Q-10888

City of Latrobe

Routeware

Routeware

Routeware, Inc.
16525 SW 72nd Ave.
Portland, OR 97224

Order	Q-10888
Good Through:	Feb 16 2025
Payment Terms:	Net 30
Term	36 MONTH

Ship To
Terry Carcella
City of Latrobe
901 Jefferson St
Latrobe, Pennsylvania 15650
United States
tcarcella@cityoflatrobe.org

Bill To
City of Latrobe
901 Jefferson St
Latrobe, Pennsylvania 15650
United States

Salesperson	Phone	Email
Lauren Lum		lauren.lum@routeware.com

Statement of Confidentiality & Non-Disclosure

This document contains proprietary and confidential information. All information and data submitted to City of Latrobe is provided in reliance upon its consent not to use or disclose any information contained herein except in the context of its business dealings with Routeware, Inc. The recipient of this document agrees to inform present and future employees of City of Latrobe who view or have access to its content of its confidential nature. The recipient agrees to instruct each employee that they must not disclose any information concerning this document to others except to the extent that such information is generally known to, and is available for use by, the public. The recipient also agrees not to duplicate or distribute or permit others to duplicate or distribute any material contained herein without Routeware, Inc's express written consent. Routeware, Inc retains all title, ownership and intellectual property rights to the material and trademarks contained herein, including all supporting documentation, files, marketing materials, and multi-media.

Routeware

SERVICES

PRODUCT	UNIT	QTY	UNIT PRICE	EXTENDED
SmartCity Professional Services	EACH	30	$225.00	$6750.00

SERVICES TOTAL (USD): $6,750.00

RECURRING SUBSCRIPTIONS

PRODUCT	UNIT	QTY	UNIT PRICE	EXTENDED
SmartCity Base Fee	YEAR	3	$342.00	$1026.00
Solid Waste Operations	YEAR	3	$1824.00	$5472.00

SUBSCRIPTIONS TOTAL (USD): $6,498.00

Payment Terms -

Software Fees are invoiced thirty (30) days after the Contract Start Date (the Effective Service Date).

Recurring Subscriptions shall be invoiced annually in advance, commencing on the Effective Service Date and on each successive anniversary thereof.

For all other services, Company will submit invoices for services to the Customer by the 10th of the month following the month in which Company provided services and Company's invoice will have a date, an invoice number, a purchase order number and a description of the goods or services.

Sourcewell Account #
28868

Terms & Conditions Information

This Order and all products and services herein are subject to and limited to the terms and conditions located at https://www.routeware.com/Clients. Any purchase orders issued in response to this Order, will be deemed acceptance of such terms.

https://www.routeware.com/Clients Password: RWClient1!

Prices are exclusive of any federal, state, or local taxes. The customer is responsible for all federal, state, and local taxes.
This system requires a specific server to operate Routeware software, which may need to be purchased separately.
This system requires cellular connectivity for each vehicle which may need to be purchased separately.
If route sequencing by Routeware is a requirement, additional professional services fees may apply.
On-Board Computer software is sold as a perpetual license, allowing the license to be activated on replacement hardware.
Any lapse in support voids perpetual license.
Pricing does not include freight cost or travel expenses, which will be invoiced as they are incurred.

SOW Additional Term

A mutually agreed-upon Statement of Work (SOW) for the implementation is required prior to contract execution.

The hours included in this order and the accompanying Statement of Work represent our best estimate of hours required for the Project, based on our experience. You understand and agree that actual fees may differ. All fee and timeline estimates are based on the information provided to us to-date, including your system requirements and resource allocations. It does not account for presently unknown circumstances that create uncertainty. These include, for example, your level of participation, complexity of your processes and requirements, unknown system and data elements, changes in scope of work, changes in assumptions, delays caused by you or third parties, or other conditions outside of our reasonable control. We will notify you if we expect to exceed cost or timeline estimates, and this will be addressed through the change order process described below.

