

5. SECTION B - SCOPE OF SERVICES:

5.1. Background

The Montgomery County (Maryland) Fire and Rescue Service (MCFRS) is an accredited combination (career-volunteer) fire-rescue agency, recognized in 2007, 2013, and most recently in 2018, by the Commission on Fire Accreditation International (CFAI). MCFRS is currently in its final year of a five-year accreditation cycle and will seek reaccreditation in 2023.

Through this Request for Proposals (RFP), the MCFRS is soliciting the professional and technical services of a Local Small Business Reserve Program contractor qualified to provide accreditation program management services. The Contractor will report directly to the Manager of the Planning & Accreditation Section within the Office of the Fire Chief. The specific services to be provided under this contract are described below.

5.2. Intent

The County intends to award one (1) Contract as a result of this RFP.

5.3. Scope of Services

MCFRS seeks a contractor to manage the agency's ongoing accreditation program. The Contractor will be expected to work and interact with MCFRS personnel on a regular basis. Montgomery County anticipates the work will require approximately thirty-two (32) hours per week to provide the following professional and technical services to ensure ongoing compliance with the CFAI accreditation framework:

1. Serve as program manager and subject matter expert (SME) for the accreditation program, providing leadership and guidance to MCFRS managers to meet all requirements of the *Quality Improvement for the Fire and Emergency Services (QIFES), 10th edition*, and any recommendations made by the onsite Peer Assessment Team and CFAI Board of Directors in 2023. The Contractor will identify, verify, and reconcile compliance with established fire standards, and County and State laws and regulations, and offer recommendations to correct any deficiencies.
2. The Contractor will work closely with MCFRS leadership to promote and institutionalize the accreditation model throughout the department (i.e., presenting the framework to new recruits in the training academy; working with the Division of Human Resources to include accreditation-related materials in promotional processes).
3. Maintain the department's accreditation SharePoint site, including the online/virtual Community Risk Assessment: Standards of Cover document, ensuring all data sets are routinely and accurately updated, including incident counts, unit responses, and core program measures.
4. Ensure that all CFAI required reports and documentation (e.g., Annual Compliance Reports, Self-Assessment Manual) are written to content requirements and formatting standards and submitted according to established timelines.
5. Track and maintain the department's operational response matrices and performance benchmarks. This will involve oversight, analysis, and data mining of call processing and dispatching records for accuracy (e.g., time stamps) and effectiveness (e.g., response times). The Contractor will have to work closely with the Emergency Communications Center, technology specialists, Duty Operations Chiefs, and other Division of Operations personnel to address any inaccuracies or inconsistencies in performance.

6. Serve as an SME in support of the department's current and future performance applications and reporting tools, understanding and coordinating how they relate to and are configured to satisfy requirements of the accreditation model and add value for our stakeholders.
7. Serve as the department's primary representative to CFAI, coordinating required submissions throughout the accreditation cycle and managing the logistics of the 2023 site visit by the CFAI Peer Assessment Team. The Contractor will respond to the team's needs in accordance with the authority granted by the Fire Chief, and in accordance with Montgomery County and MCFRS policies and procedures, coordinating response to any ad hoc technical questions or concerns raised by the team while onsite. The Contractor will also represent MCFRS, along with the Fire Chief and other senior managers, at the public hearing and interview with the CFAI Board following the onsite assessment, and the subsequent recognition ceremony.
8. Attend any mandatory accreditation-related training, virtually or in-person, provided by the Center for Public Safety Excellence (CPSE), as well as the annual CPSE Excellence Conference. The Contractor will also be expected to participate in any accreditation work groups or other opportunities that may arise or CFAI initiates (e.g., future revisions to the QIFES manual). *Note: The County will reimburse for travel costs related to airfare, lodging and conference/training registration fees in accordance with Administrative Procedure 1-2, Non-Local Travel Guidelines and Related Reimbursements and Administrative Procedure 1-5, Local Travel Guidelines.*
9. Attend departmental meetings as required to provide status updates on the accreditation program and any ongoing tasks, opportunities, and/or accomplishments that require attention.
10. Serve as the department's liaison with other accredited agencies.

5.4. Contractor's Qualifications

The Contractor or Contractor's staff assigned to work under the resulting Contract must have the following qualifications:

1. Knowledge or familiarity with the CFAI fire and emergency services accreditation process. Experience of at least five (5) years serving as an accreditation manager for a fire-rescue department accreditation program that has achieved or is working toward accreditation status is preferred.
2. Management experience of at least five (5) years as a chief officer in a career, volunteer or combined fire-rescue department. Current employment or service as a chief officer is not required.
3. Skilled in data management, analytics, interpretation, and presentation.
4. Proficient technical writing skills and expertise preparing fire-rescue department studies, technical reports, and accreditation documents.
5. Proficiency in the use of Microsoft Office (Word, Excel, Access, PowerPoint, Outlook), Office 365, SharePoint, and geographic information systems (GIS).
6. Ability to exercise independent judgment in developing methods, techniques, and evaluation criterion for obtaining results.
7. Strong written and verbal communication skills and demonstrated ability to communicate effectively within all levels of the organization.
8. Effective organizational skills and the ability to accomplish multiple tasks at the same time.

5.5. Contractor's Responsibilities

In addition to performance requirements and other deliverables outlined in this RFP, the offeror shall be responsible for providing professional liability insurance to cover those areas of liability not covered within the scope of services in this RFP and otherwise covered by the protection of the County insurance specifically to the Contractor.

5.6. County's Responsibilities

MCFRS will provide the Contractor with a workstation, including a computer and necessary office equipment and supplies, at 100 Edison Park Drive, Gaithersburg, Maryland 20878.

5.7. Reports/Deliverables

The Contractor will prepare and submit a monthly report of activities and accomplishments to the MCFRS Contract Administrator. The Contractor will also submit a separate report detailing the number of hours worked during the previous month. Both reports are due the first business day of the month.

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 upon the County's issuance of a Notice to Proceed and ends after a one (1) year period. The Contractor must also perform all work in accordance with time periods stated in the Scope of Work. 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.

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.
- 6.2.2. If pricing is based on percentage discounts, the percentage discount is fixed throughout the term of the contract.