RESPONSE

Prepared For

Miami-Dade County
Solicitation EPP-RFP823
Garbage Collection Routing Solution

Prepared & Submitted by

RouteSmart Technologies, Inc.
8850 Stanford Blvd.
Suite 3250
Columbia, MD 21045 USA

29 June 2012

Form A-1

PROPOSER'S NAME (Name of firm, entity or organization):
RouteSmart Technologies, Inc.

FEDERAL EMPLOYER IDENTIFICATION NUMBER:
11-2975937

NAME AND TITLE OF PROPOSER'S CONTACT PERSON:

Name: Jessica Cearfoss Title: Business Development Manager

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PROPOSER'S ORGANIZATIONAL STRUCTURE:
___X__Corporation _____Partnership _____Proprietorship _____Joint Venture

_____Other (Explain): _____

IF CORPORATION:
Date Incorporated/Organized: 6/27/1989 State Incorporated/Organized: NY

States registered in as foreign corporation: _____

PROPOSER'S SERVICE OR BUSINESS ACTIVITIES OTHER THAN WHAT THIS SOLICITATION REQUESTS FOR:

LIST NAMES OF PROPOSER'S SUBCONTRACTORS OR SUBCONSULTANTS FOR THIS PROJECT:

LOCAL CERTIFIED SERVICE-DISABLED VETERAN BUSINESS ENTERPRISE:

A Local Certified Service-Disabled Veteran Business Enterprise is a firm that is a) a local business pursuant to Section 2-8.5 of the Code of Miami-Dade County and b) prior to proposal submittal is certified by the State of Florida Department of Management Services as a service-disabled veteran business enterprise pursuant to Section 295.187 of the Florida Statutes. At the time of proposal submission, the Local Certified Service-Disabled Veteran Business Enterprise must affirm in writing its compliance with the certification requirements of Section 295.187 of the Florida Statutes and submit said affirmation and a copy of the actual certification along with the proposal submission.

□ Place a checkmark here only if affirming Proposer is a certified Local Certified Service-Disabled Veteran Business Enterprise. A copy of the required certification must be submitted with the proposal.

CRIMINAL CONVICTION DISCLOSURE:

Pursuant to Miami-Dade County Ordinance No. 94-34, any individual who has been convicted of a felony during the past ten years and any corporation, partnership, joint venture or other legal entity having an officer, director, or executive who has been convicted of a felony during the past ten years shall disclose this information prior to entering into a contract with or receiving funding from the County.

□ Place a checkmark here only if Proposer has such conviction to disclose to comply with this requirement.

PROPOSER'S AUTHORIZED SIGNATURE

The undersigned hereby certifies that this proposal is submitted in response to this solicitation.

THE EXECUTION OF THIS FORM CONSTITUTES THE UNEQUIVOCAL OFFER OF PROPOSER TO BE BOUND BY THE TERMS OF ITS PROPOSAL. FAILURE TO SIGN THIS SOLICITATION WHERE INDICATED BELOW BY AN AUTHORIZED REPRESENTATIVE SHALL RENDER THE PROPOSAL NON-RESPONSIVE. THE COUNTY MAY, HOWEVER, IN ITS SOLE DISCRETION, ACCEPT ANY PROPOSAL THAT INCLUDES AN EXECUTED DOCUMENT WHICH UNEQUIVOCALLY BINDS THE PROPOSER TO THE TERMS OF ITS OFFER.

Signed By: [signature] Date: 6/27/12

Print Name: Laurence Levy Title: Executive Vice President

Proposer's Experience

RouteSmart Technologies, Inc. is pleased to submit the accompanying response to Miami-Dade County, FL in support of selecting a qualified vendor to provide a Garbage Collection Routing Solution. In existence for over 25 years, RouteSmart Technologies understands and has considerable experience with how best to analyze and improve solid waste collections and implement route optimization software. From a technical perspective, the RouteSmart for ArcGIS® software solution is generally recognized as the best-in-class, Esri, GIS-based route management solution for solving waste collection, utility meter reading route planning problems, as well as other public works routing applications.

