REQUEST FOR QUALIFICATIONS (RFQ): 15-003
BUSINESS PROCESS REVIEW CONSULTANT(S)

INFORMATION AND INSTRUCTION

BACKGROUND

Long Beach City College, founded in 1927, is a multi-campus college district located in Long Beach, CA. The college serves over 28,000 students, annually, and offers two-year associate degree courses in the business, health services, trade and technical, and liberal arts fields; one-year vocational certificates in occupational trades; courses that offer job skill advancement; and courses for transfer to four-year colleges and universities.

Long Beach City College is dedicated to providing high-quality educational programs and related student services. With emphasis on transfer, economic development, vocational training and personal enrichment, Long Beach City College is a community college responsive to individuals and the diverse needs of the community. Long Beach City College prides itself on being a large, thriving institution that offers personal attention and care.

Here are some important statistics regarding the College:

Course and Schedule Management:
• 1,416 active courses (not all of them are offered every semester)
• Between 700 and 900 courses offered each semester
• 6,000 plus course sections a year
• 81 programs (these programs are housed within 25 departments)

Admissions & Records (2013-14 Academic Year Data):
• 31,000 students enrolled
• 9,000 of these students are full-time

Degree Audit (2013-14 Academic Year Data):
• Certificates Awarded: 1,122

Financial Aid (2013-14):
• BOG Waiver: 17,293 students
• Federal Pell Grant: 14,650 students
• Cal Grant B: 2,549

Human Resources (2013-14)
• FT Faculty = 284
• PT Faculty = 938
• Administrators = 49
• Managers/Supervisors = 42
• Confidential = 16
• Classified = 450
• Temporary Workers (LTEs/Exempt) = 489
• Student Workers = 455
• Board & Commission = 11

Payroll
• 2,300 paychecks processed per month
• 2,800 W2's issued annually

Finance
• $1000 million annual Unrestricted General Fund budget
Long Beach Community College District

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- $24 million annual Restricted General Fund budget
- $154 million of the $440 million 2008 Election Measure E bonds are remaining to be issued
- $30-$40 million spend on bond construction and renovation projects annually

Purchasing – Over 2,000 Purchase Orders Written Annually.

Student Receivables
- Gross Enrollment Fees $21,758,444
- BOGG Fee Waivers ($17,254,648)
- New Enrollment Fee Revenue ($ 4,503,796)

ANTICIPATED SCOPE OF WORK

The firm(s) chosen as part of this RFQ will be under contract as an "on-call" specialist to the District for up to a 5-year period. Tasks assigned under this contract will reference the original contract but be carried out under a separate engagement letter and proposal.

The District wishes to identify and choose firms which have experience with Business Process Review and Project Management within Higher Education in one or more of the following areas: Curriculum and Schedule Management, Admissions and Records, Financial Aid, Degree Audit, Human Resources, Payroll, Fiscal (including Budgeting, Purchasing, and General Ledger), Student Receivables. The District is looking for a firm which will be assigned projects to help support the District’s mission of having efficient and effective services for students, faculty, and employees.

The actual work assigned to the Firm(s) during this period will be at the discretion of the District and may include but are not limited to:

- Meeting with functional area leadership to identify and assess the current state of business processes
- Document findings and identify Strengths, Weaknesses, Opportunities, and Barriers analysis and report
- Develop benchmarks to identify improvements
- Identify industry standards from other Community Colleges and CSU’s
- Identify customizations to improve functional area process and develop related specifications
- Develop plan to implement changes, taking into account college academic calendar
- Recommend and document procedures based on board policy and functional area requirements
- Identify student, faculty, and employee communication plan or “touch points” within Business Process improvement plan.
- Identify staff and training recommendation to implement recommendations.
- Include any other observations or recommendations that will improve services students, including Long Beach Promise Students
- Support implementation plan and facilitate removal of barriers
- Troubleshoot gaps and questions
- Project management including completion review and reporting

EVALUATION PROCESS

A selection Committee comprised of District employees has been formed. The role of this committee is to objectively review and evaluate all materials and information presented to the District by firms responding to the RFQ. The Selection Committee will identify which firm(s) it feels best meets the current and future needs of the District.

The selection process will include a review of the written responses by the District’s Selection Committee. The Selection Committee reserves the right; at their discretion to invite firms who they feel best meet the needs of the District for in person interviews the week of July 13, 2015.