We will work with your Project Manager to help manage the scope of the Services within the estimate provided. However, both parties acknowledge and agree that actual fees may differ from this estimate. If we determine there has been a change in or unsuccessful completion of responsibilities or assumptions set forth in this Proposal, a change order may be required. In addition, any Project changes, including to address unknown circumstances, additional work requested by you or changed requirements, will require a Change Order. Change Orders may also impact the Project timeline. You understand that, in all instances, Routeware's compensation will be based upon the work actually performed and expenses actually incurred.

Accounts Payable Details:

Name: _____

Title: _____

Email: _____

Phone: _____

IN WITNESS WHEREOF, the Parties to the Order Form has caused it to be executed by their authorized officers as the day and year of the signatories below.

City of Latrobe

Signature: _____ Date: _____

Name (Print): _____ Title: _____

Purchase Order Details:

Purchase Order number: _____

Issuance of Purchase Order ("PO") in lieu of signature denotes acceptance of Order Form by Customer. Receipt of complete and accurate PO is required prior to Order execution.

Routeware, Inc, and Affiliates

Signature: _____ Date: _____

Name (Print): _____ Title: _____

Please sign and email to Lauren Lum at lauren.lum@routeware.com

FOR INTERNAL USE ONLY
Reviewed By:

Routeware

16525 SW 72nd Ave.
Portland, OR 97224
www.Routeware Inc..com

(503) 906-8500 | Corporate Offices
(877) 906-8550 | Toll Free
(503) 906-8544 | Fax

STATEMENT OF WORK

Purpose

This statement of work ("SOW") and any addenda attached hereto, sets forth the deliverables associated with the Routeware Inc. implementation of licensed software/subscription services (hereafter "Product" or "Services") as determined by the applicable Master Sales and License Agreement and Professional Services Agreement, hereafter "Agreement", executed by the City of Latrobe, PA ("Licensee" or "Customer" or "Subscriber") and Routeware Inc. ("Licensor" or "Provider").

This SOW and attached Addenda set forth the scope and objectives, project stages, project governance and objectives, gate checks and lifecycle stages, and change management, applicable to the implementation of the Product or Services as further identified within the Routeware Inc. line of business below:

Select Routeware OR Smart City.

- ☐ **Routeware (RCC)**
    - ☐ **rwMobile Driver App**
    - ☐ **eMobile Driver App**
- ☒ **Smart City**
- ☐ **Data Workshop Services**
- ☐ **EasyRoute (ER)**
    - ☐ **Optimization Consulting**
    - ☐ **License and Training**
- ☐ **ReCollect**
    - ☐ **Small Implementation**
        - ☐ **Collection Calendar**
        - ☐ **Waste Wizard**
        - ☐ **Sorting Game**
            - ☐ **Custom Artwork**
        - ☐ **Mobile App**
    - ☐ **Large Implementation – The addition of the features below triggers Large Implementation**
        - ☐ **Special Collections**
        - ☐ **Cart Request**
- ☐ **Recyclist Program Tracker**
- ☐ **Compliance Publishing**

Routeware Inc.'s Gate Checks

Routeware Inc. will develop a project plan to manage the implementation lifecycle and to report on progress. Any requests for deviations to the project plan will be documented, reviewed, and approved by the respective project managers for the Customer and Routeware Inc. In addition, a summary of requested changes will also be reviewed during the scheduled gate check reviews. Changes must be mutually approved by both parties.

As part of its standard and proven project execution, Routeware Inc. will structure the project into several phases designed to ensure success. Routeware Inc. will work collaboratively with the Customer to develop a plan that details requirements, assigns responsibilities, and sets due dates – to best achieve the goal of meeting the designated go-live date with a minimum of business disruption. From the onset of the project, Routeware Inc. will assign a core implementation team.

Routeware Inc. will execute gate check reviews at the completion of the Discover, Design, and Deploy stages of the project lifecycle. The gate check reviews provide the following:

Stage 1 - Discover

The Discover stage includes the comprehensive planning and resource scheduling for the duration of the project, including a review of the approach and governance, the cadence for status reporting, and clarification of roles and responsibilities for Routeware Inc. and Customer project team members. It also includes the requirements confirmation interview, documentation, and approval, along with the initial solution configuration based on Routeware Inc.'s best practices for a specific Customer's needs, and the import of Customer data.