RouteSmart Technologies has reviewed the solicitation issued by Miami-Dade County. We believe we are uniquely qualified to satisfy the immediate requirements of the County's solicitation and serve as a vendor to satisfy the longer term needs of the County with leading edge GIS-based route management software. We have nearly 100 municipal and private waste management organizations that utilize RouteSmart software. Many of our clients have been with us for over 10 years and our base of clients continues to grow within all of our vertical markets.

From a non-technical perspective, RouteSmart Technologies offers clients a unique combination of experienced staff as well as a community of similar end-users for Miami-Dade County to network with. We have a team of consultants and technical services staff that will work closely with Miami-Dade County project staff through all phases of analysis, recommendation, software implementation, training and usage life-cycle to insure a high-quality experience with the program. Our annual user conference is conducted each year in order to bring our clients together to learn about our product development plans and network with other users to gain insight into how they are benefiting from the software.

We believe strongly that our mix of both technical expertise combined with our continued investment in insuring the RouteSmart user experience through an established framework of professional services qualifies RouteSmart Technologies as the best selection for meeting Miami-Dade County's current and future needs for route management, consulting and software. We would like to emphasize that through selecting RouteSmart Technologies as their vendor, Miami-Dade County staff will work directly with RouteSmart Technologies employees and interact with the authors of the software and not have to work through 3rd party agents or manufactures representatives. All RouteSmart Technologies staff and development is USA-based and all staff members are dedicated to supporting and promoting the RouteSmart solution.

It should be noted that RouteSmart route optimization software currently specializes in solid waste routing, as well as utility and water meter reading, street sweeping, snow plow routing and newspaper delivery. The software is a total package program and may be used for multiple applications.

Thank you for the opportunity to respond to the County's Solicitation. We look forward to the opportunity review our submittal with Miami-Dade County and are prepared to engage immediately in the implementation of the proposed software and services to support the County's needs.

References

City of Lakeland, FL
Lisa McCall
(864) 834-6018
lisa.mccall@lakelandgov.net

The City of Lakeland implemented 3 licenses of RouteSmart for ArcGIS software to support routing needs in both solid waste collections and utility meter reading. The City has been a RouteSmart client since June 2008.

Town of Gilbert, AZ
Mike Benschoter
(480) 503-6461
Mike.benschoter@gilbertaz.gov

The Town of Gilbert licenses RouteSmart for ArcGIS to support routing needs in its solid waste operations, including residential and recycling collections. The Town has hired RouteSmart for consulting services for assistance with specific routing initiatives. The Town has been a RouteSmart client since February 2002

City of Durham
Felicia Ward
(919) 560-4186 x322
Felishia.ward@durhamnc.gov

The City of Durham selected RouteSmart for ArcGIS software after a competitive bidding process. The City licenses RouteSmart for ArcGIS software to support its solid waste collection operations. The City reached several goals through route optimization including bringing recycling operations in-house, calculating the diversion rate and incorporating GPS data collection units on its vehicles for tracking. The City has been a RouteSmart client since March 2008.

Approach and Methodology

Project Initiation Meeting

Upon successful award of this RouteSmart implementation project, a Project Initiation Meeting (PIM) will be scheduled between the assigned RouteSmart Implementation Consultant and the key team members at Miami-Dade County. The purpose of the meeting is to review operational goals and challenges, technical requirements, and the types and format of data required for the project. The deliverable from the Project Initiation Meeting is a summary document that forms the parameters of a project plan, to be used to manage tasks and responsibilities, to establish a routing strategy, and to establish metrics and measurable goals against which to validate project success. Dates are also discussed and set for project schedule and milestones.

Data Preparation

Data preparation for the RouteSmart client entails the creation of a customer or service location file that represents all points serviced by your operation for solid waste routing. A service location extract supplied from the County-provided address data layer will be created, conforming to the RouteSmart for ArcGIS service location standard data model, and provided to RouteSmart Technologies for processing. "Kick-outs" or service locations that do not automatically geo-code remain the responsibility of Miami-Dade County.

