
3. PROPOSED SOLUTION



3. PROPOSED SOLUTION

Approach to Managing On-Call Contracts

Our mission is simple. Stantec will provide high value services to you by **understanding your needs** and **working hard to meet those needs**. This approach has resulted in trusted, long-term relationships with all of our local government and municipal clients. The nature of an on-call transportation and traffic engineering services contract presents a challenge. Over the life of the contract, the specific assignments and project needs vary from project to project. Hiring a locally experienced, flexible organization is key to the County's project success. We are eager to aggressively respond to the wide-ranging services you require, and Stantec has the range of experienced, qualified staff to support Lake County in the service areas detailed previously in Section 1 - Understanding the Project. When choosing Stantec as your On-Call team, you are guaranteed Responsiveness, Support, Reliability, and Flexibility. These four key tenets will guide us in successfully executing each assignment for the County.

Responsiveness – Our team understands the **need to mobilize immediately** when we receive an assignment. Our Project Manager, Deepika Fields, is available, flexible to adjust to changing needs, and employs a rapid-response protocol for every request. That means assembling the key disciplines, communicating with County staff to fully understand the assignment's objectives/goals, brainstorming the approach, conducting research, visiting the site, refining the scope, developing budget numbers, and getting back with the County's project manager. All this occurring within a week; however, this process could certainly be expedited as necessary, especially for smaller task orders. With each Work Order issued, our team is committed to meeting technical, scheduling, and financial goals of the assignment.

Support – Throughout the term of the contract, we will be Lake County's advocate. In doing so, we become an extension of your staff by **making your mission ours**. Stantec is dedicated to providing clear and frequent communication, and organized and consistent coordination to ensure the success of every task and assignment.

Reliability – The Stantec Team will always be **ready to deliver the right people at the right time**. Stantec's local office in Lake Mary has 30 transportation professionals ready to serve you. If a specific task or assignment necessitates additional support outside of our local office, we have an additional 100 transportation professionals in Florida, allowing Stantec to quickly deploy a qualified replacement from our field of transportation specialists so productivity and schedules are not impacted.

Flexibility – The scope of services is broad and covers planning and engineering services. This highlights the need for a **team that is flexible and versatile**, one that both complements and supplements the work you are already delivering. Stantec will adjust our staffing, approach, and schedules as necessary to meet the dynamic needs of the County. We will meet your specific needs and provide the necessary expertise and manpower to meet peak workload periods.

Our project managers are highly experienced in stakeholder coordination, contract administration, task staffing and scheduling, budget management, quality control/assurance including peer reviews, decision-making coordination, and timely status reporting and programmatic adjustments. We work with you to develop effective working relationships, to understand and articulate expectations, to provide adequate contingencies in both project budgets and scheduling, and to establish critical milestones and decision-making strategies. We will work as an integrated team **to ensure that your project runs smoothly—on time and on budget**.



PROCESS TO COMPLETE WORK

Stantec has been successfully serving public agencies on continuing services throughout Florida by integrating the following project management plan process.

1. Initiate Task/Assignment

Deepika Fields, PE, Project Manager, will be your single point of contact for all communications between Lake County and the Stantec Team. She takes a hands-on approach and will work closely with the County Project Manager to clearly establish objectives for each assignment, allowing us to tailor a work plan specific to each task.

2. Plan and Prepare Scope, Budget & Schedule

Our team understands the need to mobilize immediately when we receive an assignment. Stantec will conduct research or perform a site visit if necessary to fully understand each task and identify any special challenges or risks. We will then develop and submit to the County a scope of work that details a cost-effective solution with a realistic schedule based on the size and complexity of each assignment/project.

3. Control Project, Task and Assignment Execution

Upon confirmation of the scope, fee and schedule from County staff, Stantec will assign the most qualified task lead to commence work. For each assignment, Stantec staff employ five key principles that have proven to produce project success for our clients repeatedly:

- We build real community participation, education, and dialogue into our planning process
- We integrate multiple technical perspectives, local knowledge and nationally recognized expertise
- We integrate nationwide best practices into each project that make sense in the local context
- We identify early actions for success
- We consider implementation from the beginning

