

EAGLE VALLEY TRANSPORTATION AUTHORITY

NOTICE IS HEREBY GIVEN that a special meeting of the Board of Directors of the Eagle Valley Transportation Authority, Eagle County, Colorado, has been scheduled to take place **virtually** (no in-person option) on Wednesday, April 24, 2024, beginning at 1:00 p.m.
The agenda for the meeting follows.

The Eagle Valley Transportation Authority Board welcomes everyone to its meetings. This meeting will only be available via Zoom. Members of the public are invited to attend via Zoom. [Please click here to register and join the meeting.](#)

BUSINESS MEETING AGENDA

1. Call to Order – 1:00pm
2. Consideration of Changes to Agenda
3. Board Comment
4. Public Comment - 1:05pm
Comments from the public are welcomed during public comment for any topics with the Authority's purview not included in the business agenda. Please state your name & community of residence. Please limit public comments to three minutes or less per individual. If the public is unable to attend the meeting, public comment can be shared via email at Board@EVTA.org.

BUSINESS

5. Business – 1:10pm
 - a. **10-Year transit Development & Capital Plan Services Agreement**
Staff will seek authorization to enter into a contract with Fehr and Peers for the creation of a Ten Year Transit Development and Capital Plan, based on the outcome of an RFP Process.

b. MSP Services Agreement

Staff have made the requested updates to the contract with Istonish for IT relates services. A new contract is presented for board consideration.

c. EVTA Mission & Vision Approval

Staff will present an update Mission & Vision statement per board direction from the last board meeting.

6. Adjournment – 2:00pm

The next regular meeting of the Eagle Valley Transportation Authority Board will be held Wednesday, May 8, 2024, at 12:00pm in the Avon Council Chambers.

YOUR BOARD MEMBERSHIP

Eagle Valley Transportation Authority Board

Amy Phillips, President | *Town of Avon*
Jeanne McQueeney, Vice-Chair | *Eagle County*
Dave Eickholt, Treasurer | *Beaver Creek Metro*
Earl Bidez | *Town of Minturn*
Barry Davis | *Town of Vail*
Nick Sunday | *Town of Eagle*
Garrett Alexander | *Town of Red Cliff*

Eagle Valley Transportation Authority Board Alternates

Ray Shei | *Beaver Creek Metro*
Kathy Chandler-Henry | *Eagle County*
Russell Andrade | *Town of Avon*
Bryan Woods | *Town of Eagle*

Brian Rodine | *Town of Minturn*
Cassie Macumber | *Town of Red Cliff*
Pete Seibert | *Town of Vail*

ACCESSIBILITY INFORMATION

Posting Certification:

I hereby certify that a copy of the foregoing Notice of Regular Meeting was, by me personally, posted to the EVTA Website at least twenty-four (24) hours prior to the meeting to meet the open records meeting law requirement of full and timely notice pursuant to Section 24-6-402(2)(c)(I), C.R.S..

/s/ Scott Robinson

To: The Eagle Valley Transportation Authority Board
From: Tanya Allen, EVTA Executive Director

Meeting Date: 04/24/2024

SUBJECT: Awarding a Consultant Contract for a 10-year Transit Development and Capital Plan to Fehr and Peers

RECOMMENDED ACTIONS:

- 1) Approve the selection of Fehr and Peers as the consultant firm for the 10-year Transit Development and Capital Plan; and
- 2) Authorize the Board President and Executive Director to enter into a contract with Fehr and Peers in substantially the same form as included in the RFP, in the amount of \$699,697.

BACKGROUND:

EVTA issued a Request for Proposals (RFP) for consultant assistance in preparing a 10-Year Transit Development and Capital Plan on February 13, 2024. We received two proposals in response to our RFP. The attached proposal from Fehr and Peers was selected based on a panel evaluation using criteria as outlined in the RFP. EVTA, Town of Avon, and Town of Vail staff assisted with the evaluation. The plan process is expected to kick off in June and take approximately 12 months.

Preparing this plan is the key component of Strategic Priority #3 in the EVTA Board's Interim Strategic Plan: "Plan for the region's transportation future." The process will engage a wide range of stakeholders in the creation of a comprehensive operating and capital plan covering a 10-year timeframe. This inaugural 10-year plan will guide us in facilitating a seamless transition of service from ECO Transit to EVTA and develop a strong foundation for future transportation improvements consistent with the vision outlined in the EVTA Intergovernmental Agreement. It will re-evaluate existing service with an eye towards greater efficiency, coordination, and coverage and identify needs and opportunities for capital investment including vehicles and facilities, including financial and implementation plans.

The proposed contract is included on Page 22 of this Packet. We are currently working through F&P's proposed revisions to finalize the contract. The RFP Response will serve as Exhibit A.

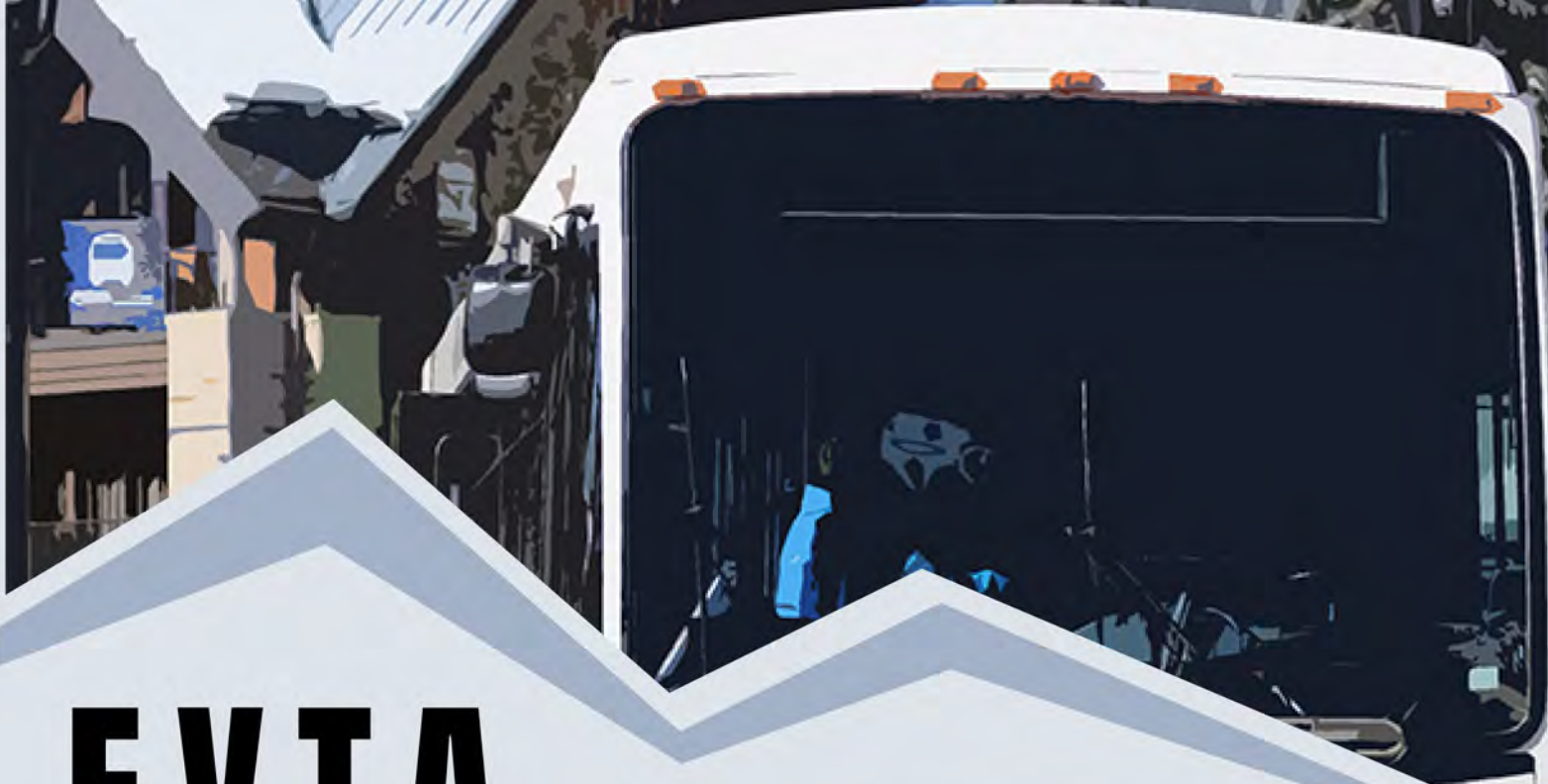
FINANCIAL CONSIDERATIONS:

There is currently \$700,000 in the 2024 budget for transportation planning consulting assistance. To date we have spent \$36,368 on this line item with up to an additional \$150,000 currently allocated for project management assistance and general transit management consulting.

We anticipate spending approximately half of the total contract value of \$699,697 in 2024 with the remainder coming due in 2025. In addition, \$96,000 of FTA 5304 grant funding previously acquired by the Town of Avon to support planning for EVTA will offset a portion of the total project cost.

ATTACHMENTS:

1. 10 Year Transit Development and Capital Plan RFP
2. Fehr and Peers Proposal Submission



EVTA

Eagle Valley
Transportation
Authority

REQUEST FOR PROPOSALS

10-YEAR TRANSIT DEVELOPMENT AND CAPITAL PLAN

PROPOSALS DUE



MARCH 21, 2024



DATE ISSUED: FEBRUARY 13, 2024



EVTA.org



Request for Proposals

10-Year Transit Development and Capital Plan

Issue Date: February 13, 2024
Proposals Due: March 21, 2024

This Request for Proposal (RFP) has been published through EVTA's official website, which may be accessed at: www.evta.org. Any modifications to this RFP or addenda pertaining to this RFP will be published to the official EVTA website, and all proposers are responsible to periodically check the official EVTA website for relevant updates prior to submission of the proposal.

I. Overview.

The Eagle Valley Transportation Authority (“Authority”) is seeking proposals from experienced and qualified firms to perform the services described in this RFP.

II. Scope of Services.

The Authority seeks qualified assistance in developing an initial 10-year Transit Development and Capital Plan (the “Plan”) consistent with the commitments outlined in the Intergovernmental Agreement establishing the Authority. More details are outlined in the proposal specifications section.

III. RFP Tentative Schedule.

The following is the tentative schedule for this RFP. The Authority reserves the right to adjust this schedule.

February 13, 2024	RFP Release Date.
February 23, 2024	Deadline to submit questions via email.
March 1, 2024	Responses to questions will be posted on www.evta.org
March 21, 2024	Electronic proposals due no later than 3:00 PM Mountain Standard Time. Subsequently, three hard copies of the proposal should be mailed to EVTA.
April 11, 2024	Week of interviews/vendor presentations - if applicable.
May 8, 2024	Expected date by which a recommendation will be made to Authority Board on award of the proposal.
May 20, 2024	Tentative contract start date.

IV. Submittal Requirements.

To enable the Authority to fairly evaluate each proposal, each respondent shall use the following proposal format:

- a. Cover Sheet stating the name of the vendor, address, telephone number, website URL, and contact person’s name and email address.
- b. Cover Letter, including a clear, concise statement of the vendor’s understanding of the required services and a summary of the partnership the vendor envisions with the Authority;
- c. Table of Contents.
- d. Executive Summary.
- e. Point-by-Point RFP Response, detailing the plan to deliver the services - Technical Proposal

- f. Schedule.
- g. Detailed Schedule of Fees.
- h. Statement of Qualifications, including:
 - i. Company Information:
 - 1. Organization – general.
 - 2. Time in business;
 - 3. Number of employees;
 - 4. Annual volume of business (number of clients and dollar total);
 - 5. A description of what differentiates the vendor’s service from that of its competitors; and
 - 6. Any pending legal actions against the vendor.
 - ii. Similar Project Experience:
 - 1. Examples of similar work within the past five years; and
 - 2. Examples of projects completed for other public entities.
 - iii. Resumes for each individual included in vendor’s proposed project team.
 - iv. Evidence of any necessary licensure, registrations, and credentials, including information on any revocation or suspension.
 - v. Minimum of three references, including telephone and email contact information for each reference.
- i. Written disclosure of any known potential conflicts of interest that may result during the course of performance of the services.
- j. Comments and requested revisions to the form of Services Agreement (“Services Agreement”) circulated in connection with this RFP, including without limitation the insurance requirements. Post-award comments to the Services Agreement not included in the proposal shall not be considered.**
- k. The proposal must be signed manually or electronically by an officer or person qualified to bind the vendor.

V. Proposal Submission.

Proposals must be submitted via email, clearly designated with the email subject line “RFP Response: EVTA 10 Year Plan” to:

Tanya Allen
 EVTA Executive Director
 tanya.allen@evta.org

All proposals must be submitted as a single document in .pdf format. Proposals without the proper subject line or in the wrong format may not be considered. The Technical Proposal must be limited to 20 one-sided pages.

VI. Questions.

Questions regarding this RFP must be emailed and submitted in accordance with the Schedule outlined above. All questions must be clearly designated with

the email subject line "10 Year Plan RFP Questions." Questions without this subject line may not be considered. Questions communicated by telephone or in person will not be considered.

All questions will be responded to on the official EVTA website at www.evta.org no later than the date indicated in the Schedule above. Any responses by the Authority that change the terms, conditions, and/or specifications of this RFP will be posted on the website as an addendum. No other communications of any kind may be considered to change the terms, conditions, and/or specifications of this RFP.

VII. Withdrawal of Proposal.

Proposals may be withdrawn within 48 hours of their submission. Following the 48-hour withdrawal period, proposals are binding on the vendor for a period of 60 days.

VIII. Proposal Evaluations.

The Authority will evaluate all proposals that conform in all material respects to the requirements contained in the RFP. The Authority may use a numerical valuation system to weigh the following criteria and rank the proposals. The evaluation criteria are listed below and are outlined in more detail under evaluation criteria:

- a. The project approach
- b. The proposed staff
- c. The quality of references
- d. The price

IX. Procedure for Selecting Proposal.

The proposals are expected to be evaluated by a committee consisting of EVTA and member jurisdiction staff, which will make a recommendation to the Authority's Board of Directors. As part of its evaluation process, the Authority may request clarifications and additional information, conduct customer reference checks, require a subset of finalist vendors to make a presentation to the Authority's selection team and/or Board, hold multiple rounds of review with a limited group of proposers, and take any other action necessary to perform a thorough and objective evaluation of each proposal. In the event that the Authority elects to accept a proposal, it shall accept in writing the proposal that, in its estimation, will best serve the interests of the Authority.

Subsequent to the proposal due date, the Authority reserves the right to negotiate (i) terms and conditions of the Services Agreement with a vendor(s), and (ii) modifications to a proposal with a single vendor without obligation to negotiate similar modifications with other vendors.

The Authority further reserves the right to reject any and all proposals, waive any

and all formalities, disregard all nonconforming, non-responsive or conditional proposals, and terminate, modify, or suspend the RFP process. This RFP does not commit the Authority to award a contract.

X. General Terms and Conditions.

- a. Interested Parties. All interested vendors are invited to submit a proposal in accordance with the terms, conditions, and specifications contained herein.
- b. Controlling Terms. In the case of any conflict between the RFP and the Services Agreement, as may be modified subject to the terms of this RFP, the terms of the Services Agreement shall control.
- c. Pre-Contractual Expenses. The Authority assumes no liability for payment of any pre-contractual expenses incurred by prospective vendors, including but not limited to costs incurred in the preparation or submission of proposals.
- d. Tax Exemption. The Authority, as a political subdivision of the State, is exempt from sales and use taxes. Following the award of proposal, a tax exemption certificate will be furnished by the Authority upon request by the successful vendor.
- e. No Obligations. This RFP does not obligate the Authority or the selected vendor to provide any services or make any payments unless and until a contract is signed and approved by both parties. This RFP requires a separate written contract to be prepared in substantially the same form as the attached Services Agreement.
- f. Non-Discrimination. The vendor, by submitting a proposal, agrees to not unlawfully discriminate against any employee, or applicant for employment, of the vendor or the Authority or any member of the public on the basis of disability, race, sex, age, national origin, religion, sexual orientation, gender identity or expression, marital or military status, pregnancy, political affiliation or any other status protected by federal or state law.
- g. Governing Law. The laws of the State of Colorado shall govern this RFP. Venue for any dispute arising out of or relating to this RFP shall be in the State of Colorado District Court for the Fifth Judicial District.
- h. Public Record. All proposals submitted will become property of the Authority and may be subject to public disclosure pursuant to the Colorado Open Records Act, § 24-72-200.1, *et seq.*, C.R.S.

Proposal Specifications

Background

In November 2022, Eagle County residents voted to enhance the region's transportation infrastructure by establishing the Eagle Valley Transportation Authority (EVTA). The EVTA, approved by voters in Eagle County, Avon, Eagle, Minturn, Red Cliff, Vail, and

Beaver Creek, aims to improve regional collaboration, cost-sharing, transportation, and transit systems and better serve the region's workforce, employers, residents, and visitors. The EVTA is governed by a seven-member Board of Directors, made up of one sitting elected official from each of the seven member jurisdictions. The formation of the EVTA also authorized a new half-penny sales tax to fund future transportation services, including both transit and minimum revenue guarantees to attract additional air service to the Eagle County Airport (EGE).

This new sales tax will be collected in addition to an existing county-wide half-cent mass transit sales tax, a portion of which funds the current county-operated regional transit provider, ECO Transit. As a condition of entering into the EVTA, Eagle County committed to transferring this portion of Eagle County's existing 0.5% mass transit sales tax to EVTA, along with rolling stock and other transit-specific assets. EVTA, in turn, will assume responsibility for all regional transit operations and continue to provide the functional equivalent of existing ECO Transit services. In addition, service will be expanded and improved using revenue generated by the new EVTA sales tax. Negotiations surrounding the mechanics of this transfer of revenue, assets, and operations have begun and are expected to conclude in 2024.

An eighth Eagle County jurisdiction, the Town of Gypsum, did not approve the EVTA Ballot question in November 2022 but remains a contributor to the original 0.5% mass transit sales tax. How best to continue to service Gypsum, an area that generates a significant portion of the regional workforce, will be an ongoing topic of discussion as the EVTA evolves and considers opportunities for expanding service. The Town of Gypsum is encouraged to reconsider membership in the EVTA in the future.

ECO Transit, currently operated as a Department of Eagle County, is expected to form the core of the new EVTA. ECO Transit provides regional transportation along the Interstate 70 corridor from Dotsero, at the mouth of Glenwood Canyon, to Vail; along the U.S. Highway 24 to the Town of Leadville in Lake County; as well as ADA transportation service to eligible passengers within a 3/4-mile buffer of fixed routes. It operates a fleet of 42 buses, including three battery electric buses, with a service span of 20 hours per day, seven days per week, 365 days a year. Annual ridership is approximately one million passengers, with the expectation of continued growth. ECO Transit primarily transports residents to work, essential services, and social services throughout the year, with significant increases in ridership during the winter due to employees and visitors to the Vail and Beaver Creek ski resorts.

ECO Transit continues to partner with EVTA to ensure a smooth transition to the new regional transit system. ECO Transit's administrative, marketing, operations, and fleet maintenance functions are housed in Eagle County's Gypsum Maintenance Facility (MSC), constructed in 2001. ECO also stores and maintains a number of vehicles at the Town of Avon's Swift Gulch Facility in Avon, and a small Eagle County-owned bus barn in Leadville. Electric vehicle chargers are located at the MSC and Swift Gulch, with plans to place on-route chargers in a third location. The ECO Transit Department supports an

operating staff of approximately 60 with a budget of around ten million dollars. Key support functions such as Fleet Maintenance, Finance, Legal, and Human Resources are provided by other County Departments; this arrangement is not expected to continue after operations are transferred to the EVTA. Additional information about current ECO Transit services, past studies, and background information can be viewed at the [Eagle County Government](#) website. The EVTA is expected to continue using existing facilities for the short-term under agreements with the County but consideration of future operating posture is expected to be a component of this study.

This undertaking aims to develop a defensible comprehensive operating and capital plan that 1) acknowledges the transfer of ECO Transit operating responsibilities and assets from Eagle County to the EVTA, which is expected to be complete by the end of 2024, and 2) realizes the vision of greater efficiency, coordination, and expansion of service that drove the creation of the EVTA. The Plan must be implementable and developed collaboratively with policymakers, transit users, stakeholders, and local and regional governments to facilitate a smooth transition. Additionally, the Plan must contain sufficient details to support policymakers, administration, communications, development of grants/funding, operations, and the capital improvement program. It must also inspire and build confidence in the EVTA and provide a clear roadmap for implementing the expansive vision outlined in the EVTA Intergovernmental Agreement. More information about EVTA can be obtained by visiting the new website under construction at www.evta.org.

Objectives

The Eagle Valley Transit Authority (EVTA) is embarking on a transformative journey to develop its inaugural 10-year Transit Development and Capital Plan (the “Plan”). This initiative aims to facilitate a seamless transition from ECO Transit, the county’s existing regional transportation provider, to EVTA, and develop a strong foundation for future transportation improvements. In addition to the expansive vision outlined in the EVTA Intergovernmental Agreement, the Plan is expected to meet the following objectives:

1. **Service-Oriented:** The Plan must serve the community effectively and efficiently.
2. **Implementable:** The Plan should provide comprehensive details to support policymakers, administration, communications, development of grants/funding, operations, and the capital improvement program.
3. **Inspirational:** The Plan should inspire and instill confidence in the EVTA.
4. **Clear:** The Plan should offer a clear roadmap for implementing the expansive vision outlined in the EVTA Intergovernmental Agreement, which was approved by voters in the seven member jurisdictions in November 2022.
5. **Defensible:** The Plan should be backed by relevant and validated data, analysis, input, and feedback from the community and stakeholders without surprising anyone.
6. **Useful and Adaptable:** The Plan’s content should support EVTA’s policy development, planning efforts, grants/funding development, and communications.

It should be designed and laid out to be updated to accommodate ever-changing needs, technologies, priorities, and revenue projections.

7. **Support Sustainability Goals:** The proposal approved by voters included several specific projects intended to decrease environmental impacts through increasing ridership and/or adopting new technologies. This includes fare-free transit service from Edwards to Vail, including Avon, Beaver Creek, Minturn, and Eagle-Vail; new limited-stop express service during peak workforce commute hours; and accelerated conversion to zero-emission technologies on ECO Transit's Highway 6 route. The Plan should consider sustainability goals in its recommendations.
8. **Facilitate the Achievement of Long-Term Goals:** The Plan must lay the foundation for longer-term enhancements of the EVTA: expanded service and first-last mile connections; better regional coordination; improved transit facilities, including affordable workforce housing for transit employees and regionwide; and long-term planning to address transportation needs 20 to 30 years into the future.

In summary, the culmination of this project should be an actionable 10-year plan shaped by community/stakeholder input. It should include a robust financial and resource analysis, a sustainable service and capital improvement plan, policy recommendations, and clearly identified opportunities.

Project Schedule

This project is slated to commence in June 2024. The resulting Plan is expected to be prepared for adoption by the Board of Directors before March 2025. This timeline underscores our commitment to a strategic and thoughtful approach to transit development, ensuring we meet the evolving needs of our community. Key dates:

June 3, 2024	Anticipated Project Kickoff
March 2025	Project Completion

The consultant shall provide a comprehensive scope of work, including the work plan, project staff, distribution of hours by task and staff, and deliverables to fit the project schedule.

Guidance for Preparing the Scope of Work

The following general outline lists key tasks the consultant team is expected to perform to complete the project successfully. The consultant team is responsible for proposing the most effective means and methods and listing deliverables that would provide the highest value to EVTA.

Kickoff Meeting

To ensure a successful start, the following are suggested items that we expect to be covered in the project kickoff meeting involving EVTA staff and other invited parties who will form the Technical Advisory Committee (TAC). The consultant team, in partnership with staff, should prepare well in advance of the kickoff meeting. Suggested discussion items:

1. Work Plan, Milestones, and Schedule: Discuss the work plan, set milestones, and establish a project schedule.
2. Project Goals and Objectives: Discuss the study's goals, objectives, and expectations.
3. Document Collection: Identify and collect all written documents for the project and previous studies, identify data gaps, and identify resources and methods to collect additional data.
4. Stakeholder Identification: Identify stakeholders for the project.
5. Review of Relevant Studies: Identify other studies in the area relevant to this project.
6. TAC Strategy: Define the purpose and strategy to work with the TAC. The composition of the TAC can be discussed during the kick-off meeting and finalized immediately after that. The TAC is generally anticipated to consist of staff of member agencies and other community representatives.
7. Salient Information: Discuss any other salient information the consultant believes should be considered.
8. Data Request: Identify and request any additional data needed for the project.
9. Stakeholders: Collaboratively identify stakeholders and their level of involvement in the study.
10. Project Management Plan (PMP) Review: Review the PMP, including the review process of the consultant team's work, QA/QC process, Board of Directors' approvals/briefings, and the plan approval process.

EVTA believes that this approach will ensure a comprehensive understanding of the project and facilitate effective collaboration between EVTA, policymakers, stakeholders, and the public. The Plan must be built on collaboration, trust, and transparency.

Comprehensive Operations Analysis, an Analysis of Existing Conditions, and Determination of Need

Conduct a Comprehensive Operations Analysis/Analysis of Existing Conditions and Determination of Need. The outcome should be complete: a broad-based inventory and assessment of operations, finance, capital program, demographic

data analysis, market assessment, service standards and policies, land use and trip generators, travel time, and management/organization. It must form the base upon which all subsequent analyses and recommendations will be based.

Public Engagement/Community Outreach

A meaningful public engagement strategy with ongoing communication in English and Spanish is essential. EVTA does not currently have a marketing/communications staff or a department. Therefore, a detailed public engagement/outreach plan is necessary to introduce the project to the community, gather input, and share the analysis, recommendations, draft, and final plan. The public engagement/outreach must include populations who have been historically marginalized and other groups whose input has not traditionally been reflected in planning efforts. Public engagement and outreach should consider our Spanish-speaking population. Spanish-speaking staff should always attend public events, and all informational materials should be in English and Spanish. The engagement of coach operators and key employees is essential.

Collaboration

The Plan must result from active collaboration between EVTA member agencies, the Colorado Department of Transportation, and regional, state, and federal governments. Collaboration must involve leveraging resources, experiences, data and information to foster a long-term working relationship.

EVTA Website

The website should be used as a 24/7 tool to share information, gather input, and share study reports, upcoming public meeting agendas, meeting minutes, project calendars, locations of public meetings, and project and publish notices, all in English and Spanish. The consultant will be responsible for creating the content. EVTA staff will be able to upload the information to the website. The website will also contain a hyperlink to an e-mail box for submitting comments and suggestions.

Develop Alternatives

This task should draw from the Comprehensive Operations Analysis/ Analysis of Existing Conditions and Determination of Need. The options should be presented to the public along with the rationale for the recommended changes, and they should be asked to comment so we can gauge their acceptance. The approach of taking advantage of the family of EVTA services to meet mobility needs most effectively and efficiently should be considered. Potential alternatives should fit into a timeline of short-term, medium-term, or long-term recommendations and communicate accordingly. They must also be linked with the capital and financial plans. The areas not currently served for opportunities to improve access with the introduction of new fixed-route, on-demand, microtransit service, or other innovative and evolving service strategies should be considered. How EVTA's services interfaces with local and statewide transit services should be a component

of this analysis, including opportunities for increased coordination or resource sharing.

Establish Prioritization Criteria

Work with the TAC and the Board of Directors to establish appropriate criteria to evaluate and prioritize competing needs and the phasing recommendations in the service and capital plans. Criteria should be consistent with the vision, goals, and performance measures adopted by the Board during their Strategic Planning Process.

Identify Future Facility Needs

Based on the findings of the Comprehensive Operations Analysis/ Analysis of Existing Conditions and Determination of Need, determine optimal locations for EVTA's future administrative offices, operations, and maintenance facilities. When selecting the site, operating efficiency, customer service, and project development opportunities should be considered, including public-private partnerships, ability to integrate workforce housing, and other development strategies.

Fleet and Key Assets - Composition and Replacement Plan

The Plan must lay out the composition of fleets by mode, a fleet optimization strategy, key assets, and the replacement cycle – a key element of the Capital Improvement Plan.

Financial and Resource Analysis

Inventory the quantity, condition, and capacity of legacy ECO Transit/EVTA assets, including vehicles, facilities, and equipment, along with financial resources available to provide for these needs. Analysis should also include any currently contracted services, including (but not limited to) maintenance staff, contracted repairs, etc. This analysis should consist of references to EVTA service delivery and whether certain services or functions of the EVTA would be best performed by EVTA staff or through a contracted service provider.

Prioritize Facility and Capital Investments with a Phased Implementation Plan

Through the lens of the established evaluation criteria and community input, work with the Board of Directors to develop a list of sequenced initiatives toward achieving EVTA's goals and performance targets constrained by the resources available within the planned timeline. Initiatives may be tiered, for example, into the first and second 5 years of the plan and funded and recommendations not funded.

Performance Measure Calibration and Target Setting

The team must work with staff, TAC, stakeholders, and the Board of Directors to establish targets, definitions, and reporting methods for measuring the Plan's success.

Prepare and Present Draft and Final Plan

The draft and the final Plan must include a detailed service plan, financial plan, capital and infrastructure plan, transition plan, and implementation playbook for the next 5-10 years. The final Plan should be the product of an ongoing dialogue, analysis, reviews, and approvals at crucial decision points.

Implementation Tools and Ongoing Technical Assistance

The consultant should provide strategies to implement the recommendations. Additionally, identify tools and strategies that could, for example, improve customer service and operations, administrative and planning, capital and financial planning, developing grants, etc. We foresee these tasks as providing ongoing technical support for the recommendations, including providing guidance and implementing them. The cost for these tasks will be negotiated and procured separately.

Budget

A firm fixed price budget of \$700,000 has been set aside for this project.

Evaluation of the Technical Proposal (Limited to 20 One-Sided Pages)

To encourage creativity, innovation, and efficiency, EVTA only outlines the goals and objectives. The proposer must describe the means, methods, and deliverables. EVTA encourages the experts to propose the most effective means, methods, and deliverables to provide the highest value to EVTA. Hence, the proposal evaluation criteria value the project approach, responsible staff and their abilities, and experience. EVTA also reserves the right to review the proposer's work products of the references provided.

The evaluation criteria is outlined on the following page.

Project Approach	
Approach & effectiveness of the work plan and timeline	10
Understanding of project & responsiveness to RFP	10
Clarity & logic of proposal narrative	10
Thoroughness, clarity, and organization of the proposal	10
Appropriate personnel hour distribution by position and tasks	10
Proposed project management plan (PMP)	10
Project Approach total (max 60 points)	60
Proposed Staff	
Qualifications & Availability of key staff, individual experience with similar projects, relevant education and training	20
Min of 3 years of experience on similar projects for the Project Manager and lead staff required	5
Proposed Staff total (max 25 points)	25
Quality of References	
A minimum of 5 references are required. Otherwise, the proposal will be eliminated from further consideration	
three references will be selected by staff for evaluation. $(10+10+10)/3=10$ for three excellent references.	
10 points for each Excellent	
7 points for each Good	
5 points for each Fair	
0 points for each Poor	
Quality of References (max 10 points)	10
Price	
5 points for Price (fees), weighted, based upon the lowest submitted proposal price and the most responsive and responsible bidder	
Price total (max 5 points)	
Price total (max 5 points)	5
Total Scores	100

After evaluation of proposals, the EVTA Contracting Officer may request additional detailed elements of the proposals or clarifications. This process does not constitute negotiations. Negotiations may be conducted at the discretion of EVTA. EVTA reserves the right to award a contract without discussions or negotiations.

Oral Presentation or Interviews (If Required by EVTA)

The evaluation may require oral presentations and interviews for the purpose of obtaining additional information. If necessary, EVTA will invite the most responsive and responsible proposers to make a presentation to or participate in interviews with the evaluation team, as noted in the RFP schedule. The purpose of the presentations or interviews is to allow the proposer to present the proposal and for EVTA to obtain additional information. Potential questions and areas to focus on will be provided in advance.