The County will also provide a file representing all facilities used by its operation (depots, intermediate facilities etc.). The file should be created to conform to the RouteSmart for ArcGIS facility standard data model and sent to RouteSmart Technologies for processing.

RouteSmart Technologies, Inc. was not provided a sample dataset during this response package preparation period. Therefore, RouteSmart Technologies, Inc will prepare and deliver a data cut of Navteq Premium Street Centerline data in RouteSmart-ready format to use for this project and in the future. The County may alternately elect to subscribe to Navteq Premium Street Centerline data map updates at a frequency of 1x, 2x or 4x annually, for a fee. We would be happy to review the pros/cons and assist the County with the decision making of either choice during a proposal review meeting or the PIM.

The County will install RouteSmart software on-site. Remote assistance is available for this task, if necessary.

Software Training Workshop

RouteSmart software training will be scheduled (usually determined at the PIM) for 2 on-site visits. The RouteSmart Implementation Consultant will return to conduct our workbook-based standard, new-user, training workshop. All training manuals supplied. Concepts covered during training include setting up the RouteSmart workspace, importing/exporting service location and facility data, calibrating data with real-world metrics, generating, balancing, sequencing service locations, importing new/additional service locations, map and route output creation and many detailed functions available in our route optimization software.

RouteSmart JumpStart Service

RouteSmart JumpStart Service is a supplemental support service designed to help clients that have successfully completed software training to calibrate and set-up a production routing workspace and generate preliminary results with the on-site assistance of our RouteSmart Implementation Consultant for a specific routing initiative. The initial JumpStart Service starts with 5-days on-site of hands-on assistance after software training. The County should pick one area of operations to focus on to move swiftly through the process of importing up data, calibration and a setting up a complete workspace to collaboratively develop initial routing results. Additional JumpStart Service time can be purchased in 1, 3 or 5-day increments for the same or additional routing initiatives.

Though not quoted for this RFP, RouteSourcing consulting services remain available on a long-term basis for updates and changes at a daily day rate.

Implementation Timeline (Typical New Installation)

Event	Timeframe
Project Initiation Meeting – PIM (On Site, 1 day, add out-of-pocket travel expense)	2-4 weeks from the later of documented award of contract or receipt of Purchase Order
Installation, Set-Up and Geocode Assistance (Off Site Assistance)	2-4 weeks from PIM
Initial training and consulting (On Site, 4 days, add out-of-pocket travel expense)	2-4 weeks from installation
Follow-up training, consulting, and system calibration. Generate initial production grade route plans (On Site, 3 days, add out-of-pocket travel expense)	2-6 weeks from initial training
RouteSmart JumpStart Service to apply concepts learned in training and work on an initial, specific routing initiative	2-4 weeks from completion of software training workshops

Standard implementation timeline strives for a 100-day implementation timeframe, dependent on data quality and accessibility. Client is solely responsible for all time, effort and labor related to initial and ongoing address geocoding activities. RouteSmart will assist in defining a geocoding strategy during the PIM process.

Follow-up training and consulting will occur within 2-8 weeks after initial training.

First year maintenance clock and initial technical support term begins after completion of initial training phase.

Scheduling is based on agreed-upon availability of both parties.

See following documentation for Technical Support Services and Maintenance Programs.

Competitive Advantages of the RouteSmart Solution

RouteSmart Technologies is aware that the City is evaluating a number of vendors/solicitors to supply a routing solution as described in the RFP. We would like to summarize a few of our competitive advantages of the RouteSmart solution that we don't believe can be matched by other vendors and will help differentiate the RouteSmart solution for the City.

Work with the authors of the software. Many vendors "rep" routing solutions that they do not own or author. These products are often times manufactured by off-shore companies via marketing arrangements made with USA-based consulting firms. RouteSmart Technologies is the sole source vendor for its routing solution (RouteSmart for ArcGIS) and all product development is under our control. You will have direct access to all our staff via an establish support infrastructure that is dedicated to insuring your success with our tools and results.