Stage 2 - Design

The "future state" is documented, reviewed, and approved by the Customer, including a validation of the data imported, upon which time the environment is provisioned, the solution installed, and the Customer provided access to the solution. There will be progressive "targeted" training and begin the solution familiarization process for key users, along with the creation of a validation plan to be used during the Deploy stage. The Routeware Inc. team performs an internal verification that the solution, as configured, is operating properly, and aligns with the approved requirements and future state configuration, reaching the milestone referred to as being "solution complete".

Stage 3 - Deploy

The Deploy stage includes scenario-based training, followed by the Customer's end-to-end validation of the solution across business scenarios/use cases identified and configured during the Discover and Design stages. Scenario-based training - typically conducted with Customer-identified "super users" - follows a tell, show, do model, where the individual delivering the training outlines the scenario, then demonstrates the scenario, and finally the super users complete an end-to-end example themselves using the "happy path", a clean, well-executed process without exceptions. Upon completion of the validation plan, the milestone of "solution acceptance" is confirmed by the Customer. At go-live there is final training and practice for end users and drivers, with a focus on what a user needs to do in the system to complete the duties of a particular role, including handling of typical "operational exceptions" encountered on a day-to-day basis. The final system cutover is performed and Routeware Inc. aids the Customer during the go live event and stabilization period, helping to triage, manage and resolve issues that may arise, followed by a transition to support, and project closeout.

Services

The scope of Services outlined below provides a breakdown of the key components and gate checks of the Routeware Inc. implementation and the corresponding deliverables provided by Routeware Inc. and the Customer.

	Routeware Inc. Deliverables	Customer Deliverables
Discover	Key activities include: • Project kick-off • Develop implementation plan/key milestones • Complete pre-implementation documents • Review, document, and approve business requirements: o Scenarios	Key activities include: • Define/assemble project team • Project planning • Define measures of project success Key deliverables include: • Process questionnaires

	○ Reporting ○ Integrations ○ Data workshop/Data import **Key deliverables include:** - Draft project plan - Session agendas - Documented business requirements - Environment provisioning/solution installation	- Provide documented process to model recommended configuration - Provide sample data sets
Design	**Key activities include:** - Define, configure, document and approve future state - Conduct status meetings - Update project plan - Install solutions(s) - Targeted training on data maintenance, transactions etc. - Solution familiarization exercises - Drafting solution validation plan - Creation of scenario-based training plan - Conduct status meetings **Key deliverables include:** - Data import (3 imports into test environment) - Solution configuration ○ Users ○ Customers ○ Equipment ○ Routes ○ Codes ○ Other applicable data - Session agendas - Targeted training - Final solution configuration - Design gate check - Project plan revisions	**Key activities include:** - Customer completes recommended Product training - Attend all system configuration sessions - Complete all action items after each system configuration session - Required configuration and testing - Internal process review - Attend all design sessions - Complete solution familiarization exercises - Attend all status meetings - Begin work on change management activities **Key deliverables include:** - Approved business requirements - Provide data for import ○ Accepted file formats include .csv or .xml ○ Updated data sets as required - Approved future state configurations - Enumeration of test plans - Solution familiarization activities - Data maintenance - Transaction practice - Solution validation - Usage documentation and/or standard operating procedures (SOPs) - Approval/sign-off
Deploy	**Key activities include:** - Scenario-based super user training - Solution validation (user acceptance testing, UAT) - Creation of end-user training plan - Solution acceptance milestone - Conduct status meetings - Update project plan	**Key activities include:** - Solution validation activities - End-user training plans - Approval/sign-off - Solution acceptance **Key deliverables include:** - End-user training and practice

- End-user training and practice - Go-live cutover - Issue management and stabilization - Transition to support - Project closeout **Key deliverables include:** - Scenario-based training - Readiness gate check - Project plan revisions - Go-live cutover and stabilization assistance - Issue management and resolution - Transition to support - Project closeout	Issue triage and management

Recommended Product Implementation Order

DISCLAMER:

- All implementation durations noted below are estimates based on previous implementation projects. Timelines for your implementation of each system will vary based on several variables including, but not limited to, data quality, resource availability, and the size/complexity of your operation.
- Routeware's implementation teams will always prioritize quality over speed and will provide and maintain a detailed project plan based on your particular needs and goals.