The District hopes to identify the final firms who best meet the requirements of the District through this RFQ Process and notify those firms of a contract award by July 22, 2015. The District reserves the right to award multiple contracts for up to a 5 year period to the firm(s) it deems best meets its needs.

The District is not obligated to award any contracts as part of this process.
REQUIREMENTS

The District requires that all firms responding to the RFQ be experts in their field and be able to show extensive experience and proficiency with the following:

1. Experience with the PeopleSoft
2. Experience and understanding of typical California Community Colleges business practices
3. Experience with Business Process Review projects
4. Experience in one or more of the following functional areas: Curriculum and Schedule Management, Admissions and Records, Financial Aid, Degree Audit, Human Resources, Payroll, Fiscal (including Budgeting, Purchasing, General Ledger), Student Receivables Knowledge legislation and court findings related to functional areas.
5. Experience leading and providing consulting services to cross functional teams.
6. Experience leading and providing project management services to cross functional teams.
7. Experience making presentations to all levels of audiences.
8. Have adequate staff resources and/or scalability to acquire staffing resources to meet the needs of the District.

INSTRUCTIONS FOR SUBMITTING A RESPONSE

RFQ's should be complete and be prepared to provide an insightful, straightforward, and concise overview of the capabilities of your company. The emphasis of your qualifications statement should be on completeness and clarity of content. All responses must not be more than 15 pages in length.

Any statement of qualifications received after the deadline of 3:00 PM on June 24, 2015 may be rejected at the District's discretion and may not be considered or reviewed.

Responses to the RFQ may be rejected if not prepared in the format described, or if submitted without all required information and signatures. Additional facts and information may be included if it will help to highlight your firm’s qualifications and experience.

All materials submitted in response to this Request for Qualifications shall become the property of Long Beach Community College District and shall be considered a part of Public Record.

SELECTION PROCESS AND ANTICIPATED TIMELINE

Statement of qualifications must be submitted no later than 3:00 PM on June 24, 2015.

The selection process will include a paper screening to insure the applicant meets the minimum qualifications and to identify which firms the District feels best meets its needs.

The process may then also include an interview by a selection committee comprised of college staff. These interviews are tentatively scheduled for the week of July 13, 2015.

Finalist will be notified of a contract award the week of July 22, 2015 and contract development will begin.

The District anticipates presenting the names of firm(s) chosen to its Board of Trustees for approval at the July 28, 2015 Meeting.

RFQ RESPONSE SUBMISSION INSTRUCTIONS:

The firm shall submit an original and SIX (6) copies and an electronic copy on a thumb drive of its response by 3:00 p.m. (PDST), Thursday, June 24, 2015, to:

Long Beach Community College District
Contracts and Purchasing Department
4901 E. Carson Street, Bldg. T, Room T2031
Long Beach, California 90808
Attention: Alan Moloney
Responses received after 4:00 p.m. (PDST), June 24, 2015, may, at the sole discretion of the District, be rejected as non-responsive and returned without review. In order to be considered "on time," a response must either be date-stamped by the time stamp located in the Contracts and Purchasing Offices or bear a handwritten inscription by an authorized representative of Purchasing and Contracts for the District confirming receipt by the above-specified deadline. The date stamp is located in the Contracting and Procurement office at the above-described location.

The District shall not be responsible for, nor accept as a valid excuse for late response delivery, any delay in mail service or other method of delivery used by the firm.

All responses shall be enclosed in a sealed package(s) plainly marked with the words "Response to RFQ No. 15-003"

The District shall not be responsible for, nor accept as a valid excuse for late response delivery, any delay in mail service or other method of delivery used by the firm.

All responses shall be firm offers subject to acceptance by the District and may not be withdrawn for a period of 120 calendar days following the last day to accept responses. Responses may not be amended after the due date except by the consent of the District.

If additional information is required regarding the work to be completed, proposers are invited to contact Alan Moloney at amoloney@lbcc.edu or (562) 938-4541. This RFQ 15-003 is posted on the District’s website at http://www.lbcc.edu/ContractsMgmt/CurrentSolicitations.cfm. All addendums and clarifications will be posted to this website. It is the responsibility of the firms responding to this RFQ to check the website for any new or revised information.