Evaluate and understand product life-cycle commitments. At RouteSmart Technologies we are dedicated to maintaining compatibility with new releases of key technology components of our solution. RouteSmart Technologies maintains official authorized business partner status with both ESRI and NAVTEQ – two of the leading companies in the GIS product and digital street data markets. Investment in RouteSmart software automatically backs your investments in these technologies and assures you of go-forward compatibility with releases that these key component providers make to their base products. For more details on RouteSmart Technologies product life-cycle commitment and status, please visit our web-site at www.routesmart.com for up-to-date information on our support for GIS versions and operating systems.

Unmatched precision of the RouteSmart solution. The RouteSmart for ArcGIS software solution is a highly engineered, precise system for calculating workloads using GIS technology. The software computes all routing results with address specific, side-of-street level detail which is a must requirement for public works and utility routing projects. Many other products do not offer this degree of precision and they make compromises to the GIS data to attempt to achieve results.

Superior functionality and feature sets for creating routes. RouteSmart for ArcGIS provides the most robust set of capabilities for balancing and sequencing workloads of public works and utility organizations. RouteSmart for ArcGIS provides 4 distinct workload balancing and clustering methods (time, fixed number of routes, load, or seed point) and 2 distinct sequencing methods (time or distance). Other software packages require you to seed the routes (specify where you want the routes to form) and give you very limited flexibility for evaluating what-if solutions. RouteSmart for ArcGIS is the most comprehensive solution that is designed for public works and utility routing products and is continually evolving with the requirements of our customers and market segments.

Unmatched customer support. RouteSmart Technologies consistently receives high accolades for the technical support we provide our clients. We use web-based tools for providing support and tracking all service requests. We offer an organized suite of follow-on training and webinars (many at no cost to

you) via our Routing University forum as well as a user conference to keep you updated in the product and help insure your success using the software. All RouteSmart Technologies staff persons are in our direct employ and are not “subs” or 3rd party contractors. Many of our clients have been with us for nearly 15 years and we take pride in this fact that we can refer you to customers that have been with us this long.

Past Performance

Miami-Dade County previously licensed RouteSmart for ArcGIS for several years, beginning in 1993 (Solid Waste dept, Water Meters licensed in 1996) and continuing through the early 2000's. The initial implementation was done on a UNIX platform version. Limited files remain on the project, though Karen Grassi was the main project manager and contact for RouteSmart Technologies, as well as Heidi Alvarez. The County used the software in support of solid waste and water meter reading routing applications and our records indicate a Meter Work Time Processor and AML interface was developed for the County in support of this project. The County licensed the software and received training services, though it was recommended to the County to maintain skill sets through training and assistance (user turnover understandably caused gaps in knowledge and use of the system). Though recommended, the County perhaps faced administrative resistance in budgeting for on-going training and support.

Eventually, the County used the software less on a regular basis. Consequently, skill levels dropped and the County ultimately decided to stop using the software.

We remain eager to work with Miami-Dade County again and are confident that our solution is precisely the tool needed to update, organize and maintain the County's solid waste collection routes. Please note that Form B-1 Price Proposal Schedule include a 50% discount on the primary license as a courtesy for being a past licensee.