1. **Data Workshop**

   Completion Time: 4-12+ weeks depending on data quality and integrity.

   - Routeware's Project Management and Implementation resources in conjunction with Routeware's data experts will work in collaboration with your project team to acquire the data required for system configuration from your legacy system in its current state.
   - Routeware's data experts will map your data to configure your new system.
   - Routeware's implementation team will work with your project team to validate this data work before and after it's imported.
   - Routeware's project team will work with your project team to create a "Go-Live data refresh" plan to ensure data is refreshed as close to go-live as possible.

   Note: While Routeware can map your data to the new system, Routeware's ability to "Clean" legacy data is limited. Your resources may be required to make adjustments to data within the legacy system.

2. **Customer and Operations Management – Smart City, Routeware Control Center**

   Implementation Time: Date Validated and Complete + 12 weeks

   - Source of truth for all data related to customers and operations.
   - These systems will integrate with and/or supply nearly all of the data that additional Routeware products require.
   - These systems are the "heaviest lifts" to implement in the Routeware product suite. "It's all downhill from here."
   - These systems are set up in the image of "How the organization operates today" while keeping potential final state changes to the operation in mind.
     - Routeware recommends not making any unnecessary changes to existing operational processes to avoid undue stress on end users. E.g. If you're planning to optimize your route

plans and implement on-board computers for drivers as a part of this project, Routeware strongly recommends not implementing both at the same.

- o Routeware's Project Managers will assist your operation with planning the best steps for getting from where you are today to your desired final state.

3. **Route Optimization – EasyRoute License & Training**
Implementation Time: 6-8 weeks
   - Routeware recommends implementing EasyRoute upon the completion of the Customer and Operations management system.
   - Data stored in and collected during the use of the chosen Customer and Operations Management system will be imported to EasyRoute as a foundational starting point for rebalancing and optimizing collections operations.
     - o For example, EasyRoute accounts for numerous variables to calculate projected route plan statistics. If the Customer and Operations Management system has been in active use for a period of time prior to implementing EasyRoute these variables can be populated on a granular level based on your operation's actual production data where-as these variables would have to be populated with assumed values without the Customer and Operations Management system in place. Do you know exactly how fast your drivers can dump all of the containers on any given street segment? We will.

4. **Compliance Tracking – Recyclist, Compliance Publishing**
Implementation Time: 6-8 weeks
   - Implementing Recyclist can technically be done at any time in parallel with other products assuming your implementation resources have enough bandwidth. However, Routeware recommends kicking off the Recyclist implementation following the completion of the Customer and Operations Management system.

5. **Customer Communication & Education – ReCollect**
Implementation Time: 6-12 weeks depending on modules purchased.
   - ReCollect can technically be implemented at any time in parallel with other products assuming your implementation resources have enough bandwidth. However, depending on the ReCollect modules purchased, ReCollect will work in concert with your Customer and Operations Management system and as such Routeware recommends starting the ReCollect Implementation following the Customer and Operations Management system implementation to avoid duplication of effort in the provisioning processes.

Assumptions
- All data to be imported will be provided in the Routeware Inc.-approved .csv, .sql or .xml format, and will not require transformation during the import process.
- The Customer will provide adequate resources and key decision makers required to meet tasks associated with implementation milestones.
- The Routeware Inc. project manager will be the primary contact throughout the project, will coordinate the efforts of implementation consultants and subject matter experts (SMEs) throughout the project, and will establish a cadence of status meetings with the Customer.
- The data import process will validate the integrity of the data, and exceptions provided back to the Customer for resolution prior to final import.

Out of Scope

- Interfaces – No interfaces to 3rd party applications are included in this Scope of Work.
  - If an interface to a 3rd party technology solution is required a secondary SOW will be drafted following process discovery and technical scoping conversations including Routeware, the customer, and the 3rd party technology provider.