Negotiations

EVTA may, at its sole discretion, enter into negotiations with any proposer found to be in the competitive range. Negotiations may include, but not be limited to, scope of work, contract schedule, contract terms and conditions, technical specifications, and price. EVTA has sole and final authority to terminate negotiations and exercise other options available to procure such services.

Best and Final Offer (BAFO), If Required

EVTA may request a Best and Final Offer (BAFO) before its final determination based on the evaluation criteria and an assessment of proposal risks.

ATTACHMENT 1

Standard Services Agreement

**SERVICES AGREEMENT
BETWEEN**

**Eagle Valley Transportation Authority
and
Name of Contractor**

THIS SERVICES AGREEMENT (“Agreement”) is made and entered into the most recent day and year set forth below by and between **Eagle Valley Transportation Authority**, a quasi-municipal corporation and political subdivision of the State of Colorado (“Owner”), whose mailing address is c/o ECO Transit, P.O. Box 1070, Gypsum, Colorado 81637, and **NAME OF CONTRACTOR** (“Contractor”), whose mailing address is Contractor Mailing Address. The Owner and the Contractor are sometimes referred to herein individually as a “Party” and collectively as the “Parties.”

WITNESSETH:

In consideration of the mutual covenants and obligations herein expressed, it is agreed by and between the Parties as follows:

1. Scope of Services. The Contractor agrees to provide Type of Service services, as further described in **Exhibit A**, attached hereto and incorporated herein by this reference (“Scope of Services”). All provisions of **Exhibit A**, including without limitation any terms and conditions included therein, shall be subject to the provisions of this Agreement. In the event of a conflict or inconsistency between a provision in the body of this Agreement and a provision in **Exhibit A** or any other exhibit or schedule attached hereto, the provision in the body of this Agreement shall control.

2. Time of Commencement and Completion of Services. The services to be performed pursuant to this Agreement shall be initiated no later than Commencement Date and completed no later than Completion Date. Any modifications to such deadlines must be agreed upon in writing by the Parties prior to the applicable deadline.

3. Early Termination by Owner. Notwithstanding the time periods contained herein, the Owner may terminate this Agreement at any time without cause by providing written notice of termination to the Contractor. Such notice shall be delivered at least three (3) days prior to the termination date contained in said notice unless otherwise agreed in writing by the Parties. In the event of any such early termination by the Owner, the Contractor shall be paid for services rendered prior to the date of termination, subject only to the satisfactory performance of the Contractor’s obligations under this Agreement. Contractor understands and agrees that such payment shall be the Contractor’s sole right and remedy for such termination.

4. Suspension. Without terminating this Agreement or breaching its obligations hereunder, the Owner may, at its convenience, suspend the services of the Contractor by

giving the Contractor written notice one (1) day in advance of the suspension date. Upon receipt of such notice, the Contractor shall cease its work in as efficient a manner as possible so as to keep its total charges to the Owner for services under this Agreement to the minimum, but in no circumstance later than three (3) business days after receipt of the notice of suspension. No work shall be performed during such suspension except with prior written authorization by the Owner Representative (as defined below). If a suspension is still in effect thirty (30) calendar days after the Contractor's receipt of the notice of suspension, the Contractor may terminate this Agreement by providing the Owner with written notice of termination. Upon the Owner's receipt of such notice of termination from Contractor, this Agreement will be deemed terminated.

5. Compensation. In consideration of the services to be performed pursuant to this Agreement, the Owner agrees to pay the Contractor the amounts set forth in **Exhibit A**. Total compensation shall not exceed Amount spelled out Dollars (\$Numeric amount). The Owner shall provide no benefits to the Contractor other than the compensation stated above. The Contractor shall bill its charges to the Owner periodically, but no more frequently than once a month.

6. Qualifications on Obligations to Pay. No partial payment made by the Owner shall be considered final acceptance or approval of that part of the Scope of Services paid for or shall relieve the Contractor of any of its obligations under this Agreement. Notwithstanding any other terms of this Agreement, the Owner may withhold any payment (whether a progress payment or final payment) to the Contractor if any one or more of the following conditions exists:

(a) The Contractor is in default of any of its obligations under this Agreement, including without limitation the obligation to maintain insurance and provide Certificates of Insurance to the Owner in accordance with Section 13 (Insurance).

(b) Any part of such payment is attributable to services that are not performed in accordance with the terms of this Agreement and its associated exhibit(s). The Owner will pay for any portion of the services performed in conformance with this Agreement and its associated exhibit(s).

(c) The Contractor has failed to make payments promptly to any third-party used to perform any portion of the services hereunder, subject to Paragraph 9, for which the Owner has made payments to the Contractor.

7. Owner Representative. The Owner will designate, prior to commencement of work, its project representative (the "Owner Representative") who shall make, within the scope of his or her authority, all necessary and proper decisions with reference to the Scope of Services. All requests for contract interpretations, change orders, and other clarification or instruction shall be directed to the Owner Representative.

8. Independent Contractor. The Contractor agrees that the services to be performed by the Contractor are those of an independent contractor and not of an employee of the Owner. **The Contractor is obligated to pay federal and state income tax on any moneys earned pursuant to this Agreement. Neither the Contractor nor its employees, if any, are entitled to workers' compensation benefits from the Owner for the performance of the services described in this Agreement.**

9. Assignment. The Contractor shall neither assign any responsibilities nor delegate any duties arising under this Agreement to a third party without the prior written consent of the Owner, which may be granted or denied in Owner's sole discretion.

10. Standard of Care. The Contractor shall perform the services hereunder at or above the standard of care of those in its profession or industry providing similar services in the Owner's local area; provided, however, that in the event the standard of care is higher in the local area where the Contractor's office primarily responsible for providing the services is located, then the standard of care applicable to the local area where the Contractor's office is located shall be applicable to such services.

11. Accuracy of Work. The Contractor represents, covenants, and agrees that its work will be accurate and free from any material errors. The Contractor shall correct any errors or deficiencies in the Contractor's services of which it becomes aware promptly and without additional compensation unless such corrective action is directly attributable to errors or deficiencies in information furnished by the Owner. The Owner's approval of the Contractor's services shall not diminish or release the Contractor's duties or obligations hereunder, since the Owner is ultimately relying upon the Contractor's skill and knowledge to perform the Scope of Services. The obligations contained in this Section 11 shall survive for a period of two (2) years following termination or expiration of this Agreement.

12. Duty to Warn. The Contractor agrees to call to the Owner's attention errors in any drawings, plans, sketches, instructions, information, requirements, procedures, and other data supplied to the Contractor by the Owner or a third-party that it becomes aware of and believes may be unsuitable, improper, or inaccurate in a material way. However, the Contractor shall not independently verify the validity, completeness, or accuracy of such information unless otherwise expressly engaged to do so by the Owner. Nothing shall detract from this obligation unless the Contractor advises the Owner in writing that such data may be unsuitable, improper, or inaccurate and the Owner nevertheless confirms in writing that it wishes the Contractor to proceed according to such data as originally given.

13. Insurance.

(a) During the term of this Agreement, the Contractor shall purchase and maintain, at its own cost and expense, the following:

(i) Workers' compensation insurance for its employees, if any, as required by Colorado law with limits of at least \$500,000 per injury or illness an employee

suffers as a result of providing the services hereunder, with a \$500,000 aggregate per occurrence.

(ii) Employer's liability insurance with limits of at least \$500,000 per employee/accident and \$1,000,000 aggregate.

(iii) Commercial general liability insurance covering, without limitation, premises operations, products-completed operations, contractual liability insuring the obligations assumed by the Contractor under this Agreement, personal and advertising injury, and broad form property damage, with limits of at least \$2,000,000 per occurrence for bodily injury, death or damage to property; \$2,000,000 per occurrence for personal and advertising injury; \$2,000,000 products-completed operations; and \$2,000,000 general aggregate; and

(iv) Automobile liability insurance covering all owned, hired and non-owned vehicles used in the performance of the Contractor's services under this Agreement with a limit of at least \$2,000,000 combined per accident for bodily injury and property damage; and

(b) The insurance required herein may be satisfied through any combination of primary and excess/umbrella liability policies.

(c) The insurance required herein shall be written by an insurance company or companies that (i) have an A.M. Best Company rating of "A-VII" or better, and (ii) are authorized to issue insurance in the State of Colorado.

(d) The Owner, the Owner Representative, and the Owner's directors, officers, employees, and _____ shall be endorsed as "Additional Insureds" under the (i) commercial general liability insurance policy for both ongoing and completed services for a period of two (2) years; and (ii) automobile liability policy.

(e) The Contractor shall provide a waiver of subrogation endorsement, or its equivalent, under the (i) workers' compensation; (ii) commercial general liability; and (iii) automobile liability insurance policies in favor of the Owner, its directors, officers, agents, and employees.

(f) All liability insurance policies required herein shall provide that the coverage is primary and non-contributory to other insurance available to the Owner and its directors, officers, agents, and employees. Any insurance maintained by the Owner and its directors, officers, agents, and employees shall be excess of and shall not contribute with the Contractor's insurance.

(g) Prior to commencement of performance, the Contractor shall provide certificates of insurance satisfactory to the Owner that clearly evidence all insurance coverages required herein, including but not limited to endorsements (individually and collectively, "Certificates of Insurance"). The Contractor agrees that, until the Owner is

supplied with Certificates of Insurance, no payment under this Agreement will be made by the Owner. The Contractor will provide the Owner with updated Certificates of Insurance within ten (10) calendar days of the anniversary of the effective date of coverage should that date fall during the term of this Agreement. Failure of the Owner to require Certificates of Insurance or to identify a deficiency in coverage shall not relieve the Contractor of its responsibility to provide the specific insurance coverages set forth herein.

(h) Subject to Section 9 (Assignment), the Contractor shall require each subcontractor and/or third-party performing work for the Contractor related to the Scope of Services to purchase and maintain insurance of the types and with policy limits no less than those required of Contractor under this Section 13. All general liability policies carried by a subcontractor and/or third-party shall be endorsed to include the Additional Insureds identified above. Each subcontractor and/or third-party shall be required to provide Contractor, upon request, with certificates of insurance evidencing such coverage prior to commencement of work by a subcontractor and/or third party.

(i) The insurance policies afforded hereunder shall not be cancelled or allowed to expire unless at least thirty (30) days' prior written notice has been delivered to the Owner, except in the event of cancellation due to non-payment of a premium, in which case notice shall be given to the Owner no later than ten (10) days prior to cancellation of the policy. Upon receipt of any notice of cancellation or non-renewal, the Contractor shall, within five (5) days, procure other policies of insurance as necessary to comply with this Section 13 and provide Certificates of Insurance evidencing the same to the Owner. Notwithstanding the provisions contained in Section 18 (Remedies), if the Contractor fails to procure the required insurance or provide the Owner with Certificates of Insurance within the timeframe provided, the Owner may terminate or suspend this Agreement upon written notice to the Contractor.

14. Warranties and Guarantees. The Contractor hereby represents, warrants and guarantees to the Owner all workmanship, equipment and materials paid for by the Owner pursuant to this Agreement for a period of two (2) years following the date of purchase by the Contractor. Such warranty and guarantee shall be construed to include, but is not limited to, representations that all workmanship, equipment and materials are of good quality, free from any defects or irregularities, and in strict conformity with any and all specifications provided to the Contractor by the Owner. If any defect in workmanship, equipment or materials arises, the Contractor shall remedy or otherwise correct such defect without cost to the Owner within such reasonable period of time as specified by the Owner in writing. If the Contractor fails to repair such defect within such period of time specified by the Owner, the Owner may repair such defect or contract for such repairs at the expense of Contractor. The obligations contained in this Section 14 shall survive the termination or expiration of this Agreement.

15. Compliance with Laws. The Contractor is obligated to familiarize itself and comply with all laws applicable to the performance of the Scope of Services, including without limitation all state and local licensing and registration requirements.

16. Acceptance Not Waiver. The Owner's approval or acceptance of, or payment for, any of the services shall not be construed to operate as a waiver of any rights or benefits provided to the Owner under this Agreement.

17. Default. Each and every term and condition hereof shall be deemed to be a material element of this Agreement. In the event either Party should fail or refuse to perform according to the terms of this Agreement, such Party may be declared in default.

18. Remedies. Except as provided in Section 13(i) (Insurance), in the event a Party declares a default by the other Party, such defaulting Party shall be allowed a period of ten (10) days within which to cure said default. In the event the default remains uncorrected, the Party declaring default may elect to (a) terminate the Agreement and seek damages; (b) treat the Agreement as continuing and require specific performance; or (c) avail itself of any other remedy at law or equity. If the non-defaulting Party commences legal or equitable actions against the defaulting Party, the defaulting Party shall be liable to the non-defaulting Party for the non-defaulting Party's reasonable attorney fees and costs incurred because of the default.

19. Indemnification; No Waiver of Liability or Immunity. The Contractor agrees to indemnify, defend, and hold harmless the Owner and its officers, directors, employees, agents, engineers/architects and attorneys from any and all damages and liabilities arising from the Contractor's performance of the Scope of Services. As part of this obligation, the Contractor shall compensate the Owner for the time, if any, spent by its legal counsel in connection with such claims or actions. The Contractor's obligations under this Section 19 shall be to the fullest extent permitted by law and shall survive termination or expiration of this Agreement. **Notwithstanding any other provision contained in this Agreement, including but not limited to Exhibit A, the Owner does not agree to defend, indemnify, or hold harmless the Contractor or waive or limit the Contractor's liability (either by type of liability or amount).** The Owner is relying on and does not waive or intend to waive by any provision of this Agreement, the monetary limitations or any other rights, immunities, defenses, and protections provided by the Colorado Governmental Immunity Act, § 24-10-101, *et seq.*, C.R.S., as from time to time amended, or otherwise available to the Owner or its officers or employees.

20. Binding Effect. This writing constitutes the entire agreement between the Parties and shall be binding upon the Parties, their officers, employees, agents and assigns and shall inure to the benefit of the Parties' respective survivors, heirs, personal representatives, successors and permitted assigns.

21. Amendment. No amendment or modification of this Agreement shall be binding upon the Parties unless the same is in writing and approved by a duly authorized representative of each Party.

22. Law; Venue. The laws of the State of Colorado shall govern the construction, interpretation, execution, and enforcement of this Agreement. Venue for any dispute between

the Parties arising out of or relating to this Agreement shall be in the State of Colorado District Court for Eagle County.

23. Severability. In the event any term or condition of this Agreement shall be held invalid or unenforceable by any court of competent jurisdiction, such holding shall not invalidate or render unenforceable any other provision of this Agreement.

24. Annual Appropriation. The Owner's obligations hereunder are subject to the annual appropriation of funds necessary for the performance thereof, which appropriations shall be made in the sole discretion of the Owner's Board of Directors.

25. Ownership of Work Product. All documents such as reports, plans, drawings and contract specifications, information, and other materials prepared or furnished by the Contractor (or the Contractor's independent professional associates, permitted subcontractors, and consultants) and paid for pursuant to this Agreement are instruments of public information and property of the Owner. All internal documents which support the public information such as field data, field notes, laboratory test data, calculations, estimates, and other documents prepared by the Contractor as instruments of service shall be provided to the Owner. The Owner understands such documents are not intended or represented to be suitable for reuse by the Owner or others for purposes outside the specific scope and conditions of the Scope of Services. Any reuse without written verification or adaptation by the Contractor for the specific purpose intended will be at the Owner's sole risk and without liability or legal exposure to the Contractor, or to the Contractor's independent professional associates, permitted subcontractors, or consultants.

26. Taxes. The Owner is a governmental entity and is therefore exempt from state and local sales and use tax. The Owner will not pay for or reimburse any sales or use tax that may not directly be imposed against the Owner. The Contractor shall use the Owner's sales tax exemption for the purchase of any and all products and equipment on behalf of the Owner.

27. Time is of the Essence. All times stated in this Agreement are of the essence.

28. Notices. All notices which are required, or which may be given under this Agreement shall be effective when mailed via registered or certified mail, postage prepaid and sent to the address first set forth above.

29. Counterparts, Electronic Signatures and Electronic Records. This Agreement may be executed in multiple counterparts, each of which shall be an original, but all of which, together, shall constitute one and the same instrument. The Parties consent to the use of electronic signatures and agree that the transaction may be conducted electronically pursuant to the Uniform Electronic Transactions Act, § 24-71.3-101, *et seq.*, C.R.S.

30. No Third-Party Beneficiaries. The Parties to this Agreement do not intend to benefit any person not a party to this Agreement. No person or entity, other than the Parties

to this Agreement, shall have any right, legal or equitable, to enforce any provision of this Agreement.

31. Section Headings. The section headings in this Agreement have been inserted for convenience of reference only and shall not affect the meaning or interpretation of any part of this Agreement.

32. Not Construed Against Drafter. Each Party acknowledges that it has had an adequate opportunity to review each and every provision contained in this Agreement, including the opportunity to consult with legal counsel. Based on the foregoing, no provision of this Agreement shall be construed against either Party by reason of such Party being deemed to have drafted such provision.

[Signature Pages Follow]

OWNER:

Eagle Valley Transportation Authority, a
quasi-municipal corporation and political
subdivision of the State of Colorado

By: _____
Name: _____
Title: _____
Date: _____

CONTRACTOR:

NAME OF CONTRACTOR

By: _____
Name: _____
Title: _____
Date: _____

EXHIBIT A

SCOPE OF SERVICES AND COMPENSATION

>> PROPOSAL FOR

10-Year Transit Development & Capital Plan

SUBMITTED BY:

Fehr & Peers
410 17th Street, Suite 1000
Denver, Colorado 80202
(720) 539-7237
www.fehrandpeers.com

CONTACT:

Patrick Picard
p.picard@fehrandpeers.com



Cover Letter

Subject: 10-Year Transit Development & Capital Plan

“

I've had the great experience of working with Fehr & Peers since 2011. I have found them to be creative, have a well-informed, deep “bench”, they understand my constituents and work hard to be flexible. All those traits help me tremendously as we continue to adapt to changing technologies and a changing environment.

”

Lynn Rumbaugh
City of Aspen

On behalf of Fehr & Peers, we are excited for this opportunity to continue to support the Eagle Valley Transportation Authority (EVTA), this time in its transformative journey to develop the inaugural 10-Year Transit Development and Capital Plan. ECO Transit has spent decades establishing a solid foundation of high-quality transit service in Eagle County, and we are ready to help the newly formed RTA advance transit to the next level and achieve its community vision.

We recognize that developing this plan is a major undertaking, requiring the services of an experienced consulting firm with a history of delivering high quality, service-oriented, and implementable plans. Our firm has spent nearly 40 years refining these skills, and we would love the opportunity to apply our expertise to Eagle Valley. We believe our team and qualifications provide the best support for developing this plan – our experts have direct and relevant experience in the subjects required and understand the local context through recent work in Eagle County and neighboring counties. Our team offers you the following benefits:

- **Recent and ongoing local experience:** Fehr & Peers recently supported EVTA with initial transit planning services, including extensive ridership modeling and service planning for implementing fare-free operations. We are also leading an update to Vail's Transit Plan as part of a larger Transportation Master Plan and ECO Transit's First & Final Mile Study in 2019. This will be completed in April. Our teaming partners, Parsons and DHM Design, have similarly been working in the valley for years. We understand the local context, political landscape, travel challenges, and community priorities.
- **Unparalleled transit planning expertise.** Fehr & Peers has decades of experience supporting formation and planning of RTAs, performing service planning, long-range transit planning, financial planning, and transit service implementation. Fehr & Peers has a depth of recent experience including the Yampa Valley RTA Implementation Plan, the Park City and Summit Stage Short Range Transit Plans, SMART's Strategic Operating Plan, the Big Sky Transit Plan, the Thornton 10-Year Transit Plan, the Transfort Transit Funding and Fare Free Study, as well as numerous other transit plans, many for mountain resort transit agencies.
- **An outstanding project management team.** This project is a high priority focus for us, and we have assembled a team of our best Colorado-based transit planning professionals. Our proposed project manager, Patrick Picard, has a host of recent transit planning experience, including managing the Thornton Transit Study and Vail Transit Plan update. Client surveys show Patrick consistently exceeds client expectations on projects

he manages and is dedicated to making this project a similar success. Patrick will be supported by Jason Miller as Principal-In-Charge, who draws on 20 years of combined experience as a former RTA director in a mountain resort setting and more recently supporting rural and mountain communities in developing transit plans as a consultant. Jason is a companywide transit planning expert who will be closely involved in all aspects of this project. Sydney Provan, who led the Lake County Transit Study, Park County Transit Study, and Summit Stage Equity and Access Study, will serve as lead transit planner supporting Patrick.

- **Strategic Teaming Partners.** Our subconsultants, Parsons and DHM Design, add strategic value to specific areas of plan development and provide added horsepower to accomplish such a major undertaking in a relatively short time-frame. Parsons will lead the alternatives evaluation, screening process and capital planning elements, drawing on experience in dozens of similar transit planning efforts. DHM Design is based out of nearby Carbondale, CO and will lead the community engagement, leveraging expertise in similar roles on many projects, to serve as the communications arm of EVTA, providing local perspective, and working to bring together a diverse set of jurisdictions to a preferred path.

We understand this is a monumental moment for EVTA. We embrace the opportunity to be a part of it and set EVTA on a path to success in transforming transit service for the people of Eagle Valley over the next decade. As your partner in advancing the transit vision of multiple jurisdictions, we commit to forging strong partnerships, bringing a diverse set of ideas, and developing a practical, clear, and actionable transit service and development plan.

Thank you for this opportunity to serve you. Our Project Manager Patrick Picard is the primary contact for this proposal and is available at p.picard@fehrandpeers.com or (720) 539-7237.

CLIENT SATISFACTION

We survey each client and are constantly striving to identify ways we can strengthen our capacity to achieve our core mission: developing effective and innovative transportation solutions that improve communities.

 **Fehr & Peers 2023 Client Survey Results**

Clients said we met or exceeded expectations:

- 97% value
- 98% quality
- 98% service

100% say they would use us again



Chris Mitchell, PE,
Principal & CEO, Fehr & Peers



Jason Miller
Principal-In-Charge



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Executive Summary

Fehr & Peers and our team understands that EVTA has a need for a consultant team with expertise in a diversity of transit planning services associated with the development of a 10-year vision for services and associated facilities for the newly formed RTA. Our team is committed to delivering a comprehensive transit development and capital plan with planning, advising, estimation, and modeling for all potential aspects of the plan.

We understand that EVTA will need a targeted but comprehensive approach to the future of EVTA, its transit services, and associated fleet and facilities. The plan must guide the growth, development, and adaptation of the system from ECO Transit to a fully standalone, independent, and accountable RTA. Fehr & Peers and our team understand that this study will likely need to address:

- ✓ **How to balance and determine ideal transit service levels, locally and regionally**
- ✓ **Ridership demand and growth**
- ✓ **Fleet needs and impact on route operations and maintenance needs**
- ✓ **Infrastructure needs and associated capital project costs**
- ✓ **Speed and reliability of transit operations, especially relative to new bus stop or service requests**
- ✓ **Land use patterns and growth predictions**
- ✓ **Creative solutions for recruiting and retaining bus operators in a new RTA**
- ✓ **How to integrate transit with other transportation modes**
- ✓ **Partnerships and coordination with other transit providers**

Throughout the study process, we will be asking and answering key questions such as:

The following are the key questions presented in speech bubbles:

- What are the current operational challenges for transit?
- How can EVTA facilitate seamless transportation?
- What does EVTA need to do to meet the stated formation goals and public service expectations?
- How can routes be redesigned for efficiency and integrations across geographic boundaries?
- What are the current operational challenges for transit?
- How can EVTA facilitate seamless transportation?
- How will commuter patterns continue to adapt and change?
- Do new transit service models or route structures need consideration and how are they implemented?
- What will the short-, mid-, and long-range service plans need to look like as EVTA evolves?

We understand the local context for this study and how critical it is that we set an innovative yet realistic course. Transit is a crucial component of Eagle County, both from a quality of life and an economic perspective, and we want to develop a plan that allows EVTA to improve service effectiveness and deepen its community impact. We know that regional cooperation and collaboration is key to this effort, and we are experts at fostering stronger relationships with partners as a key study outcome.

Going forward, EVTA will need to be nimble and agile, as ridership, funding, and local transportation needs are continuously evolving since the voter approved formation. Fehr & Peers understands we must provide planning solutions that incorporate adaptive scenarios and phased implementation.



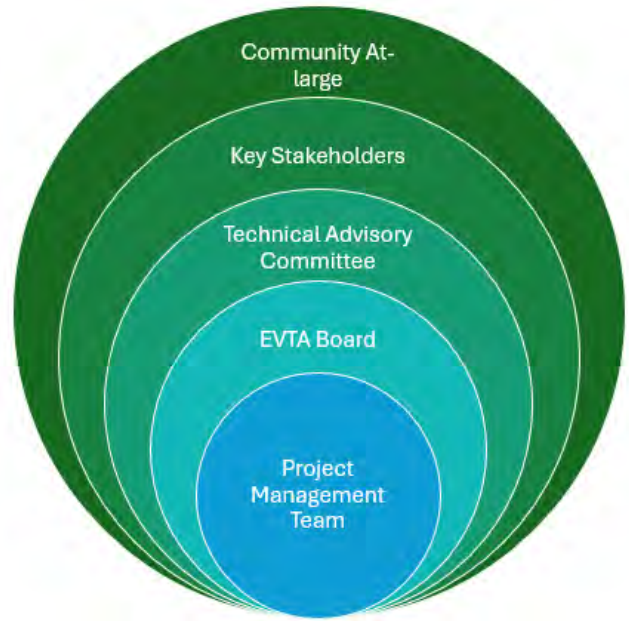
Technical Proposal

The Fehr & Peers team brings an integrative approach to transportation planning. The following section provides a task-by-task breakdown of our proposed approach to fulfilling the scope of work provided in the Request for Proposals. If we become the selected consultant, we would look forward to working with you on refining the scope listed below and tailoring our approach to meet EVTA’s specific desires for this project.

Project Management Plan – Fehr & Peers envisions a tiered approach to project management and involvement, as shown and described below.

Task 1: Project Management and Meetings – Fehr & Peers

We understand that this study is a major priority for EVTA, and we expect a fast-paced schedule. Fehr & Peers has coordinated complex, year-long, or multi-year planning efforts for many similar communities and agencies. To define how we will manage and deliver the project, we will create a Project Management Plan that includes a communications protocol, finalized scope and timelines, project process, and desired outcomes.



	Who?	When?	How?
Project Management Team (PMT)	Fehr & Peers consultant team key staff and designated project EVTA staff or representatives	Biweekly or more frequently as needed	Email, phone calls, biweekly PMT meetings, as-needed meetings
EVTA Board	Existing EVTA board	Monthly	Updates and presentations throughout the project corresponding to deliverables and project progress (in-person three times during project, virtual for remainder)
Technical Advisory Committee	Likely many current EVTA board members plus staff and elected officials from communities within Eagle County; other key transit/ transportation community representatives	Bimonthly	In-person meeting with hybrid option
Key Stakeholders	Local community partners (businesses, non-profits, etc.), regional partners, CDOT, state representatives, federal representatives	Quarterly	Interviews at outset of project, participation in outreach activities, presentations and updates at key milestones
Community At-large	All those within current ECO Transit service delivery area, regardless of whether in actual RTA boundary	During needs assessment and to review draft alternatives	Surveys, presence at community events, public open houses, pop-up events, and targeted focus groups

Additionally, the Project Management Plan (PMP) will define communication means, invoicing and reporting methods, the finalized project schedule with milestones, and our project quality and change management procedures.

Project Kick-off – Fehr & Peers will facilitate a kick-off meeting to set the foundation for the project and its process. During kick-off, we will work with the PMT to refine the proposed timeline and scope of work presented herein and develop more detailed milestones, interrelated tasks, concurrent tasks, and sequential work pieces. During project kick-off, the Project Management Plan will also be presented, reviewed, and refined.

Importance of Vision and Goal Setting – We believe it is critical to establish expectations early in the project around key outcomes and “must-haves” for the project. As part of the kick-off meeting, we will facilitate a workshop with EVTA staff and the EVTA Board of Directors to understand expectations and desired outcomes to form a vision and associated goals for this study to develop the ten-year plan. Using interactive conversation-starting tools, we will engage the board and staff in dynamic conversation that tests assumptions, explores desired outcomes, and reconciles competing priorities. The vision and goals will be formalized based on the workshop outcomes and presented to the PMT and TAC for review and finalization.

Quality Assurance and Quality Control Plan (QA/QC) – Fehr & Peers employs a thorough project quality assurance and quality control (QA/QC) plan for all work conducted by our staff. The QA/QC plan will consider the overall project schedule to ensure that draft work is completed with sufficient time for full internal review before submission to the partners for comment. For technical analysis, the Fehr & Peers team will document our assumptions, inputs and sources, and request input and approval from the project managers where necessary before proceeding. All draft and final deliverables including a memorandum, slide presentations, graphics, and maps, will undergo thorough review by at least one other expert-level

staff who was not the author to ensure that our work meets the highest standard. At the core of the QA/QC process is a hierarchy of staff that are responsible for various aspects of each project.

- The Principal-in-Charge provides oversight, review, and strategic direction on the project.
- The Project Manager (PM) is responsible for the overall quality of the project, and adherence to schedule and budget.
- The Project Planner conducts the technical calculations, prepares designs, prepares reports, and supports the PM.
- Experts are individuals that have considerable experience on specific topics and are available to collaborate on innovative solutions to a variety of planning, operational or design problems.
- Technical/Administrative Staff includes individuals who prepare high-quality graphics, prepare designs, process reports, set up conference calls, and conduct other project related activities, as necessary. This staff allows our engineers and project managers to focus on the technical analysis.

Deliverables

1. **Project Management and Coordination Plan.**
2. **Kick-off meeting, bi-weekly calls, and impromptu coordination with the PMT.**
3. **Up to 10 meetings with the EVTA Board (three in-person).**
4. **Up to five in-person meetings with the Technical Advisory Committee.**
5. **Up to 12 virtual or in-person interviews with key stakeholders.**
6. **Up to three meetings with key stakeholders.**
7. **Agenda, meeting notes, and supporting materials for all meetings.**

Task 2: Public Outreach and Engagement - led by DHM with targeted support from Fehr & Peers and Parsons

DHM Design will lead the community outreach task, leveraging their local presence and experience. Fehr & Peers and Parsons will provide strategic support, including providing content and staffing for key meetings.

Our team's guiding philosophy for public outreach is grounded in a profound respect for the fabric of the community we serve. Our approach to public outreach for the EVTA plan is not just about disseminating information; it's about creating a dialogue with the rich diversity of voices of the community. We are here to inform and inspire people about the project - and also to listen, understand, and ensure that the insights and aspirations of the community are woven into the core of EVTA's initiatives. We bring a wealth of experience and a deep-seated commitment to create and implement a communication plan that is vibrant and inclusive. From designing accessible and engaging promotional materials to developing public relations strategies that resonate with the community's wishes, our mission is to ensure that every channel of communication encourages meaningful engagement. We understand that EVTA does not currently have a marketing department, and our team will serve as that arm of EVTA during this project.

At the heart of our strategy is the development of a comprehensive Outreach Plan tailored to meet EVTA's goals for inclusivity and engagement. This plan is the blueprint for building a dialogue with the community, identifying and engaging key stakeholders, and aligning the goals for the project. Our multifaceted approach leverages public meetings, social media, newsletters, and local media to cast a wide net, so that no voice is left unheard. We understand that many cultures, backgrounds, and experiences define the community and will place special emphasis on reaching out to marginalized and hard-to-reach populations. Our initiatives are crafted with empathy and cultural

sensitivity, with a focus on building partnerships with community organizations and utilizing materials and messaging that reflect the community's diversity. We have provided comprehensive Spanish translation services in the past and will ensure all outreach materials and communications are in both English and Spanish.