FUNCTIONAL REQUIREMENTS

FUNCTIONAL REQUIREMENTS		Response (Y,N,C)	Module/Detailed Explanation
Item No.	Requirement		
	Basic Requirements		
1	The solution must be able to create new and edit existing geographically compact, efficient and balanced routes based on various user-defined parameters including, but not limited to time, vehicle capacity , maximum and minimum number of loads, maximum and minimum number of houses or stops, parking depot location(s), dumping locations, etc.	Y	RouteSmart COTS solution meets and/or exceeds this requirement.
2	The solution must have the ability to optimize the routes in regard to the location of existing facilities by optimally selecting for assignment the fuel, parking depots or disposal facilities closest to each route (subject to maximum facility capacity).	Y	RouteSmart COTS solution meets and/or exceeds this requirement. Please note these locations must be provided (addresses) by the County.
3	In order to facilitate street network troubleshooting, the solution must have the ability to analyze the street network for data problems or inconsistencies, including medians, speed zones such as school zones, disconnected streets, false intersections, one-way streets that are miscoded, streets that should intersect but do not, etc.	Y	RouteSmart COTS solution meets and/or exceeds this requirement. RouteSmart includes tools for street database network analysis.
4	In order to facilitate customer assignment to the street network, the solution must have the ability to easily move and reassign customers from one street to another (as for mis-geocoded customers, corner customers, alley customers, etc.).	Y	RouteSmart COTS solution meets and/or exceeds this requirement. A variety of tools are available within RouteSmart to easily move/reassign customers or make minor alterations to geocdes as listed in requirement.
5	The solution must be able to factor in whether vehicles can approach stops from either side of the road or are constrained to service from the same or opposite side only.	Y	RouteSmart COTS solution meets and/or exceeds this requirement. A user may define right-side service only, meander or a combination.
6	In order to restrict collection vehicles from servicing around a school or hospital during certain times, the solution must have the ability to accommodate time-restricted collection within any geographic area defined by the user.	Y	RouteSmart COTS solution meets and/or exceeds this requirement. A user may define an “earliest/latest arrival” for a stop(s). Alternately, a “blackout window” may be defined instead.
7	The solution should allow the modeling of one-way streets, overpasses and underpasses, and single- versus double-sided street collection as required by	Y	RouteSmart COTS solution meets and/or exceeds all aspects of this requirement.

FUNCTIONAL REQUIREMENTS		Response	Module/Detailed Explanation
	particular vehicle types (manual versus automated vehicles) or operating policies.		
8	The solution must be able to work with different route types e.g. Residential route, Recycling route, Enforcement Route, Special Route, etc.	Y	RouteSmart COTS solution meets and/or exceeds this requirement. RouteSmart is designed to handle many routing applications. We would be happy to asses and provide recommendation for any and all routing needs at the County.
9	The solution must be able to create / add or delete (edit) routes and paths using on-screen grid mapping to suit Departmental route design preferences.	Y	RouteSmart COTS may be used to create/add or delete routes and paths. We expect to learn more about the Department's route design preferences during subsequent discussions with the County.
10	In order to keep gated communities or sub-divisions within a single route and ease driver training for the routes, the solution must have the ability to automatically define such route limitations (based on major streets or other physical boundaries or the user's selection) to be contained in a single route, before route creation.	Y	RouteSmart COTS solution meets and/or exceeds this requirement. A user may use define hard route boundaries using a variety of tools available to respect the parameters listed in the requirement.
11	In order to avoid servicing streets during rush hour or when parking is allowed, the solution must have the ability to accommodate street or side of street collection by time-of-day.	Y	RouteSmart COTS solution meets and/or exceeds this requirement.
12	In order to make routes that closely mimic reality, the solution must have the ability to calculate truck fullness based on customers (number of stops) with both average and individually unique quantities of material generated per customer	Y	RouteSmart COTS solution meets and/or exceeds this requirement.
13	In order to make routes that uniquely specify variables for each street, the solution must have the ability to individually optimize and/or balance route times, while taking into consideration the following unique variables for individual street segments: • Driving time • One-way travel restrictions • Street classifications • Single-sided versus double-sided collection • Speed Limits by vehicle type or size regarding the ability to drive on a given street or service a given set of customers. Street (e.g. bridges with weight restrictions, small alleys, or tight cul-de-	Y	RouteSmart COTS solution meets and/or exceeds this requirement, including all unique variables listed.

