

5. SECTION B - SCOPE OF SERVICES:

5.1. Background

Montgomery County, Maryland (hereafter, "County" or "MCG") borders the nation's capital and with over 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 \$2.4 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 Services
- Libraries, Culture and Recreation
- Community Development and Housing
- Environment
- Other County Functions

The Office of Human Resources (hereafter, OHR) is responsible for providing a variety of human resource-related services to all County departments. The County employs approximately 9,200 permanent and 2,800 temporary/seasonal employees.

OHR services include job classification and compensation structures, salary administration, employee development and training, recruitment and testing, EEO and diversity management, employee benefits, occupational medical services, and policy development, guidance, and interpretation. These services are provided organizationally under a team structure.

The Recruitment and Selection team is responsible for attracting, hiring, promoting, and retaining candidate for County departments and agencies that result in a highly skilled, competent, and diverse workforce. The Team engages in a wide variety of outreach activities designed to ensure planning, guidance, and advisory services to departments and agencies on selection and hiring.

In addition, the Team conducts new employee orientation, administers reductions in force, designs and administers public safety promotional exams, and other employment tests and job competency assessments, administers the County's Internship program, Position and Career Education (PACE) program, job fairs, and coordinates County transfers, demotions, promotions, non-competitive reappointments, and retiree rehiring, manages the County's Disability and Veteran Employment initiatives, provides selection guidelines training on interviewing and selecting employees, community and employee briefing trainings on the County's employment process and interview/resume preparation, develops candidate qualification templates, validates candidate qualifications, and facilitates priority consideration placements.

5.2. Intent

The County is seeking responses from Offerors that can provide a cloud-based end to end Software as a Solution (SaaS) package to the County to replace the current Recruitment and Staffing applications and systems. The County will award one (1) Contract for services resulting from this RFP.

OHR aims to provide a comprehensive human capital solution that encompasses an equipped recruitment management tool. The Applicant Tracking System (ATS) will allow the County to administer and track the entire recruitment and selection end-to-end process, eliminate manual reporting and functions, and improve the user and candidate experience.

5.3. Scope of Services/Specifications/Work Statement Contractor's Qualifications

5.3.1. Offerors should refer to and complete **Exhibit F – ATS Project Requirements and Technical Scope**. There are four tabs in the file; (1) Instruction, (2) Exhibit F-ATS Requirements, (3) Exhibit F-ATS Proj Tech Scope, and (4) Price Proposal. Offerors must complete Exhibit F, ATS Requirements, ATS Proj Tech Scope, and Price Proposal tabs as part of their proposal submission for review and evaluation. Offerors are expected to respond to the answers directly in the excel file.

5.4. Contractor's Responsibilities are outlined in the following exhibits:

- 5.4.1. Exhibit A – General Information
- 5.4.2. Exhibit B – Financial and Performance Information
- 5.4.3. Exhibit C – Past Project Experience
- 5.4.4. Exhibit D – ATS Service Level Agreement
- 5.4.5. Exhibit E – ATS Project Charter
- 5.4.6. Exhibit F – ATS Project Requirements and Technical Scope

5.5. County's Responsibility

5.5.1. The County's responsibilities are outlined under **Exhibit E – ATS Project Charter**.

5.6. Reports/Deliverables

- 5.6.1. The ATS must be able to pull a variety of reports including, but not limited to, time to fill by specialist, per unit or organization; requisition reports; recruiting source; required reporting such as Hire-by-Source Report, Requisition Report, EEO-1, and financial reporting such as average cost per hire.
- 5.6.2. The system should allow flexibility in the reporting function to create recruitment tracker dashboard with predefined criteria, and key performance indicators (KPI).
- 5.6.3. The County requires robust and flexible reporting environment. The goal of the reporting systems is to provide a way of measuring the applicant tracking system's effectiveness and the application should status throughout the recruitment pipeline.

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 Contractor must perform all work as outlined in Exhibit F-ATS Project Requirements & Technical Scope of this RFP begins on the Contract's effective date and will run through the successful implementation and acceptance of the system by the County. The term will continue thereafter for a period of one (1) year to perform the warranty, maintenance and support portions of the Contract. 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 four (4) times for one (1) year each for the purpose of acquiring annual maintenance and support services for additional periods.

6.2 PRICE ADJUSTMENTS