ABOUT AFFINIS

In a world where customer service is less important, Affinis Corp is staking its future on building relationships with clients which results in exceptional customer service. Our high ratio of repeat clients speaks to the need of our client satisfaction philosophy in the marketplace and to our success in living it.

Our approach to making our clients’ lives easier starts with project management based on our mission to build long-lasting relationships with clients by listening, learning, delivering and celebrating. At Affinis, project management is more than just delivering a project on time and under budget; it’s about understanding your challenges, communicating and collaborating with you while we explore solutions, and striving to achieve higher levels of service and satisfaction for our clients.

OUR MISSION …

To build long-lasting relationships with co-workers, clients, and colleagues by listening, learning, delivering, and celebrating.

WE SERVE OUR CLIENTS IN THE FOLLOWING GENERAL AREAS:

✓ Infrastructure Planning & Design
✓ Civil/Site Planning & Design
✓ Water Resources Analysis & Design
✓ Levee & Dam Assessment Analysis & Design
✓ Sustainable Design & Green Solutions
✓ Surveying
✓ Traffic Engineering
✓ Construction Services

Over the years, we have learned the importance of tailoring each approach to meet a project’s unique needs. Each project has its own challenges and circumstances. Yet, we have found there are three building blocks to every project approach.

1. Strong project management
2. Intentional quality reviews
3. Realistic schedule and budget
1. Strong Project Management

Our project success begins with an experienced project manager, who will be your primary point of contact. Affinis project managers are responsible for overseeing engineering tasks, monitoring schedule and budget, and keeping clients informed about project progress.

A work breakdown structure (WBS) is developed for each assignment. The project manager and his/her team use the WBS to monitor, identify long-lead tasks, and ensure adequate resources are assigned to the project. The WBS also enables a project schedule to be developed.

Our project managers work with our clients to develop a plan for effective communication with the client project manager and other key stakeholders. Our project communication plan uses a variety of communication methods such as email correspondence, face-to-face meetings, conference call meetings, telephone conversations, and virtual meetings using WebEx or GoTo Meeting. Minutes are prepared for all meetings as well as memorandums of telephone conversations.

Electronic file transfer is typically accomplished using a secure file transfer system.

One objective of our project approach is to avoid surprises. Completing our services on-time is crucial. At times, project conditions change that affect scope, budget, or schedule. The experience of our project managers and their teams enables us to forecast and look ahead, anticipate and identify potential schedule challenges, offer solutions to mitigate impacts, and communicate with our client and key project stakeholders. Keys to effective change management include: early identification and documentation. Setting and monitoring project budgets is also a vital element to make sure estimated construction costs stay within budget.

2. Intentional Quality Reviews

Quality control is an essential component of all projects. The Affinis quality control (QC) outlines our general philosophy and approach to quality in our services and deliverables to our clients. A more specific QC plan will be established for each task order. Generally, our quality control procedures for planning and design projects are accomplished in a multi-phased approach.

**Phase 1 (Conceptual Study)** commences upon receipt of a signed contract and starts with an initial meeting with representatives of the client. The conceptual plans typically are 20-30 percent complete. The purpose of Phase 1 is to review the scope of services, determine project schedule, milestone dates, submittal dates, collect all applicable client documents and establish project document content, format and design standards. Using this information,
a design criteria report (DCR) will be developed by the design team and distributed to the independent technical review (ITR) team and to the client for review and input.

**Phase 2 (Preliminary/Right-of-Way)** involves the development of project documents. This level is typically 60-85 percent completion. Once developed, these documents will be submitted to the ITR team for their input. When the ITR team’s input has been addressed, documents will be submitted to the client for review. Depending on client requirements, the preliminary phase may involve more than one submittal.

**Phase 3 (Final PS&E)** involves production of final plans, specifications, and estimates. Upon completion of these documents, the design team and ITR team will perform separate reviews. Once review comments have been addressed, the project documents will be completed. These documents will be submitted to the client for approval.

An important part of each submittal is our client satisfaction feedback survey. The purpose of this survey is to ask the client if their expectations are being met with respect to communication and overall project management. If required, changes will be made to ensure client requirements and expectations are being met in a timely manner.

Using internally developed checklists, our project manager and design team are responsible for their work quality. Another element of our QA review requires our design team to complete two independent quantity take-offs to assure accuracy in the bid quantities and documents. Each project is also assigned a Quality Assurance Manager (QAM), who has the technical expertise to provide a thorough review of the project documents at key milestones.

A unique and effective element of our QA program is our after-action reviews. Once construction is complete, we meet with the owner, contractor, and inspector to discuss the project. We apply this feedback to the next project to deliver higher quality construction documents and better convey a constructible, well-designed project.

**The construction change order history clearly shows our focus on delivering accurate documents saves our clients’ money.**

<table>
<thead>
<tr>
<th>Project and Location</th>
<th>Bid</th>
<th>Percent of Change Orders</th>
<th>LPA Project</th>
</tr>
</thead>
<tbody>
<tr>
<td>155th Street (US 24/40 to north of Wolf Creek Parkway), Basehor</td>
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<td>Walnut Street Improvements, Independence</td>
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</tbody>
</table>

4.6 out of 5

our rating on client satisfaction for our accessibility and ease of contact
### Project and Location

<table>
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<tr>
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<th>Percent of Change Orders</th>
<th>LPA Project</th>
</tr>
</thead>
<tbody>
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<td>Blackwell Road, Lee's Summit</td>
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<tr>
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<td>Route 169 ADA Improvements, MoDOT</td>
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<td>Business 7 - Trail, Pleasant Hill</td>
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<tr>
<td>Safe Routes to School, Sedalia</td>
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</table>

#### 3. Realistic schedules and budgets

Responsiveness is very much a part of our service. One of the first questions we ask is “when do you need this completed?” More importantly, we make sure we can meet your timeline. As a 30-person firm, we have the flexibility of assigning additional co-workers or prioritizing our current workload. Sharing co-workers across projects lets us dedicate the man-hours needed to complete projects on-time. This is discussed by our project managers at our weekly work plan meeting.

In collaboration with our clients’ project managers, Affinis project managers develop project schedule. The schedule is prepared in collaboration with our entire design team. Key delivery milestones are identified in the project schedule. The schedule reflects your notice-to-proceed date and overall period of performance. For larger projects, we use Microsoft Project to prepare and manage the schedule. The anticipated schedule takes into account possible schedule risks such as seasonal variances and holidays, client review time, and collaboration with local entities and key stakeholders such as utilities and regulatory agencies.

We include a progress report with monthly invoices. The progress report highlights work completed in the previous month, anticipated work in the next month, overall progress, and pending decisions. Our ongoing schedule maintenance includes revising the schedule as tasks are complete. We will maintain close contact with your staff on any issues that impact schedule and proactively offer solutions that limit delays.

With each milestone submittal during design, we prepare an opinion of probable construction cost (OPCC) for you to review. This gives you a reality check of the cost versus your project budget. We are in regular contact with contractors, suppliers, and vendors to monitor market trends and keep our unit prices current, giving you a chance to adjust scope or budget.

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*I have heard from several legislators and the general public how well the K-68 community informational meeting went a couple of weeks ago. Sometimes I forget how important that one on one face time with the public really is. Please tell your staff on that project, how impressive they were. We are all very proud of the work your team does.*

**Mike King,** Former Secretary of Transportation, Kansas