	FUNCTIONAL REQUIREMENTS	Response	Module/Detailed Explanation
	sacs, etc.)		
14	In order to make routes that accommodate individual specifications for each collection vehicle, the solution must have the ability to individually optimize and/or balance route times while taking into consideration the following unique variables for individual collection vehicles: • Minimum and maximum length-of-day for each route • Specific beginning and ending times for each route • Minimum and maximum weight or volume for each vehicle Minimum and maximum number of transfer station/landfill trips for each route • Predefined or optimized beginning and ending facilities and transfer stations/landfills for each route within facility parking capacity limits • Wait times at the transfer station/landfill for each route (in addition to the facility times listed below) • Individual vehicle preparation times at the beginning and end of day (in addition to the facility times listed below) • Break times for each route including refueling • Crew size for each route	Y	RouteSmart COTS solution meets and/or exceeds this requirement, including all unique variables listed.
15	In order to make routes that accommodate unique customer requirements, the solution must have the ability to individually optimize and/or balance route times while taking into consideration the following unique variables for individual customers: • Day(s) of week collection • Number of carts or cans • Service time for each cart or can • Weight or volume for each cart or can • Revenue generated by cart or customer • Size of vehicle required to service the customer (access considerations) • Number of units at a particular address or account number • Provide for right-hand turn routing • Take into account customer requirements for handicapped Garbage collection services (extra time for handicapped	Y	RouteSmart COTS solution meets and/or exceeds this requirement, including all unique variables listed.

	FUNCTIONAL REQUIREMENTS	Response	Module/Detailed Explanation
	service).		
16	In order to measure the cost-effectiveness and performance of routes, the solution must have the ability to track costs based on County-provided inputs, including identifying services that are being provided but not billed.	Y	RouteSmart COTS solution meets and/or exceeds this requirement. The software can calculate costs based on County-provided inputs. The solutions does include a timely automated process for inputting Esri GIS feature class layers. We expect the system to fully accommodate the current county street centerline data and current Garbage Collection Customers' GIS layer, but respectfully request to be provided at sample of the datasets before fully assuring compliance.
17	*The solution must provide an automated process functioning on a timely basis for importing, in ESRI compliant formats, the GIS feature class layers that contain the data necessary to calculate and optimize the routes. In particular the solution must have the ability to accept the current county Road Network GIS layer and the current Garbage Collection Customers' GIS layer which has key information such as customer address, x/y coordinates, folio number (aka land parcel), account number, current route number, current collection day, estimated average weight of material to collect, etc.* ~~The solution should provide with an automated import process of the GIS layers that will be used during the exchanging with the other information systems in the County. In particular, the solution must have the ability to electronically receive both current Garbage collection customer listings in the format of an existing County GIS(ESRI) layer (including, but not limited to such key information as address, x/y coordinates, folio (aka land parcel) number, account number, current route number, current collection day, estimated average weight of material collected, etc.) and the current county road network GIS (ESRI) layer as a portion of the data required for the software to generate routes.~~		
18	In order to maintain current route information associated with customers in the County GIS (ESRI) Garbage collection customer layer, the solution must have the ability to return updated route information as generated by		The solution provides the ability to export in several formats, including GIS (Esri shapefile), .shp .txt, .csv, .xls., .dbf.

FUNCTIONAL REQUIREMENTS		Response	Module/Detailed Explanation
	the Routing Software to the County GIS database ..		