Our engagement strategy includes two phases over the course of the 10-month project. The initial phase is dedicated to gathering insights on existing community issues and aspirations. The second phase focuses on presenting draft recommendations to the community and fostering a collaborative environment for feedback and input. Our team is committed to a philosophy that places community engagement at the forefront. Our approach is not just about outreach; it's about building lasting relationships, fostering trust, and ensuring that the community's voice is not just heard, but is also a guiding force in shaping the future of transportation within the community.

Outreach Plan

We will develop a draft outreach plan outline for the kick-off meeting. This outline will evolve into the full outreach plan in support of the overall work plan and schedule. The outreach plan will include key approaches for community engagement and will be appended with outreach results as the project progresses.

The outreach plan will be developed in collaboration with the project team and EVTA, and will include:

- Introduction
- Mission, Vision, Purpose and Need statement(s)
- Project Goals
- Strategic Purpose of Outreach
- Stakeholders and Key Audiences
- Public Engagement Methodology
- Outreach Schedule of Activities

Engagement events during the two outreach phases of the project may include open house events, intercept surveys at key transportation locations, pop-up booths, targeted audience roundtables, and web surveys. It is our experience that the public

will rarely prioritize a “destination” open house for community infrastructure and planning – particularly if such a project is the sole topic of discussion – and we recommend targeting community events, key user group activities, intercept/pop-ups, and co-hosted events. Encouraging the public to engage online via recordings and interactive surveys can add significantly to the volume of engagement over the course of an outreach period. We will provide content in both English and Spanish to EVTA staff to regularly update their website at key milestones in the project and to promote events and other interactive opportunities.

Engaging Marginalized Populations

We recognize that those most in need of a robust public transportation system may be the least likely to attend outreach events or participate in community discourse in general. Our community engagement plan will address hard-to-reach populations in three broad categories: (1) Time-constrained (e.g. hourly wage workers, families with young children); (2) ESL or “non-native English speakers”, and (3) transportation-limited. We will work with the human services organizations in the valley to identify opportunities

to engage with members of the community who may be time- or resource-constrained. We have found success in piggybacking on other community events, making resources available during pop-up outreach (e.g. tablets for taking surveys). We will ensure that Spanish-language interpretation is available at all major outreach events and that all written materials are provided in both English and Spanish. We are able to coordinate with EVTA to make all outreach materials available on the EVTA website and can link to surveys or other interactive tools. We have found that any online survey or other digital feedback tool receives much more engagement when registration is not required (not including statistically valid survey processes), and that multiple, short, topic-focused surveys can generate more engagement than single, long-form surveys.

Synthesizing Outreach Results

Our team will compile and synthesize outreach results and incorporate them into a Community Engagement Report after each of the two phases of outreach. The report will include the record of outreach activities, number of ‘touch points’ of engagement, and trends/themes that emerge from the total engagement



of that phase. We are able to organize and report on web analytics, if these are available for EVTA’s website pages dedicated to the outreach process. The outreach reports are appended to the outreach plan, creating a full record of the strategic approach, implementation, and results of the outreach efforts.

Deliverables

1. **A detailed Outreach Plan.**
2. **Facilitation of two rounds of community outreach, each will include up to one in-person open house, an online survey, three pop-up events, and all supporting materials.**
3. **Targeted outreach to marginalized communities, including Spanish translation for all outreach material, and attendance at targeted community events as determined during the project.**
4. **Regular content for the EVTA website.**
5. **Promotional content and activities.**
6. **Draft and Final Outreach Reports following one round of review by EVTA staff, that will synthesize community input during the project.**

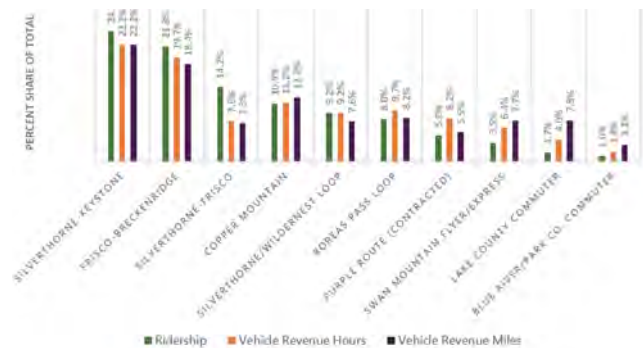
Task 3: Analysis of Existing Conditions – led by Fehr & Peers with support from Parsons

The foundation for an effective 10-Year Transit Development and Capital Plan is a broad-based analysis of the current state of the existing transit services and needs. To that end, we will undertake the following subtasks.

Community/System Familiarization – Building off an already strong existing awareness of ECO Transit services and the history of the formation of EVTA, our team will refresh its community and transit system knowledge through an onsite trip to Eagle County when we will interview key staff and stakeholders, catch up on recent developments, review distinct system challenges, ride buses, and talk to drivers. From community familiarization, we will move to data collection and analysis.

Route Analysis – The most recent transit operating and ridership data will be collected on a route-by-route basis for summer and winter season conditions and incorporated into easily digestible and understandable

route “cut sheets” that quickly convey current service and performance characteristics of each route, including cost allocation and return on investment.



Example of Ridership Produced vs. Investment of Hours/Miles (from 2021 Summit Stage Short Range Transit Plan, led by Fehr & Peers)

Qualitative Evaluation – Service quality will be evaluated with regards to the population served, frequency, and span of service. Transit travel times will be compared against equivalent auto travel times to identify the ratio of transit to auto travel times and to define specific origin/destination pairs that warrant improved service.

Transit Service Competitiveness

As part of the recent Fehr & Peers-led Greeley On the Go Transportation Master Plan, a comparison of transit versus auto travel time was performed to understand where transit provided efficient and competitive travel times and where opportunities for improvement were. The results were shown as a differential between travel by transit over travel by car with transfer penalty assumptions and average wait times based on service headways.

Table 16: Travel Differential between Transit vs. Car (ratio of transit vs car travel time)

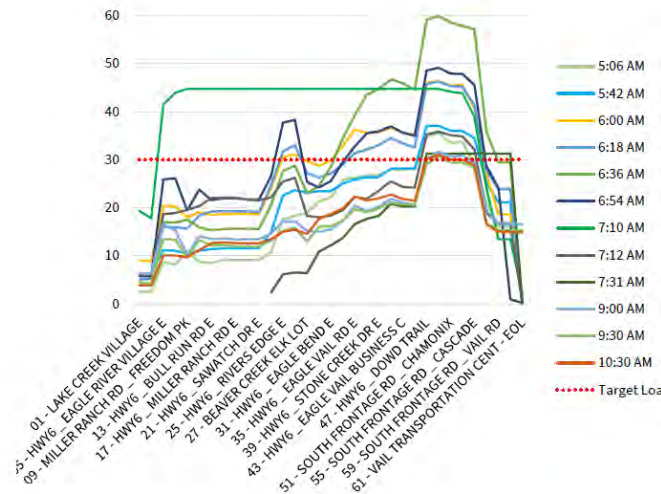
Activity Zones	1	2	3	4	5	6	7	8	9	10
1		2.6	4.5	3.0	3.3	3.1	DR	3.3	2.3	1.9
2	3.1		3.8	2.8	3.3	3.4	DR	2.8	3.9	2.7
3	5.3	5.0		2.0	5.6	4.1	DR	5.8	4.3	3.1
4	3.0	5.0	2.0		2.5	3.0	DR	2.1	3.5	1.6
5	3.2	4.0	7.8	3.8		3.0	DR	5.0	5.8	2.3
6	2.9	5.4	4.5	2.8	2.6		DR	4.0	5.6	1.8
7	DR	DR	DR	DR	DR	DR		DR	DR	DR
8	3.3	4.5	6.0	2.0	4.3	4.0	DR		8.7	2.0
9	1.7	3.6	3.6	2.9	3.2	6.0	DR	8.7		3.0
10	2.2	3.4	3.4	1.9	2.6	2.3	DR	2.4	4.3	

Note: DR = demand response (available by Call-in-Ride service)
Source: Fehr & Peers, Google Maps, 2021.

Transit to Personal Auto Travel Time Comparison performed by Fehr & Peers for Greeley on the Go Plan

Capacity and Ridership Demand Modeling –

Utilizing our already built ridership modeling tool, developed in 2022 for the Fehr & Peers analysis of the implementation of a fare-free zone under EVTA, we will populate this with recent ridership performance data to understand current ridership and capacity issues. We will create route load profiles to identify current overcapacity issues, as well as areas of underutilization.



Example of Hwy 6 Route Load Profile Created by Fehr & Peers for ECO Transit/EVTA, as part of 2022 project

Convenience/Comfort/Safety – Existing service will be assessed for service quality factors, including bus stop amenities and cleanliness, passenger information, and vehicle cleanliness. Pedestrian access at each fixed-route transit stop will be reviewed to identify recommendations regarding improvements to sidewalks/crosswalks that could aid transit ridership. Customer complaint records will be reviewed to define any specific areas of concern.

Policy and Procedure Review – Our team will perform a high-level review of EVTA policies and procedures, including those that may still be under the purview of ECO Transit. We will provide compliance review and guidance with particular attention to those policies that may need to be created or adapted from existing Eagle County policies to new EVTA policies. We will also evaluate the complementary paratransit service for the past three years and will review associated policies on eligibility and compliance with ADA.

Fleet Review – The existing fleet will be reviewed with regard to size, age, state of good repair, and replacement schedule. Ridership levels will be examined to assess the appropriate vehicle capacity for each route. The battery-electric bus strategy will be reviewed to identify vehicle acquisition plans as well as charging strategies.

Systems and Facilities Review – To determine EVTA’s future needs the team will first explore the existing systems in place. We will perform an organizational capacity and efficiency review of EVTA’s (and ECO Transit’s) existing assets and existing services. Although the new organization doesn’t have in place or is developing processes for items such as payroll, healthcare, retirement, and housing there are established services and facilities that we will inventory. Part of the inventory will include the storage and maintenance of vehicles at the Gypsum Maintenance Facility (MSC), Avon’s Swift Gulf Facility, and the small bus barn in Leadville. Current charging locations for electrical vehicles exist at the MSC and Swift Gulch. The MSC also currently serves as the home to ECO Transit’s administrative, marketing, and operations function. Although these facilities can be used in the short term, with the inventory we can perform an efficiency review to determine the future facility and operational strategies that EVTA will need to transition to. We will also review passenger facilities and compare them with forecast requirements to define needed improvements and expansions such as new transit hubs and transfer points.

Equity and Unmet Needs – The demographics of Eagle County’s census tracts will be compared against existing transit services (in terms of daily vehicle hours of service) to assess how well existing ECO Transit services are allocated to serve disadvantaged communities. Title VI complaints, as well as service requests, will also be reviewed to define potential means of improving services to low-income and disadvantaged communities. We will also review existing service standards for equity.

State of Transition of Operations and Assets – We realize that EVTA and ECO Transit have been working diligently to develop a transition plan for operations and associated assets. As part of our existing conditions work, we will document these efforts, define remaining tasks, and identify potential hurdles, based on our team’s experience with similar transitions.

Deliverables

- Draft and final technical memorandum documenting findings of the comprehensive analysis of existing conditions and preliminary determination of future need.**

Task 4 – Travel Market Analysis Fehr & Peers

To inform the development of transit improvement scenarios, it will be important to first understand the travel market. A travel market assessment will be used to identify the origins and destinations of trips within Eagle County and its communities, and to define which trips can potentially be captured by transit, including new types of transit service such as microtransit or other flexible on-demand services. Attributes will include trip making behaviors, demographic and socio-economic characteristics of travelers, and temporal patterns of different trip types. We have experience over the past three years performing more than a dozen travel market assessments in similar contexts.

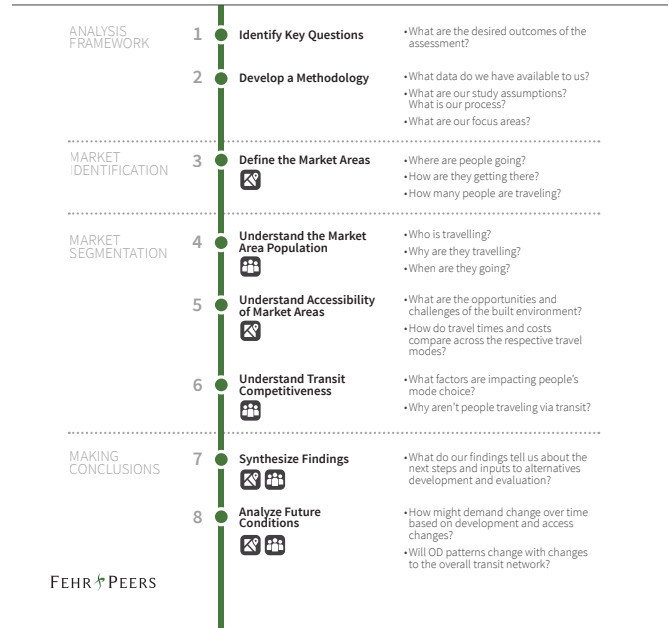
We will utilize Fehr & Peers’s internally developed step-by-step approach to travel market assessments tailored to the context and scale of this project (as shown on the right). This will first include working closely with staff and stakeholders to ensure we understand the key questions that need to be answered and adopting our methodology to meet those needs. The anticipated outcome of this task will be a summary of the different major trip types within Eagle County. We will also identify what trip types are currently being captured by transit, and where the potential shortfalls likely exist. Some of the anticipated travel markets include commuter trips for regional

Travel Market Assessment a how-to guide

This process diagram represents Fehr & Peers’ approach to a travel markets assessment and the associated lexicon. Based on the outcomes of analysis framework, your project may perform all or only some of these steps. Data collection and QC is an integral part of each of these steps.

Legend

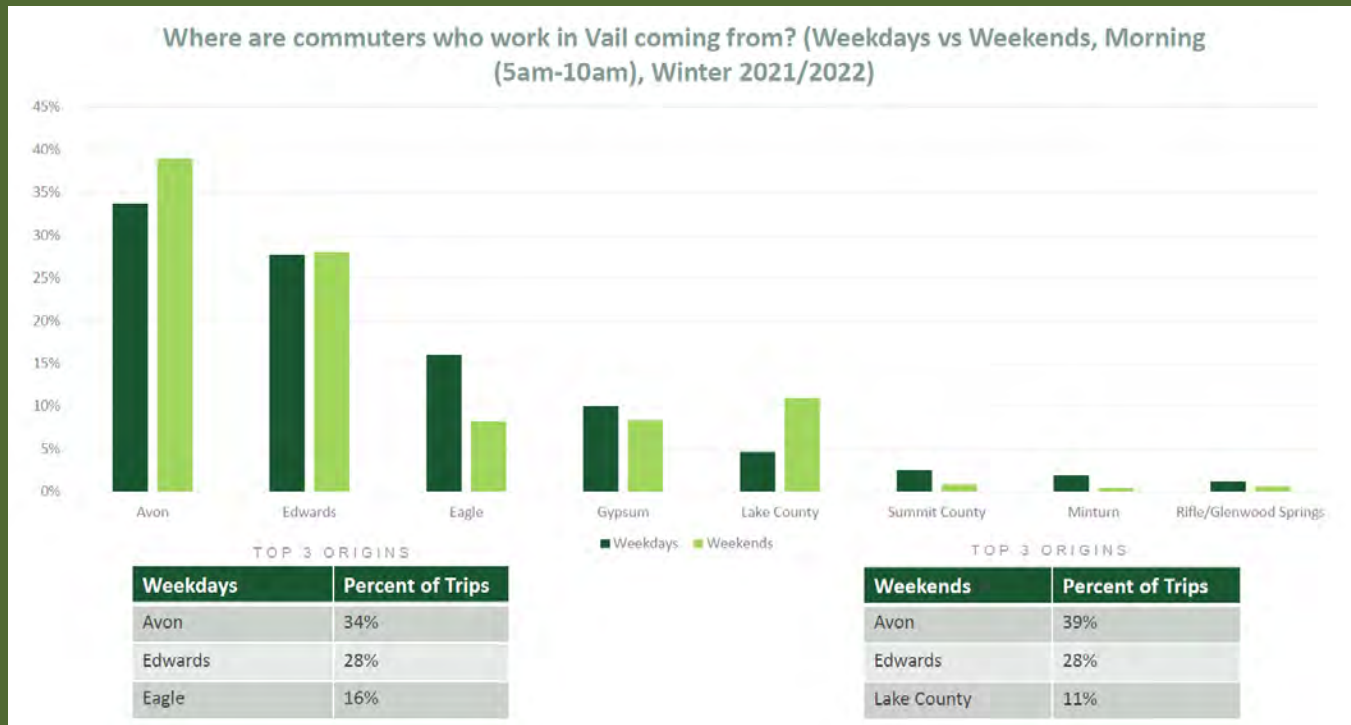
- User Focus
- Location Focus



employment, recreation access trips, local trips to access services and shopping, and trips that connect to Bustang services to Denver or other regional destinations. We will seek to understand not only the types of trips but who is taking them by specific segments of the population, such as older adults, Spanish-speaking residents, youth and students, or people with disabilities. Our demand analysis will reveal who is and who isn’t currently well served by existing ECO Transit services, including those with the greatest transportation needs.

To accomplish this task, we propose to purchase and analyze StreetLight Data that can be tailored specifically to the needs of this project. StreetLight Data provides anonymous travel pattern data derived from GPS locations as mobile devices or connected vehicles move around when a location-based services application is enabled on their device. We will extract origins and destinations travel pattern data of individual trips between different areas of Eagle County and to the surrounding region. Fehr & Peers has a strong relationship with StreetLight and have used this data on

As part of the Fehr & Peers led Go Vail 2045 Transportation Master Plan, a robust travel market analysis was completed using StreetLight cellphone data to understand commute patterns (in and out of Vail), parking needs, regional travel, and granular travel patterns within Vail neighborhoods.



Commute Patterns Analyzed by Fehr & Peers using StreetLight data for Go Vail 2045

dozens of other similar projects, including the recent Go Vail 2045 Transportation Master Plan, to understand and quantify existing travel patterns and demand. The platform will allow us to tailor the zone geographies and temporal parameters to pinpoint the markets most useful to this analysis. Additionally, the recent Vail analysis will bolster our effort and give us a better starting point for how to analyze travel, including how to define travel sheds and associated analysis zones.

Based on the findings from the existing conditions analysis of Task 3, combined with the findings described herein for Task 4, our team will work with EVTA staff and the board to identify the needs and opportunities and organize them from most to least urgent. This exercise will help frame the effort to determine which travel needs should be addressed

sooner. For example, if it is found that residents are regularly encountering barriers to year-round community travel, this may be considered a critical need that must be addressed in the near-term. The needs and opportunities analysis will also focus on determining transit needs by days of the week and times of day. After categorizing and prioritizing the transportation needs, our team will use this information to assemble service alternatives in Task 5 that address each need.

Deliverables

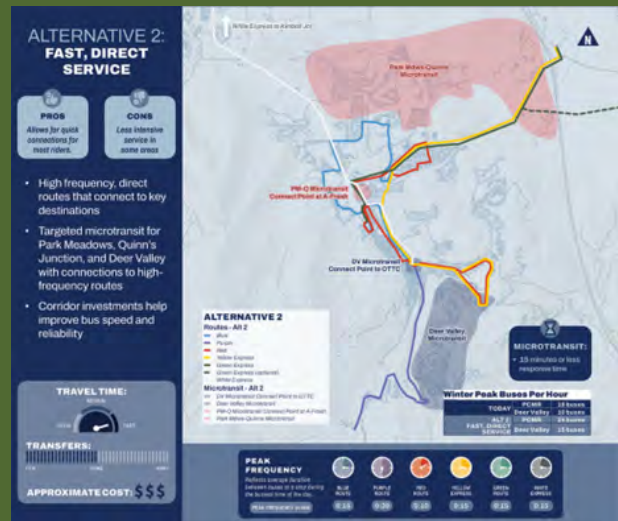
- Draft and final technical memorandum documenting data, analysis, travel pattern data, and key transit travel markets within EVTA.**

Task 5 – Service Alternatives Development and Analysis led by Fehr & Peers with support from Parsons

Building upon previous tasks, as well as previous and ongoing work by our team across EVTA’s service area and best practices from peer communities, we will develop a series of transit service alternatives, opportunities, and concepts for three subareas of EVTA’s service area:

1. Eagle, Gypsum, and Eagle County Airport area
 - a. We know today that the Valley Route is trying to be both a regional route and a local circulator route in the Gypsum and Eagle area, which puts local Eagle area circulation at odds with the need for fast, efficient regional service.
 - b. We also know that there are funding and service equity considerations to reconcile with Gypsum being a part of the countywide transit tax but not a part of the EVTA boundary.
 - c. We will identify up to three service alternatives for this area that address demand and better serve local circulation needs, perhaps considering the use of dedicated local routes or microtransit coverage areas.
2. Edwards, Avon, Minturn, and Vail area
 - a. We know that the Highway 6 corridor is the highest ridership area in the EVTA boundary and that establishing a fare free zone will create significantly higher demand, as well as a need for high levels of coordination between existing transit services in Vail and Avon.
 - b. We will identify up to three service alternatives for this area that meet anticipated peak demand, reduce travel times between key destinations, and integrate with existing transit services.
3. Regional I-70 (Dotsero to Vail) and Highway 24 (Leadville to Vail) area
 - a. This subarea will be addressed in conjunction with opportunities identified within subareas 1 and 2, given that alternatives presented in the other areas will have implications for how regional service could best be operated.

For the recent Park City Transit Short Range Transit Plan, we developed a set of alternatives were built around service philosophies that compared and contrasted different transit priorities such as directness, transfers, coverage/frequency, and travel time. Visualizations were created as part of open house events to quickly and easily convey the characteristics of the alternatives and the advantages and trade-offs of each alternative.



Service Alternative Analysis from Park City Transit Short Range Transit Plan (2022, Fehr & Peers)

- b. We will incorporate three regional service alternatives that work in concert with alternatives presented in the other subareas.

This subarea approach will allow us to understand the unique needs and opportunities for circulation within and between these distinct travel sheds. System alternatives may require the consideration of changes to the system architecture with possible incorporation of concepts such as:

- Revisions of routes to provide a higher quality of service (such as travel time competitive to car travel) on key travel paths.
- Route options to expand capacity, frequency, and service convenience for key connections.
- Route and schedule modifications to enhance transfer convenience at new or future transit hubs.



- Park-and-ride strategies to intercept employees and day visitors.
- Provision of flexible transit services (such as technology-enabled microtransit or flex routes) in areas that are harder to serve with fixed route buses. This may include the assessment of replacing existing low-productivity fixed-route segments with flexible services in some or all seasons or times of day.

Evaluation Criteria

In coordination with and input from the PMT and AC, we will develop evaluation criteria and a screening process to assess the alternatives developed. Alternatives will be evaluated through a set of both qualitative and quantitative factors through a two-tiered screening process that connects to the evaluation criteria at each tier that will be produced. The methodology will include the development of a screening matrix at each tier based on evaluation criteria that align with the study’s purpose and need, system configuration and operations, ridership, and more that will be further developed in collaboration with EVTA, Eagle County, and other municipalities. Specific evaluation criteria will be vetted, prioritized, and decided upon during this stage of work.

Alternatives will be evaluated using two levels of screening, including:

- **Tier 1 – Qualitative Alternatives Screening** will examine a broad range of alternatives focusing on meeting the Purpose and Need and practical applications. An alternative is deemed practical if it meets the Purpose and Need and is capable of being implemented after taking into consideration existing infrastructure, community needs, transit system operations and integration, and other factors.
- **Tier 2 – Quantitative Alternatives Screening** will evaluate finalists from the Tier 1 screening. Tier 2 screening will focus on safety, traffic flow impacts, expected benefits, conceptual design (if required), and mobility improvements.

The process will include stakeholder input at each Tier. The intent will be to inform residents and stakeholders how the recommended alternatives were developed and refined, and what transportation infrastructure elements are included.

The alternatives will also be presented with order of magnitude budget implications (operating and capital), ridership estimations, trade-offs, and organizational impacts.

Supporting Strategies

The alternatives will also include identification of the supporting strategies that may be required to implement the transit scenarios. As successful transit is dependent on strong bicycle and pedestrian connections; attractive and safe passenger waiting areas and amenities; connectivity to other services such as Bustang, Avon Transit, and Vail Transit; availability of parking at key transit connection points; and high-quality service delivery with the right vehicles driven by safe drivers with outstanding customer service, we will identify all these supporting elements relative to the alternatives and opportunities. The preliminary alternatives will be measured against the established criteria and will be presented with rough order of magnitude budget implications (operating and capital), high-level ridership estimations, trade-offs, and organizational impacts. Based on public outreach, input from stakeholders, and evaluation of alternatives against the criteria, a preferred alternative will be identified and further detailed in Task 6.

Deliverables

1. **Tabular summary of the alternatives within each subarea and evaluation criteria at each tier of analysis.**
2. **Maps, charts, and graphics to demonstrate the alternatives.**
3. **Draft and final technical memorandum summarizing the alternatives, evaluation criteria, analysis methodology, and outcomes.**

Task 6: Final Service Development and Delivery Plan - Fehr & Peers

Based on public outreach, input from stakeholders, and evaluation of alternatives against the criteria, a 10-year service plan for the entirety of the EVTA service area will be identified and detailed in this task. We have found from our depth of experience with other similar transit service planning projects that the final route and services for the 10-year plan are likely to be a mix-and-match of concepts from the opportunities and alternatives presented in Task 5 for the EVTA subareas. Since some individual route and service ideas are independently operable and interchangeable,



assuming supporting needs are met, the preferred alternative for the 10-year service plan may be a hybrid of the opportunities that incorporates the strongest, most supported transit concepts.

The service plan is the heart of the 10-year transit development plan and will describe in detail each route and its service characteristics including maps, schedule, span of service, phasing, estimated ridership, supporting infrastructure needs, and operational considerations.

Ridership Modeling

Ridership modeling will likely be an important tool in evaluating alternatives. Fehr & Peers is recognized as one of the country's foremost experts in transit modeling. We have extensive experience with a variety of land-use models, as well as transit-specific forecasting tools like STOPS and TBEST. We also apply direct ridership modeling and elasticity factoring to understand how ridership may respond to service quality and coverage changes. This experience will allow us to use a variety of transit ridership modeling tools to help understand the potential ridership benefits and tradeoffs of the three different service scenarios.

Contracted Service Delivery Analysis

As a new agency, EVTA has the opportunity to evaluate the best way to deliver services, including reviewing whether existing ECO Transit arrangements will best serve EVTA long-term. As part of this analysis, our team will review the implications, trade-offs, and considerations of various contracted operating models compared to agency operating models. These are questions that Fehr & Peers are experts at exploring and answering. Our team has helped other agencies navigate these questions and have been involved with making these decisions on the agency-side. We are aware of the major logistical questions involved in considering the right operating model and organizational structure. Fehr & Peers will help EVTA understand the pros and cons of operating a transit service directly versus contracting with a private service contractor vendor for all or some aspects of transit operations. There are several key questions that

we will work through to get to the model that is right for EVTA, now and in the future. EVTA can feel confident in Fehr & Peers's commitment to both fully understanding your needs and offering an organizational plan that fits those needs.

Deliverables

1. **Draft of the Final Service Development and Delivery Plan.**

Task 7: Capital Improvement Plan (CIP) and Financial Plan – **Fehr & Peers and Parsons**

Strong transit infrastructure is not only critical to delivering high quality transit service but is also integral to attracting and retaining ridership. Our team has led transit infrastructure development projects in mountain resort communities such as Park City, Aspen, Jackson, Telluride, and Summit County, where we have supported site selection and planning for a variety of transit infrastructure including bus stops, BRT stations, downtown transit centers, satellite mobility hubs, maintenance and administration facilities, and park and ride facilities. For larger transit centers and maintenance facilities, we employ “functional size” estimation techniques to understand how the number of buses, drivers, parking needs, and fueling type impact facility size and cost as a multiplier.

Passenger Facilities

Bus stops, stations, mobility hubs, and transfer centers that are inviting, safe, and accessible not only serve riders but create a positive community perception of the service. Fehr & Peers has been active in helping develop a typology of mobility hub amenities mapped to ridership. These analyses help identify deficiencies that are creating ridership barriers and create a toolkit of parts that can be deployed according to current or planned ridership levels. Based on this analysis and typology, plans can be developed for specific bus stop amenities with phased implementation and cost estimates.

Operations Facilities and Site Selection, Site Planning

Our team will determine optimal locations for future administrative offices, operations, and maintenance facilities based on the transportation needs, changing land use, and available funding and financing strategies. We understand the local, state, and federal requirements, especially Federal Transit Administration regulations, for site selection and planning and will use that to guide our process. Potential sites will be identified and initially screened against criteria established through engagement with the PMT and board such as proximity to transit service areas, accessibility for employees and customers, existing land use and ownership, zoning regulations, environmental impact, potential barriers to federal funding participation, and infrastructure support.

Our community engagement will help us understand the stakeholder's needs and concerns and will ensure that we will align our recommendations with local development goals. Secondary screening through a comprehensive site feasibility study will evaluate factors such as land availability, cost, site conditions, entitlement and development costs, and potential for future expansion. We will also assess the feasibility of integrating workforce housing within the facilities or nearby to address current and potential employee needs. This approach provides a lens to focus on the highest likelihood of success for site development. From there we can test fit example facilities to the site and begin the site planning process and present high-level functional plans with site scope of work identified.

Cost Estimation

Realistic cost estimates will be paramount to creating a capital improvement plan that is value engineered for the needed infrastructure required to support future service enhancements and expansions. Our team will develop the capital improvement plan and update costs based on priority projects. We will leverage recent experience developing transit capital project estimates for on-street facilities, maintenance buildings, mobility hubs, park and ride lots, and transit centers. We will use readily available transit project

engineering cost estimates from CDOT resources and recent bids received on other transit projects to provide rough order of magnitude capital project cost estimates.

Fleet Plan

EVTA's 10-year fleet needs will be built around the service defined in the preferred service alternative from Task 7. The fleet plan will reconcile the existing fleet, the future service development, possible changes to fleet size/type, electrification planning, and existing capital replacements evaluated within existing conditions. The replacement cycle will consider vehicle use characteristics, vehicle useful and benchmark life ratings, and projected ridership demands. We understand that mountain driving conditions often require different vehicle specifications and assumptions around life cycle costs.

Capital Infrastructure Financial Plan

To support the CIP, a full 10-year capital financial plan will be developed with potential local, state, and federal funding assumptions built in. Opportunities for public-private partnerships to leverage resources will also be studied as a financial option. Our overall process will be collaborative not only with EVTA and local government agencies, but also with developers and housing organizations to explore options for integrating workforce housing within the facilities or within the service area. The facilities recommendations will be included in a phased implementation plan for all the recommendations from this study. There will be early action items as well as mid- and long-term improvements laid out. The project team can also identify development triggers to help with future decision making and enable leaders to implement solutions when the demand is present. This task will help EVTA analyze the most appropriate strategies and create a plan and timetable for implementation, based on the transportation needs, changing land use, and available funding and financing strategies.

10-Year Operating Budget

For every short- or long-term transit planning project we lead, we always include detailed financial planning

and forecasting to establish clear operating budget needs associated with a new, expanded, or improved transit service. Our team will generate a comprehensive operating financial plan with detailed revenues and expenses matched to the preferred service alternative from Task 7. EVTA revenue generation will be analyzed and projected based on current tax collections from the RTA mechanism, as well as the long-standing countywide transit tax. Additionally, existing funding sources will be built upon with an extensive set of potential sources tailored around local funding constraints and Colorado legislation. The funding tools will be vetted, providing EVTA and its partners with an understanding of its options across a continuum from conservative to optimistic. Within this funding framework, the team will build a vetting tool to test expenditures. A 10-year Financial Futures spreadsheet will be constructed to balance funding sources and uses, with the capability to incorporate phased implementation and service level assumptions.