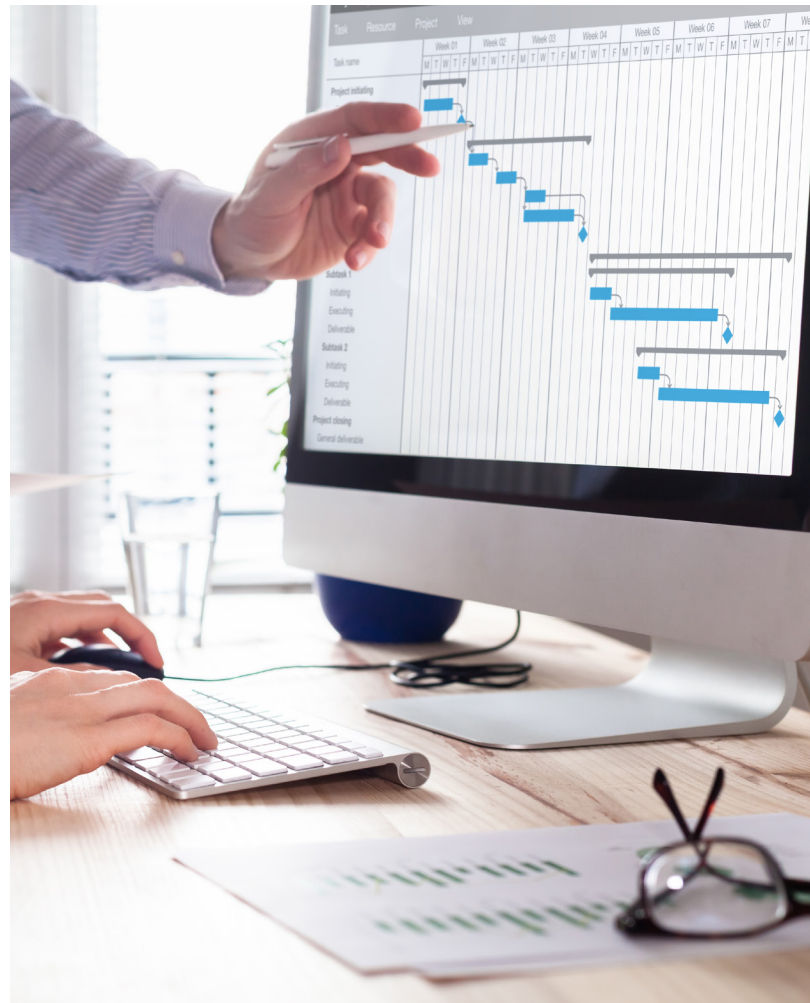
To deliver the best services to the County, Stantec commits to balancing project function, reliability and costs. To that extent, Stantec staff has proven, effective built-in-place practices.

a) Team Coordination – It has always been our philosophy that a strong association between our clients and Stantec staff is paramount to an effective use of our services. We believe in developing a network of communications at all levels of both staffs. We are always available through cell phones and respond, in person, within 24 hours. Potential problems are quickly resolved through timely meetings that include administration, engineering, and operations staff.

b) Schedule & Budget – We often look to streamline the study process, where possible, to reduce project costs as well as shorten the project schedule. Progress is tracked at appropriate frequency and communicated regularly with

you. Stantec project managers have access to project scheduling tools that are used to define critical paths and allocation of personnel. The County staff will be kept apprised of task progress through milestone meetings that are scheduled prior to the start of work.

c) Innovation and Cost Control – Stantec's biggest innovative and cost saving feature is our approach to managing the project. The multiple team approach, experience on similar projects and aggressive approach to identifying issues early in the project has yielded significant cost savings to our clients throughout the years. We realize that design standards and guidelines are good tools to use for developing projects, but we also realize that as professionals we must be able to use professional judgment to determine when standards must be adjusted. Of course, keeping in mind that the safety of the public is always paramount. We will develop alternatives to allow the County to determine, if in certain circumstances, we may want to change the design standards originally selected for a project. We also look for opportunities to save the County staff time by making sure we do our job as an extension of County staff. The purpose of having continuing services consultants is to augment County staff, not provide additional administrative time requirements.



d) Quality Control is about Doing the Right Thing, the Right Way – The Stantec Quality Control Plan includes review checklists and document cover stamps to show who performed the reviews and when, plus reviews of the client’s scope of services and previous comments. Finally, the Stantec Project Manager shall initial the marked Quality Control review documents to indicate that all appropriate items have been incorporated. The Stantec Quality Management System (SQMS) helps communicate the organization’s practices for planning, managing people, client satisfaction, practice management, managing sub consultants, and for continual improvement. Critical aspects of the ISO 9001:2008 registered Stantec Quality Management System include:

- Client Feedback Interview Process—Client feedback is used to improve our performance on a specific project and to continually improve our organizational practices and processes.
- Practice Audit Process—We conduct internal practice audits to assess compliance with our company policies and procedures and to evaluate the effectiveness of the Stantec Quality Management System. We look for opportunities to improve our processes and leverage best practices.
- Improvement Process—Promoting a culture of continual improvement is a fundamental aspect of successful organizations with effective quality management systems. We have a formal improvement process to encourage suggestions for improvement and to document follow-up actions.

e) Project Delivery & Closeout – Stantec will ensure quality deliverables by revisiting the scope and making sure 100% of the work has been completed. Successful closure will also require proper archiving of project information, files, documentation and records for the County. Finally, we will confer with the County to gather feedback and share that information with the design team, always looking for the potential to produce even better performance than we are known for in completing future task orders.

We recognize that the ability to manage the unexpected is the unwritten scope item of every on-call contract project. Projects with undefined scopes and projects of short duration frequently involve significant communication with the client. This type of work is often of an emergency nature and requires immediate response. Stantec develops close working relationships with its clients and provides fast response to accommodate those situations. We have extensive experience managing concurrent multi-million dollar on-call contracts with various task orders ranging from \$10k to \$200M.

STAFFING RESOURCES – WE HAVE THE CAPACITY

Deepika Fields, PE, Project Manager, will manage the delivery of all anticipated services outlined within this solicitation. **Luis Diaz, PE, Principal in Charge**, will be actively in charge of and responsible for the operations, personnel, management, and supervision of the performance of all required services. The Project Manager and Principal in Charge will work closely together to access sufficient staff within the company and coordinate additional staff and subcontractors to levels necessary to meet schedules. **Frank Domingo, PE, QA/QC Officer**, will be responsible for quality control, administered through Stantec’s internal ISO 9001 QA/QC program, the foundation of our 10-Step Project Management Framework. All Stantec project managers follow this corporate framework by developing and maintaining a management plan and project schedule throughout the life of the assignment.

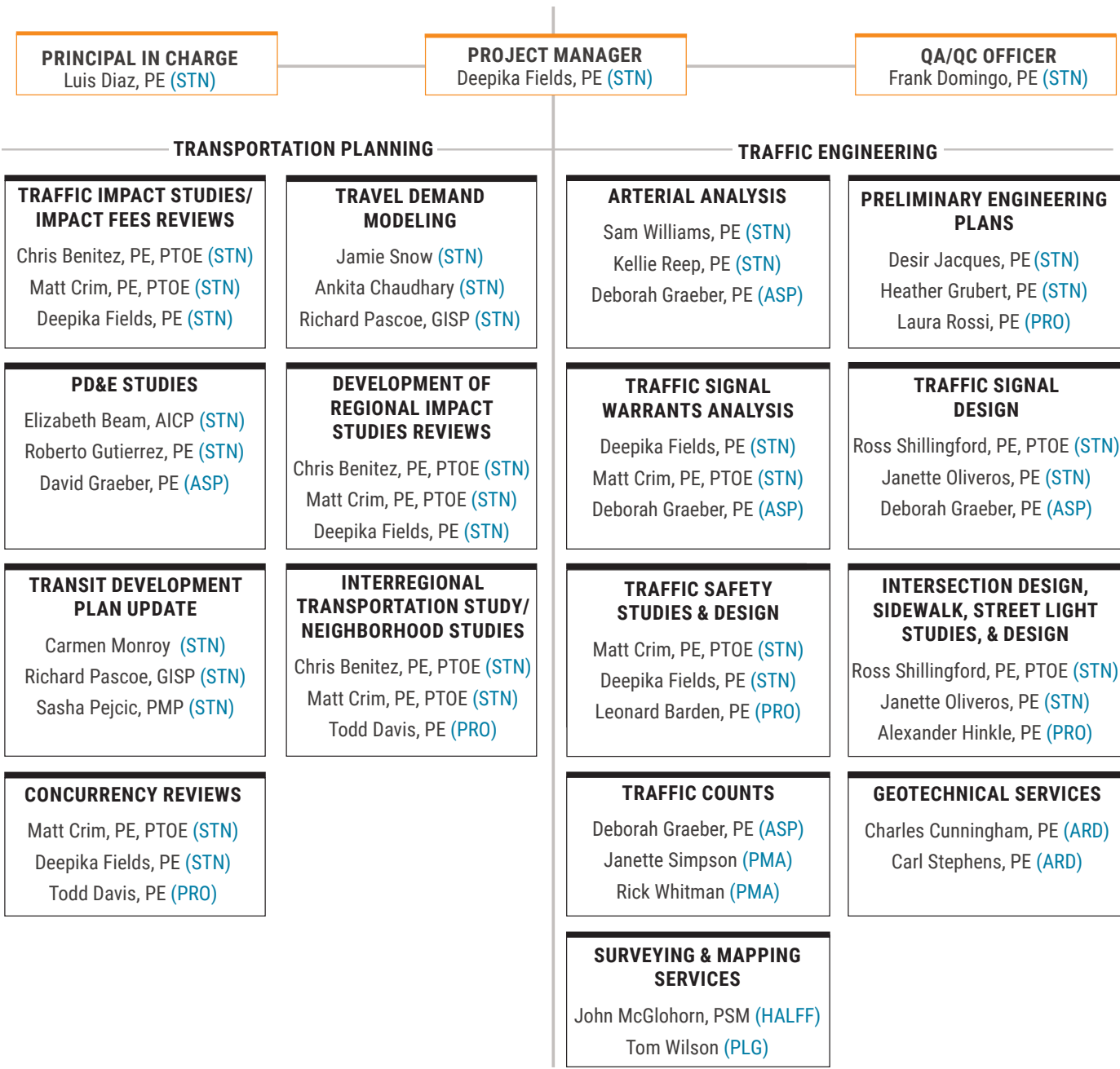
The nature of this on-call contract requires that we understand that our role is to help Lake County tackle any challenge that arises. The Stantec team has the resources to respond to all assignments. Stantec’s professional services will be provided primarily from our Lake Mary office supplemented by staff from Stantec’s other Florida locations as needed.

