple choice examinations and structured oral interviews). The written test and structured oral interview may be administered and scored at various secured testing locations within the County. Other selection components include a background investigation, medical examination, and physical abilities test.
- 5.1.4 Montgomery County Fire and Rescue Service 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 Montgomery County Fire and Rescue Service 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 entry level testing services for Firefighter/Rescuer I (Recruit) Applicants/Candidates awarded through this solicitation must support the endeavor to recruit applicants with technical and behavioral competencies that support the organization's mission and core values.

5.2 Intent

- 5.2.1 The Montgomery County Fire and Rescue Service is seeking an experienced contractor to provide entry-level testing services for Firefighter/Rescuer I (Recruit) Applicants/Candidates. The County intends to enter into a contract with one offeror who can provide web-based testing services on an as-needed basis.
- 5.2.2 A class specification for Firefighter/Rescuer I (Recruit) may be accessed through the County's web page

(<http://www2.montgomerycountymd.gov/OHRClassification/jobclass.aspx>). The class specification provides information about job duties, minimum qualification, and knowledge, skills, and abilities required for successful performance. Utilize the Class Title (wild card search) to locate the class specification.

- 5.2.3 The County anticipates that written exams will be administered to between 2,000 and 3,000 applications with approximately 500 oral exams occurring from the pool of candidates that pass the written exam. The tests are currently scheduled for twice a year, contingent upon funding appropriation by the Montgomery County Council. The County may, at its option, conduct additional tests during the year.

5.3 **Scope of Service and Work Statement**

- 5.3.1 The Contractor will act as an available resource to provide entry-level testing services including a written examination and structured oral interview process for Firefighter/Rescuer I (Recruit) applicants/candidates. Testing services will include, but are not limited to:
- 5.3.1.1 Conduct a job analysis/transportability study to ensure that the knowledge, skills, abilities, behavioral competencies, and job performance dimensions that are assessed by the written examination are substantially similar to those necessary for success while on the job in Montgomery County. The job analysis/transportability study should be conducted in accordance with accepted professional practices as outlined in the *APA Principles for the Validation and Use of Personnel Selection Procedures*, the *Standards for Educational and Psychological Testing*, and the *EEOC Uniform Guidelines on Employee Selection Procedures*.
 - 5.3.1.2 Provide a job analysis/transportability study report with all documentation required for legal defense if the use of the test is challenged and for historical purposes. The report must contain documentation that links the Montgomery County Firefighter/Rescuer I (Recruit) to the position for which the test components were originally developed.
 - 5.3.1.3 Tests must include questions to determine an applicant's technical skills and knowledge, workstyle inventory, and behavioral competencies.
 - 5.3.1.4 Prior to written test administration, the Contractor must provide the County with the recommended set of questions, ensuring that 30% of those test questions do not contain fire/rescue nomenclature. The questions must be designed to determine the applicant's ability to relate effectively with others, evaluate information to problem solve and make informed decisions, demonstrate a high degree of honesty and integrity, and dedication and empathy with respect to providing services to an ethnically diverse population.
 - 5.3.1.5 The standard oral interview questions must not contain any fire/rescue nomenclature and will focus on testing an applicant's ability to relate effectively with others, evaluate information to problem solve and make informed decisions, demonstrate a high degree of honesty and integrity, dedication, and empathy with respect to providing services to an ethnically diverse population, and effective oral communication skills.

- 5.3.1.6 No more than 50% of the test questions provided to the County can be used on tests administered by other jurisdictions within a 100-mile radius of Montgomery County, MD, unless specifically reviewed and approved by the County.
- 5.3.1.7 Must be electronic test administration and on-site administration.
- 5.3.1.8 Any tests proposed by the offeror must demonstrate strong evidence of reliability. Any existing evidence of this test property should be included in the proposal.
- 5.3.1.9 Develop a customized structured oral interview for administration to Montgomery County Firefighter/Rescuer I(Recruit) applicants who successfully pass the written examination. An alternate version of the structured oral interview may also be needed.
- 5.3.1.10 Provide a test validation report for the structured oral interview and alternate version if needed.
- 5.3.1.11 Provide all necessary test materials for the written examination and oral interview (e.g., study guides, test booklets, answer sheets, administration manual, proctor scripts, etc.) and provide onsite test administration assistance if needed.
- 5.3.1.12 Following test administration, the Contractor must validate all written test scores at the Contractor's site.
- 5.3.1.13 The County will provide the Contractor with each candidate's written test within 72 hours of the day that the test is administered. The Contractor must recheck, validate, and transmit the test scores back to the County within a week following receipt of the completed tests from the County.
- 5.3.1.14 The County may, at its option, request the Offeror to provide training to County staff in scoring procedures for the written examination. and provide computerized test scoring services for the written examination, including onsite assistance if needed on the day(s) that the test is given. The County highly desires the most current and efficient technology and software to score the written examination., with a strong preference for online scoring. The request for training on scoring procedures may require onsite training by the Offeror.
- 5.3.1.15 Provide rater training to County staff in scoring procedures for the structured oral interview and alternate version, if needed to ensure that raters score candidates objectively. Provide computerized scoring services for the structured oral interview including onsite assistance, if needed on the day(s) that interviews are conducted. The County highly desires the most current and efficient technology and software to score the structured oral interviews., with a strong preference for online scoring. The request for rater training may require onsite training by the Offeror.
- 5.3.1.16 Provide test scoring reports including item analyses and adverse impact analyses for the written examination and structured oral interview. The reports must be submitted to the County within 30 days of the County's receipt of each exam.
- 5.3.1.17 Provide individual candidate feedback reports for the written examination and structured oral interview.