Proposal Instructions

Proposals which are no more than 15 pages in length may be prepared in letter format and are to be submitted as directed in the transmittal letter that accompanies this RFQ 15-003. Proposals shall contain the following:

1. Cover Letter - A maximum one-page, dated introductory letter must be submitted including the legal name of the respondent, address, telephone and fax numbers, and the name, title, and signature of the person(s) authorized to submit the response on behalf of the firm.

2. Table of Contents - A Table of Contents of the material contained in the response should follow the Cover Letter.

3. Executive Summary - The Executive Summary should contain an outline of your general business approach along with a brief summary of your qualifications to engage in a professional relationship with Long Beach Community College District and serve its needs as described in the Scope of Work above.

4. Background Information - Furnish background information about your firm, including date of founding, legal form, number and location of offices, numbers of employees, other services offered, and other pertinent information. Indicate the firm’s ongoing commitment to professional education of staff, and total number of permanent employees.

5. Personnel - Include resumes/vitas of key personnel who would likely be assigned to projects associated with Long Beach Community College District. Specifically define the role of each key person and outline his or her individual experience. Indicate who would serve as the primary contact for the District. The size of the firm must be such that it is able to handle the required work or be able to scale its resources to meet the District’s needs.

6. Functional Area(s) for Consideration – Indicate functional areas Curriculum and Schedule Management, Admissions and Records, Financial Aid, Degree Audit, Human Resources, Payroll, Fiscal (including Budgeting Purchasing, and General Ledger), and Student Receivables.
7. Narrative - Provide a comprehensive narrative of the business process review services offered by your firm. The narrative must include discussion of the following:

   a. Experience – Please describe your experience working with and providing similar services for other colleges.

   b. References - Please provide two references which include: name, title, phone number, and email for business clients. The references should include especially community college or other educational clients to which your firm is currently providing similar services.

   c. The experience of the staff listed in Section 5 above shall meet the requirements listed above for experience which is related to the potential projects listed in the Requirements Section. The staff assigned must demonstrate that their knowledge and experience in this subject matter as well as their people and consulting skills are excellent.

   d. The firm shall demonstrate their presentation and graphics abilities with regard to communicating to the public and end users in a manner that elicits support from those groups and provides them a greater knowledge and understanding of the changes required.

   e. The firm must demonstrate its flexibility in adapting to the changing needs and priorities of the college community.

   f. Describe how you stay current with changes in legislation and court findings regarding FERPA, Title V, 508 Compliance, and Education Code.

8. Statement of Care – Please provide a statement outlining the firm’s commitment to the level of care it will commit to providing on all assignments from the District if the firm is awarded a contract. Please identify any methodologies, standards, processes, and commitments you are able to commit to for continuous process improvement in the services you provide.

9. The assignments contemplated under this agreement will require the highest levels of care, confidentiality, and at times data security. Please explain what processes your firm uses to make sure the staff assigned to the assignments at the District would not have security and previous legal issues which would preclude them of handling this data and information?

10. Financial Responsibility, Insurance Coverage, and Ability to Provide Services - The consultant shall submit a statement stating that:

   a. Your firm has and/or is able to obtain and maintain adequate errors and omissions, and general liability insurance coverage as outlined in the sample Consulting Agreement, labelled “Exhibit A”. Please carefully read this sample agreement especially the sections on Insurance and Indemnification.

   b. The Firm is solvent and able to conduct business in a professional manner throughout the life of the contract. Please include a statement certifying that the firm is not debarred, suspended or ineligible to enter into a contract with a public agency.

11. Professional Fees - Please submit a chart showing the hourly costs to the District for all 5 years of the proposed contract term which will cover the classifications or titles of anyone who may be assigned to work on a project assigned by the District. Please explain fully any exceptions or caveats you are placing on this cost proposal. Be thorough and specific as this may form the basis of any contract for services that may be presented by the District.

12. A signature by a person authorized to bind the offering firm to the terms of the proposal.

13. Notarized original Non-Collusion Affidavit.
**Evaluation Process and Award**

The District will evaluate the proposals submitted and information gathered by the interviews if they occur in accordance with the following criteria:

1) Qualifications and experience of the proposing firm and its staff;

2) Satisfactory work performance based on references;

3) Competitiveness of fee proposal; and

4) Miscellaneous other factors, including acceptability of exceptions or deviations, if any, and completeness of proposal.