Stantec has proposed a team of highly skilled professionals to support the County’s objectives. With our collective experience this team offers the ability to respond to all assignments. You can anticipate working with the people we’ve highlighted in the resumes provided in this proposal (Section 2. Forms) and shown **on the following organizational chart.**

Further, the Stantec community unites approximately 22,000 employees working in over 350 locations across 6 continents. The table below is a representative list of our team in Florida.

Function/Discipline	Number of Personnel in FL
Architect	56
CAD Technician	45
Civil Engineer	121
Construction Inspector	19
Construction Manager	9
Electrical Engineer	27
Foundation/Geotechnical Engineer	1
GIS Specialist	6
Hydrologist	6
Land Surveyor	40
Landscape Architect	15
Planner, Urban/Regional	24
Project Manager	30
Structural Engineer	29
Technician/Analyst	12
Transportation Engineer	78
Transportation Planner	7
Others	140

Organizational Chart



OUR TEAM

- STN:** Stantec Consulting Services Inc.
- ARD:** Ardaman and Associates, Inc.
- ASP:** Aspireon Consulting Group, Inc.
- HALFF:** Halff Associates, Inc.
- PLG:** Precise Locating Group, Inc.
- PMA:** Peggy Malone & Associates, Inc.
- PRO:** Protean Design Group, Inc.

Additionally, we have identified key subconsultants in close proximity to our Lake Mary office who are also readily available when additional specialized expertise or support is needed. While Stantec and its subconsultants have healthy workloads, we also have deep resources to respond to the County's assignments. Stantec consistently resources and manages the workload of multiple engineering projects totaling hundreds of millions of dollars in annual professional fees at multiple locations, at any given time.

AVAILABLE PROJECT/ASSIGNMENT RESOURCES (EQUIPMENT, SOFTWARE, ETC.)

Specialty Software & Design Capabilities

The following list includes some of the software applications used by our teams to work more efficiently and collaboratively. These software applications also minimize printing needs, allowing our teams to work more eco-friendly.

We use cloud-based Microsoft 365 and Microsoft Teams to allow us to be productive and secure our business data from anywhere. These software platforms allow us to get work done with productivity solutions and stay connected with our teams and clients whether we're working remotely or onsite. They also safeguard business data with a cloud platform that offers built-in security features for remote work.

