



**Subject: Request for Statement of Qualifications (RSOQ):
Construction Process Facilitator**

July 29, 2009

In support of the Information Management Business Plan (IMBP) implementation, the Port of Long Beach is requesting information regarding capabilities of a consulting or engineering firm or individual to fill the role of a Construction Process Facilitator. The position will work closely with the Chief Harbor Engineer and members of the Information Management Division to implement new processes and systems throughout the Port. These processes and systems will affect many work groups inside and outside the Engineering Bureau.

Role	1. Document existing processes as necessary or assist divisions in their own efforts to document the processes. 2. Coordinate the development and implementation of new processes and systems in the POLB Engineering Bureau. 3. Communicate process changes. 4. Coordinate process training. 5. Coordinate continuous improvement of existing processes. 6. Assure the transfer of process knowledge to non-Engineering Bureau employees, consultants, and contractors.
Reporting	Reports to the Chief Harbor Engineer. Coordinate activities with Information Management Division.
Responsibilities	1. Coordinate with IM on gathering requirements for, selection of, and implementation of related information systems. 2. Document and publicize the process. 3. Define key performance indicators (KPIs). 4. Assist with and be responsible for process design or process modifications. 5. Improve the effectiveness and efficiency of the process. 6. Address issues with respect to running the process. 7. Promote awareness of each participant's role in the process. 8. Ensure staff training in the process and supporting information systems 9. Interact with line managers to assure the process has the needed



	resources to operate it. 10. Periodically review process, roles, responsibilities, and documentation.
Personal Characteristics	1. Be capable of gaining the respect of participants in the process. Be able to get along well with other Port employees. 2. Be able to quickly become knowledgeable of Port organization structure and procedures including the construction project lifecycle. 3. Possess the ability to effectively communicate verbally and in writing. 4. Have persistence in advocating and gaining consensus for change. 5. Possess the ability to identify the need for and facilitate change management interventions like software modifications, user training, changes in decision-making authority, and mentoring employees affected by new processes and systems.
Associated Tasks	1. Meet periodically with the Engineering Bureau management team on issues related to process design and related systems. 2. Meet periodically with process participants regarding issues related to process design and related systems. 3. Develop or oversee development of training material. 4. Create and maintain written procedures in standard formats. 5. Identify opportunities for cross-training to improve flexibility. 6. Conduct or arrange training sessions. 7. Support Key Performance Indicator (KPI) development and ongoing measurement using the Port's performance measurement system, PBViews. 8. Develop or approve requirements for new information systems. 9. Coordinate the process for soliciting consultant support, the acquisition process, and the conduct of related work. 10. Define priorities for process improvement. 11. Make process-related presentations to stakeholders and interested parties. 12. Maintain business continuity process descriptions and response plans.



Qualifications	1. Knowledge of Port engineering and construction processes or those of similar organizations. 2. Training or experience in the analysis of complex processes. 3. Familiar with MS Office tools like Word, PowerPoint, Excel, and Visio. 4. Ability to employ business criteria to justify changes. 5. Knowledge of process improvement techniques.
Duration	This role is expected to be required during implementation of new systems and processes as part of the IMBP and related programs. The IMBP effort is scheduled to continue through 2011.

Interested firms or individuals should reply no later than 4:00 pm, August 27, 2009. Please provide firm (if any) and a resume of the proposed candidate for the Construction Process Facilitator. Responses can be submitted by mail or email.

Port of Long Beach
 Attention: Brett Schumacher, Information Management Division
 925 Harbor Plaza
 Long Beach, CA 90802

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Please take note of the attached Port policies for its Small/Very Small Business Enterprise Program and contractor requirements for insurance.

Proposers may respond by email or regular mail. Email responses and questions about the position may be sent to cpfrsoq@polb.com. The closing date/time for questions is 12:00 pm Wednesday, August 12.



Attachment: Small/Very Small Business Enterprise Program

The Port has established a Small Business Enterprises (SBE)/Very Small Business Enterprises (VSBE) Program to encourage small business participation on professional services contracts. Although SBE/VSBE participation goals were not assigned to this contract, the Port strongly encourages all proposers to include such participation wherever possible, by utilizing small business subconsultants, vendors, and suppliers. The Port also strongly encourages SBE/VSBE firms to respond to this solicitation as prime consultants.

If a proposer contracts with an SBE or VSBE firm, the proposer will be asked to submit an SBE/VSBE Commitment Plan (POLB Form SBE-2P) with his or her Proposal/Statement of Qualifications. POLB Form SBE-2P can be downloaded from the following page of the Port's website:

www.polb.com/economics/contractors/forms_permits/smallbusiness/default.asp.

All small businesses (primes and subs) listed on POLB Form SBE-2P must be registered and SBE certified on the Port's online database and eprocurement system (The Network) to receive SBE credit. Eligible small businesses may apply for SBE certification through The Network. A link to The Network is available by clicking on the "Vendor Login/Registration" icon from the following page of the Port's website:

<http://www.polb.com/economics/contractors/sbe/forms.asp>

Registration on The Network is free to all businesses. The Port encourages non-SBEs to register as well. One of the many benefits of registration is the ability to utilize The Network's small business search tool to locate SBEs and VSBEs for Port projects.

SBE eligibility is determined utilizing federal U.S. Small Business Administration (SBA) size standards, based on North American Industrial Classification System (NAICS) codes. To access the current table of small business size standards, log on to the NAICS website at www.naics.com and click the "Small Business Size Standards" link at the top of the page.

Examples of maximum gross annual revenue averaged over the past three years to qualify as an SBE: architects/engineers \$4.5 million; landscape architects \$7.0 million; environmental consultants \$7.0 million; computer programming/design/consulting \$25 million. VSBE eligibility is determined utilizing criteria with the State of California's



Department of General Services' "micro-business" designation: contractors, consultants, and vendors with gross annual receipts, averaged over the past three tax years, of \$2.75 million or less, or small business manufacturers with 25 or fewer employees.

Prime consultants utilizing SBEs/VSBEs will be asked to report the dollar value of payments to small businesses by submitting a SBE/VSBE Monthly Utilization Report (POLB Form SBE-3P) marked "Final" at project-closeout. POLB Form SBE-3P can be downloaded at:

www.polb.com/economics/contractors/forms_permits/smallbusiness/default.asp.

Questions concerning the Port's SBE/VSBE Program should be directed to the SBE Program at SBEProgram@polb.com or 562-590-4146, ext. 3212.



Attachment: Insurance Requirements

The selected Proposer shall comply with the various requirements summarized below:

Insurance coverage must be provided by a company that is admitted to write in California and has a rating of A:VII by A.M. Best & Company.

- General Liability – with minimum limits of \$1,000,000 per occurrence and if written with an aggregate, the aggregate shall be double the per occurrence limit.
 - ISO Form CG 0001 or CG 0002.
 - Additional Insured Endorsement Required.
 - Include Products/ Completed Operations.
- Automobile Liability – with minimum limits of \$1,000,000 per accident.
 - ISO Form CA 0001.
 - Symbol 1.
 - Additional Insured Endorsement Required.
- Statutory Workers' Compensation Insurance.
 - Waiver of Subrogation in favor of the Port of Long Beach.
- Employer's Liability Insurance - \$1,000,000.
- 30 day notice of cancellation to Ports for all insurance policies (10 days for non-payment of premium).