The District expects to select a Contractor and award a contract by July 17, 2015, with work assignments possibly to be assigned within the next 30 days.
ATTACHMENT A
STANDARD TERMS AND CONDITIONS
CONSULTING/INDEPENDENT CONTRACTOR AGREEMENT

(In the following provisions, Contractor refers to the consultant / vendor selected under this RFQ)

1. INDEPENDENT CONTRACTOR

a. The Contractor shall, during the performance of this Contract, act as a wholly independent contractor. Neither the District nor any of its officers, employees, servants or agents shall have control over the conduct of the Contractor or its employees or agents, except to advise or provide project direction as required. The Contractor shall not at any time or in any manner represent that it or any of its officers, employees or agents are in any manner employees of the District.

b. Nothing contained in this Contract shall be deemed, construed or represented by the District or Contractor or by any third person to create the relationship of principal or agent, or of a partnership, or of a joint venture, or of any other association of any kind or nature between the District and Contractor.

c. The District shall not be called upon to assume any liability for the direct payment of any salary, wage or other compensation to any person employed by the Contractor performing services hereunder for the District.

2. INDEMNIFICATION

a. The Contractor shall hold harmless, indemnify and defend the District and its officers, employees, servants, agents, successors and assigns from any claim, demand, damage, liability, loss, cost or expense, including attorneys fees, or any damage whatsoever, including but not limited to death or injury to any person and damage to any property, resulting from the misconduct, negligent acts, errors or omissions of the Contractor or any of its officers, employees or agents in the performance of this Contract, except such damage as is caused by the sole negligence of the District or any of its officers, employees, servants, agents, successors or assigns.

b. The District does not, and shall not; waive any rights that it may have against the Contractor by reason of the acceptance by the District, or the deposit with the District, of any insurance policies or endorsements required pursuant to this Contract. This indemnification provision shall apply regardless of whether or not said insurance policies or endorsements are determined to be applicable to any claim, demand, damage, liability, loss, cost or expense described above.

c. The Indemnification in this agreement shall survive the agreement term.

3 INSURANCE

a. During the term of this Contract, the Contractor shall, at its own cost and expense, procure and maintain the following types of insurance:

i. Statutory Workers’ Compensation, as required by the California Labor Code, and Employer's Liability with limits not less than $1,000,000 per occurrence; and
ii. Comprehensive General Liability, with limits not less than $1,000,000 per occurrence, $3,000,000 aggregate.

b. Prior to the commencement of work, the Contractor shall furnish the District with insurance endorsements evidencing the above insurance coverage and further indicating that the Contractor's policies have been endorsed to name the "Long Beach Community College District and its board of trustees" as an additional insured thereon, with provision made for cross liability. The endorsements shall further provide that "Contractor's policy is primary of any insurance carried by the District" and that "the policy will not be canceled or materially changed without thirty (30) days prior notice in writing" being given to the District's Risk Manager.

c. All evidence of insurance coverage required to be submitted in accordance with this Paragraph 3 shall be delivered to the addressee for the District specified in Paragraph 7 of this Contract. The District shall make the final determination as to whether the documentation submitted by the Contractor conforms to the requirements of this Paragraph 3.

d. If any subcontractor(s) or independent contractor(s) is utilized by the Contractor for the purpose of carrying out portions of this Contract, said subcontractor(s) or independent contractor(s) shall also be required to comply with the insurance provisions set forth in this Paragraph 3 and the indemnification provisions set forth in Paragraph 2 of this Contract.

4. ASSIGNMENT OR TRANSFER

The Contractor shall not in any manner, directly or indirectly, by operation of law or otherwise, hypothecate, assign, transfer or encumber this Contract or any portion hereof or any interest therein, in whole or in part, without the prior written consent of the District. In addition, the Contractor shall not subcontract the services to be performed pursuant to this Contract without prior written approval of the District. The names and qualifications of subcontractors or others whom the Contractor intends to employ, other than those identified, shall be submitted to the District for prior written approval.