Deliverables

1. **Draft Capital Improvement Plan.**
2. **Draft Financial Plan.**

Task 8: Performance Measures- Fehr & Peers

We believe in developing transit plans that are shaped by community needs and backed by analytical rigor, but we also believe in revisiting plans regularly during implementation to ensure intended outcomes are achieved. Developing clear performance measures and associated benchmarks that align with the new 10-year vision for EVTA allows for transparency to voters, residents, elected officials, and partners. It also gives staff a clear framework for monitoring the results of service improvements and setting targets for incremental improvements.

Working with staff, the TAC, and the EVTA Board of Directors, our team will develop an updated set of performance measures that go beyond the traditional, historical models for measuring service effectiveness. While these older service performance measures (riders per hour, cost per hour, cost per passenger, ridership growth, on-time performance, etc.) may still be appropriate, we will develop more modern, creative measures for understanding how proposed EVTA service improvements impact community



mobility, equity of service provision, seamlessness of the customer experience, modal split, convenience, access to services, and travel time.

Going beyond establishing the “what” to measure, we will define the “how” and “how often” of performance measurement methodology and reporting. We will also provide EVTA with benchmarking of the performance measures, based on peer agencies with similar size, operating environment, and ridership characteristics, as well as best practices. Finally, our team will provide a framework for interpreting changes in performance over time and for making potential changes to service based on under- or over-performance against the measures.

Deliverables

1. **Technical Memorandum summarizing performance metrics and methodology for tracking them over time.**

Task 9: Draft and Final Plan- Fehr & Peers and Parsons

The final 10-Year Transit Development and Capital Plan will incorporate finalized versions of the Service Development Plan, Capital Improvement Plan, and Operating Financial Plan, plus the addition of an implementation approach, phasing and prioritization, and organizational impacts. The document will be developed in an easy to read and understand format, including a graphical executive summary of the 10-year recommendations.

Implementation and Phasing Plan

Our goal will be to leave EVTA with a clear set of practical and implementable solutions that can be used immediately to begin to enhance transit services. For this, we will leverage the expertise of Jason Miller, who has nearly two decades of experience in transit service planning in mountain communities. Jason has successfully helped mountain communities initiate new transit systems, launch microtransit services, and restructure systems to operate efficiently and effectively. He has a solid understanding of the various state and federal funding sources and will leverage that

expertise to guide EVTA’s transit expansion in the near term for immediate service changes and the long-term vision for the next ten years.

To facilitate operationalizing the vision, an Implementation Plan with phasing will be created. A key element of the Implementation Plan will be the temporal scale. For example, the plan might identify interrelated service plan changes that need to occur in sequential order. The Implementation Plan will flag one-time start-up costs required before a given service change is possible (for example, marketing costs associated with any service changes). The Implementation Plan will also show how certain efforts could be adapted to different scenarios such as lower-than-expected funding or accelerated implementation. Prioritization of system changes and improvements will be included to guide the scenarios.

Organizational Implications

It is possible that the strategies developed in the 10-Year Plan may require additional partnerships, required policy changes, and organizational impacts including staffing – these implications will be identified and described. We will explore long-term solutions for addressing the driver shortage and incorporate any associated costs into the final plan.

Deliverables

1. **Internal Draft 10-Year Transit Development and Capital Plan (for EVTA staff review).**
2. **Public Facing Draft 10-Year Transit Development and Capital Plan.**
3. **Final 10-Year Transit Development and Capital Plan.**
4. **Graphic-rich Executive Summary.**

Task 10: Implementation Support - TBD

Fehr & Peers and our team of transit experts can deliver a variety of value-added implementation support related tasks that can be explored as needed and based on the outcomes of the base study described in Tasks 1 through 9.

Development of Procurement Documents – Fehr & Peers has supported many similar transit agencies in the development of FTA compliant RFPs, RFQs, and bids for turn-key service operations, microtransit contracts, transit technology services, facility projects, and other capital infrastructure. We can write the entire RFP or bid document with desired outcomes and scope of work, based on EVTA goals.

Scheduling and Runcutting – Our team has experience operationalizing new service plans into timetables, driver paddles, and runs, as well as support for inputting runs into various vendor systems for run cutting. We often provide route run analysis of how multiple routes could be interlined and combined for efficiency.

GTFS File Development – Based on the outputs of the 10-year plan, we can support updates to the GTFS files with all changes from the new service plan included, ahead of implementation. We can also investigate the possibility how EVTA may incorporate GTFS-RT (Real Time) into its trip planning, for better traveler information and a higher level of customer service. If current technology/subscriptions in place do not support GTFS-RT, we will make recommendations on how to implement GTFS-RT in the future.

Policies and Procedures Updates – In light of the new service plan and operational changes it may necessitate, we can lead the review and updating of policies and procedures. The Fehr & Peers project team often updates and develops compliant policies and procedures such as:

- Drug and Alcohol Policy
- EEO and DBE Plan
- ADA Plan
- Safety and Security Plan
- Fare Policy
- Maintenance/Fleet Plan
- Driver Handbook (operational policies and procedures associated with on-street bus operations)

We can also develop a new bus stop policy for locating, spacing, connecting, and developing bus stops and associated passenger amenities.

Grant Suitability Assessment – Our team has significant experience assessing the suitability of local, state, and federal funding grants and funding mechanisms and can develop a matrix of funding opportunities with ratings for each opportunity for likelihood of success and suitability. We regularly work with clients to match prioritized capital and

FEHR & PEERS Grant Finding Tool

Show Filters

AGENCY/OFFICE	PROGRAM NAME AND DESCRIPTION	TRANSPORTATION TYPE(S)	ANNUAL AWARD AMOUNT	PLANNING OR IMPLEMENTATION	GRANT CYCLE INFO	GRANT OPPORTUNITY LINK
U.S. Department of Labor (DOL) / Other Federal Agencies F&P Regions: CO, EST, PNW, ROC, BAY, SIE, SOLI, SOC Eligible Agency Types: Private	Women in Apprenticeship and Nontraditional Occupations (WANTO) The purpose of this program is to provide technical assistance (TA) to employers (which may include public-sector entities) and labor unions in the United States and its territories to encourage employment of women in Registered Apprenticeship and nontraditional occupations (A/NTO). View More/Edit	Air, Bike/Ped, Bridge, Maritime, Pipeline, Railway, Roadway, Transit Eligible activities: Technical Assistance, Workforce Development, and Training/Education	\$350,000 \$750,000	Unknown	Unknown	Apply Now
U.S. Department of Labor (DOL) / Other Federal Agencies	Building Pathways to Infrastructure Jobs H-1B Skills Training Grant The purpose of the DOL Building Pathways to Infrastructure Jobs Grant Program is to fund public-private partnerships to develop, strengthen, and scale promising and evidence-based training models in H-1B industries and occupations critical to meeting the goals of the Bipartisan Infrastructure Law (BIL) and to maximize the impact of these investments. The United States (U.S.) will need a proficient workforce to fill the good-... View More/Edit	Air, Bike/Ped, Bridge, Maritime, Pipeline, Railway, Roadway, Transit Eligible activities: Technical Assistance, Workforce Development, and Training/Education	\$500,000 \$5,000,000	Unknown	Unknown	Apply Now
	Workforce Opportunities for Rural Communities (WORC) Round 5: A	Air, Bike/Ped, Bridge,				

operating projects to the most appropriate funding sources. In fact, through our own proprietary grant finding tool, we can provide ongoing assessments of new opportunities, likely competitive federal and/or state programs, with current and upcoming application deadlines. Given that the time between grant notification of funding availability and due date of application is typically around 60 days, we will provide assessment within 20 days of notification of funding availability. We can develop a suitability matrix and assess new opportunities that may come out over the course of the year.

Grant Readiness and Application Support – Fehr & Peers can analyze EVTA existing grant resources and boilerplate language with the goal of maximizing grant competitiveness. We typically review grant application materials and provide updated versions (for future grants) of commonly required grant elements such as:

- Organizational overview
- Capacity to receive and administer grants
- Populations served with key demographics identified
- Organizational roles and responsibilities associated with grant management and application process
- Budget template
- Special populations served (historically disadvantaged, lower income, essential employees, etc.)
- Support letter template

Fehr & Peers and our team can support EVTA grant applications by reviewing grant requirements up front, crafting a strategy and an approach to maximize grant success, reviewing supportive data and helping format, matching updated standard grant language to grant sections, and editing/proofreading of final grant application.

Transit Technology – There currently is a lot of marketplace noise, confusion, and overselling of transit technology. Navigating this turmoil to find appropriate technology solutions is a value-added service we have provided to other clients. Jason Miller, Principal-in-Charge for Fehr & Peers, has a wealth of knowledge in the transit technology space, having recently supported START Bus in Jackson with a full ITS procurement effort and having been the Executive Director of a transit system that implemented a suite of transit technology solutions. Jason has experienced the challenges, shortcomings, and opportunities of transit technology and takes a strategic and realistic approach. We can work with you to develop clear priorities for transit technology and make recommendations accordingly.

Marketing and Branding Implementation – This is a task that Fehr & Peers has performed for other clients, taking advantage of our in-house Creative Studio graphic design and marketing group. Activities in this task could include developing a program brand, creation of marketing collateral, development of specific marketing and advertising strategies, and an advertising campaign.



Schedule

Based on our experience with other projects of a similar scope and scale, Fehr & Peers recommends a 13-month schedule to realistically allow time for public engagement, staff and stakeholder review, proper vetting of the alternatives, and refinement of deliverables. However, we understand that a March 2025 completion as included in the Request for Proposals was likely targeted to allow sufficient time for EVTA to restructure bus routes and schedules ahead of the 2025/2026 winter schedule. We anticipate having all key elements of the project to inform route and schedule planning by March 2025 and our schedule would still allow EVTA to accomplish this goal if desired. A 13-month schedule would still be accelerated with relatively quick turnarounds for review of draft material and coordination. However, the additional three months we propose to the schedule will allow time for publication, review, and refinement of the Draft and Final Plan as well provides time as to address any remaining details at that point in the project to make sure the Final Plan is thorough and well-vetted. If there are specific items EVTA is concerned about finalizing by March 2025, Fehr & Peers is happy to work with EVTA staff to adjust our proposed schedule to meet those deadlines.

	2024						2025						
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Task 1: Project Management and Meetings		Stakeholder Interviews		Stakeholder Meeting 1			Stakeholder Meeting 2			Stakeholder Meeting 3			
Task 2: Public Outreach													
Task 3: Analysis of Existing Conditions													
Task 4: Travel Market Analysis													
Task 5: Service Alternatives Development and Analysis													
Task 6: Final Service Development and Delivery Plan													
Task 7: Capital Improvement Plan and Financial Plan													
Task 8: Performance Measures													
Task 9: Draft and Final Plan													

Schedule of Fees

Tasks	Project Manager	Principal-In-Charge	Sr. Planner/Engineer	Project Planner/Engineer II	Project Planner/Engineer I	Visual Communications	Admin	Labor Hours	Communication & Reproduction	Travel & Expenses	Vendor (StreetLight Data & Survey Tools)	Total	Project Manager	Sr. Planner/Engineer	Sr. Planner/Engineer II	Project Planner/Engineer I	Project Planner/Engineer II	Admin	Labor Hours	Direct Costs	Persons Total	Labor	Outreach Expenses	Spanish Translation	DHM Design Total	Total Costs	
Task 1 - Project Management & Meetings	120	36	60	8	8	125	125	47,560	\$1,905	\$3,000	\$0	\$52,465	\$212	\$220	\$224	\$184	\$133	\$104	25	\$20,627	\$7,500	\$28,127	\$5,000	\$0	\$0	\$5,000	\$85,612
Task 2 - Public Outreach & Engagement	12	4	20	12	12	0	2	10,250	\$410	\$3,000	\$500	\$14,200	20	12	6				2	\$6,882	\$0	\$6,882	\$75,000	\$10,000	\$5,000	\$90,000	\$111,082
Task 3 - Analysis of Existing Conditions	80	16	80	104	104	4	2	62,780	\$2,510	\$0	\$0	\$65,300	16	6		16	18		10	\$10,035	\$0	\$10,035	\$0	\$0	\$0	\$0	\$75,335
Task 4 - Travel Market Analysis	24	8	40	80	80	0	2	36,280	\$1,450	\$0	\$2,500	\$40,240								\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$40,240
Task 5 - Service Alternatives Development & Analysis	72	16	80	88	88	16	2	55,250	\$2,330	\$0	\$0	\$60,580	48	32	32	48	48			\$39,557	\$0	\$39,557	\$0	\$0	\$0	\$0	\$100,137
Task 6 - Final Service Development & Delivery Plan	40	16	60	80	80	4	2	45,150	\$1,805	\$0	\$0	\$46,955	30	12	12	18	32			\$19,233	\$0	\$19,233	\$0	\$0	\$0	\$0	\$66,188
Task 7 - Capital Improvement Plan & Financial Plan	44	16	50	40	40	0	2	32,280	\$1,290	\$0	\$0	\$33,580	100	40	40	100	72			\$66,860	\$0	\$66,860	\$0	\$0	\$0	\$0	\$100,440
Task 8 - Performance Measures	24	8	24	40	40	0	2	22,170	\$885	\$0	\$0	\$23,055								\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$23,055
Task 9 - Draft & Final Plan	80	20	72	100	100	40	2	65,790	\$2,630	\$0	\$0	\$68,420	48	16	16	36	40			\$29,189	\$0	\$29,189	\$0	\$0	\$0	\$0	\$97,609
Task 10 - Implementation Support (TBD)								0	\$0	\$0	\$0	\$0														\$0	
Total for all Tasks	496	140	506	552	552	64	20	###	\$15,215	\$5,000	\$3,000	\$404,815	322	134	108	218	210	25	192,382	\$7,500	\$199,882	\$80,000	\$10,000	\$5,000	\$95,000	\$699,697	

Notes:
 This fee proposal is valid for a period of 90 days from the proposal submission date.
 Actual billing rate at the time of service may vary depending on the final staffing plan at the time the project starts; the overall fee will not be exceeded.
 Mileage is billed at the IRS rate plus 10% handling fee.
 Rates and non-key staff are subject to change at any time, without notice, and within the total budget shown.

Statement of Qualifications

Company Information

Organization

S Corporation

Time in Business

39 Years

Number of Employees

361 Employees

Annual Volume of Business

Number of Clients: 1,249
Dollar Total: \$81.2 Million

Pending Legal Actions

There are no pending legal actions against Fehr & Peers.

Description of what differentiates Fehr & Peers service:

Transit Experts

Transit planning has been a core service of Fehr & Peers since our founding in 1985. Over the past 38 years, we have worked on transit planning, implementation, funding, and operations studies across the United States and in communities large and small. Our experience covers the entire spectrum of transit services, from launching new services, to transit service and corridor vision plans, and major system expansion studies. For this project, our expertise evaluating transit operations to improve transit speed and reliability and multimodal operations will be particularly applicable. We will also draw on a long list of recent corridor and BRT planning projects where we evaluated and made recommendations to improve multimodal transit accessibility. Lastly, we are currently assisting the City of Denver on branding and design for a new microtransit pilot program and can apply lessons learned from that experience in assisting Arapahoe County

with defining details during the alternatives creation.

Multimodal Planning

At Fehr & Peers, we are passionate about transforming transportation consulting through innovation and creativity. We derive inspiration by partnering with communities to understand and shape local transportation futures objectively tailored to diverse needs. Clients trust us to help them overcome barriers and uncertainty by combining our advanced expertise with curiosity, humility, and initiative to deliver implementable, data-driven solutions that reinforce community values. From the most straightforward to the most complex, we actively listen to client and community needs and handle every project with diligence and focus.

Fehr & Peers, specializes in providing multimodal transportation planning and engineering services to public and private sectors clients. We emphasize the development of creative, cost-effective,

and implementation-oriented solutions to transportation planning and design problems associated with all modes of transportation. Our Denver office and recently opened Boulder office cumulatively consist of 14 highly qualified individuals with local presence and knowledge while having access to a deep bench of nationally recognized subject matter experts throughout our 334-person company.

We understand the value of inclusion and integration.

We understand that for solutions to be equitable, the planning process needs input and direction from across a broad diversity of constituents, and we recognize the critical effect of customizing transit projects to ensure they not only address agency operating and planning objectives, but that they truly serve the people that need them and improve efficiency and quality of life. Therefore, we consider the full range of agency needs, user groups, and modes in our transit planning to ensure successful integration and operations alongside other local and regional transportation options.

We bring local knowledge and expertise.

Our philosophy of focusing on improving our local communities rather than at the national scale means we work deeply with a broad range of local clients, and bring an unparalleled sensitivity for community values and conditions to our transit work. Successful transit responds to local needs and concerns, so our plans and designs keep this local perspective at the forefront, creating projects that are both technically successful and accepted by the community.. We look forward to building on our recent work in Eagle County where we supported EVTA with initial transit planning, developed the Vail Transit Plan as part of the Town's TMP, and developed the ECO Transit First & Final Mile Study.

At Fehr & Peers, we take a creative, data driven approach to each of our practice areas:

- ✔ **Transit Planning**
- ✔ **Active Transportation**
- ✔ **Travel Demand Modeling & Forecasting**
- ✔ **Data Science & Custom Tools**
- ✔ **Multimodal Transportation Planning & Engineering**

- ✔ **Multimodal Safety**
- ✔ **Parking Planning & Design**
- ✔ **Communication & Engagement**
- ✔ **Transportation Demand Management**
- ✔ **Land Use & Transportation**
- ✔ **Multimodal Operations & Simulation**

CLIENT SATISFACTION

We survey each client and are constantly striving to identify ways we can strengthen our capacity to achieve our core mission: developing effective and innovative transportation solutions that improve communities.

 **Fehr & Peers 2023 Client Survey Results**

Clients said we met or exceeded expectations:

- 97%** value
- 98%** quality
- 98%** service

100% say they would use us again

Similar Project Experience

Fehr & Peers

Yampa Valley Regional Transportation Authority
 Jointly, Routt County, the City of Steamboat Springs, and the City of Craig are studying how the formation of a Regional Transportation Authority (RTA) would benefit residents, visitors, and workers in the Yampa Valley.

What is an RTA?

- An organization that can be formed with the approval of a majority of voters within the defined geographic boundaries
- Once approved, the RTA can plan, finance, implement, and operate a regional transportation system within the RTA boundaries
- The transportation system can include transit, bicycle, pedestrian, roadway, air service, and railway transportation services / infrastructure

How can an RTA help me?

- An RTA could provide numerous benefits for those living, visiting, or working in the Yampa Valley Region, including:
 - Improved transit options for getting to work, school, and activities
 - Greater access from affordable housing to work, school, and community amenities
 - Reduced traffic and parking pressures
 - Improved and safer roadway conditions
 - More recreational and commuter opportunities on regional amenities (such as trails)

Visit us at an open house!

Monday, September 11th 11AM to 1:30PM
 Routt County Health and Human Services Building – Community Room
 135 6th Street
 Steamboat Springs, CO

Monday, September 11th 5PM to 6:30PM
 Center of Craig
 601 Yampa Ave
 Craig, CO

Wednesday, September 13th 7AM to 9AM
 Hayden Town Hall
 178 West Jefferson
 Hayden, CO

Wednesday, September 13th 5PM to 7PM
 Oak Creek Town Hall
 129 Nancy Crawford Blvd,
 Oak Creek, CO

Provide YOUR Input!
 We are seeking YOUR input to identify project priorities for the RTA!

<https://tinyurl.com/YampaValleyRTA>

Existing Conditions Analysis | Evaluation of Potential Projects | Public Outreach | Draft RTA Study | Final RTA Study | Potential Ballot Initiative

2023 | 2024



Yampa Valley Regional Transportation Authority

Route County/Steamboat Springs/Craig, Colorado

Fehr & Peers led transit planning to support a multi-agency effort to create a regional transportation authority (RTA) as an optimal way to plan, finance, implement, and operate a regional transit system for three clients: Steamboat Springs, Routt County, and Craig, Colorado. this effort was a targeted but comprehensive analysis of transit services to guide the growth, development, and adaption of the system into an RTA. Fehr & Peers addressed:

- How to balance and determine ideal transit service levels, locally and regionally
- Fleet needs and impact on route operations and maintenance needs
- Infrastructure needs and associated capital project costs
- Speed and reliability of transit operations, especially relative to new bus stop or service requests
- Land use patterns and growth predictions
- Creative solutions for recruiting and retaining bus operators in a new RTA
- How to integrate transit with other transportation modes
- Partnerships and coordination with other transportation providers such as Bustang



Eagle Valley Planning Support for Formation of A Regional Transportation Authority

Eagle County/Avon, Colorado

Fehr & Peers is lead the transit planning support effort to support the development of the regional transportation authority for Eagle County that is an expansion of ECO Transit coordinated with the efforts of Vail Transit and Avon Transit. Activities included understanding the implications, both for ridership and operational costs, of implementation of a fare free zone, developing service scenarios for expanded service under an RTA, defining needed infrastructure and capital projects to support expanded transit services (and capital cost estimation), and working with local elected officials and stakeholders on how best to message RTA service and project needs.



Grand Valley Coordinated Transit and Human Services Transportation Plan

Mesa County, Colorado

Fehr & Peers assisted the Grand Valley Metropolitan Planning Organization in updating their Regional Transportation Plan (RTP) for a 2045 horizon year as well as their Coordinated Transit and Human Services Transportation Plan. Fehr & Peers led public and stakeholder outreach at the regional scale through in-person and online engagement reaching over 9,500 people. We conducted online and in-person public surveys as well as a survey of human services providers in the region, and used the findings to identify needs and inform a prioritized set of actions. As part of the Coordinated Transit and Human Services Transportation Plan we coordinated regularly with MPO staff, the area mobility manager, local transit agency, and many human services providers in the region. We conducted a map-based, data driven transit propensity analysis to identify gaps and duplications in transportation services. The final recommendations were organized into a list of coordination activities, capital improvements, service improvements, and funding strategies to guide the MPO in improving transit and human services transportation over a 10–20 year period.



Thornton Transit Plan

Thornton, Colorado

Fehr & Peers led a 10-year Transit Plan for the City of Thornton which included a robust community outreach effort involving in-person and virtual community meetings, online surveys, stakeholder and focus group meetings, website content, and coordination with City Council. Fehr & Peers also performed a travel market analysis and developed and evaluated a set of alternatives that included a range of options in terms of cost, coverage, and service type, including fixed-route and microtransit. The final plan will included an actionable 10-year transit operating plan, and financial plan with phasing to guide Thornton in expanding transit options within the community.



Lake County Transit Feasibility Study

Lake County, Colorado

Fehr & Peers helped Lake County develop a community-oriented transit system through a process that started with a deep understanding of transportation needs, gaps, and opportunities followed by development of transit options that meet critical transportation needs in Lake County with an eye towards maximizing federal and state funding. Three different transit scenarios were developed with different transit delivery options including flex route, microtransit, regional routes, and on-demand services. Public input, especially from historically marginalized populations, was weaved into the process at every step and shaped the final plan that defines a vision for new transit services within Lake County. Our approach to developing that vision balanced creativity and innovation with practical implementation strategies.

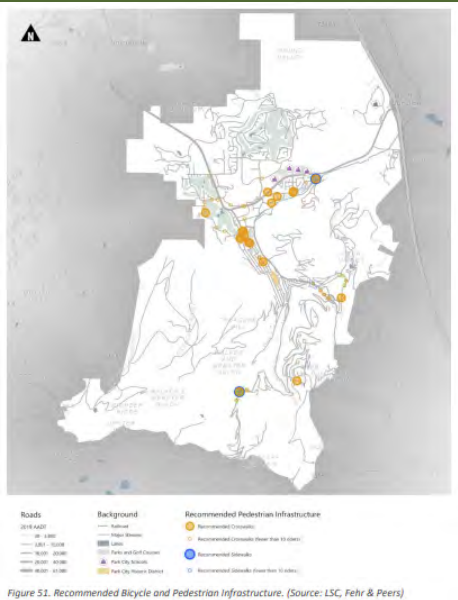
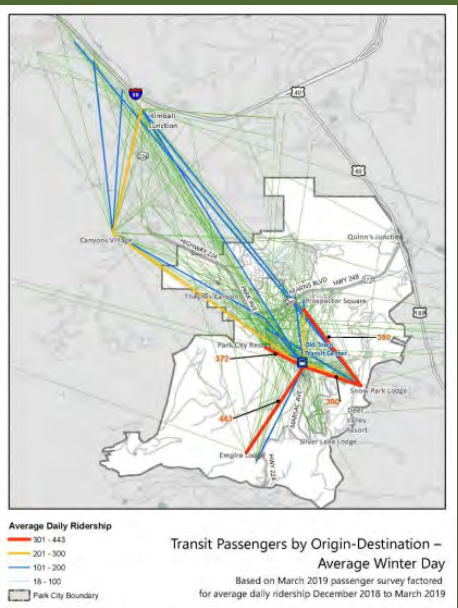


Figure 51. Recommended Bicycle and Pedestrian Infrastructure. (Source: LSC, Fehr & Peers)

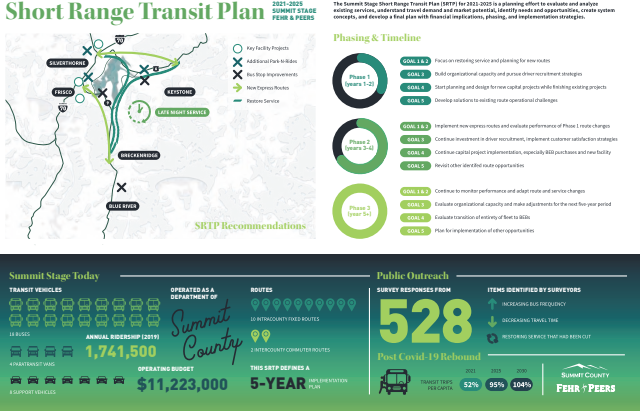
Park City Short-Range Transit Plan & Microtransit Pilot

Park City, Colorado

Fehr & Peers developed a Short-Range Transit Plan on behalf of Park City, UT. This includes six core elements to address the transit mobility challenges in the ski-oriented resort community:

1. A detailed analysis of current transit performance and review of future community conditions.
2. 5-year route and service improvements.
3. Analysis on new and emerging transit technologies including aerial and micro-transit.
4. Detailed operational and capital financial plans, estimates of required revenue and associated expenses.
5. Related policies, procedures, staffing needs, community partnerships.
6. An implementation plan, and phasing.

The existing conditions analysis involved an origin-destination travel market analysis using StreetLight Data. The primary issues that were addressed through the plan include speed and reliability improvements, connectivity between transit service types, re-imagining service to accommodate future conditions.



FINAL RECOMMENDATIONS

2. LONG TRAVEL TIMES

Long travel times were cited as challenges for taking the Summit Stage, particularly when traveling between towns and where transfers are needed to complete a trip.

Category	Recommendation	Time Frame	Relative Cost	Ease of Execution	Next Steps	Partners
Priority	Separate operations of Wildermest Loop and Silverthorne Loop so that the routes are served by two separate buses.	Short	\$\$\$	High	Determine additional vehicle fleet and bus operator needs.	None
	Streamline Silverthorne route and combine with a Dillon/Dillon Valley/Summit Cove/Swan Meadow Village local route.	Short	\$\$\$	High	Determine additional vehicle fleet and bus operator needs.	None
Priority	Increase headways for Silverthorne/Dillon Valley Route to 30 minutes.	Short	\$\$\$	High	Determine additional vehicle fleet and bus operator needs.	None
	Increase peak hour frequency of Wildermest Loop.	Short	\$\$	High	Determine additional vehicle fleet and bus operator needs.	None
Priority	Explore implementation of direct routes between frequently cited origins and destinations: <ul style="list-style-type: none"> Dillon Valley-Dillon-Frisco Simplification of the Silverthorne-Dillon-Keystone route to provide more direct service 	Medium	\$\$\$\$	Low	1. Assess whether direct routes would replace or augment existing routes. 2. Determine additional vehicle fleet and bus operator needs.	Local jurisdictions

Summit Stage Short Range Transit Plan

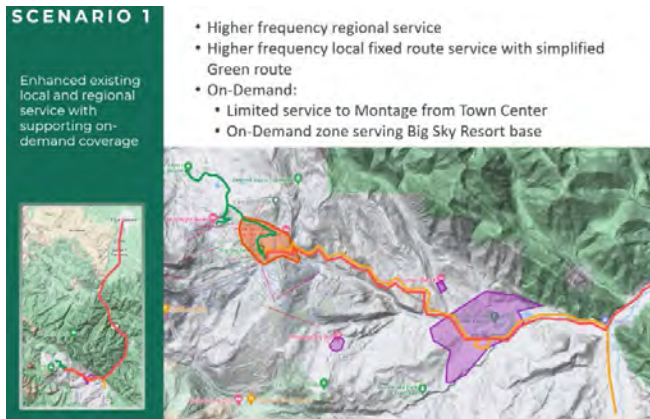
Summit County, Colorado

Fehr & Peers developed a Short-Range Transit Plan on behalf of Summit Stage. The effort involved a thorough analysis of the agency’s existing service, financials, and capacity to serve unmet needs with the existing service area. We carried out a public outreach campaign that included surveying and a virtual workshop. Through that process, we identified local need for more frequent transit service, shorter travel times that would make Summit Stage a viable choice over driving, and a desire to restore service that had previously been cut back. The final Short Range Transit Plan included recommendations for adding late night service that better aligns with the travel schedules of residents relying on the service for commute trips, new express routes that would improve the rider experience, and targeted recommendations for increasing organizational capacity through driver recruitment and retention strategies as well as a performance monitoring program. The Plan provided Summit Stage with a roadmap for delivering a service that connects residents with their community.

Summit Stage Transit Equity

Summit County, Colorado

Fehr & Peers led the development of a roadmap for expanding transit access to historically disadvantaged populations and those with the highest mobility needs. The project followed from our work completing Summit Stage’s Short Range Transit Plan (SRTTP) in 2020. Our team started by assessing, analyzing, and defining transit needs for those who could benefit the most from improved transit connections to social services, medical services, shopping, and employment. The purpose was to compare unmet transportation needs with the existing Summit Stage system to identify gaps in coverage, non-existent or difficult to make connections, and span of service challenges (times of day, days of week, or times of year). The backbone of this project was extensive community engagement. The project team worked closely with local organizations to distribute surveys and host four focus groups in both English and Spanish with residents in the Summit Stage service area. The team also conducted 1:1 interviews with community leaders and service providers. The end result of the project was a transit equity and access improvement roadmap for Summit Stage to utilize for years to come in conjunction with SRTTP implementation.



Big Sky Transit Planning and Microtransit support

Big Sky, Montana

Fehr & Peers is supporting the Big Sky Transportation District (BSTD) as it navigates a surge in visitation to its service area and corresponding increase in demand for its services. Working collaboratively with BSTD's executive director and board of directors, Fehr & Peers has led the development of short-range service planning scenarios and long-term growth scenarios. Following the selection of a preferred growth scenario, BSTD is planning to pursue sustainable funding through a local property tax measure. Fehr & Peers evaluated existing transportation and land use conditions, collected community input through a bilingual survey, and led visioning work sessions with stakeholders and board members to develop a cohesive vision for the future of the district. Fehr & Peers has worked with BSTD to apply for federal funding for facilities and fleet improvements and provided design and operations support for the development of a central mobility hub in Big Sky.



Vail Mobility & Transportation Master Plan

Vail, Colorado

Fehr & Peers is currently working on Vail's citywide transportation plan—Go Vail 2045. It will serve as a comprehensive transportation plan that covers community connectivity, including how to meet travel demand on a variety of transportation modes, efficiently manage deliveries of goods, incorporate emerging transportation technologies into Vail's policy framework, manage parking demand, and strengthen regional travel opportunities. We have used Streetlight data to understand travel patterns both within Vail and regionally. These travel patterns are informing our recommendations to reduce single occupancy vehicle trips and manage parking, in addition to robust community outreach, existing conditions analyses (crashes, transit ridership, parking utilization, Bicycle/Pedestrian Level of Traffic Stress, and traffic operations), and our recent work on the West Vail Master Plan.