- Custom Reports – Reporting is robust across all Routeware Inc. solutions. If you require unique custom reports, those will be scoped separately with an estimate for your consideration.
- Customized development work to any Routeware system.
- Development of non-standard workflows, use cases, or business practices.
- Development of non-standard training documents

SOW Change Order

Changes to a SOW will require a written change order signed by the parties prior to implementation of the changes. Such changes may include, for example, changes to the scope of work and any corresponding changes to the estimated fees and schedule for the performance of the applicable Services. Upon Routeware Inc.'s receipt of a change order request from the Customer, Routeware Inc. will promptly notify the Customer if Routeware Inc. believes that the change order request requires an adjustment to the fees or to the schedule for the performance of the applicable Services. In such an event, the parties will negotiate in good faith a reasonable and equitable adjustment to the fees and/or schedule, as applicable. During such negotiations, Routeware Inc. may continue to perform Services pursuant to the existing SOW and will have no obligation to perform Services pursuant to the change order request unless and until the parties have executed an applicable change order. Any time and materials that are required to evaluate a change order request are billable at Routeware Inc.'s then-current standard rates.

Pricing

An estimate for the Routeware Inc. Professional Services stated herein is set forth in the Order Form(s) # Q-10888 and is based on time and materials required as related to the Product or Service, Routeware Inc.'s current understanding of the Customer's business requirements, and the expected future state of the project or a fixed fee. Any new SOW or changes or requests for additional Services hereunder shall incur additional charges billed at Routeware Inc.'s then-current rates.

The estimated fees are provided for budgetary purposes only. Fees for Professional Services will be billed on either a time and materials or fixed fee basis, as specified below, and shall be payable to Routeware Inc. in consideration of the Professional Services provided under this SOW.

⊠ **Time and Materials**

Professional Services	Description	Hours	Rate	Total
SmartCity Implementation	Project planning, resource coordination, status reporting, budget, risk and issue management, requirements confirmation, solution configuration, documentation, training, go live assistance, Initial data import	30	$225	$6,750.00
Total				$6,750.00

Fees shall be payable in accordance with the terms of the governing Agreement. Fees do not include charges for any taxes imposed by any government authority on the provision of Professional Services to you, and you shall pay any such taxes upon our invoice, including without limitation any sales or use tax a governmental authority may impose on the provision of Professional Services to you (but excluding any taxes based upon our net income).

In addition to paying the fees described above, you will reimburse us for reasonable travel, lodging and other expenses incurred in connection with Professional Services under this SOW, provided that such expenses shall not be reimbursable unless we have provided you with receipts or other documentation reasonably substantiating such expenses or costs as part of the reimbursement request. Final acceptance of this SOW will follow the formal quote which includes this document.