5. TERMINATION OF CONTRACT

a. **Scope.** The District may at any time terminate this Contract, in whole or part, for the convenience of the District, or for default by the Contractor, by giving the Contractor a written "Notice of Termination." Upon receipt of such Notice of Termination, the Contractor shall cease all work immediately or on the date, if any, specified in said Notice of Termination, whichever is later, and thereafter take all reasonable steps to not incur additional costs associated with this Contract.

b. **Termination for Convenience.** If the District elects to terminate this Contract for its convenience, such termination shall be effective thirty (30) days after delivery of said Notice of Termination to the Contractor, unless a later date is specified in the Notice of Termination. Thereafter, the District shall pay the Contractor for services provided through the date of termination and for those allowable costs determined by the District to be reasonably necessary to effect such termination. Thereafter, the Contractor shall have no further claims against the District under this Contract.

c. **Termination for Default.** The District may terminate this Contract for reason of the Contractor's default if: (i) a federal or state proceeding for the relief of debtors is undertaken by or against the Contractor, or (ii) a receiver or trustee is appointed for the Contractor, or (iii) the Contractor makes an assignment for the benefit of its creditors, or (iv) the Contractor
becomes insolvent, which shall be deemed to have occurred if the Contractor has ceased to pay its debts in the ordinary course of business or cannot pay its debts as they become due, whether or not the Contractor has committed an act of bankruptcy or is considered insolvent within the meaning of the federal bankruptcy law, or (v) the Contractor breaches any material term or violates any material provision of this Contract and does not cure such breach or violation within ten (10) calendar days after delivery by the District of a written "Notice to Cure Deficiency." The rights and remedies of the District set forth in this Subparagraph c shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

6. ATTORNEY FEES

In the event any action, suit or proceeding is brought for the enforcement of, or the declaration of, any right or obligation pursuant to this Contract or as a result of any alleged breach of any provision of this Contract, each party shall bear its own costs and expenses, including attorneys' fees, and any judgment or decree rendered in such a proceeding shall not include an award thereof.

7. NOTICES

a. Any notices to be given pursuant to this Contract shall be in writing, and all such notices and any other document to be delivered shall be delivered by personal service or by deposit in the United States mail, certified or registered, return receipt requested, postage prepaid, and addressed to the party for whom intended as follows:

To: Long Beach Community College District
    Contract Management g-4
    Long Beach, CA 90808
    Attention: (____________)

To: (Contractor) __________________________
    __________________________
    __________________________

b. Either party may, from time to time, by written notice to the other, designate a different address which shall be substituted for the one above specified. Notices, payments and other documents shall be deemed delivered upon receipt by personal service or upon deposit in the United States mail.

8. ENTIRE AGREEMENT

This Contract, including all exhibits and other documents incorporated herein or made applicable by reference, constitutes the entire agreement of the parties concerning the subject matter hereof and supersedes all prior agreements, understandings and commitments, whether oral or written. This Contract shall not be amended in any way except by a writing expressly purporting to be such an amendment, signed and acknowledged by both of the parties hereto.
NON-COLLUSION AFFIDAVIT

State of California

County of Los Angeles

_____________________________________, being first duly sworn, deposes and says:

That he/she is ______________________________________

Title

of ________________________________________________________________

Name of Offeror/Bidder

the party making the foregoing proposal, that such proposal is genuine and not collusive or sham; that said offeror/bidder has not colluded, conspired, connived, or agreed, directly or indirectly, with any offeror/bidder or person, to put in a sham offer/bid or to refrain from proposing, and has not in any manner, directly or indirectly sought by agreement or collusion or communication or conference, with any person to fix the proposal price of affiant or any other offeror/bidder, or to fix any overhead, profit, or cost element of said proposal price, or of that of any offeror/bidder or to secure any advantage against the Long Beach Community College District (District) or any person interested in the proposed contract; and that all statements contained in said proposal are true.

In addition, the offeror/bidder further certifies that he/she (has)/(has not) (circle one), been convicted of found liable for any act prohibited by state or federal law involving conspiracy or collusion with respect to bidding on any public contract within the last three years. Such act or conviction does not automatically disqualify an offeror/bidder, but may be grounds for administrative suspension or grounds for consideration (by the District) as to whether the District should decline to award a contract to such offeror/bidder on the basis of a lack of responsibility.

_____________________________________

Signature of Offeror/Bidder

Subscribed and sworn to me this

___________ day of ____________, 200__

_____________________________________

(Notary Public)

My Commission Expires ________________ (SEAL)