Eagle County First Last Mile

Eagle County, Colorado

Fehr & Peers was engaged by ECO Transit to develop a strategy study for helping riders access transit more easily. The report recommended six categories of recommendations:

- Bicycle and pedestrian infrastructure- including on-street facilities, paths, crossings, and wayfinding locations
- Transportation demand management- strategies to improve the intuitiveness and convenience of transit through incentives, technologies, and policies
- Alignment with local transit agencies- consideration of routes and schedules of local transit agencies that connect to the regional ECO Transit
- Ride hailing services- feasibility of on-demand services to replace low-performing fixed routes and bridge the first and last mile gap
- Bike share- expansion of the existing bike share program with proposed new stations and consideration of electric and dockless models

Other emerging mobility solutions- analysis of future technologies such as scooters and shared mobility devices that can provide access to transit

The study included piloting an on-demand taxi service to provide rides between the Vail Mountain Family Health Center and ECO Transit service. The new service is bridging a gap that patients were previously unable to navigate, leaving some County residents with poor access to medical care.



Moab Shuttle Transit Study

Moab, Utah

Fehr & Peers developed an implementation plan for a new transit system in Moab, UT where no public transportation services currently exist. The project was funded by the Utah Department of Transportation and focused on developing a new service that is a flexible, effective, innovative, and customer-focused transit solution for implementation and deployment. The project included:

- Review of community conditions for transit and previously completed studies
- An assessment of the community needs and opportunities
- Development of three possible service alternatives to address identified needs
- A final preferred service alternative with detailed service characteristics (route, schedule, costs, etc.) and operating plan, as well as a financial plan
- Support for a Request for Proposal (RFP) to select a vendor to operate the service
- A final plan document with system performance criteria

The final service plan includes a flexible form of public transportation known as microtransit that operates with 10–12 passenger vans that are connected to a real-time ride request and fulfillment platform, like how trips are requested for Uber and Lyft.

DHM



Brush Creek Trail

Pitkin County, Colorado

Pitkin County, The City of Aspen (COA) and Snowmass Village have been working for over 25 years to create a seamless, off-highway regional trail network. As part of an on call with the County, DHM is supporting the engineering team to evaluate a gap (approx. 2.5 miles) in the existing trail network between the Brush Creek Park and Ride and the City of Aspen, via the Aspen Airport Business Center (AABC) Trail. The team is studying the feasibility of a trail connection from the Brush Creek Park and Ride to the Aspen Airport Business Center Trail. The partnership is looking to understand the feasibility of potential routes, engineering, and costs; as well as gather public feedback on the most feasible options for a trail connection. The trail connection will be a year-round, 10' wide, multi-use trail. Some bridge/elevated structures are included in the study to facilitate the trail connection options. During the alternatives development phase, structure load requirements and design conditions were discussed; including if it's feasible/desirable to have a wider platform with soft and hard surfaces. Factors considered during the development of options included property ownership, connection to other regional trails, utilities and utility easements, user types, and seasonality.



Buttermilk and Truscott Trail

Pitkin County, Colorado

DHM is working on two projects sharing a common objective of addressing planning priorities (ie safety, traffic flow, air quality, and multi-modal transportation in the Roaring Fork Valley). The Truscott to Owl Creek Trail Connection project aims to establish a trail connection allowing for easy bicycle and pedestrian access to transit stops and safe crossings over Highway 82. Currently, there is a gap in the trail connection and filling it will connect businesses, residents, and transit stops on the south side of Highway 82 to Truscott. Similarly, the Buttermilk Pedestrian Crossing project aims to facilitate bicycle and pedestrian connections to transit stops while improving transit speed, reliability, and efficiency. By separating bicycle and pedestrian crossings from the vehicle traffic at the highway intersection, the project will allow installation of transit bypass lanes going up and down the valley. Both of these projects are integral components of the interconnected, multi-modal transit system in the Roaring Fork Valley and region. By creating a safer, more efficient, and accessible transportation system providing alternatives to single-occupancy vehicles, the aim is to contribute to a more affordable, community-oriented, climate-resilient, and safe living environment.

Parsons



Colorado Department of Transportation Division of Transit & Rail Capital Program Support Services

Denver, Colorado

Parsons, working for the Colorado Department of Transportation (CDOT) Division of Transit and Rail (DTR) is providing capital program support services to various transit project needs, as well as other general engineering services throughout DTR on an on-call, as-needed basis. Task orders will be issued on a variety of services needs, project types, scopes, and complexities.

Grand Avenue Alternatives Analysis

Glenwood Springs, Colorado

The Roaring Fork Transportation Authority and the City of Glenwood Springs initiated a study to develop a long-term vision and program for transportation within and through Glenwood Springs. Efforts focused on the I-70 and SH-82 corridors and recognized the transportation, land use, environmental, economic, and social needs of Glenwood Springs and the region. Parsons led the Multimodal Options for a Vibrant Economy (MOVE) study that investigated various aspects of mobility for Glenwood Springs, including transit, parking, and internal circulation. Overall project goals included:

- Ensure mobility and accessibility for residents, visitors, and workers of all ages and abilities
- Improve safety for all modes of travel
- Create a balanced, safe, and affordable system for transit, autos, bikes, and pedestrians
- Identify SH-82 optimization strategies for local and regional transit
- Identify vehicle parking needs, parking management optimization plans, and the optimal scope and location for future parking facilities
- Identify the optimal location(s) for regional and local multimodal transit stations



RFTA On-Call Transportation Planning Services

Roaring Fork Valley, Colorado

Parsons provided on-call services to assist the Roaring Fork Transportation Authority (RFTA) with an array of transportation planning projects, delivered as task orders under this contract. Parsons assisted RFTA with two large projects – the Integrated Transportation System Plan (ITSP) and the Property Tax Ballot Initiative. These projects developed a community-supported transportation plan that included a 20-year vision for multimodal mobility in the Valley, and then analyzed a potential long-term funding source of property tax as a feasible option to help fund the vision.

Team Personnel

Fehr & Peers has a deep bench of over 350 planners and engineers who specialize in answering complex transportation questions. Our Denver office has a dedicated team of staff who serve mountain communities and understand the unique transit needs of communities, including those in Eagle County. To augment the robust transit planning that Fehr & Peers brings, we are joining forces with valued partners to collectively bring the highest possible value to EVTA. Parsons will lead the alternatives evaluation and screening process and capital planning events. DHM Design will lead the community engagement. **Working with our team, EVTA can expect the 10-year Transit Development & Capital Plan to be a cutting-edge resource that elevates the best of existing services while setting the region up to be ahead of the curve in the ever-changing world of transportation.**

EVTA

Project Manager

Project Manager

- Patrick Picard, AICP, RSP1

Principal-In-Charge

- Jason Miller

Key

- Fehr & Peers
- DHM Design
- Parsons

Transit Planning & Outreach

- Sydney Provan, AICP
- Mikhail Kaminer
- Ivana Medina
- Kelsey Lindquist
- Tim Baird

Alternatives Evaluation, Screening, and Capital Planning Events

- Charlotte Francisco
- Emily R Kushto, PhD, PE
- Ryan Mulligan

Community Engagement

- Louis Wilsher
- Jeremy Allinson
- Jason Jaynes, PLA



Jason Miller

Principal-In-Charge

30% 

 DENVER, COLORADO

About

Jason is a transportation professional with over seventeen years of career experience planning, developing, and implementing effective multimodal transportation solutions. Jason has worked on a wide range of transportation projects that have included advanced and emerging mobility studies that have included microtransit, transportation network company (TNCs) partnerships, and bus rapid transit strategies; transit route and development plans that have incorporated creative first/last mile solutions; transit technology plans with smart infrastructure and real-time customer information; and integrated transportation infrastructure development plans with bicycle and pedestrian elements and wayfinding. As a former regional transportation authority director, Jason is passionate about planning implementable transportation solutions that reduce emissions while building a stronger, more connected community. He is a strategic thinker who can put ideas into plans as well as a skilled collaborator who builds community consensus.

Education

University of Colorado,
Boulder, CO
Bachelor of Science:
Electrical Engineering,
May 1994

Affiliations

- American Planning Association (APA)
- Community Transportation Association of America
- League of American Bicyclists - Certified Instructor and Member

Project Experience

- Summit Stage Short Range Transit Plan – Summit County, CO
- Avon - EVTA Transit Planning – Avon, CO
- Fort Collins Transit Funding Study – Fort Collins, CO
- Park City Short Range Transit Plan – Park City, UT
- All Points Transit On Demand Transit Study – Montrose, CO
- East Colfax BRT – Denver, CO
- North College BRT and TOD – Fort Collins, CO
- Moab Transit Implementation Plan, Including Microtransit – Moab, UT
- NE Denver Microtransit Implementation Plan – Montbello/Denver, CO
- Castle Rock Microtransit Analysis – Castle Rock, CO
- START Bus Five-Year Route Plan including Bus Rapid Transit – Jackson, WY
- Comprehensive Operational Analysis of Citibus – Lubbock, TX
- Sedona Transit Implementation Plan – Sedona, AZ
- Western San Luis Valley Transit Study – Saguache, CO
- SMART Strategic Operating Plan – Telluride, CO
- Carbon County Transit Development Plan – Red Lodge, MT
- Five-Year Transit System Plans (FYTSP) – Minnesota, Northwest Region (MN)
- Statewide Rural Intelligent Transportation Systems – Boise, ID
- San Miguel Area Regional Transportation (SMART) Strategic Operating Plan – Telluride, CO



Patrick Picard, AICP, RSP1

Project Manager

60%

DENVER, COLORADO

About

Patrick has 12 years' experience developing and managing multimodal transportation planning efforts throughout the western United States. He balances a strong ability to complete technical analysis with public speaking, writing, and presentation skills, which makes his recommendations comprehensible to planners, engineers, the public, and decision makers. Patrick is one of the Colorado Transit Practice leaders for Fehr & Peers. He has managed and supported numerous transit planning projects across Colorado and the West. He is also a contributor to the company's transit discipline group, which is on the cutting edge of research into transit trends, innovations, and development of in-house planning tools.

Education

Master of Urban and Regional Planning, University of Colorado Denver, 2011

Bachelor of Arts, Geology The Colorado College, Colorado Springs, 2004

Registrations

- American Institute of Certified Planners (AICP)
- Road Safety Professional 1 (RSP1)

Affiliations

American Planning Association (APA)

Project Experience

- Vail Transportation Master Plan (Transit Vision) – Vail, CO
- Grand Valley Coordinated Transit & Human Services Transportation Plan, Mesa County, CO
- MOVE Grand Avenue Bus Rapid Transit Alternatives Analysis – Glenwood Springs, CO
- Southwest Salt Lake County Long Range Transit Planning, Salt Lake County, UT
- Thornton Transit Study – Thornton, CO
- Erie Microtransit Plan – Erie, CO
- Colfax Avenue BRT Preliminary Design – Denver, CO
- Fort Collins Transit Funding Study – Fort Collins, CO
- Fort Collins Transit Master Plan & Funding Study – Fort Collins, CO
- Globeville/ Elyria-Swansea Microtransit Implementation Plan, Denver, CO
- Montbello Microtransit Implementation Plan, Denver, CO
- North Avenue Enhanced Transit Corridor Study – Grand Junction, CO
- Loveland Transit Plan – Loveland, CO
- Colorado Statewide Transit Plan Update – State of Colorado
- Glenwood Springs StreetLight Data Analysis – Glenwood Springs, CO
- Pitkin County VMT Analysis – Aspen, CO
- Castle Rock Transit Feasibility Study – Castle Rock, CO
- Thornton Transportation Master Plan (Transit Vision) – Thornton, CO
- SH 119 Bus Rapid Transit Study – Boulder County, CO
- Durango Long Range Transit Plan – Durango, CO



Sydney Provan, AICP

Lead Transit Planner



DENVER, COLORADO

About

Sydney is a Senior Transportation Planner in Fehr & Peers’ Denver office. Sydney has worked on several transit projects throughout the state in both rural and urban areas. She is passionate about using her skills in data analysis, community engagement, and transit planning to improve transportation access in the communities she works in. Sydney lead the Lake County Transit Feasibility Study which identified the existing transit needs in Lake County and developed a proposed new bus route to serve Leadville and its surrounding communities. Following this study Sydney assisted Lake County in applying for MMOF grant funding for this project which they were awarded in 2022.

Sydney also has experience developing plans to improve the equity of transit service like the Summit Stage Equity & Access Study and the SMART Senior & Disability Transit Roadmap. She is passionate about planning transit improvements in a holistic way that considers transit stop amenities, first and last mile connections, and rider experience.

Education

Master of Urban and Regional Planning, University of Colorado, Denver, 2019

Bachelor of Arts, Philosophy Colorado College, Colorado Springs, 2014

Project Experience

- Park County Transit Study and Development Plan – Park County, CO
- SMART Senior & Disability Transit Roadmap – San Miguel County, CO
- Lake County Transit Feasibility Study – Lake County, CO
- Summit County Equity & Access Study – Summit County, CO
- Rural Transit and Human Services Coordinated Plans – Statewide, CO
- State Highway 119 BRT Study – Boulder County, CO
- State Highway 119 First and Final Mile Study – Boulder County, CO
- Safe Routes to School Travel Plans – Denver, CO
- Colorado Statewide Transit Plan – Statewide, CO
- River Mile Development Transit Sensitivity Analysis – Denver, CO
- Grand Valley Regional Transit Plan, Mesa County, CO

Registrations

American Institute of Certified Planners (AICP)

Affiliations

American Planning Association (APA)





Mikhail Kaminer

Transit Planner

Fluent in Spanish

70%

DENVER, COLORADO

About

Mikhail is a Transportation Planner in the Denver office with the mission to expand community access through widespread multimodal transportation options. His passion for accessible and liberating transportation stems from an appreciation for the different transportation modes he has experienced throughout the world and at home in the Denver metropolitan area. Since then, his transportation interests have grown to include bicycle, pedestrian, and safety planning. He particularly enjoys utilizing data and mapping to analytically understand the needs of unique communities. For example, Mikhail actively serves as the lead planner on the DRCOG South Boulder Road Corridor Study, which will result in recommendations for improving safe, multimodal travel to, from, and along the corridor. Mikhail also actively served as the lead planner on the Thornton Transit Study, in which he completed the transit market analysis, the alternatives analysis, and public outreach efforts for implementing a local transit system in Thornton.

Education

Master of Urban and Regional Planning, UC Denver

Bachelor of Geography, Urban Planning and Studies UC Denver

Project Experience

- Vail Mobility and Transportation Master Plan – Vail, CO
- Big Sky Transit Planning – Big Sky, MT
- Park County Transit Plan – Park County, CO
- South Boulder Road Corridor Study – Boulder County, CO
- Thornton Transit Study – Thornton, CO
- Yampa Valley Regional Transportation Authority Development – Yampa Valley, CO
- Safe Streets for Silverthorne (SS4A) – Silverthorne, CO
- Brighton Bicycle, Pedestrian, and Multimodal Transportation Plan – Brighton, CO
- Grand Junction Pedestrian & Bicycle Master Plan – Grand Junction, CO
- Globeville/Elyria Swansea Microtransit Planning – Denver, CO
- Denver Moves: Cherry Creek – Denver, CO
- Safe Routes to School – Denver, CO
- Erie Transportation Master Plan – Erie, CO



Ivana Medina

Transit Planner



DENVER, COLORADO

About

Ivana is a Transportation Planner, passionate about sustainability, lowering carbon emissions, and improving livability through the transportation network. She specializes in transportation data analysis and translating this analysis into effective and implementable solutions. Ivana has a proven track record of successfully tackling challenges faced by mountain communities such as parking and transit service development. For transit service planning she focuses on aligning service needs with the resources available to a transit agency ensuring they are sufficient to meet the needs of riders. This involves preparing cost estimates for different service options and ensuring the agency's budget is sufficient to fund the chosen options and recommend options to fill funding gaps. Much of her experience is honed in on mountain towns, enabling her to address their unique challenges and leverage their distinctive opportunities.

Education

Master of Urban and Regional Planning, University of Colorado, Denver, 2023

Bachelor of Arts, Political Science, California Polytechnic State University, San Luis Obispo, 2018

Affiliations

Women's Transportation Seminar (WTS)

Project Experience

- Mountain Express Financial Planning & Grant Support – Crested Butte, CO
- Winter Park 5-Year Transit Development Plan – Winter Park, CO
- Summit County Microtransit Feasibility Study – Summit County, CO
- Summit County Comprehensive Plan – Summit County, CO
- Fort Collins Transit Funding Study – Fort Collins, CO
- SMART Senior and Disabled Transit Service – Telluride, CO
- Great Sand Dunes National Park Transit Study, Saguache and Alamosa Counties, CO
- Vail Mobility & Transportation Master Plan – Vail, CO
- Golden Downtown Parking Study – Golden, CO
- Park City Code Parking Amendments – Park City, UT
- Colorado Department of Local Affairs (DOLA) Model Land Use Codes Update – CO
- Silverthorne Safe Streets for All – Silverthorne, CO
- Multi-Modal Transportation Master Plan Update – Evans, CO
- Denver Safe Routes to School Travel Plans – Denver, CO



Kelsey Lindquist

Transit Planner

Fluent in Spanish

50%

📍 DENVER, COLORADO

About

Kelsey is a Transportation Planner in the Denver office who is passionate about improving quality of life through the transportation network, reducing carbon emissions, encouraging active transportation, and reducing the reliance on single occupancy vehicles. She has worked on a variety of transportation projects throughout Colorado ranging in scale from a traffic impact analysis for a new development in Boulder to exploring the feasibility of a Regional Transportation Authority. Kelsey has also worked on multiple Safe Routes to School projects for the City of Denver. On these projects, Kelsey used GIS to spatially analyze data and develop safety recommendations. She also participated in community outreach where she used Spanish to connect with the community. She is currently working on mapping the curb regulations and usage for a Curbside Action Plan in Denver to prepare for the Colfax BRT project.

Education

Master of Urban and Regional Planning, University of Colorado, Denver, 2023

Bachelor of Science, Finance, University of Denver, Denver, CO 2018

Bachelor of Arts, Spanish University of Denver, Denver, CO 2018

Project Experience

- Denver Curbside Action Plan – Denver, CO
- Boulder Western City Campus Transportation Study and TDM Plan – Boulder, CO
- East Colfax BRT Final Design – Denver, CO
- Denver Safe Routes to School – Denver, CO
- RTA Transit Planning – Routt County, CO
- Thornton Transit Study – Thornton, CO
- Boulder Curbside Management Plan – Boulder, CO
- Establishing a Data Repository – The Highline Canal Conservancy
- Fuller Park Master Plan – Parks and Open Space
- GIS Street Tree Assessment – The Park People
- Aspen Lumberyard Design – Aspen, CO
- The River Mile Phase 2 – Denver, CO
- Steamboat Passenger Rail Feasibility Study – Steamboat, CO



Tim Baird

Big Data Expert

50%

SALT LAKE CITY, COLORADO

About

Tim is a Senior Transportation Planner in the Salt Lake City office of Fehr & Peers, with six years of consulting experience in transportation, land use, and community planning. He is passionate about applying innovative data analysis methods to answer complex and nuanced questions about travel behavior. While Tim is experienced in applying traditional travel demand models to understand trip patterns, he also understands that different tools are needed to understand different situations. He brings specialized experience applying transportation big data sources and creating off-model forecasts to understanding visitation patterns of recreational areas and their gateway communities, including Little Cottonwood Canyon, Yellowstone National Park, Moab, and Park City.

Education

Master of Urban and Regional Planning, University of Colorado, Denver, 2023

Bachelor of Arts, Political Science, California Polytechnic State University, San Luis Obispo, 2018

Affiliations

Women's Transportation Seminar (WTS)

Project Experience

- Avon - EVTA Transit Planning - Avon, CO
- UDOT Long Range Plan - Statewide, UT
- NPS IMRO Big Data - Various, Colorado
- Iron County Model Development - Iron County, UT
- Cache MPO Travel Demand Modeling - Cache Valley Region, UT
- Salt Lake City Impact Fee Study - Salt Lake City, UT
- Box Elder - Weber - Cache Transit Study - Cache County, UT
- Cottonwood Canyons Transportation Alternatives - Big & Little Cottonwood Canyon, UT
- West Yellowstone Gateway Study - West Yellowstone, WY
- Bear Lake Recreation Hotspots Study - Garden City, UT
- Moab Bypass Study - Moab, UT
- Highland Drive Corridor Study - Sandy City, UT
- SR-210 Environmental Impact Study - Little Cottonwood Canyon, UT
- 5600 West Railroad Crossing Study - Salt Lake County, UT
- 7200 West Needs Assessment - Salt Lake City, UT
- 3900 South Interchange Study - Millcreek, UT



Louis Wilsher

Landscape Architect and Urban Design Support



CARBONDALE, COLORADO

Affiliations

#683, Colorado Licensed Landscape Architect

About

Louis strives to create landscapes that are appealing, functional, and comfortable, while strengthening our relationship to our immediate surroundings. Louis believes that a deeper sense of place is fostered through climate appropriate design, green infrastructure and the purposeful interaction between the constructed and natural.

Education

MLA, Landscape Architecture, CU Denver, 2002

Bachelor of Arts, Environmental Studies, Agroecology, University of California, Santa Cruz, 1994

Project Experience

- RFTA PHases 6A, 6B, 8 – Glenwood Springs, CO
- The Arts Campus at Willits (TACAW) – Basalt, CO
- Aspen Skiing Company Employee Housing – Basalt, Colorado
- West Sopris Fire Station – Roaring Fork, CO
- Basalt Elementary and Middle School – Basalt, CO



Jeremy Allinson

Environments/NEPA/Ecological Support

50%

CARBONDALE, COLORADO

About

Jeremy’s extensive experience includes fisheries and wildlife investigations; aquatic resource studies; riparian, aquatic habitat, impact analysis and hydrological assessments; and stream restoration design and construction. His projects have spanned from large scale, multi-year NEPA developments to small, localized stream restorations. He works to find balance between environmentally responsible development and protection of natural resources.

Education

MLA, Landscape Architecture, CU Denver, 2002

Bachelor of Arts in Land Use, Environmental Resources, Metropolitan State University, Denver, Colorado, 2009

Project Experience

- USFS White River National Forest 2017 Ski Area Special Use Permit - Construction Management and Oversight - White River National Forest, CO
- Basalt River Restoration - Basalt, CO
- USFS Breckenridge Vail Resorts Mountain Improvements - Breckenridge, Colorado
- Pitkin County Ecological On-Call - Pitkin County, CO
- Aspen Riparian Corridor Assessment and Plan - Aspen, CO



Jason Jaynes, PLA

Affordable Housing Lead

50%

CARBONDALE, COLORADO

About

Jason embraces a broadly diverse portfolio of work, including transportation facility and streetscape design, affordable housing outreach and design, parks and trails planning, single-family and private ranch planning and design, public process facilitation, and public agency and land trust projects. Jason has been directly involved in numerous LEED Certified and sustainably focused projects in the region. He believes that the components of environmental stewardship, functionality and human comfort are inextricable from the design process and the ultimate, lasting quality of a built project.

Education

MLA, Landscape
Architecture, CU Denver,
2002

BS, Landscape
Architecture, Kansas
State University, Kansas,
2000

Project Experience

- Snowmass Transit (RFTA) – Snowmass Village, CO
- RFTA Grand Ave, MOVE (RFTA) – Glenwood Springs, CO
- Glenwood 6th Street – Glenwood Springs, Colorado
- 27th Street Underpass – Glenwood Springs, CO
- Neale Avenue – Aspen, CO

Affiliations

Professional Landscape
Architect: CO, MT, OR, WY



Emily R Kushto, PHD, PE

Principal Project Manager

50%

DENVER, COLORADO

About

Emily Kushto, PhD, is a licensed transportation engineer with project management, teaching, and research expertise in the National Environmental Policy Act process; transit, highway, and railway design; contract management; and agency and public coordination. Emily has extensive experience in communications and consensus building with multiple stakeholders, such as elected officials, property owners, and residents impacted by transportation projects. She possesses strong critical thinking and analytical skills and the ability to make and communicate decisions to management, professionals, and the public to initiate changes in major transportation systems.

Education

Doctorate/PhD, Civil and Environmental Engineering, Northwestern University, Illinois, 2011

Master, Transportation Engineering, Illinois Institute of Technology, Illinois, 2007

Bachelor of Science, Civil Engineering, Bucknell University, Pennsylvania, 1998

Project Experience

- Roaring Fork Transportation Authority, Grand Avenue Alternatives Analysis – Glenwood Springs, CO
- Roaring Fork Transportation Authority, On-Call Transportation Planning Services – Roaring Fork Valley, CO
- CREATE Section Chief. Illinois Department of Transportation – Chicago, Illinois
- Metro-North Railroad, Harmon Yard – Harmon, NY
- New York State Department of Transportation, SR 347 Safety and Mobility Improvement Planning and Environmental Impact Statement – New York, NY
- Port Authority of New York and New Jersey, Permanent World Trade Center PATH Transportation Hub – New York, NY
- Chicago Department of Transportation, Wacker Drive – Chicago, IL

Affiliations

Professional Engineer, PE.0052181, Colorado

Professional Engineer, 062.060538, Illinois





Ryan Mulligan

Transportation Planning Lead

50%

DENVER, COLORADO

About

Ryan brings 18 years of transportation planning expertise and experience working with municipalities, state DOTs, and transit agencies develop innovative, safe, and cost-effective multimodal transportation options. He has worked at the local, state, and federal levels to secure funding, necessary regulatory approvals, and develop project planning and design documents. Ryan has worked to help the Mountain West’s burgeoning population travel safer, regardless of mode.

Education

Master, Urban and Regional Planning, University of Colorado Denver, Colorado, 2009

Bachelor, Environmental Design, University of Colorado Boulder, Colorado, 2007

Project Experience

- Federal Transit Administration (FTA) Liaison. RTD, EAGLE P3 – Denver, CO
- Community Transportation Network Design (Northwest Area) – Denver, CO
- CCD, East Yale Corridor Study – Denver, Colorado
- RTD, FasTracks – Denver, CO
- CCD, USDOT Smart City Challenge – Denver, CO



Amber Haines, LEED AP

FTA Funding Lead

50%

DENVER, COLORADO

About

Amber is an experienced project manager and technical professional with primary experience in project management, and operations management, with a focus on quality assurance and quality control. Amber's planning experience includes alternatives analyses, evaluating multimodal technologies and integration, routing, service, and physical configurations for transit projects. She has led several FTA Capital Investment Grant (CIG) Small Starts rating application efforts for the Federal Boulevard Bus Rapid Transit (BRT) and East Colfax Avenue BRT. She has also managed several on-call contracts including CDOT Division of Transit and Rail Non-Project Specific Capital Program Support Services, and Bay Area Rapid Transit General Engineering Services.

Education

Bachelor, Hydrology,
Colorado State University,
Colorado, 2007

Project Experience

- City and County of Denver, East Colfax Avenue Bus Rapid Transit PE/NEPA/Final Design – Denver, CO
- City and County of Denver, East Yale Avenue Multimodal Corridor Study – Denver, CO
- Regional Transportation District, SH 119 Bus Rapid Transit Corridor NEPA and Preliminary Engineering – Longmont to Denver, Colorado
- Regional Transportation District, SH 119 Bus Rapid Transit Corridor NEPA and Preliminary Engineering – San Francisco Bay Area, CA

Affiliations

Professional Landscape
Architect: CO, MT, OR, WY

Evidence of licensure, registrations, and credentials

See Attached



This certificate hereby qualifies

Sydney S Provan

as a member with all the benefits of a Certified Planner and a commitment to the AICP Code of Ethics and Professional Conduct.

Certified Planner Number: 35748

Joel Albizo
Joel Albizo, FASAE, CFP
Chief Executive Director

Karen Wolf
Karen Wolf, FAICP
President



**American Institute
of Certified Planners**

Creating Great Communities for All

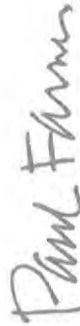
Verify: www.youracclaim.com/

This certificate hereby qualifies

Patrick Picard, AICP

as a member with all the benefits of a Certified Planner
and a commitment to the AICP Code of Ethics and Professional Conduct.

Certified Planner Number 026747



Paul Farmer, FAICP
Chief Executive Officer



Lee Brown, FAICP
President



The American Planning Association's
Professional Institute
**American Institute
of Certified Planners**

Making Great Communities Happen

References

Chris Lubbers

Project: Summit Stage Short Range Transit Plan

Transit Director at Summit Stage

(970) 668-4162

chris.lubbers@summitcountyco.gov

Charlton Kent Moorman, P.E. (Kent)

Project: Thornton Transit Plan

Regional Transportation Engineer at City of Thornton

(303) 538-7593

kent.moorman@ThorntonCO.gov

Kayla Marcella

Project: Lake County

Lake County Commissioner

(719) 293-0794

kmarcella@co.lake.co.us

Jonathon Steamboat

Project: Lake County Transit Feasibility Study

Transit Manager

(970) 879-3717

jflint@steamboatsprings.net

“

Fehr & Peers did a great job and exceeded our expectations. Fehr & Peers' work was excellent and they were always available when needed and delivered high-quality deliverables as we agreed upon. Their performance really stood out in getting me what I needed regardless of obstacles.

”

Stephen Rijo

City and County of Denver

Written Disclosure regarding Conflicts of Interest

Fehr & Peers provides consulting services with various State, County and City agencies. Fehr & Peers is a California corporation. Fehr & Peers does not serve in a decision-making capacity and has no reportable financial business or other interests with the (name of agency), which would affect the outcome of this contract.

Contract Revisions

Fehr & Peers has reviewed the Agreement for Professional Services included in the Request for Proposals and we have identified four items from the Agreement that we would request be amended should Fehr & Peers become the selected contractor to provide transportation planning and engineering services for EVTA's 10-Year Transit Development and Capital Plan. Each item is outlined below with requested amendments to the Agreement language noted in red along with a reason for the request.

1. TIME OF COMMENCEMENT AND COMPLETION OF SERVICES (Section 2)

Changes Requested: The services to be performed pursuant to this Agreement shall be initiated no later than Commencement Date and completed no later than Completion Date. Any modifications to such deadlines must be agreed upon in writing by the Parties prior to the applicable deadline. However, notwithstanding the foregoing, Contractor shall not be liable or responsible for delays or an inability to perform the Scope of Services due to circumstances beyond its control.

Reason for Changes: This Agreement lacks a force majeure clause, and we are providing one here.

2. EARLY TERMINATION BY OWNER (Section 3)

Changes Requested: Notwithstanding the time periods contained herein, the Owner may terminate this Agreement at any time without cause by providing written notice of termination to the Contractor. Such notice shall be delivered at least three (3) days prior to the termination date contained in said notice unless otherwise agreed in writing by the Parties. In the event of any such early termination by the Owner, the Contractor shall be paid for services rendered prior to the date of termination and performed in accordance with this Agreement, subject only to the satisfactory performance of the Contractor's obligations under this Agreement. Contractor understands and agrees that such payment shall be the Contractor's sole right and remedy for such termination.

Reason for Changes: Owner's satisfaction is a subjective standard, which may be unattainable and indeterminate. Contractor should be paid for its services that are performed in accordance with the objective standard of care applicable to our services and the objective terms, conditions, and criteria specified in this Agreement.

3. COMPENSATION (Section 5)

Changes Requested: In consideration of the services to be performed pursuant to this Agreement, the Owner agrees to pay the Contractor the amounts set forth in Exhibit A. Total compensation shall not exceed Amount spelled out Dollars (\$Numeric amount). The Owner shall

provide no benefits to the Contractor other than the compensation stated above. The Contractor shall bill its charges to the Owner periodically, but no more frequently than once a month. Owner shall pay Contractor within thirty (30) days of receipt of Contractor's bill.