- 5.3.1.18 Prepare a recruitment survey and analysis for each test administration based on applicant feedback provided by the County and revise as necessary for subsequent test administrations. The County will provide a list of options for the Contractor to use, which will include a question regarding redundancy of tests based on candidate's experience testing in other jurisdictions within a 100-mile radius.
- 5.3.1.19 Provide consulting services in regard to test cut-off scores, interpreting test results, and other questions that may relate to use of test components, or general consulting on any component in the scope services.
- 5.3.1.20 Provide assistance up to and including legal fees, expert testimony, and other assistance as necessary to respond to any legal challenges or internal administrative grievances/complaints related to the written examination or structured oral interview process, validity, or results.
- 5.3.1.21 Provide system, technology, and support for the written tests to be administered and scored as a computer-based test online at various secure locations (Preferred).
- 5.3.1.22 Provide system, technology, and support for the structured oral interviews to be scored online at various secure locations (Preferred).
- 5.3.1.23 In addition to the specific services listed above, identify, and recommend any additional or innovative services and/or products provided by your firm that may be related to or helpful to a comprehensive written and or/oral exam program for entry level Firefighter/Rescuer I (Recruit) Applicants/Candidates. Services and/or products that fall within the general scope of the services outlined in this RFP, may be added at the time of Contract approval or in the future, based on the County's needs, and based on contract pricing.

5.3.2 **Conversion of Paper-Based Testing to Web-Based Application Testing**

- 5.3.2.1 The Contractor must have the ability to convert their paper-based test/assessment administration of the exam to a web-based application test/assessment administration, as an additional type of test/assessment administration option, and will provide the following:
- 5.3.2.2 The Contractor will migrate their customized firefighter entrance exams from a paper-based administration to its web-based testing application.
- 5.3.2.3 The Contractor will migrate their paper-based examination content, consisting of questions, answers, and instructions, to its web-based application.
- 5.3.2.4 The Contractor must ensure that their web-based application allows the County to assign tests/assessments to applicants/candidates and is capable of administering examination for applicants/candidates from both County facilities and non-County facility testing centers.
- 5.3.2.5 The Contractor must ensure that their web-based application delivers exam tutorials, instructions, and will keep track of the time it takes for applicant/candidates to complete the test/assessment. The scoring of the exam will

not be automated, as results will need to be combined, manual standardized and banding applied to calculate the final score.

- 5.3.2.6 The Contractor must grant the County a client portal, from which the County can purchase exams at any time, at the same rate as Attachment D, Approved Cost Sheet.

5.3.3 **Interview Services**

- 5.3.3.1 The Contractor will perform any required/applicable job analyses and/or transportability studies in accordance with all applicable industry standards for structured interview question design/development for entry-level applicants to MCFRS.
- 5.3.3.2 The Contractor will collaborate with MCFRS on structured interview question formulation, to include development from dimensions given by MCFRS.
- 5.3.3.3 The Contractor will deliver bank of at least 30 interview questions for MCFRS consideration.
- 5.3.3.4 The Contractor will provide a question validation report.
- 5.3.3.5 No more than 50% of questions provided to MCFRS are to be used by any other customer within a 100-mile radius of Montgomery County, Maryland.

5.3.4 **Scoring/Grading Scale Development**

- 5.3.4.1 The Contractor will provide interviewer/rater training, to include materials, to ensure objective rating by raters. Train raters in scoring procedures.
- 5.3.4.2 The Contractor will provide all necessary materials for interview administration (e.g., Assessor Form booklets, script, rater score sheets, candidate question booklet, confidentiality agreements, disclosure forms, proctor scripts, etc.).
- 5.3.4.3 The Contractor will provide all applicable scoring services, to include applicable scoring data analyses and adverse impact analysis. Preference is for scoring via the quickest methodology available.
- 5.3.4.4 The Contractor will provide consultation regarding test scoring categories and/or cut-off scores, etc.
- 5.3.4.6 Interview score results to be returned to MCFRS within 72 hours after receipt.
- 5.3.4.7 The Contractor will provide assistance up to and including legal fees, expert testimony, and other assistance as necessary to respond to any legal challenges, grievances, or complaints related to the structured interview process or questions, validity, or results.

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. The period in which the Contractor must perform all work under the Contract begins on the Contract's effective date and ends after a one-year period. 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(s) for one (1) year each.

The contractor shall not commence work until a purchase order has been executed by the Office of Procurement and a Notice to Proceed has been issued by the Montgomery County (MD) Fire and Rescue Service. Any order placed prior to, but not completed by the expiration date of this contract will be completed by the contractor with all compensation, terms, and conditions of the contract still in force and effect until completion of all work associated with the purchase order.

6.2 PRICE ADJUSTMENTS

- 6.2.1 **Prices quoted are firm for a period of two (2) 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.