Confidentiality Statement

This SOW, including all attachments, copies, and derivatives thereof, is considered Routeware Inc. confidential information, and is subject to all obligations of confidentiality set forth in the Agreement.
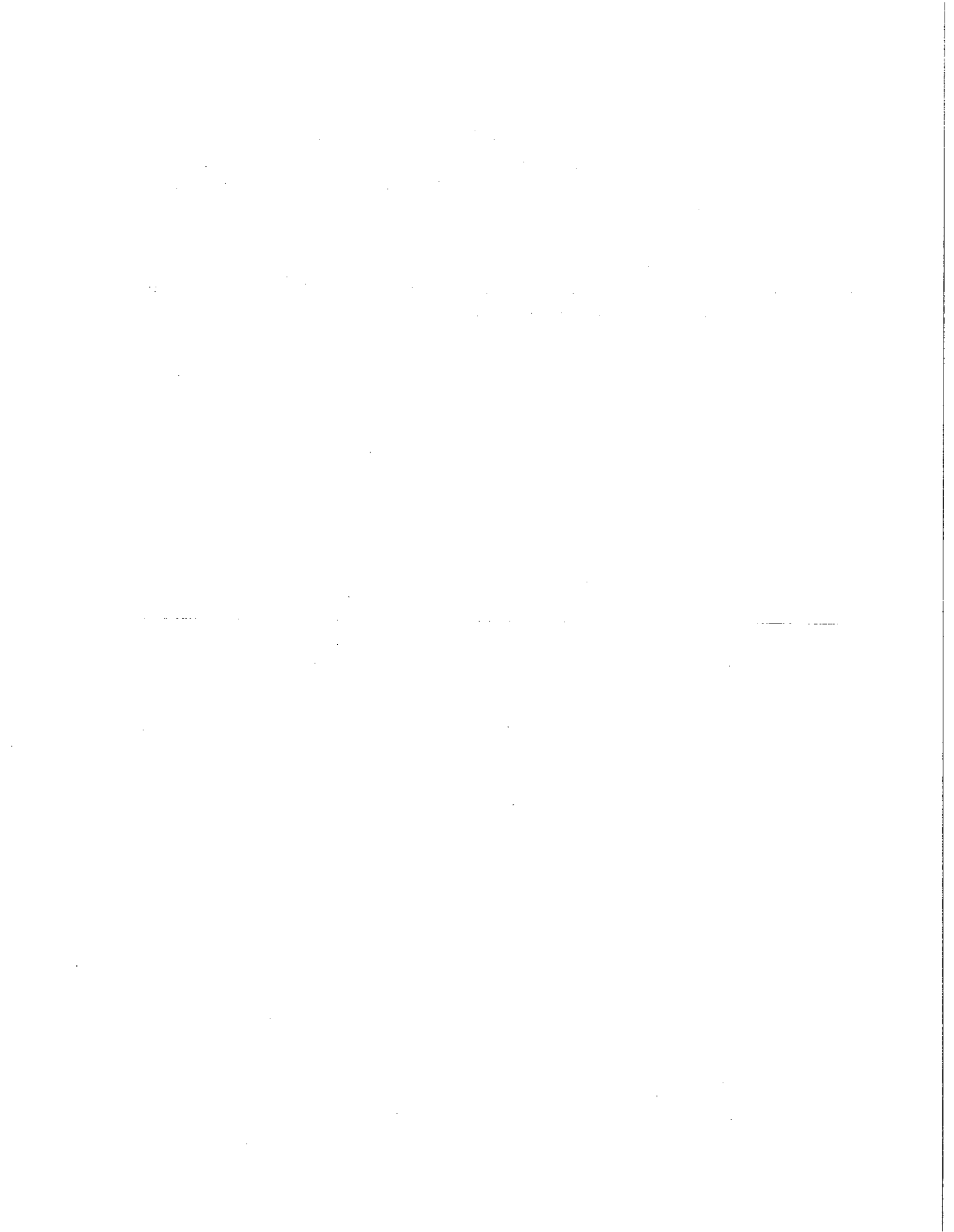
Hi Melanie,

Sorry about that, we were at an internal conference all last week and I'm still digging my way out of my inbox! ==We've found Apple to be the preferred provider.==

Best,

Lauren Lum
Account Executive, Municipal
E: lauren.lum@routeware.com **T:** (714) 878-5271
www.routeware.com | LinkedIn
Let's Talk! | Fact Sheet

Routeware

From: Melanie McGregor
Sent: Tuesday, January 28, 2025 2:44 PM
To: Lauren Lum <lauren.lum@routeware.com>; Scott Wajdic <swajdic@cityoflatrobe.org>
Subject: RE: Questions

Good afternoon,

We had a productive meeting with the City Council yesterday, and it was encouraging to see their receptiveness and enthusiasm for our program. We anticipate receiving a decision regarding approval during the meeting scheduled for February 10th. Following this meeting, I will provide you with updates on the direction we plan to take.

In the meantime, we are conducting research on tablets for our project. If you have any recommendations, such as the iPad versus the Galaxy tablet or any other options, please share your insights.

Thank you for your support and collaboration.

Melanie McGregor
Sanitation Clerk
City of Latrobe
901 Jefferson Street
PO Box 829
Latrobe, PA 15650
724.539.8548 EXT. 1006
mmcgregor@cityoflatrobe.org

City of Latrobe
AT&T FirstNet Proposal

Built for You, Inspired by You – Feb 5th 2025

FIRSTNET.
Built with AT&T

FirstNet Pricing

City of Latrobe

Monthly Rates

	Quantity	FirstNet		Total	
Unlimited Data	3	$	36.99	$	110.97
		Total		$	110.97

Hardware Cost

	Quantity	FirstNet		Total	
IPad 10th Gen 64GB	3	$	199.99	$	599.97
		Total Hardware cost		$	599.97

FIRSTNET®
Built with AT&T