Reason for Changes: This Agreement does not specify when the Contractor can expect to be paid for its services. Therefore, we are providing a timeframe at the end of this Section 5.

4. STANDARD OF CARE (Section 10)

Changes Requested: The Contractor shall perform the services hereunder in accordance with the care, skill, and diligence ordinarily exercised by professionals providing similar services in the same or similar locale and under similar circumstances to that of Contractor under this Agreement at or above the standard of care of those in its profession or industry providing similar services in the Owner's local area; provided, however, that in the event the standard of care is higher in the local area where the Contractor's office primarily responsible for providing the services is located, then the standard of care applicable to the local area where the Contractor's office is located shall be applicable to such services.

Reason for Changes: We are providing the definition of the prevailing professional standard of care consultants are to meet in their professional services. The stricken language creates a heightened standard of care that is unknown and undefined. Falling short of the standard of care is the definition of negligence. Professional liability insurance only covers the insured professional's negligence in the performance of its services. It does not cover contractual obligations to meet a standard higher than the prevailing, professional standard of care. Agreeing to a heightened standard of care creates an uninsurable contractual liability for Contractor.

5. ACCURACY OF WORK (Section 11)

Changes Requested: The Contractor represents, covenants, and agrees that its work will be accurate and free from any material errors. The Contractor shall correct any errors or deficiencies in the Contractor's services of which it becomes aware promptly and without additional

compensation unless such corrective action is directly attributable to errors or deficiencies in information furnished by the Owner. The Owner's approval of the Contractor's services shall not diminish or release the Contractor's duties or obligations hereunder, since the Owner is ultimately relying upon the Contractor's skill and knowledge to perform the Scope of Services. The obligations contained in this Section 11 shall survive for a period of two (2) years following termination or expiration of this Agreement.

Reason for Changes: The quality of professional services should be judged solely as to whether the professional performed its services consistent with the professional skill and care ordinarily provided by firms practicing in the same or similar locality under the same or similar circumstances.

6. DUTY TO WARN (Section 12)

Changes Requested: The Contractor agrees to call to the Owner's attention errors in any drawings, plans, sketches, instructions, information, requirements, procedures, and other data supplied to the Contractor by the Owner or a third-party ("**Information**") that it becomes aware of and believes may be unsuitable, improper, or inaccurate in a material way, provided, however, it is within the Contractor's area of expertise and Scope of Services to determine that the Information contains any such errors. However, the Contractor shall not be responsible for independently verifying the validity, completeness, or accuracy of such information unless otherwise expressly engaged to do so by the Owner. Nothing shall detract from this obligation unless the Contractor advises the Owner in writing that such data may be unsuitable, improper, or inaccurate and the Owner nevertheless confirms in writing that it wishes the Contractor to proceed according to such data as originally given.

Reason for Changes: Typically, consultants have the right to rely upon the accuracy and completeness of information provided to them by the client in the course of performing their services.

7. WARRANTIES AND GUARANTEES (Section 14)

Changes Requested: Please remove Section 14 in its entirety.

Reason for Changes: Warranties may be applicable to tangible goods and products, but they are not applicable to professional services. This section is more applicable to a contract for construction services. The quality of professional services should be judged solely as to whether the professional performed its services consistent with the professional skill and care ordinarily provided by firms practicing in the same or similar locality under the same or similar circumstances.

8. INDEMNIFICATION (Section 19)

Changes Requested: The Contractor agrees to indemnify, defend, and hold harmless the Owner and its officers, directors, ~~and employees, agents, engineers/architects and attorneys~~ from any and all damages and liabilities ~~arising from to the extent caused by~~ the Contractor's ~~negligent~~ performance of the Scope of Services. As part of this obligation, the Contractor shall compensate the Owner for the reasonable amount of time, if any, spent by its legal counsel in connection with such claims or actions, subject to the limitations on the Contractor's defense and indemnity obligations herein. The Contractor's obligations under this Section 19 shall be to the fullest extent permitted by law and shall survive termination or expiration of this Agreement. Notwithstanding any other provision contained in this Agreement, including but not limited to Exhibit A, the Owner does not agree to defend, indemnify, or hold harmless the Contractor or waive or limit the Contractor's liability (either by type of liability or amount). The Owner is relying on and does not waive or intend to waive by any provision of this Agreement, the monetary limitations or any other rights, immunities, defenses, and protections provided by the Colorado Governmental Immunity Act, § 24-10-101, et seq., C.R.S., as from time to time amended, or otherwise available to the Owner or its officers or employees.

Reasons for Changes: First, the Owner's agents, engineers/architects and attorneys may be third parties with which Contractor is not in privity of contract. This could unnecessarily widen Contractor's liability exposure. Second, by assuming an indemnity obligation in which the Contractor agrees to indemnify the Owner for anything other than damages caused directly by its negligent acts, errors, and omissions, a "contractual liability" is created. The Contractor is thereby assuming liability it would not have had, except for the contractual obligation. Professional liability insurance policies are designed to respond only to damages caused by the negligence in the rendering of covered professional services by the insured professional. Exclusions in the policy exclude coverage for contractual liability which the professional has assumed in a contract for which it would not have been liable under the common law standard of negligence. In other words, the Contractor could end up paying the Owner damages pursuant to the contract but receive no insurance coverage to assist the Contractor. Professional liability insurance only covers the liability the insured professional would have had in the absence of this contract.

To: The Eagle Valley Transportation Authority Board
From: Lance Trujillo, EVTA Director of Innovation and IT
Meeting Date: 04/24/2024

SUBJECT: Managed Service Provider Agreement

RECOMMENDED ACTION: Approve the attached contract with Istonish, Inc. for technology managed services.

BACKGROUND: EVTA submitted an RFP for a Managed Services Provider (MSP) on February 21, 2024. EVTA received a total of five proposals. The selection committee reviewed proposals and selected Istonish, Inc. as the proposed vendor. The MSP is a component of the technology plan that was presented at the February 2024 meeting. This vendor will be responsible for setup, security and support of EVTA endpoints and network.

The one-time onboarding cost for this project is \$15,957.00. Monthly costs will start at \$7,980.00 for the first 45 endpoints and network components. The cost of this contract for 2024 is estimated to be \$63,837.00. The 2025 cost is estimated at \$113,926.08. This number includes anticipated employee growth as well as support for additional network components. The following page has a table with more details on the expected costs of this contract. Please note the network hardware and licensing will be additional costs out of the scope of this agreement.

This contract was updated after the board comments on April 10, 2024. The additional information includes details in Exhibit A to address concerns about pricing, service and the overall scope of the project.

Staff recommends approving the contract with Istonish, Inc. as presented to provide managed services for EVTA as outlined in the attached proposal.

7/01/24 - 12/31/24				
		Rate	Qty	Total
Endpoints	\$	75.00	45 \$	3,375.00
Baseline Montly	\$	2,200.00	1 \$	2,200.00
User Security (operators)	\$	25.00	65 \$	1,625.00
Server Support	\$	155.00	2 \$	310.00
Firewall Support	\$	105.00	2 \$	210.00
Switch Support	\$	30.00	4 \$	120.00
Wireless Access Point Support	\$	20.00	7 \$	140.00
			Monthly Total:	\$ 7,980.00
			7/01/24 - 12/31/24 Total:	\$ 47,880.00
Onboarding	\$	15,957.00		
			2024 Total:	\$ 63,837.00
01/01/25-6/30/25				
		Rate	Qty	Total
Endpoints	\$	75.00	50 \$	3,750.00
Baseline Montly	\$	2,200.00	1 \$	2,200.00
User Security (operators)	\$	25.88	85 \$	2,199.80
Server Support	\$	255.00	2 \$	510.00
Firewall Support	\$	205.00	2 \$	410.00
Switch Support	\$	30.00	4 \$	120.00
Wireless Access Point Support	\$	30.00	9 \$	270.00
			Monthly Total:	\$ 9,459.80
			01/01/25-6/30/25 Total:	\$ 56,758.80
7/01/25-12/31/25 (3.5% CoLA)				
		Rate	Qty	Total
Endpoints	\$	77.63	50 \$	3,881.50
Baseline Montly	\$	2,277.00	1 \$	2,277.00
User Security (operators)	\$	25.88	85 \$	2,199.80
Server Support	\$	160.43	4 \$	641.72
Firewall Support	\$	108.68	2 \$	217.36
Switch Support	\$	31.05	4 \$	124.20
Wireless Access Point Support	\$	20.70	9 \$	186.30
			Monthly Total:	\$ 9,527.88
			7/01/25-12/31/25	\$ 57,167.28
			2025 Total:	\$ 113,926.08

FINANCIAL CONSIDERATIONS:

This project was a consideration in the planning of the 2024 budget. It will be paid from line item 01-52-503030-0009. EVTA will be invoiced for the one-time onboarding costs of \$15,957.00 and estimated monthly cost of \$7,980.00. Staff recommends that the board approve the contract.

ATTACHMENTS:

1. Managed Services Provider Contract with Istonish

SERVICES AGREEMENT

THIS SERVICES AGREEMENT (“Agreement”) is made and entered into the most recent day and year set forth below by and between **EAGLE VALLEY TRANSPORTATION AUTHORITY** (“Owner”), whose mailing address is c/o ECO Transit, P.O. Box 1070, 3289 Cooley Mesa Rd, Gypsum, Colorado 81637, and **ISTONISH, INC.** (“Contractor”), whose mailing address is 5500 Greenwood Plaza Boulevard Suite 130 Greenwood Village, CO 80111. The Owner and the Contractor are sometimes referred to herein individually as a “Party” and collectively as the “Parties.”

WITNESSETH:

In consideration of the mutual covenants and obligations herein expressed, it is agreed by and between the Parties as follows:

1. Scope of Services. The Contractor agrees to provide 24/7/365 managed service provider services, as further described in **Exhibits A & B**, attached hereto and incorporated herein by this reference (“Scope of Services”). All provisions of **Exhibit A**, including without limitation any terms and conditions included therein, shall be subject to the provisions of this Agreement. In the event of a conflict or inconsistency between a provision in the body of this Agreement and a provision in **Exhibit A** or any other exhibit or schedule attached hereto, the provision in the body of this Agreement shall control. Provisions in Exhibit A supersede those in Exhibit B.

2. Contract Term. Owner intends the period of performance for this agreement to be 36-months consisting of a 1 (one) year initial term and 2 (two) additional years. The initial term of this Agreement shall be May 1, 2024 - April 30, 2025, with 2 (two) additional one-year terms as mutually agreed upon. Absent written notice of non-renewal given by either party no less than 30 days prior to the end of the then current term or upon non-appropriation of funds per Section 23, the Agreement shall be automatically renewed for one (1) additional term but in no event shall the term be deemed renewed beyond the stated two additional one-year terms absent a written and signed extension agreed to by both parties. The Initial Term and all Renewal Terms are collectively referred to as the “Term.”

3. Time of Commencement and Completion of Services. The services to be performed pursuant to this Agreement shall be initiated no later than fifteen (15) days following execution of this Agreement by the Parties and completed no later than the deadline applicable to that portion of the services, as specified in **Exhibit A**, subject to a Force Majeure Event as set forth in Section 31. Any modifications to such deadlines must be agreed upon in writing by the Parties prior to the applicable deadline.

4. Early Termination by Owner. Notwithstanding the time periods contained herein, the Owner may terminate this Agreement at any time without cause by providing written notice of termination to the Contractor. Such notice shall be delivered at least 30 days prior to the termination date contained in said notice unless otherwise agreed in writing by the Parties. In the event of any such early termination by the Owner, the Contractor shall be paid for services rendered prior to the date of termination, subject only to the satisfactory performance of the Contractor's obligations under this Agreement. Contractor understands and agrees that such payment shall be the Contractor's sole right and remedy for such termination.

5. Suspension. Without terminating this Agreement or breaching its obligations hereunder, the Owner may, at its convenience, suspend the services of the Contractor by giving the Contractor written notice sixty (60) days in advance of the suspension date. Upon receipt of such notice, the Contractor shall cease its work in as efficient a manner as possible so as to keep its total charges to the Owner for services under this Agreement to the minimum, but in no circumstance later than three (3) business days after receipt of the notice of suspension. No work shall be performed during such suspension except with prior written authorization by the Owner Representative (as defined below). If a suspension is still in effect thirty (30) calendar days after the Contractor's receipt of the notice of suspension, the Contractor may terminate this Agreement by providing the Owner with written notice of termination. Upon the Owner's receipt of such notice of termination from Contractor, this Agreement will be deemed terminated.

6. Compensation. In consideration of the services to be performed pursuant to this Agreement, the Owner agrees to pay the Contractor the amounts set forth in **Exhibit A**; provided. The Owner shall provide no benefits to the Contractor other than the compensation stated above. The Contractor shall bill its charges to the Owner periodically, but no more frequently than once a month. The balance shall be due within thirty (30) days from the date of receipt of the invoice by the Owner. The Contractor reserves the right to charge interest at six percent (6%) per annum on amounts not paid within thirty (30) days.

7. Qualifications on Obligations to Pay. No partial payment made by the Owner shall be considered final acceptance or approval of that part of the Scope of Services paid for or shall relieve the Contractor of any of its obligations under this Agreement. Notwithstanding any other terms of this Agreement, the Owner may withhold any payment (whether a progress payment or final payment) to the Contractor if any one or more of the following conditions exists:

(a) The Contractor is in material default of any of its obligations under this Agreement, including without limitation the obligation to maintain insurance and provide Certificates of Insurance to the Owner in accordance with Section 13 (Insurance).

(b) Any part of such payment is attributable to services that are not performed in accordance with the terms of this Agreement and its associated exhibit(s).

The Owner will pay for any portion of the services performed in conformance with this Agreement and its associated exhibit(s).

(c) The Contractor has failed to make payments promptly to any third-party used to perform any portion of the services hereunder, subject to Paragraph 9, for which the Owner has made payments to the Contractor; provided, however, Contractor has the right to withhold payments to a third party in the event such third party (a) is in default of any of its obligations under any agreement between Contractor and such third party; or (b) any act or omission by such third party which has or may cause loss or damages to Contractor.

8. Owner Representative. The Owner will designate, prior to commencement of work, its project representative (the "Owner Representative") who shall make, within the scope of his or her authority, all necessary and proper decisions with reference to the Scope of Services. All requests for contract interpretations, change orders, and other clarification or instruction shall be directed to the Owner Representative.

9. Independent Contractor. The Contractor agrees that the services to be performed by the Contractor are those of an independent contractor and not of an employee of the Owner. **The Contractor is obligated to pay federal and state income tax on any moneys earned pursuant to this Agreement. Neither the Contractor nor its employees, if any, are entitled to workers' compensation benefits from the Owner for the performance of the services described in this Agreement.**

10. Assignment. The Contractor shall neither assign any responsibilities nor delegate any duties arising under this Agreement to a third party without the prior written consent of the Owner, which may be granted or denied in Owner's sole discretion; provided, however, notwithstanding the foregoing, Contractor may subcontract part of the services to the independent third party subcontractors set forth on **Exhibit A**. Contractor shall be responsible for all the acts and omissions of subcontractors. Nothing in this Agreement shall be construed to establish a contractual relationship between Owner and any subcontractor.

11. Standard of Care. The Contractor shall perform the services hereunder at or above the standard of care of those in its profession or industry providing similar services in the Owner's local area; provided, however, that in the event the standard of care is higher in the local area where the Contractor's office primarily responsible for providing the services is located, then the standard of care applicable to the local area where the Contractor's office is located shall be applicable to such services.

12. Accuracy of Work. The Contractor represents, covenants, and agrees that its work will be accurate and free from any material errors. The Contractor shall correct any errors or deficiencies in the Contractor's services of which it becomes aware promptly and without additional compensation unless and to the extent such corrective action is

attributable to errors or deficiencies in any of the information furnished by the Owner or third parties on behalf of Owner. The Owner's approval of the Contractor's services shall not diminish or release the Contractor's duties or obligations hereunder, since the Owner is ultimately relying upon the Contractor's skill and knowledge to perform the Scope of Services. Other than the warranties set forth in Section 10 and the first sentence of Section 11 ("Deliverable Warranty"), Contractor provides no other warranties of any kind, express or implied, and disclaims all implied warranties, including without limitation warranties of fitness for a particular purpose or merchantability. If at any time within sixty (60) days after delivery of the work product ("Warranty Period") there is a breach of the Deliverable Warranty, Owner will notify Contractor within the Warranty Period of the breach and setting forth the nature of the claimed breach. Contractor shall then either (a) repair, correct or replace the work product at no cost to Owner, or (b) provide Owner with a full refund for that part of the work product that is in breach of the Deliverable Warranty. Owner acknowledges and agrees Contractor's sole and exclusive obligation and Owner's sole and exclusive remedy if there's a breach of the Deliverable Warranty is as is set forth in this Section 11.

13. Intentionally Omitted.

14. Insurance.

(i) During the term of this Agreement, the Contractor shall purchase and maintain, at its own cost and expense, the following:

(ii) Cyber security coverage having an aggregate limit of not less than \$3,000,000;

(iii) Workers' compensation insurance for its employees, if any, as required by Colorado law with limits of at least \$500,000 per injury or illness an employee suffers as a result of providing the services hereunder, with a \$500,000 aggregate per occurrence;

(iv) Employer's liability insurance with limits of at least \$500,000 per employee/accident and \$1,000,000 aggregate;

(v) Commercial general liability insurance covering, without limitation, premises operations, products-completed operations, contractual liability insuring the obligations assumed by the Contractor under this Agreement, personal and advertising injury, and broad form property damage, with limits of at least \$2,000,000 per occurrence for bodily injury, death or damage to property; \$2,000,000 per occurrence for personal and advertising injury; \$2,000,000 products-completed operations; and \$2,000,000 general aggregate; and

(b) The insurance required herein may be satisfied through any combination of primary and excess/umbrella liability policies.

(c) The insurance required herein shall be written by an insurance company or companies that (i) have an A.M. Best Company rating of “A-VII” or better, and (ii) are authorized to issue insurance in the State of Colorado.

(d) The Owner, the Owner Representative, and the Owner’s directors, officers, and employees shall be endorsed as “Additional Insureds” under the (i) commercial general liability insurance policy for both ongoing and completed services.

(e) The Contractor shall provide a waiver of subrogation endorsement, or its equivalent, under the (i) commercial general liability insurance policy in favor of the Owner, its directors, officers, agents, and employees.

(f) All liability insurance policies required herein shall provide that the coverage is primary and non-contributory to other insurance available to the Owner and its directors, officers, agents, and employees. Any insurance maintained by the Owner and its directors, officers, agents, and employees shall be excess of and shall not contribute with the Contractor’s insurance.

(g) Prior to commencement of performance, the Contractor shall provide certificates of insurance satisfactory to the Owner that clearly evidence all insurance coverages required herein, including but not limited to endorsements (individually and collectively, “Certificates of Insurance”). The Contractor agrees that, until the Owner is supplied with Certificates of Insurance, no payment under this Agreement will be made by the Owner. The Contractor will provide the Owner with updated Certificates of Insurance within ten (10) calendar days of the anniversary of the effective date of coverage should that date fall during the term of this Agreement. Failure of the Owner to require Certificates of Insurance or to identify a deficiency in coverage shall not relieve the Contractor of its responsibility to provide the specific insurance coverages set forth herein.

(h) The insurance policies afforded hereunder shall not be cancelled or allowed to expire unless at least thirty (30) days’ prior written notice has been delivered to the Owner, except in the event of cancellation due to non-payment of a premium, in which case notice shall be given to the Owner no later than ten (10) days prior to cancellation of the policy. Upon receipt of any notice of cancellation or non-renewal, the Contractor shall, within five (5) days, procure other policies of insurance as necessary to comply with this Section 13 and provide Certificates of Insurance evidencing the same to the Owner. Notwithstanding the provisions contained in Section 18 (Remedies), if the Contractor fails to procure the required insurance or provide the Owner with Certificates of Insurance within the timeframe provided, the Owner may terminate or suspend this Agreement upon written notice to the Contractor.

15. Compliance with Laws. The Contractor is obligated to familiarize itself and comply with all laws applicable to the performance of the Scope of Services, including without limitation all state and local licensing and registration requirements.

16. Acceptance Not Waiver. The Owner's approval or acceptance of, or payment for, any of the services shall not be construed to operate as a waiver of any rights or benefits provided to the Owner under this Agreement.

17. Default. Each and every term and condition hereof shall be deemed to be a material element of this Agreement. In the event either Party should fail or refuse to perform according to the terms of this Agreement, such Party may be declared in default.

18. Remedies. Except as provided in Section 13(i) (Insurance), in the event a Party declares a default by the other Party, such defaulting Party shall be allowed a period of ten (10) days within which to cure said default. In the event the default remains uncorrected, the Party declaring default may elect to (a) terminate the Agreement and seek damages; (b) treat the Agreement as continuing and require specific performance; or (c) avail itself of any other remedy at law or equity. If the non-defaulting Party commences legal or equitable actions against the defaulting Party, the defaulting Party shall be liable to the non-defaulting Party for the non-defaulting Party's reasonable attorney fees and costs incurred because of the default.

19. Indemnification; No Waiver of Liability or Immunity; Limitation of Liability. (a) The Contractor agrees to indemnify, and hold harmless the Owner and its officers, directors, and employees, from any and all damages and liabilities arising from third party claims related to the Contractor's performance of the Scope of Services. The Contractor's obligations and limitations under this Section 18 shall be to the fullest extent permitted by law. **Notwithstanding any other provision contained in this Agreement except as set forth in this Section 18, including but not limited to Exhibit A, the Owner does not agree to defend, indemnify, or hold harmless the Contractor or waive the Contractor's liability (by type of liability), except though, for sake of clarity, the extent of liability is limited as set forth subsections (b) and (c) immediately below.** The Owner is relying on and does not waive or intend to waive by any provision of this Agreement, the monetary limitations or any other rights, immunities, defenses, and protections provided by the Colorado Governmental Immunity Act, § 24-10-101, *et seq.*, C.R.S., as from time to time amended, or otherwise available to the Owner or its officers or employees; (b) Except for Contractor's intentional fraud, gross negligence or willful misconduct, the aggregate and total liability of Contractor to Owner, and all third parties, for all claims or Losses (as defined below) arising out of or relating directly or indirectly to Contractor's obligation and liability under Section 18(a) (Indemnification and hold harmless) of this Agreement, shall limited to the amount Contractor is paid for its services performed prior to the deadline in Exhibit A. This limitation of liability is cumulative and not per incident. The existence of one or more claims shall not enlarge this limitation; (c) With respect to claims by Owner, except those directly or indirectly related to indemnification and hold harmless, as aforesaid, Contractor's total liability under this Agreement for all Losses shall be limited to the amount of insurance proceeds available and payable on behalf of or to Contractor at the time of settlement or judgment from

Contractor's insurance policies applicable to Owner's claim. It is intended this limitation applies to all causes of action however alleged or arising including without limitation all claims for breach of contract or warranty, statutory claims, and torts. Owner releases Contractor from all obligations, claims, and Losses in excess of the limitations expressed in this Section 18. "Losses" means all liabilities, damages, fines, claims, causes of action, judgments, costs, and expenses including without limitation, interest, penalties, attorneys' fees (including those to enforce this provision and any duty to defend under this Section 18), all disbursements and expenses incurred in investigating, preparing or defending against any litigation or any type proceeding, commenced or threatened, or any claim whatsoever, and all amounts paid in settlement of any claim or litigation.

20. Binding Effect and No Personal Liability. This writing constitutes the entire agreement between the Parties and shall be binding upon the Parties, and their assigns and shall inure to the benefit of the Parties' respective successors and permitted assigns. In the event of negligence or the breach of any of the terms, agreements, covenants, representations and warranties of this Agreement or any claim whatsoever, the Parties agree (a) there shall be absolutely no personal liability of any employee, manager, member or agent of either Party; and (b) each Party waives all claims, demands, and causes of action against the other Party's managers, members, employees and agents in their individual capacity.

21. Law; Venue. The laws of the State of Colorado shall govern the construction, interpretation, execution, and enforcement of this Agreement. Venue for any dispute between the Parties arising out of or relating to this Agreement shall be in the State of Colorado District Court for Eagle County.

22. Severability. In the event any term or condition of this Agreement shall be held invalid or unenforceable by any court of competent jurisdiction, such holding shall not invalidate or render unenforceable any other provision of this Agreement.

23. Annual Appropriation. The Owner's obligations hereunder are subject to the annual appropriation of funds necessary for the performance thereof, which appropriations shall be made in the sole discretion of the Owner's Board of Directors. All parties acknowledge that Owner is a governmental entity, and the validity of this contract is contingent upon funds being specifically budgeted and appropriated for the obligations herein described for each budget year covered by this contract. If sufficient funds are not appropriated or allocated for Owner's performance in accordance with this contract for any fiscal year, this contract shall automatically terminate without penalty, liability, or expense of any kind to Owner upon written notice of such non-appropriation of funds provided to Contractor. Such notice shall be delivered in accordance with the notice provisions set forth below and shall specify the effective date of contract termination due to non-appropriation of funds.

24. Ownership of Work Product. All documents, materials prepared or furnished by the Contractor, and work furnished or installed by Contractor (or the Contractor's independent professional associates, permitted subcontractors, and consultants) and paid for pursuant to this Agreement are property of the Owner. All internal documents which support the public information such as field data, field notes, laboratory test data, calculations, estimates, and other documents prepared by the Contractor as instruments of service shall be provided to the Owner. The Owner understands such documents are not intended or represented to be suitable for reuse by the Owner or others for purposes outside the specific scope and conditions of the Scope of Services. Any reuse without written verification or adaptation by the Contractor for the specific purpose intended will be at the Owner's sole risk and without liability or legal exposure to the Contractor, or to the Contractor's independent professional associates, permitted subcontractors, or consultants.

25. Taxes. The Owner is a governmental entity and is therefore exempt from state and local sales and use tax. The Owner will not pay for or reimburse any sales or use tax that may not directly be imposed against the Owner. The Contractor shall use the Owner's sales tax exemption for the purchase of any and all products and equipment on behalf of the Owner.

26. Time is of the Essence. All times stated in this Agreement are of the essence.

27. Notices. All notices which are required, or which may be given under this Agreement shall be effective when emailed to Owner at scott.robinson@evta.org and lance.trujillo@evta.org or The Contractor at accountingDept@istonish.com.

28. Counterparts, Electronic Signatures and Electronic Records. This Agreement may be executed in multiple counterparts, each of which shall be an original, but all of which, together, shall constitute one and the same instrument. The Parties consent to the use of electronic signatures and agree that the transaction may be conducted electronically pursuant to the Uniform Electronic Transactions Act, § 24-71.3-101, *et seq.*, C.R.S.

29. No Third-Party Beneficiaries. The Parties to this Agreement do not intend to benefit any person not a party to this Agreement. No person or entity, other than the Parties to this Agreement, shall have any right, legal or equitable, to enforce any provision of this Agreement.

30. Section Headings. The section headings in this Agreement have been inserted for convenience of reference only and shall not affect the meaning or interpretation of any part of this Agreement.

31. Not Construed Against Drafter. Each Party acknowledges that it has had an adequate opportunity to review each and every provision contained in this Agreement, including the opportunity to consult with legal counsel. Based on the foregoing, no

provision of this Agreement shall be construed against either Party by reason of such Party being deemed to have drafted such provision.

32. Force Majeure. The Parties expressly condition the performance of their duties under this Agreement on the nonoccurrence of a Force Majeure Event. No Party shall be liable for any loss or damages whatsoever arising out of any delay or failure in the performance of its obligations pursuant to this Agreement to the extent such delay or failure results from events beyond the reasonable control of that party that impair such party's ability to perform its obligations hereunder, including but not limited to acts of God, acts of war, terrorism, riots, or other hostilities, accident, fire, flood, strikes, lockouts, industrial disputes, shortages of fuel or financial system disruptions or delays (a "Force Majeure Event"). In the case of Contractor, Contractor shall within the next business day following the beginning of such delay, notify Owner in writing of the cause of delay. Any delays or failures that are excused pursuant to this Section shall automatically extend the time period for the affected service equal to the duration of the Force Majeure Event.

[Signature Pages Follow]

OWNER:

Eagle Valley Transportation Authority

By: _____
Name: Amy Phillips
Title: Board Chair
Date: _____

CONTRACTOR:

Istonish, Inc.

By: _____
Name: Annette Quintana
Title: CEO
Date: _____

- ATTACHED EXHIBITS**
- EXHIBIT A - SCOPE OF WORK**
- EXHIBIT B - ISTONISH RFP RESPONSE**
- EXHIBIT C – EVTA MSP RFP**
- EXHIBIT D - CERTIFICATE OF INSURANCE**

EXHIBIT A

SCOPE OF SERVICES AND COMPENSATION

(Attach Contractor's proposal or other documentation if available and intended for
incorporation into the Agreement)

1. Pricing – This pricing shall supersede and replace any pricing in the Vendor proposal and oral or written between the Contractor and Owner. All pricing is subject to a 3.5% annual escalation for Cost-of-Living Adjustment (CoLA). Each CoLA takes effect annually on July 1st starting July 2025.
 - a. Monthly Costs
 - i. A \$2,200.00 baseline cost will be charged every month regardless of the number of endpoints.
 - ii. Each endpoint billed monthly will be charged a support cost of \$75.00 per month.
 - iii. Each user security package will be charged a support cost of \$25.00 per month.
 - iv. Additional endpoints added after onboarding will incur an endpoint deployment fee of \$280 to set up the endpoint. After setup, the endpoint will fall under the endpoint support monthly fee of \$75.
 - v. Network support costs will be \$780.00 each month and include 2 Azure servers, 2 firewalls, 4 switches and 7 Wireless Access Points (WAPs).
 - vi. Additional endpoints or network and resources can be added with approval of the Owner project manager or secondary manager.

Figure 1

Endpoint Costs		Freq	Qty	
Baseline Monthly	\$2,200.00	Month	1	\$2,200.00
Endpoint Support	\$75.00	Month	45	\$3,375.00
User Security Package	\$25.00	Month	65	\$1,625.00
Endpoint Deployment Fee	\$280.00	Ad-Hoc	0	\$0.00
Total of Endpoint costs:				\$7,200.00
Network and Resource Costs			0	\$0.00
Software Developer/DBA	\$190.00	Hour	0	\$0.00
Server/Network Engineer	\$180.00	Hour	0	\$0.00
Security Engineer	\$205.00	Hour	0	\$0.00
Project Manager	\$165.00	Hour	0	\$0.00
Field Technician	\$100.00	Hour	0	\$0.00
Server Support	\$155.00	Month	2	\$310.00
Firewall Support	\$105.00	Month	2	\$210.00
Switch Support	\$30.00	Month	4	\$120.00
Wireless Access Point Support	\$20.00	Month	7	\$140.00
Total of Resource Costs:				\$780.00
Monthly Total:		Month		\$7,980.00
Onboarding Total:	\$ 15,957.00	One-Time	1	\$15,957.00

2. Onboarding Scope of Work

- a. Onboarding price includes 45 endpoint devices.
- b. 65 User Security Package licenses are included to provide bus operators with Multi Factor Authentication (MFA), secure email gateway, support, and cyber training.
- c. The Onboarding cost is a one-time cost at the start of the project.
- d. The Onboarding work will be completed both onsite at the Owner address (end user devices, infrastructure setup, etc.) and remotely (configuration, tool installations, etc.)
- e. Up to 4 Group images will be created to onboard new laptops. These images will include the third-party applications that the Owner currently utilizes. An inventory of software and configuration requirements will be collected during onboarding.
- f. The Contractor will set up and administer SharePoint Online for the Owner, creating team sites, libraries, and lists, facilitating organized content management and collaboration among teams.
- g. The Contractor will provide user training for Microsoft Office 365. Contractor will provide 2 online training sessions to be recorded and provided for review after each session.