- **Virtual Collaboration** - We employ several applications that allow us to communicate and develop projects efficiently and effectively. As well, we're flexible with the County's preferred tools to collaborate. Our team uses Microsoft Teams, Zoom, Webex, for Chat, calls, and meetings
- OneDrive, Sharepoint – Cloud storage
- Word, Excel, and PowerPoint – Office productivity apps
- Microsoft Project – Scheduling
- Outlook and Exchange – Email and Calendar
- Oracle "Primavera P6" (P6) and "Integrated Project Solutions" (IPS) with configurations designed to implement best practices in project planning and earned value management.

We use design and production software from leading providers like Bentley and Transoft Solutions. These productivity-enhancing software applications help us better plan, design, evaluate, and visualize transportation and traffic engineering solutions.

- CUBE (Travel Demand Modeling)
- HCS (Traffic Operations Analysis)
- Synchro (Traffic Operations, Signal Timing, Arterial Analysis)
- Sidra (Roundabout Analysis)

- VISSIM (Traffic Simulation)
- CORSIM (Traffic Simulation)
- FDOT Intersection Control Evaluation (ICE)
- FDOT Trends Forecasting Tool
- Highway Safety Manual (HSM) spreadsheets
- Enhanced Interchange Safety Analysis Tool (ISATe)
- FDOT Safety Performance for Intersection Control Evaluation (SPICE)
- Interactive Highway Safety Design Model (IHSDM)
- ArcGIS, ArcMap - Geographic Information Systems (GIS)
- AutoTURN – Vehicle turn simulation
- TORUS Roundabouts – Intelligent CAD software for the efficient planning and designing of modern roundabouts
- NEXUS Intersections – Uses patented features to generate intersection layouts in just minutes.
- NEXUS DDI – A CAD-based tool that enables designers to quickly generate Diverging Diamond Interchange (DDI) geometries.
- AQCESSRAMP – Plan, retrofit, design and 3D model curb ramps to ADA compliance in minutes.
- GuideSIGN – Provides engineers a fast and easy way to design even the most complex highway and roadway signs.
- OpenRoads ConceptStation – Explore conceptual design options with real-world data and cost analysis to improve project results.
- Bentley LumenRT – Quickly create and publish beautiful renderings and animations.
- OpenRoads Designer – Provides complete detailed design capabilities for surveying, drainage, subsurface utilities, and roadway design.
- MicroStation – Produce detailed drawings and documentation, renderings and animations.
- FDOTConnect – Streamline the production of contract plans, pay items, and quantities to FDOT standards.
- STAAD.Pro – Design any type of structure – steel, concrete, timber, aluminum, and cold-formed steel projects – regardless of complexity. Over 90 international codes to choose from.
- ProjectWise – Cloud-based document management and collaboration tool for CAD design teams. Maximizes productivity by making it simple for teams to readily share and find information, collaborate on reviews, and manage tasks.
- Mathcad – Performs engineering calculations, like structural analysis, with accuracy and precision, enables traceability, protects intellectual property, and shows the engineer's work.

- Bluebeam Revu – We use Bluebeam to collaborate on document reviews and quality control reviews of 2D plans and 3D models. It makes commenting and marking up documents quick and easy.
- Public Involvement - Mural, 3D Vista, Transit Mix, ArcGIS StoryMaps Mural, 3D Vista, and Wikimaps.

Peggy Malone & Associates - Traffic Counts Equipment

- over 600 traffic counters
- 50 electronic turning movement boards
- 85 Automated Video Recording Units for turning movements
- Licenses of Tru Traffic software to conduct travel time, speed, and delay studies

Public Involvement

Every design challenge is an opportunity to bring communities together. Because it results in a shared community vision, engagement can often be the most important component of successful transportation projects. By being involved from the conceptual stage of a project, we raise awareness and understanding of the project’s impact, define and manage expectations, and **build trusting relationships between those impacted by the project and those building it.**

We use traditional and non-traditional methods from public meetings, focus groups, and open houses to virtual public meeting rooms, web surveys and social media to share information and ensure all affected groups have a say in a forum that works for them. Before public meetings, we use extensive outreach to inform residents and other stakeholders about the project and upcoming meeting. To reduce barriers to participation, we hold public meetings in locations familiar and accessible to the community.

While public involvement needs continue to evolve, what hasn’t changed is the universal need for simple, effective communication. When we represent Lake County, we will communicate technical topics in a manner that’s meaningful to everyone - real information sharing. We will provide the public many opportunities to be a part of the decision-making process. **Dialogue builds partnerships, and partnerships build community.** By working alongside community members, we produce recommendations that matter and build the public support officials need to move forward.