- h. Previously onboarded endpoints can be repurposed from one user to another, with no Endpoint Deployment Fee.

3. Support

- a. All support tiers detailed in exhibit B will be provided 24 hours, 7 days a week and available 365 days a year with no limitation on the number of calls each month.
- b. All support tiers detailed in exhibit B are US based. No offshore or near shore personnel are leveraged.
- c. Support calls will be reported on and reviewed each month. This report will show the number of support calls, support issues and tier level escalation – if any and time they were resolved in.
- d. Calls can be escalated by Owner project manager and Owner secondary manager into additional support tiers at no additional cost to the Owner.
- e. Support response times.

Figure 2

Priority	Initial Customer Engagement (During Business Hours)	Initial Customer Engagement (After Hours)	Ticket Update Frequency
P1 - Critical	30 Business Minutes	4 Hours	1 Business Hour
P2 - High	4 Business Hours	6 Hours	1 Business Day
P3 - Medium	1 Business Day	Next Business Day	3 Business Days
P4 - Low	5 Business Days	N/A	5 Business Days

4. Network

- a. The configuration of 2 firewalls, 4 switches, and 7 Wireless Access Points (WAPs) is included in the onboarding scope. This will include the testing and validation of these devices. Owner will be responsible for the physical installation of WAPs to conform to Eagle County Government installation requirements. Contractor will provide physical installation of firewalls and switches. Contractor will ensure validation/testing and Owner sign-off of network installation upon conclusion.
 - i. Support pricing for 2 firewalls, 4 switches and 7 wireless access points are included in the monthly total in figure 1.
- b. The network hardware and associated licensing will be additional purchases outside of the scope of this agreement.
 - i. Hardware and licensing can be purchased by Owner or through the Contractor.
- c. The Contractor will provide monthly network monitoring reports to the Owner.
- d. The Internet Service Provider (ISP) costs will be the responsibility of the Owner.
- e. Contractor will create a Cyber Attack Policy
 - i. Provide responsibilities for both Owner and Contractor
 - ii. Determine security access to network components.
 - iii. Provide follow up report on cyber-attack details.

5. Servers

- a. The Contractor will monitor Azure servers assigned to the Owner to ensure that patching, backups, and recovery are maintained. Owner is responsible for providing Contractor with backup solution to ensure Server backups are performed.
- b. Additional servers can be added to the supported list at \$155.00 per month.

6. Printers

- a. Owner printers are purchased, configured, and supported by a third-party company.
- b. The Consultant will be required to set up endpoints to connect to printers.

7. Project Kick Off

- a. A Contractor project manager and account manager will be assigned to this project.
- b. An Owner project manager and secondary manager will be assigned to this project.

Payment Milestones*

- PM1 - 30% of service onboarding due upon execution of contract
- PM2 - 30% due at end of onboarding and successful transition to steady state
- PM3 - 40% due upon the final imaging and configuration of EVTA end user devices, which may be done outside the initial 60-day window.

*Milestone payment dates will be assigned at project kickoff

Exhibit A

List of Endpoints

	Position	Device Type
1	Executive Director	laptop
2	Deputy Director	laptop
3	Executive Assistant	laptop
4	Planning and Development Manager	laptop
5	Planner	laptop
6	Scheduler	laptop
7	Director of HR	laptop
8	HR Tech	laptop
9	HR Housing Specialist	laptop
10	Director of Innovation and IT	laptop
11	ITS Tech 1	laptop
12	ITS Tech 1	laptop
13	GFI MSC	desktop
14	GFI SG	desktop
15	Director of Finance	laptop
16	Admin Fiscal Tech	laptop
17	Marketing and Communications Manager	laptop
18	MSC Customer Service	laptop
19	VTC Customer Service	desktop
20	Director of Transportation	laptop
21	Fleet Supervisor	laptop
22	Operations Manager	laptop
23	Operations Supervisor	laptop
24	Road Sup 1	laptop
25	Road Sup 2	laptop
26	Road Sup 3	laptop
27	Road Sup 4	laptop
28	Road Sup 5	laptop
29	Road Sup 6	laptop
30	Road Sup 7	laptop
31	Road Sup 8	laptop
32	Dispatch 1	desktop
33	Dispatch 2	desktop
34	Para Transit	desktop
35	Safety and Training Coordinator	laptop
36	Training Supervisor	laptop
37	Training 1	laptop
38	Training 2	laptop
39	Shared Device 1	laptop
40	Shared Device 2	laptop
41	Shared Device 3	laptop
42	Shared Device 4	laptop
43	Shared Device 5	laptop
44	Spare admin	laptop
45	Spare Operations	laptop

Exhibit B – Istonish Proposal



Eagle Valley Transport Authority

Istonish Response to RFP: Managed Services Provider (MSP)

Prepared By:

Jason Bovée

VP of Client Partnerships

Direct: 720-529-4624

jbovee@istonish.com

Istonish.com

Istonish
5500 Greenwood Plaza Boulevard
Suite 130
Greenwood Village, CO 80111



Istonish is a proud Colorado company.



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EXECUTIVE SUMMARY

Thank you for the opportunity to provide managed IT services for the Eagle Valley Transport Authority (EVTA). In the document below we outline our proposed services, including comprehensive technology and security support.

Service Summary

After conversations with EVTA personnel, along with an onsite visit and facility tour, our understanding of the requirements is to ensure IT systems' stability, security, and performance; enhance IT operations and efficiency; provide timely, high-quality support to end-users; align IT services with business objectives; and to support IT scalability and innovation. These goals span the following areas:

- **Network Management:** Including proactive monitoring (24/7), configuration, and maintenance of network infrastructure, performance optimization, and troubleshooting.
- **End-User Support:** Providing 24/7 helpdesk services, deploying and managing endpoints, software installation, remote assistance, and continuous user training, particularly on Microsoft 365.
- **Security Services:** Implementing cybersecurity measures, continuous threat monitoring, incident response, and vulnerability management.
- **Cloud Services:** Managing cloud infrastructure, optimizing cloud resource migration, and ensuring data integrity and availability.
- **Reporting and Documentation:** Regularly reporting on system and security performance, comprehensive documentation of IT configurations and processes, and management of Microsoft's Azure-based Active Directory.

Our solution is designed to exceed these requirements while providing innovative technology solutions, ensuring EVTA adapts to the quickly evolving technology landscape of the future.

Company Overview and Experience

To understand why Istonish is best suited to meet the needs of EVTA, we begin with a summary of our service ethic.

The Istonish Service Approach: The essence of our service ethic is to start first with understanding our customers, and to fully support their success. At a baseline, this includes your technology, processes, and environment, but more importantly, your mission, vision, values, and culture. Istonish provides enterprise-grade technology services, but what sets us apart is how we provide these services.

Istonish Values: As reflected in our values, the ethic of our company is to bring an authentic sense of caring, excellence, and teamwork to our customers; embracing your vision for success. Our values guide whom we hire, how we manage, and define an inspired vision of who we can be. As a woman and Native-American owned company, we also value diversity and embody an attitude of respect in our teams. We expect that this value would extend to treating each member of your team with similar consideration.

- **Service Beyond Reason:** We care, we serve clients, colleagues, and community.
- **Know Your Stuff:** Experts on our clients, in our field, and in our role.
- **Everybody Wins:** Our clients, our partners, our team, and our community.
- **Growth Mindset:** We seek to learn, to grow personally, to grow our business and our client's business.

**Istonish
Values**



Istonish Aptitude: Capabilities are not competencies, and with Istonish, the Eagle Valley Transport Authority leverages an existing, competent, and collaborative partner in public-sector IT service delivery. Our goal is to provide the best possible experience for our clients, stakeholders, and staff - securely, and without technical disruption.

One Team: We know how challenging technology can be, which is why we have built an amazing team of professional resources that ensure the consistent delivery of all aspects of managed IT services. We recruit and retain individuals who are leaders; people who will take ownership of your solution and see it through completion.

Our partnership with your team is strengthened year after year because our team becomes part of your team. Our goals are simple:

- Provide consistent results for everyone we support.
- Provide transparent communication to all stakeholders.
- Provide trusted advice, always.
- Align our goals with your goals.

Istonish is an outstanding fit to provide IT services to the Eagle Valley Transport Authority for the following reasons:

1. **Comprehensive IT Expertise and Experience:** Our extensive experience in managing complex IT infrastructures aligns perfectly with the Eagle Valley Transport Authority's needs. From administering on-premises network infrastructure and MS Azure to implementing robust security measures, our expertise covers all the critical areas outlined in the RFP.
2. **Proven Track Record with Public Organizations:** We have a strong history of providing support to public organizations across Colorado and beyond, demonstrating our capability to handle the unique requirements of public-sector operations.
3. **Local Presence and Understanding of Community Needs:** As a company with roots in Colorado, we have a deep understanding of local community needs and challenges. This local presence not only allows us to provide prompt on-site support but also ensures a close alignment with the Eagle Valley Transport Authority's goals and expectations.
4. **Commitment to Collaboration and Innovation:** We are committed to a collaborative approach, working closely with the Authority's onsite personnel, and aligning our services with your internal processes. Additionally, our openness to innovative solutions and continuous improvement aligns with the Authority's desire for a forward-thinking IT partner who can bring new ideas and efficiencies to your operations.

Istonish brings a wealth of experience in supporting local government organizations across Colorado, including Authorities, towns/cities, counties, and special districts. This depth of experience in public sector IT support, combined with our understanding of the unique requirements and challenges faced by emergency services organizations, positions Istonish as a knowledgeable and reliable partner, ensuring compliance with strict operational and security standards and addressing the specific IT needs of the Eagle Valley Transport Authority.

To help support public-sector organizations, Istonish maintains Security Operations and Controls (SOC) compliance. Our SOC 2 status is audited annually to ensure that our controls as a service





organization related to security, availability, and processing integrity are defined, documented, and reliably executed.

In summary, Istonish brings the required technical experience along with a deep understanding of the needs of public sector organizations like the Eagle Valley Transport Authority. Our local presence, commitment to collaboration, and track record of supporting similar entities make us the ideal partner to meet and exceed the Authority's IT service expectations.

Having established the key reasons why Istonish stands as the ideal choice for the Eagle Valley Transport Authority's IT services, it is also essential to detail how we initiate our services with a new partner. The following section outlines our comprehensive and tailored approach to onboarding, setting the stage for a successful transition and the establishment of robust, steady-state support services.

PROPOSED SOLUTION & METHODOLOGY

Onboarding Process

Istonish will coordinate an onboarding process involving Eagle Valley Transport Authority stakeholders to gather and document relevant processes, procedures, and information about IT operations. This will include discussions and documentation to ensure a clear understanding of existing technology, processes, configurations, and expectations. Service Level Agreements (SLAs), Key Performance Indicators (KPIs), metrics, and response times are defined. The onboarding process will begin 1-2 weeks after the contract is signed and is estimated to require 6-8 weeks to complete.

Onboarding Approach

The onboarding approach consists of the following key areas:

1. Process & Procedures

Istonish will recommend seamless integration processes, ensuring request and incident management, change management patching and maintenance windows are properly communicated and do not interfere with supported personnel.

2. Communication

Istonish will document stakeholders to be notified, timing, and reasons for all program-related communications to enable fast issue resolutions.

In addition to our regular operational and governance meetings Istonish will participate in the review of the Eagle Valley Transport Authority annual IT budget. This process is designed to ensure Eagle Valley Transport Authority is aware of annual expenses related to the holistic operation of information technology for the organization.

3. Detailed Requirements and Criteria for Success

Clear requirements and criteria for success will be collaboratively defined, assessed, amended, and consistently monitored throughout the project or program.

4. Istonish Labor & Training

Istonish resources are carefully selected, vetted, and provided with appropriate tools and knowledge through enhanced screening, background checks, and structured training.



5. Steady-State Support

Istonish provides ongoing support leveraging a service engine comprised of skilled personnel, ITIL-based services delivery management, exceptional tools and technology, and effective organization, management, and communication.

6. Security and Regulatory Compliance

As part of our support, Istonish ensures that the proper IT and security best practices and frameworks required for Eagle Valley Transport Authority are followed. Istonish will advise Eagle Valley Transport Authority leadership on applicable regulatory requirements and associated IT and security practices. These recommendations seek to ensure cybersecurity insurance and regulatory compliance within the Eagle Valley Transport Authority IT infrastructure.

EVTA Onboarding Projects

While our onboarding approach is universal, each of our clients require additional support throughout onboarding. Those projects specific to EVTA during onboarding include but are not limited to:

Network Architecture, Procurement, and Implementation

In alignment with our commitment to delivering superior IT infrastructure, a key onboarding project for EVTA includes the design, procurement, and implementation of a robust network architecture. While we can procure IT hardware from an assortment of distributors and Value-Added Resellers (VARs), we are also aware that public sector organizations benefit from highly favorable pricing on IT hardware due to government-negotiated rates and contracts. Istonish can collaborate with distributors on behalf of the Authority, ensuring you receive the best possible pricing on all hardware implementations.

While our network engineers are certified by both Cisco/Meraki and Fortinet, they are vendor agnostic when it comes to the architecture of solutions for our clients. We will conduct a holistic assessment of your environment to architect an optimal network solution tailored specifically to the needs of EVTA. By managing the entire lifecycle of this project—from architecture and procurement to implementation—we ensure that EVTA is equipped with a network infrastructure that supports current operational needs and scales for future growth. Included in our onboarding is the configuration of 2 firewalls, 4 switches, and 7 Wireless Access Points (WAPs). We work closely with Eagle County IT for the physical installation, testing, and validation of these devices. The table below illustrates two recent hardware solutions to serve as examples for the Authority.

Solution #1	Est. Price	Solution #2	Est. Price
Cisco Meraki MX67C LTE Firewall	\$960	FortiGate 81F	\$1,430
MS120-24P 24 Port POE Switch	\$2,070	FS-124F-FPOE 24 Port POE Switch	\$1,160
MS120-48LP 48 Port POE Switch	\$2,330	FS-124F-FPOE 48 Port POE Switch	\$1,810
Cisco Meraki MS56 Indoor WAP	\$1,570	FAP-231G Indoor WAP	\$480
Cisco Meraki MR86 Outdoor WAP ¹	\$1,950	FAP-432G Outdoor WAP	\$1,880
Communication Rack, and UPS (varies depending on size/features)			\$1,800

Table 1 – Estimated Equipment Pricing

Note: Prices above are for hardware only; service and support pricing depends on options elected.

¹*This unit may require an up-rated switch to ensure sufficient power.*



Microsoft 365, SharePoint, and File Server Migration

As part of the onboarding process, a Microsoft 365, SharePoint, and file server migration is offered by Istonish with the intent of extracting current SharePoint sites, personnel mailboxes/calendars, files and data from Eagle County IT resources and placed into the EVTA SharePoint and Microsoft 365 instance. This project will be seamlessly managed in conjunction with the onboarding of Istonish services. This ensures a smooth transition to the new IT environment and minimizes disruptions while facilitating the secure transfer of essential data and resources.

Onboarding Project Closure

Onboarding is concluded once Eagle Valley Transport Authority and Istonish stakeholders formally agree by acknowledging formal project closure. Upon acknowledgement, Steady-State services begin.

Steady-State Services

In this section we outline the services we propose implementing, all with the goal of maintaining the operational integrity and efficiency of the Authority while providing an excellent end-user experience.

Tiered Support Services

We are committed to delivering exceptional Tier 1, Tier 2, and Tier 3 support services. Our approach is structured to efficiently address the varied technical needs of the Authority's diverse IT environment, including the management of user endpoints, network infrastructure, and cloud environment.

Tier 1 and Tier 2 Support: Software and Hardware Issues

Our 24/7 US-based Service Desk team is adept at handling Tier 1 and Tier 2 support requests, encompassing software and hardware issues such as application/hardware failure, installation, and usage concerns. Our team is equipped with the latest tools and training to provide rapid remote support, ensuring that the most common issues are resolved promptly and effectively. We utilize a sophisticated ticketing system to track and manage requests, ensuring accountability and timely resolution.

We understand the importance of swift and competent on-site support, especially for issues that cannot be resolved remotely. The option for onsite technical support is provided by the Istonish Field Services team consisting of several remote personnel located throughout Colorado, including the Western Slope (see Figure 1).

Tier 3 Support: Advanced Technical Issues

For more complex and advanced issues classified under Tier 3, such as complex service outages, and configuration issues requiring more specialized support, we escalate these matters to individuals on our engineering team. This team consists of highly skilled systems administrators, network engineers, and security experts. They bring a depth of experience in diagnosing and resolving high-level technical problems, ensuring minimal disruption to the Authority's operations.

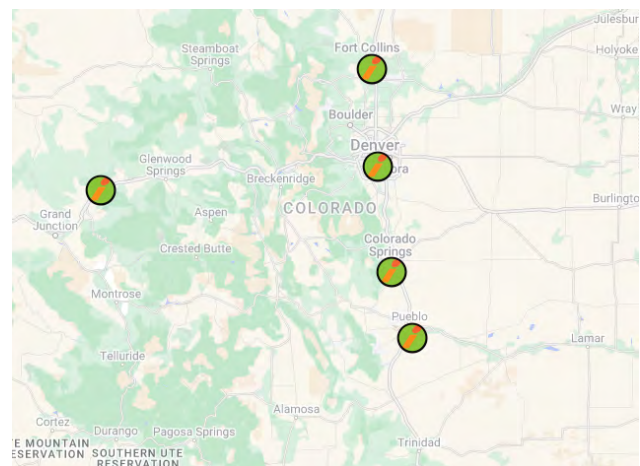


Figure 1 – Colorado Field Tech Locations



Istonish's tiered support structure is designed to deliver comprehensive, responsive, and efficient IT support to the Eagle Valley Transport Authority. Our approach ensures that each level of support is handled by appropriately skilled personnel, whether it's providing immediate assistance for common software and hardware problems or tackling more complex infrastructure and network issues. We are committed to ensuring the highest levels of IT support and service continuity for the Eagle Valley Transport Authority.

Specialized Emergency Services IT Support

To address the unique needs of a 2nd tier emergency services organization, EVTA demands an IT service provider with a comprehensive understanding of the critical nature of its operations along with an agile and responsive approach to the provisioning of services. The essential role of emergency services in public safety and welfare necessitates an IT framework that is both resilient and highly reliable, capable of maintaining operational continuity under any circumstances.

Istonish is uniquely qualified for this role, bringing a wealth of experience and a proven track record in delivering enterprise IT solutions for emergency services organizations. Our experience spans across various settings, but we have carved a niche in serving organizations in the Rocky Mountain West. This is particularly relevant given the unique challenges posed by rural emergency services operations, including but not limited to, geographical isolation, the need for robust and fail-safe communication networks, and the requirement for rapid response capabilities under resource-constrained conditions.

Our approach is built on a foundation of proactive problem-solving, ensuring that IT systems are not just reactive to issues as they arise but are designed from the ground up for resilience, redundancy, and rapid recovery. This includes a comprehensive suite of services from network stability and security, end-user support, and cloud services, to bespoke cybersecurity measures tailored to the high-stakes environment of emergency services.

Istonish's commitment to excellence in emergency services IT support is evidenced by our continuous engagement with the communities we serve, ensuring our solutions evolve in tandem with the changing demands of emergency response operations. Our team is adept at deploying cutting-edge technology solutions that enhance operational efficiency, ensure data integrity, and support the critical mission of emergency services organizations like EVTA.

Istonish's proposal to EVTA is more than a service offering; it is our commitment to partnership, understanding, and excellence in supporting the backbone of community safety and response. Our track record in rural areas underscores our capability and readiness to meet the specialized IT needs of EVTA, ensuring its critical operations are supported by robust, reliable, and responsive IT services.

Cybersecurity, Infrastructure, and Endpoint Management

In our commitment to delivering the highest standards of IT security, Istonish actively collaborates with key organizations such as the Cybersecurity and Infrastructure Security Agency (CISA) and the Colorado-based Homeland Security Advisory Council (HSAC) Cybersecurity Advisory Committee. This collaboration ensures that we stay at the forefront of cybersecurity developments and bring the most up-to-date, effective practices to our public-sector clients, including the Eagle Valley Transport Authority. By engaging with these leading agencies, we ensure that our services not only meet but exceed the evolving security needs of our clients.





Istonish has extensive experience in managing and securing complex IT infrastructures, including the implementation and administration of firewalls, switches, wireless access points, and the integration of cutting-edge security devices and tools. For EVTA, this includes:

- **Monitor and Manage Network Infrastructure:** Utilizing our expertise in handling diverse hardware from Cisco, Juniper, Fortinet, and Dell, we ensure optimal performance and security of network infrastructure.
- **Firewall & Edge Security Management:** Istonish ensures the security of the Eagle Valley Transport Authority's network perimeter with effective firewall and edge security management. We configure, manage, and monitor firewall systems to protect against external threats, maintaining the network's connectivity, integrity, and compliance.
- **Real-time Security Monitoring:** Our SOC as a Service provides real-time monitoring and analysis of aggregated alerting within the Eagle Valley Transport Authority's environment. This service compliments standard endpoint protection capabilities by adding a layer of continuous vigilance, ensuring swift identification and response to any potential security threats.
- **Server and Endpoint Patching:** Istonish is committed to maintaining the highest levels of security for both servers and endpoints within the Eagle Valley Transport Authority's IT infrastructure. Our approach encompasses regular and systematic patching and updates for servers and endpoints, ensuring all systems are safeguarded against the latest vulnerabilities. This proactive patch management strategy is crucial for mitigating potential security risks and maintaining system integrity.
- **Endpoint Detection and Response (EDR):** Istonish provides Endpoint Detection and Response (EDR) for all server and user endpoints in the Eagle Valley Transport Authority environment.
- **Secure Email Gateway:** Istonish enhances email security for the Eagle Valley Transport Authority with a Secure Email Gateway, filtering out phishing, malware, and advanced threats. This ensures the safety and integrity of email communications by applying advanced threat detection and prevention techniques.
- **Proactive Remote Monitoring:** Our team will continuously monitor the Authority's IT environment 24/7, using advanced tools for predictive analysis to prevent issues before they occur.

Active Directory Users and Computers Management

Istonish boasts a wealth of experience in managing Active Directory (AD) services across various environments, including sophisticated cloud-based systems such as Azure AD. For EVTA, our strategy focuses on utilizing the existing Azure AD environment to manage organizational devices, aligning with the highest standards of operational efficiency and security practices.

Our approach to Azure AD management for EVTA includes:

- **Utilization of EVTA's Azure AD Environment:** Directly leveraging the Authority's existing Azure AD setup, we will manage organizational devices without the need for comprehensive assessments or system upgrades. This strategy ensures an efficient, secure, and streamlined management process, fully harnessing the capabilities of cloud-based AD services.
- **Operational and Security Best Practices:** Implementing best practices for device management and security, our team will ensure that EVTA's Azure AD environment is optimized for both performance and protection. This includes managing user access, securing sensitive information, and ensuring devices comply with the latest security standards.
- **Seamless Device Management:** By utilizing Azure AD, we provide a simplified and centralized platform for managing user identities, devices, and access controls. This approach facilitates remote management capabilities, enhances security measures, and supports the flexibility needs of EVTA's operations.



- **Strategic Azure AD Utilization:** Our expertise extends to strategically leveraging Azure AD features to benefit EVTA, including advanced security protocols, seamless integration with other Microsoft services, and support for a diverse range of devices. This ensures that EVTA's IT infrastructure is robust, scalable, and aligned with modern workplace demands.

In adopting Azure AD for device and user management, Istonish commits to delivering an IT environment that supports EVTA's dynamic needs while prioritizing security and operational excellence. This cloud-first strategy underscores our dedication to offering cutting-edge IT solutions that empower our clients to achieve their business objectives with efficiency and reliability.

Endpoint Deployment Services

In today's dynamic IT landscape, organizations of all sizes and scopes require robust endpoint deployment services to keep their operations running smoothly and securely. However, the rate and scale of these needs can vary significantly from one organization to another. To cater to this diverse range of requirements, Istonish offers endpoint deployment as an a la carte service. This flexibility allows us to provide tailored solutions that align precisely with each organization's specific endpoint deployment needs, whether they are extensive and frequent or more sporadic and specialized. Our approach ensures that every organization, including the Eagle Valley Transport Authority, receives the right level of service at the right time.

Our endpoint deployment services have 3 primary facets:

1. Image and Configuration Management.
2. Asset Inventory and Logistics.
3. Request Management.

Initial Image/Configuration Set

As a key component of our onboarding process, Istonish will collaborate with EVTA to develop a customized image and configuration set tailored to the specific needs of the Authority's IT environment. This foundational step involves:

- **Collaborative Development:** Working closely with Authority IT personnel to understand the unique requirements of different departments and roles within the Authority, ensuring the image and configuration set supports all necessary applications, policies, and security measures.
- **Standardization and Efficiency:** The creation of this standardized image set streamlines the deployment and management of endpoints across the Authority, enhancing operational efficiency and ensuring consistency in security and performance.
- **Future-Ready Foundation:** This initial setup lays the groundwork for efficient future deployments, updates, and management, aligning with the Authority's evolving IT needs.

This proactive approach in the initial stages of our partnership ensures that all endpoints are configured for optimal performance, security, and compliance from day one.

Image and Configuration Management

We take security very seriously, and this is reflected in the work we perform for all our clients. Istonish collaborates with EVTA to establish and maintain a standard image and configuration set each time it is



required based on endpoint type. Image and configuration sets include operating system, applications, policies, and configurations that have been approved by EVTA. Once an image and configuration set are approved for a machine type, Istonish keeps the image up to date with all approved patches so that it remains current each time it is deployed on an end user machine.

Asset Inventory and Logistics

Devices are delivered to the Istonish warehouse in Denver, CO for setup and configuration prior to being shipped or delivered to end users. Management of inventory to ensure availability to fulfill incoming requests is a collaboration, and details of this collaboration are finalized during our onboarding process. EVTA maintains ownership of all devices throughout the entire lifecycle. Our approach to asset inventory and logistical management includes:

- Receipt of endpoint hardware at our facility in Denver.
- Unboxing & burn-in of equipment.
- Inventory of equipment.
- Inventory reporting and management.
- New inventory / procurement request processing.
- OEM / vendor management.

The goal of our asset inventory and logistics approach is to ensure supply appropriately matches request demand, each deployment request is fulfilled as efficiently as possible, and that all assets are accurately tracked and reported prior to, during, and after fulfilling deployment requests. All shipments are accompanied by the following information:

- Name of person to receive delivery.
- Address of delivery.
- Department.
- Quantity.
- Identification/serial number(s).

Request Management

Following the ITIL framework, upon receipt of a deployment request, our request fulfillment procedure is executed in such a fashion that each request is deployed within 2-3 business days of receipt. Asset provisioning and deployment is provided by direct Istonish employees. While our deployment process is customizable, the primary steps include:

1. Asset identification.
2. Imaging and configuration.
3. End user profile creation.
4. Validation & testing.
5. Boxing & shipping preparation.
6. Physical dispatch or shipping of equipment to end user.
7. Asset tracking & reporting.
8. New user orientation & acceptance.
9. Request resolution.



Onsite or Remote User Orientation

While Istonish manages the comprehensive process of endpoint deployment, including image and configuration management as well as asset inventory, our deployment fee assumes that endpoints will be configured at our warehouse in Denver, CO. Alternately, Authority personnel may elect to pick up the workstation in the Denver metro area. New endpoints may be delivered to the Authority, or they may be shipped. Should new Authority personnel receiving an endpoint prefer, we are able to provide onsite user setup and orientation services. Onsite user orientations outside of EVTA or the Denver metro area may incur additional expense.

When Istonish ships an endpoint for the Authority, we simply leverage the Authority's shipping account. (E.g., FedEx or UPS.)

EVTA User Security Package

Istonish recognizes that the Authority has several employees that are not assigned an endpoint but share EVTA devices and otherwise participate in the IT infrastructure. We therefore recommend and have provided a package for these personnel that excluded any device-specific licensing. This results in the following inclusions:

- Multi-Factor Authentication.
- Cybersecurity Training.
- Secure Email Gateway.
- 24/7 Service Desk.

Value Addition

Understanding the Authority's openness to innovative solutions, Istonish is poised to offer enhancements that improve efficiency, security, and user experience. We suggest:

- Implementing Advanced Cybersecurity Measures: Introduce cutting-edge security technologies and practices to further bolster the Authority's defense against cyber threats.
- Technology Optimization Assessments: Regularly assess the Authority's IT environment to identify opportunities for improvements or integration of new, cost-effective technologies.

Program Governance

Our program governance approach includes daily or weekly operations meetings along with monthly governance and regular business reviews. This results in efficient ongoing communication and collaboration, ensuring effectiveness and business alignment between Istonish and Eagle Valley Transport Authority stake-holders throughout the program.

Istonish's comprehensive suite of IT services, combined with our collaborative and innovative approach, is tailored to meet and exceed the Eagle Valley Transport Authority's IT needs. Our dedication to excellence and proactive strategies ensure that the Authority's IT infrastructure is not only functional and secure but also poised for future growth and innovation.



SERVICE LEVEL AGREEMENTS

Istonish follows the ITIL framework to calculate issue criticality. Priority is determined in consideration of both the impact (effects of the event) and urgency (required timeliness of resolution) of each event. The table below reflects Istonish’s request priorities and corresponding response Service Level Agreements (SLAs). For this program, SLAs designed to provide the best experience for Eagle Valley Transport Authority.

Priority	Description
P1 - Critical	<ul style="list-style-type: none"> A large number of staff are affected and / or not able to do their job. A large number of customers are affected and / or acutely disadvantaged in some way. Life, limb, and / or Legal Crisis.
P2 - High	<ul style="list-style-type: none"> A moderate number of staff are affected and. Or not able to do their job properly. A moderate number of customers are affected and / or inconvenienced in some way.
P3 - Medium	<ul style="list-style-type: none"> A minimal number of staff are affected and / or able to deliver an acceptable service but requires extra effort. A minimal number of customers are affected and / or inconvenience, but not in a significant way.
P4 - Low	<ul style="list-style-type: none"> A temporary issue that is inconvenient or annoying. Little to no effect on customers.

Table 2 – Priority Descriptions

		IMPACT		
		High Impact on location, department, business unit, or organization-wide	Moderate Multiple users in a single department are adversely impacted	Low Low or no significant imposition to individual or to business
URGENCY	High Outage significantly affecting core business functions	1	2	3
	Moderate Work functions affected, but a work-around is in place	2	3	4
	Low Temporary issue that is an inconvenience or annoyance	3	4	4

Table 3 – Impact/Urgency (Priority) Matrix



Priority	Initial Customer Engagement (During Business Hours)	Initial Customer Engagement (After Hours)	Ticket Update Frequency
P1 - Critical	30 Business Minutes	4 Hours	1 Business Hour
P2 - High	4 Business Hours	6 Hours	1 Business Day
P3 - Medium	1 Business Day	Next Business Day	3 Business Days
P4 - Low	5 Business Days	N/A	5 Business Days

Table 4 – Response Times

Service Desk Key Performance Indicators

As we deliver services across our diverse portfolio of clients, Istonish has established and maintained response times and Key Performance Indicators (KPIs) to align with the goals defined by our clients as Critical Success Factors (CSFs) for their business. CSFs and their associated KPIs are measured regularly and discussed during governance meetings. This enables Istonish to modify our metrics to ensure the best measurement of program delivery and overall client satisfaction.

The service desk KPIs calculated for this solution are tied to the pricing in the pricing provided in this document. Those KPIs are outlined in the table below. These may be negotiated, but changes to KPIs may impact resource requirements and associated pricing. KPI's typically vary by customer, service scope, access provided, and over time. Regular KPI reviews are performed to ensure alignment with service performance goals and objectives.

KPI	Description	Target
First Call Resolution %	% of all incoming requests resolved after the first contact	~75%
Talk Time	Average talk-time for all support calls	~9 Minutes
Abandon Rate	Average % of answerable calls not answered	~7.5%

Table 5 – Remote Service Desk KPIs

To date, our compliance with established service desk metrics exceeds our defined parameters for all our clients, across the board. That said, this is IT – issues occur, and metrics may be impacted. When this happens, the ITIL process shows its value by quickly enabling us to identify the specific issue(s) that impact performance and promptly enact workarounds or permanent fixes to immediately and continually improve service delivery. Without the ITIL foundation, service delivery to the wide array of different clientele we service would not be possible.

Metric Exemptions

Without an appropriate volume of requests or data Istonish cannot guarantee service metrics will always be met. In some conditions it may be impossible to meet specific metrics. For example, when only a small number of monthly calls are placed to Istonish, a single long talk time may impact the overall talk time average to such a degree that this metric is simply not met. For that reason, KPI compliance applies only to the analysis of ≥ 100 data points.



PRICING STRUCTURE

The pricing below includes the described service, service delivery management, reporting, governance meetings, standard reporting, and all tools required to provide these services. All pricing is based upon a 36-month agreement. All pricing provided in this document is subject to a 3.5% annual escalation for Cost-of-Living Adjustment (CoLA). Each CoLA takes effect annually on July 1st.

Onboarding is anticipated to require no more than 60 days, and pricing for onboarding was based on an initial environment consisting of 45 user endpoints, 2 firewalls, 4 switches, and 7 WAPs. Onboarding extending beyond 60 days results in the commencement of monthly billing as outlined in the below.

SERVICE FEES	
SERVICE ONBOARDING	
MANAGED IT SERVICE ONBOARDING	
One-time charge for configuration of systems, tools, & labor for technicians, engineers, and service delivery lead to onboard services as outlined above.	\$15,957
MONTHLY RECURRING CHARGE	
Baseline Monthly Charge for Service Construct	\$2,200
INDIVIDUAL DEVICE / SERVICE CHARGES	
Server Support	\$160 / ea. / m
Firewall Support	\$107 / ea. / m
Switch Support	\$30 / ea. / m
Wireless Access Point Support	\$20 / ea. / m
Endpoint Support	\$85 / ea. / m
User Security Package	\$32/ ea. / m
Endpoint Deployment Fee	\$280 / ea.

Table 6 – Service Fee Detail

Pricing is based on the initial environmental assumptions provided by Eagle Valley Transport Authority. Changes to the environment may result in a change in billing. Environment status and counts is reviewed with Eagle Valley Transport Authority monthly.

Additional Projects

Professional IT resources are available to EVTA at the rates outlined in the table below:

Resource / Skill Level	Hourly Rate
Software Developer / DBA	\$190
Server and Network Engineer	\$180
Security Engineer	\$205
Project Manager	\$165
Field Technician	\$100

Table 7 – Hourly IT Resource Fee Schedule



The rates provided in Table 3 above represent our hourly charge for short-term projects. Improved rates are provided for recurring work and long-term projects. Pricing listed above is revised annually.

At Istonish, all IT projects are led by experienced Project Managers, consistent progress and communication is provided throughout each project.

Onsite travel pricing, if required, is based on current federal IRS/GSA rates.

Payment Terms & Assumptions

50% of Service Onboarding fee is due upon execution of this agreement.

The remaining 50% of Service Onboarding is invoiced upon stakeholder agreement of onboarding conclusion and successful transition to steady state.

Steady-state invoicing occurs monthly for the previous month's charges.

Payment terms are Net30.

Non-Appropriations Clause

All parties acknowledge that Eagle Valley Transport Authority is a governmental entity, and the validity of this contract is contingent upon funds being specifically budgeted and appropriated for the obligations herein described for each budget year covered by this contract. If sufficient funds are not appropriated or allocated for Eagle Valley Transport Authority's performance in accordance with this contract for any fiscal year, this contract shall automatically terminate without penalty, liability, or expense of any kind to Eagle Valley Transport Authority thirty (30) days after written notice of such non-appropriation of funds has been provided to Istonish. Such notice shall be delivered in accordance with the notice provisions set forth below and shall specify the effective date of contract termination due to non-appropriation of funds.

Notice Provisions

Any official contract notices are to be provided to:

Eagle Valley Transport Authority
Attention: Lance Trujillo, Transit Technology and Innovation Manager
3289 Cooley Mesa Rd.
Gypsum, CO 81637

Istonish Inc.
Attention: Controller
5500 Greenwood Plaza Blvd.
Suite 130
Greenwood Village, CO 80111



SIMILAR PROJECT EXPERIENCE / REFERENCES

<i>Network & Server Infrastructure Monitoring / End User Support @ CDHS</i>			
Contact Name	Loni Clark, Sr. Technical Program Manager		
Contract Go-Live	January 2014		
Contact Phone/Email	303-866-3427 loni.clark@state.co.us	Place of Performance	87 Offices Statewide
Types of Projects Managed/Description of Work	<p>Istonish performs and oversees coordinated efforts for the professional support of critical IT infrastructure connecting over every County Department of Human Services (CDHS) office across Colorado. This support includes:</p> <p>24/7/365 Services</p> <ul style="list-style-type: none"> • Monitoring/Alerting for statewide server/network infrastructure. • Critical and Security Incident Response. • Onsite IT rooms, including UPS/router/switches/site servers. <p>8x5 Services</p> <ul style="list-style-type: none"> • Service Desk support. • General office automation troubleshooting. • Asset acquisition, management, inventory, and refresh coordination. <p>Hardware Repair and Service</p> <ul style="list-style-type: none"> • Coordination of reseller services for county purchased equipment. • Workstation image management. • Automated software delivery services. <p>The infrastructure support provided by Istonish to these counties covers all hardware, software, and services that have been previously installed, and that may be installed in the future as part of the support for the CDHS county infrastructure and the Governor's Office of Information Technology future IT and cybersecurity Strategy.</p>		
<i>Network Architecture, Implementation, & Ongoing Support @ History Colorado Museums</i>			
Contact Name	Loni Clark, Director of Business Technology & Innovation		
Contract Go-Live	July 2022		
Contact Phone/Email	303-866-3427 loni.clark@state.co.us	Place of Performance	8 Offices Statewide
Types of Projects Managed/Description of Work	<p>Istonish was awarded the opportunity to architect, procure, and implement a comprehensive statewide network infrastructure to form the backbone for 7 History Colorado Community Museums across the state. This initiative ensures robust support for the museums' critical IT infrastructure, with an emphasis on enhancing connectivity at remote locations and supporting the museums' vibrant event programming and hosting capability. Our services include:</p> <p>24/7/365 Services</p> <ul style="list-style-type: none"> • Proactive Monitoring/Alerting for network infrastructure across all museum sites. 		



	<ul style="list-style-type: none"> • Critical & Security Incident Response to safeguard museum data and IT systems. • Support for IT infrastructure in each museum, including network devices and UPS systems. <p>This project has successfully addressed all previous end-user connectivity challenges and has laid a solid foundation for reliable event support, aligning with the primary objectives to enhance visitor experience and operational efficiency at the community museums. Ongoing support is tailored to adapt to the evolving needs of the museums, incorporating new devices and extending services to additional locations, including the flagship History Colorado Center in downtown Denver. As new technologies are adopted and sites are developed, Istonish's dynamic support structure ensures that the network infrastructure remains cutting-edge, secure, and capable of supporting the museums' mission to enrich the cultural landscape of Colorado.</p>		
Managed IT, End-User Support, and Application Development @ Colorado Parks & Wildlife			
Contact Name	Kirk Teklits, Statewide Business Operations Coordinator		
Contract Go-Live	May 2005 to April 2019 (IT Support) May 2019 (Application Support)		
Contact Phone/Email	303-866-3203 x4349 kirk.teklits@state.co.us	Place of Performance	42 Locations Statewide
Types of Projects Managed/Description of Work	<p>Istonish has been awarded several multi-year IT support and Application Support contracts by Colorado State Parks.</p> <p>The scope of our initial IT Support contract with CPW included:</p> <ul style="list-style-type: none"> • Primary contact for all incoming technology requests, 24/7/365 • Overall responsibility for break/fix, statewide • IMAC functions as they relate to <ul style="list-style-type: none"> ○ Desktop ○ Server ○ Route/Switch Network, WAN, and WAP Support <p>This support was performed in an environment comprised of:</p> <ul style="list-style-type: none"> • >650 infrastructure devices (servers, routers, switches, WAPs, and printers) • >450 client endpoints throughout the State <p>Our most recent contract with CPW (Application Support) includes the continued support and continual improvement of several web and mobile applications used both within State Parks and across 12 western States.</p>		

Table 8 – References



TEAM QUALIFICATIONS AND CERTIFICATIONS

The Authority is set to benefit from a highly qualified and certified technical team brought forth by Istonish. Our commitment to excellence is underscored by our team's comprehensive certifications and years of hands-on experience in the IT industry. The engineers at Istonish hold Fortinet, Cisco, and Microsoft/Azure certifications. These qualifications are not just testaments to our technical proficiency but also our dedication to remaining at the forefront of technology advancements, best practices, and security operations.

To ensure transparency and give EVTA a clear understanding of the expertise they will have access to, we have outlined the years of experience each key technical role brings to the table. This overview demonstrates our team's depth of knowledge and experience, highlighting our capability to meet and exceed the dynamic IT needs of EVTA.

Job Role	Average Experience (Yrs)
Jr. Service Desk Analyst	1-3
Service Desk Supervisor	3-5
Operations Manager	4-6
Jr. Engineer (Net/Sys/Sec)	3-5
Sr. Engineer (Net/Sys/Sec)	4-6

Table 9 – Average Experience by Job Role

This table serves as a snapshot of the collective experience that Istonish team brings to the EVTA project. Our team's diverse skillset and industry-recognized certifications ensure that we are well-equipped to provide comprehensive support, from network management and security to cloud solutions to end-user support.

CONFLICT OF INTEREST DISCLOSURE

This document serves to disclose that Istonish acknowledges the potential for a conflict of interest with regards to the delivery of managed IT services. We hereby affirm that we have made, or will make, a full disclosure of any relationships, holdings, or interests that could potentially result in a conflict of interest. This includes, but is not limited to, personal, financial, or professional interests that may influence, or appear to influence, my judgment or actions involving the company's business decisions or operations.

Istonish is committed to always acting in the best interests of the Eagle Valley Transport Authority, and our personnel agree to recuse themselves from any decisions or discussions where our impartiality might reasonably be questioned due to a potential conflict of interest.

Furthermore, we will comply with all policies and procedures established by EVTA to manage, mitigate, or eliminate conflicts of interest. This includes, if necessary, withdrawing from deliberations or decisions related to any matter where a conflict of interest exists.

This disclosure is made in the interest of transparency and is intended to contribute to maintaining the trust and integrity between Istonish and EVTA.



SERVICE AGREEMENT REDLINES

Istonish has reviewed the Service Agreement and is in general agreement with the language. That said, we appreciate the opportunity to discuss and negotiate on Section 4. (Suspension) to find a mutually protective term in this regard.

BINDING COMMITMENT

By signing this proposal, I, Tom Miller, in my capacity as President of Istonish Inc. (Istonish), hereby affirm that all information provided in this proposal is accurate and true to the best of my knowledge. I am duly authorized to submit this proposal and bind Istonish to the terms and conditions contained herein. I understand that this proposal constitutes a formal offer to provide the services outlined, and if selected, Istonish commits to delivering these services in accordance with the specifications and requirements of the Eagle Valley Transport Authority as detailed in the Request for Proposal (RFP).

This commitment is made in good faith, and Istonish stands ready to enter into a contractual agreement to execute the services proposed, upon selection and in accordance with the terms of negotiation following this proposal's acceptance.

Thomas Miller

Tom Miller, President
Istonish Inc.



SERVICE INCLUSIONS

To directly address Eagle Valley Transport Authority's ongoing IT support needs, Istonish will implement the following solutions. Unless otherwise stated, all fees for services are included with the rates provided in the Pricing section above.

Remote Service Desk

Istonish's service desk will provide reliable and capable handling of technical issues for Eagle Valley Transport Authority personnel 24/7/365. Following are key features of our Remote Service Desk:

- US-based remote endpoint break-fix support.
- Tier 1 & 2 support (24x7).
- Remote desktop assistance.
- Use of IT Service Management (ITSM) ticketing system.
- Call handling platform with skill-based routing & client-specific configurations including custom scripts, virtual hold, voicemail, etc.



End User Computing as a Service

To build upon our remote service desk, Istonish will implement a Remote Management and Monitoring solution for Eagle Valley Transport Authority personnel. The features of this solution include:

- Remote Management & Monitoring.
- Endpoint Detection & Response.
- Monthly patching & reporting.
- Asset management & reporting.

Security Solutions

With the goal of securing each endpoint, infrastructure device, user, and email account in the Eagle Valley Transport Authority environment, the Istonish suite of security solutions includes:

- Remote Management & Monitoring of IT devices.
- Security Operations Center (SOC) as a Service.
- Endpoint Detection and Response (EDR).
- Endpoint encryption.
- Multi-Factor Authentication (MFA) solution.
- Secure Email Gateway service for all Eagle Valley Transport Authority email accounts.
- Web / URL filtering for all personnel.
- Monthly end-user cybersecurity training.
- Policy advisement.

Request & Change Management

Requests initiated by Eagle Valley Transport Authority are submitted to the Istonish Operations Center for review and execution. Customer or Istonish initiated changes:

- The Istonish Change Board meets weekly to review, schedule and approve non-standard changes.
- Schedule for the change will be coordinated with the customer.
- Normal lead time for changes are 7 days.



- Break / fix changes (Incident process) are exempt and performed as needed to restore services.

Endpoint Deployment

As the Eagle Valley Transport Authority team grows, Istonish will image and deliver new endpoints to personnel. Fees for this service are charged per deployed device. This service includes:

- Endpoint Receiving/Logistics (including reclamations).
- Unboxing.
- Imaging.
- Domain integration.
- End-user configuration.
- Application installation.
- Drive encryption.
- New user orientation.

This service also includes endpoint stock management. Istonish recommends keeping a spares inventory appropriate for the environment as the Eagle Valley Transport Authority team grows. This cuts down on delivery times and enables new personnel to be productive as soon as they join your team.

Active Directory as a Service

Istonish will oversee the seamless implementation and ongoing management of a Microsoft Active Directory (AD) system for Eagle Valley Transport Authority personnel. This service will encompass the following key components:

- **Active Directory Deployment:**
Istonish will design and implement the Microsoft Active Directory infrastructure tailored to Eagle Valley Transport Authority' organizational structure and access requirements. This includes setting up domain controllers, organizational units (OUs), user groups, and security policies.
- **User Account Management:**
Istonish will manage user accounts within the Active Directory environment, handling account creation, modification, and deactivation as per Eagle Valley Transport Authority' personnel changes. User access permissions will be assigned based on roles and responsibilities to ensure appropriate data security and access control.
- **Group Policy Management:**
Istonish will configure and maintain Group Policy Objects (GPOs) to enforce security settings, desktop configurations, and other policies across Eagle Valley Transport Authority' endpoints, ensuring a consistent and secure computing environment.
- **Authentication and Single Sign-On (SSO):**
Istonish will implement and manage authentication mechanisms, enabling Eagle Valley Transport Authority personnel to access various IT resources using single sign-on (SSO) credentials, streamlining the login process and enhancing security.
- **Password Management:**
Istonish will enforce password policies, including complexity requirements, expiration periods, and account lockout settings, to bolster the security of user accounts and protect against unauthorized access.
- **Directory Integration:**



Istonish will integrate Microsoft Active Directory with other relevant systems and applications used by Eagle Valley Transport Authority, facilitating centralized user management and access control.

- **Security and Monitoring:**
Istonish will continuously monitor the Active Directory environment for security threats and potential vulnerabilities, promptly responding to any suspicious activities or breaches to maintain a secure IT infrastructure.
- **Backup and Recovery:**
Istonish will leverage the EVTA resources to implement robust backup and recovery strategy for the Active Directory database, ensuring that in the event of data loss or system failure, the Authority's user accounts and configurations can be efficiently restored.
- **Regular Maintenance and Updates:**
Istonish will perform routine maintenance tasks, such as patch management and system updates, to keep the Active Directory environment up-to-date and protected against known security vulnerabilities.

By managing the implementation and ongoing administration of Microsoft Active Directory, Istonish aims to provide Eagle Valley Transport Authority with a reliable and secure directory service, enabling efficient user management, access control, and centralized IT administration.

Management of Microsoft 365 Licenses:

Istonish will take responsibility for managing Microsoft 365 licenses for Eagle Valley Transport Authority, ensuring seamless access to essential productivity tools, including Microsoft Teams, OneDrive, and SharePoint. The following aspects will be covered under this service:

- **License Procurement and Provisioning:**
Istonish will handle the procurement and provisioning of Microsoft 365 licenses on behalf of Eagle Valley Transport Authority. This includes selecting appropriate licensing plans based on Eagle Valley Transport Authority's specific requirements and ensuring licenses are assigned to the relevant users.
- **User License Management:**
Istonish will manage user licenses, monitoring user assignments, and making adjustments as needed to accommodate changes in Eagle Valley Transport Authority's personnel or licensing requirements.
- **Microsoft Teams:**
Istonish will facilitate the setup and configuration of Microsoft Teams for Eagle Valley Transport Authority's users, enabling seamless communication, collaboration, and virtual meetings within the organization. This includes creating Teams channels, managing permissions, and integrating with other Microsoft 365 services.
- **OneDrive for Business:**
Istonish will configure and manage OneDrive for Business for Eagle Valley Transport Authority's personnel, providing secure cloud-based storage for individual users to store, sync, and share files, promoting efficient collaboration and data accessibility.
- **SharePoint Online:**
Istonish will set up and administer SharePoint Online for Eagle Valley Transport Authority, creating team sites, libraries, and lists, facilitating organized content management and collaboration among teams.
- **License Compliance and Reporting:**
Istonish will ensure compliance with Microsoft licensing agreements and provide regular reports to Eagle



Valley Transport Authority on license usage and consumption, helping optimize license allocations and control costs.

- **License Renewal and Upgrades:**
Istonish will monitor license expiration dates and assist with the timely renewal of Microsoft 365 licenses to prevent service interruptions. Additionally, as Eagle Valley Transport Authority' needs evolve, Istonish will provide guidance on license upgrades or changes to meet their evolving requirements.
- **License Optimization:**
Istonish will work closely with Eagle Valley Transport Authority to analyze their usage patterns and provide recommendations for license optimization, ensuring that the organization maximizes the value of its Microsoft 365 subscription.

By managing Microsoft 365 licenses, including Microsoft Teams, OneDrive, and SharePoint, Istonish aims to enable Eagle Valley Transport Authority to leverage the full potential of these productivity tools, promoting efficient collaboration, data management, and communication across the organization.

SERVICE EXCLUSIONS & ASSUMPTIONS

The following services or tasks are not included in our service offering.

- Istonish's services will not include physical on-site support unless specifically requested and agreed upon in advance.
- Unless specifically included in this document, hardware, license, and software procurement costs are the responsibility of Eagle Valley Transport Authority and will be billed separately.
- As the requested shipping times for endpoint deployment inevitably vary, service does not include shipping fees. Istonish will use an Eagle Valley Transport Authority shipping account for the delivery of endpoints.



APPENDIX 1: OBSERVED HOLIDAYS

Istonish will observe the following holiday schedule in the determination of business or after-hours.

Observed Holidays

New Year's Day: January 1

Birthday of Martin Luther King Jr.: Third Monday in January

Washington's Birthday: Third Monday in February

Memorial Day: Last Monday in May

Independence Day: July 4

Labor Day: First Monday in September

Thanksgiving Days: Fourth Thursday and Friday of November

Christmas Day: December 25

Table 10 – Holidays

Exhibit C – EVTA Managed Service Provider (MSP) RFP

EAGLE VALLEY TRANSPORTATION AUTHORITY

Request for Proposals ***Managed Services Provider (MSP)***

Issue Date: February 21, 2024
Proposals Due: March 20, 2024 @ 12:00pm MST

This Request for Proposal (RFP) has been published through EVTA's official website, which may be accessed at the following address: www.evta.org. Any modifications to this RFP or addenda pertaining to this RFP will be published to the EVTA website, and all proposers are responsible to periodically check the EVTA website for relevant updates prior to submission of the proposal.

EVTA RFP CONTACT INFORMATION:

Lance Trujillo
EVTA Innovation & IT Director
Lance.Trujillo@EVTA.ORG

1. Introduction

- 1.1. The Eagle Valley Transportation Authority (“Authority”) was formed by a vote of the registered electors of the Town of Avon, Town of Eagle, Town of Minturn, Town of Red Cliff, Town of Vail, Beaver Creek Metropolitan District, and Eagle County in the November 8, 2022 general election, pursuant to the Colorado Regional Transportation Authority Act, C.R.S. 43-4-101. et. seq. The purpose of the EVTA is to finance, construct, operate and maintain a regional transportation system. Interested providers are encouraged to read the EVTA IT Profile included in this RFP.

The Authority is seeking proposals from qualified MSPs to perform the services described in this RFP.

2. Objectives

The primary objectives of engaging an MSP include:

- 2.1. Ensure the stability, security, and optimal performance of our IT systems.
- 2.2. Enhance the overall efficiency and effectiveness of IT operations.
- 2.3. Provide timely and effective technical support to end-users.
- 2.4. Align IT services with business goals and objectives.
- 2.5. Foster innovation and scalability in IT solutions.

3. Scope of Work

While this scope is comprehensive, the Authority encourages the Proposer to describe and include any value-added services, features and/or benefits it offers.

The MSP is required to provide the following services 24 hours a day 365 days a year:

3.1. Network Management:

- 3.1.1. Proactive monitoring of network infrastructure.
- 3.1.2. Configuration and maintenance of routers, switches, Wi-Fi access points, and firewalls.
- 3.1.3. Performance optimization and troubleshooting.

3.2. End-User Support:

- 3.2.1. Helpdesk services for end-user technical support
- 3.2.2. Deployment of 40 endpoints with the option to add more as needed.
- 3.2.3. Endpoints can be a combination of Windows 11, Chromebook and Apple MacBook devices.
- 3.2.4. Software installation for third party systems
- 3.2.5. Remote assistance and troubleshooting
- 3.2.6. Continuous user training on new technologies & Microsoft 365

3.3. Security Services:

3.3.1. Implementation of robust cybersecurity measures.

3.3.2. Continuous monitoring for potential threats.

3.3.3. Incident response and vulnerability management.

3.4. Cloud Services:

3.4.1. Management of cloud infrastructure and services.

3.4.2. Migration and optimization of cloud resources.

3.4.3. Ensure data integrity and availability.

3.5. Reporting and Documentation:

3.5.1. Regular reporting on system performance and security.

3.5.2. Comprehensive documentation of configurations and processes.

3.5.3. MSP will build and manage Microsoft Entra ID (Active Directory) for the Authority

4. Proposal Submission

Interested MSPs are requested to submit their proposals by March 20, 2024 at 12pm MST. Submissions should include the following:

4.1. Cover letter stating the name of the vendor, address, phone number, website URL, and contact person's name and email.

4.2. Executive Summary, including a clear, concise statement of the vendor's understanding of the required services and a summary of the partnership the vendor envisions with the Authority

4.3. Company Overview and Experience

4.4. Proposed Solution and Methodology

4.5. Service Level Agreements (SLAs)

4.6. Pricing Structure

4.7. Similar Project Experience and/or References

4.8. Team Qualifications and Certifications

4.9. Written disclosure of any known potential conflicts of interest that may result during the course of performance of the services.

4.10. Comments and requested revisions to the form of Services Agreement ("Services Agreement") circulated in connection with this RFP, including without limitation the insurance requirements. Post-award comments to the Services Agreement not included in the proposal shall not be considered.

- 4.11. The proposal must be signed manually or electronically by an officer or person qualified to bind the vendor.

Proposals must be submitted via email in PDF format, clearly designated with the email subject line “EVTA Managed Services Provider RFP” to:

Lance Trujillo
EVTA Innovation & IT Director
Lance.Trujillo@EVTA.org

Proposals without the proper subject line, in the wrong format or proposals that are submitted after the deadline may not be considered.

Proposals may be withdrawn within 48 hours of their submission. Following the 48-hour withdrawal period, proposals are binding on the vendor for a period of 60 days.

5. Questions

All questions surrounding the RFP will be addressed during the on-site visit listed in the timeline section of this RFP.

6. Evaluation Criteria

The Authority will evaluate all proposals that conform in all material respects to the requirements contained in the RFP. The Authority may use a numerical valuation system to weigh the following criteria and rank the proposals. Proposals will be evaluated based on the following criteria:

- 6.1. Relevant Experience and Track Record
- 6.2. Technical Solution and Methodology
- 6.3. Price (the Authority is not required to select the lowest bid)
- 6.4. SLA Compliance
- 6.5. References and Similar Project Experience
- 6.6. The ability to provide all the services listed in the scope of work
- 6.7. Any other criteria deemed material by the Authority

7. Procedure for Selecting Proposal

The proposals are expected to be evaluated by EVTA Staff, which will make a recommendation to the Authority’s Board of Directors. As part of its evaluation process, the Authority may request clarifications and additional information, conduct customer reference checks, require a subset of finalist vendors to make a presentation to the Authority’s selection team and/or Board, hold multiple rounds of review with a limited group of proposers, and take any other action necessary to perform a thorough and objective evaluation of each proposal.

In the event that the Authority elects to accept a proposal, it shall accept in writing the proposal that, in its estimation, will best serve the interests of the Authority.

Subsequent to the proposal due date, the Authority reserves the right to negotiate (i) terms and conditions of the Services Agreement with a vendor(s), and (ii) modifications to a proposal with a single vendor without obligation to negotiate similar modifications with other vendors.

The Authority further reserves the right to reject any and all proposals, waive any and all formalities, disregard all nonconforming, non-responsive or conditional proposals, and terminate, modify, or suspend the RFP process. This RFP does not commit the Authority to award a contract.

8. Timeline

- 8.1. RFP Release Date: February 21, 2024
- 8.2. On-site Tour: March 5, 2024 | 1pm-4pm MST | 3289 Cooley Mesa Road Gypsum, CO 81637. Please RSVP to the person listed on the cover page of this RFP. Proposal Submission Deadline: March 20, 2024 @ 12:00pm MST
- 8.3. Evaluation Period: March 20 – April 1, 2024
- 8.4. Expected date by which a recommendation will be made to the Authority Board: April 10, 2024
- 8.5. Start of Contract: April 15, 2024

9. General Terms & Conditions

- 9.1. Interested Parties. All interested vendors are invited to submit a proposal in accordance with the terms, conditions, and specifications contained herein.
- 9.2. Controlling Terms. In the case of any conflict between the RFP and the Services Agreement, as may be modified subject to the terms of this RFP, the terms of the Services Agreement shall control.
- 9.3. Pre-Contractual Expenses. The Authority assumes no liability for payment of any pre-contractual expenses incurred by prospective vendors, including but not limited to costs incurred in the preparation or submission of proposals.
- 9.4. Tax Exemption. The Authority, as a political subdivision of the State, is exempt from sales and use taxes. Following the award of proposal, a tax exemption certificate will be furnished by the Authority upon request by the successful vendor.
- 9.5. No Obligations. This RFP does not obligate the Authority or the selected vendor to provide any services or make any payments unless and until a contract is signed and approved by both parties. This RFP requires a separate written contract to be prepared in substantially the same form as the attached Services Agreement.
- 9.6. Non-Discrimination. The vendor, by submitting a proposal, agrees to not unlawfully discriminate against any employee, or applicant for employment, of the vendor or the Authority or any member of the public on the basis of disability, race, sex, age, national origin, religion, sexual orientation, gender identity or expression, marital or military status, pregnancy, political affiliation or any other status protected by federal or state law.

- 9.7. Governing Law. The laws of the State of Colorado shall govern this RFP. Venue for any dispute arising out of or relating to this RFP shall be in the State of Colorado District Court for the Fifth Judicial District.
- 9.8. Public Record. All proposals submitted will become property of the Authority and may be subject to public disclosure pursuant to the Colorado Open Records Act, § 24-72-200.1, et seq., C.R.S.

10. EVTA IT Profile

The Authority will share the Eagle County Government facility located at 3289 Cooley Mesa Rd, Gypsum, CO 81637. This facility will be the location for all the network equipment. The office space is currently wired for Eagle County Government use by Eagle County IT and portions of this network will be available to restructure for the Authority. This location does not currently have any server rack or environmentally controlled enclosures.

The Authority will utilize local Internet Service Provider (ISP) connections at the facility to provide internet connectivity to staff.

The Authority technology is focused on Intelligent Transit Systems (ITS) software and hardware. These components are essential to the transit operations. The MSP responsibilities will be constructed to help support these technologies while also providing daily business technology needs.

The Authority Technology staff is comprised of the Director of Innovation and IT as well as two ITS Technicians that manage on board bus ITS components.

The Authority will hire employees as needed, but it is expected that most of the Eagle County ECO Transit employees will be migrated to EVTA employees by the end of 2024.

Enterprise Mobility + Security G3 GCC and Office 365 G3 GCC licenses will be provided by the Authority and purchased through Statewide Internet Portal Authority (SIPA).

Exhibit D – Certificate of Insurance

CERTIFICATE OF LIABILITY INSURANCE

4/01/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).

PRODUCER: Propel Insurance, 805 SW Broadway; Suite 2300, COM Middle Market, Portland, OR 97205-3363. CONTACT NAME: Cassandra Messmer, PHONE: 800 499-0933, FAX: 866 577-1326, E-MAIL ADDRESS: Cassandra.Messmer@propelinsurance.com. INSURER(S) AFFORDING COVERAGE: INSURER A: The Phoenix Insurance Company (NAIC # 25623), INSURER B: Travelers Property Casualty Insurance C (NAIC # 36161), INSURER C: Endurance American Insurance Company (NAIC # 10641).

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

Table with 7 columns: INSR LTR, TYPE OF INSURANCE, ADDL INSR, SUBR WVD, POLICY NUMBER, POLICY EFF (MM/DD/YYYY), POLICY EXP (MM/DD/YYYY), LIMITS. Rows include Commercial General Liability (ZLP91N705422315), Automobile Liability (BA1X175288), Umbrella Liab (CUP1X180065), Workers Compensation and Employers' Liability, and Cyber Liab (EK3450807).

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER: Eagle Valley Transportation Authority, 3289 Cooley Mesa Rd, Gypsum, CO 81637. CANCELLATION: SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE: Jim Baker

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To: The Eagle Valley Transportation Authority Board

From: Scott Robinson, EVTA Deputy Director

Meeting Date: April 24, 2024

SUBJECT: EVTA Mission & Vision

RECOMMENDED ACTION: Approve EVTA Mission & Vision as presented.

BACKGROUND

In 2023, the Board created a draft of the mission and vision statement for EVTA. As part of the EVTA branding project, which kicked off in February 2024, a new mission and vision were requested that aligned with the brand foundations being created as part of the project.

The heart of an organization is embodied in its mission and vision statements. The mission declares the organization's purpose, outlining what it seeks to achieve, whom it serves, and how it provides value in the present. In contrast, the vision projects a future aspiration, painting a picture of what the organization strives to become or the impact it wishes to make in the long term.

These statements intertwine the organization's core values and aspirations, ensuring every action taken supports the mission and aligns with the vision.

Staff presented a mission and vision at the April 10, 2024 board meeting and received direction to explore new ways to identify our service population without using the words 'Eagle County'. The brand creative team met and discussed the options presented below for board consideration.

EVTA MISSION STATEMENT

*We will provide everyone in **our community** with user-friendly transportation solutions that are safe, rewarding & reliable.*

EVTA VISION STATEMENT

*We will become the #1 choice for getting around **our region** because our services are so outrageously beneficial.*

FINANCIAL CONSIDERATIONS: NONE

ATTACHMENTS: NONE