TECHNICAL REQUIREMENTS

Item No.	TECHNICAL REQUIREMENTS Requirement	Response	Module/Detailed Explanation
	Basic Requirements		
1	The solution must be deployable either as a single user or for use in a multi-user, multi location environment with no technical limitations in its operation or in the number of users.	Y	The solution is deployable as either a single-use “desktop” environment or on a “server” environment with multiple users. All RouteSmart licensing is concurrent-use.
2	The proposed solution must be installed on county-provided hardware within the County's existing centralized TCP/IP network (minimum hardware standards to be provided by the vendor)	Y	RouteSmart COTS solution meets and/or exceeds this requirement.
3	Any client code in the proposed solution must run on an industry standard platform - i.e., Microsoft Windows XP or 7 (in the case of a workstation), Microsoft Windows 2003 and 2008 (in the case of a server)	Y	RouteSmart COTS solution meets and/or exceeds this requirement.
4	The solution must be able to generate and print detailed path maps sequenced over several interconnected pages to allow a complex residential collection path to be easily followed sequentially from one page to the next. Included in this report must be individual travel directions by route.	Y	RouteSmart COTS solution meets and/or exceeds this requirement. We look forward to providing examples of this if invited for a review meeting.
5	The solution must provide a user-friendly import wizard that allows importing addresses and guides through setting data for routing	Y	RouteSmart COTS solution meets and/or exceeds this requirement.
7	The solution reporting tool must be self sufficient and NOT dependent (client) on another technology, unless this depending technology is provided with it.	Y	RouteSmart COTS solution meets and/or exceeds this requirement.
8	The solution must be able to import data from popular formats files such as Excel, ASCII text comma delimited, and GIS as well as via ODBC connections to create the routes.	Y	RouteSmart COTS solution meets and/or exceeds this requirement.
9	The solution should be able to provide a user-friendly screen to select, add, edit or delete customers by different criteria, such	Y	RouteSmart COTS solution meets and/or exceeds this requirement.

	as zip code, name or city names to name a few.		
10	In order to facilitate information sharing, the solution must have the ability to export individual route paths as ESRI file geodatabase and / or ArcSDE	Y	RouteSmart COTS solution meets and/or exceeds this requirement.

11	MDC Enterprise GIS is considered a County asset used as a tool to save time, money and lives. It has become an essential part of the business operations of many departments. The following platforms describe the centrally hosted infrastructure: o Database – file geodatabase, ArcSDE/Oracle, Image Server, Windows 2008 o WEB Applications and WEB Services - ArcGIS Server, Windows 2008 o Desktop- ArcGIS via CITRIX, Windows 2008 How does your system have the capability to interact/interface with the above?	Y/C	Currently, we support the file geodatabase format for our street layer. We are establishing file geodatabase compatibility for all remaining routing layers and plan to be fully compliant in Q1 2013. Our COTS product does not require web applications or services. Should those requirements exist, we look forward to discussing these at a later date. Our COTs product is compatible with Windows 2008 server and may be deployed via CITRIX, if desired.

DESIRED FEATURES

DESIRED/OPTIONAL FEATURES		Response	Module/Detailed Explanation
Item No.	**Requirement**		
	Basic Requirements		
1	It is desired that the solution be able to interface with a roster system for crew assignment on a duty basis for route and crew.	C	The system currently creates routes systemically. The naming convention can be controlled, to a degree. Currently, the assignment of staff to given route is left to the client. We would look forward to discussing this requirement further.
2	It is desired that all solution updates and enhancements be included in the price of the service maintenance agreement for the life of that agreement.	Y	Annual maintenance entitles clients to all solution updates and enhancements. Currently, we release 2-3 software updates per year.
3	It is desired that the solution enable users to make short-term adjustments to the street network, such as a temporary closure due to construction.	Y	RouteSmart COTS solution currently meets or exceeds this requirement.
4	It is desired that data generated by the solution be able to interface with data generated by the County's current onboard	Y	RouteSmart COTS is an Esri-based GIS solution system. In our experience, it is likely that the County's current onboard

DESIRED/OPTIONAL FEATURES		Response	Module/Detailed Explanation
	GPS system (RSI AVL product) in order to produce maps and reports that can compare the planned route (as generated by the application) with the actual route driven (as generated by the AVL/GPS application)		GPS system provider can provide data from actual routes in .shp format for display in RouteSmart. Likewise, if preferred, a user may export RouteSmart results in .shp for display in other applications. We look forward to discussing this requirement further.
5	It is desired that the routes generated by the solution be capable of being downloaded to an industry (open) standards type of turn-by-turn navigation device to be used in the collection vehicles to assist new drivers or drivers covering an unfamiliar route.	Y	RouteSmart COTS solution currently meets or exceeds this requirement.
6	In order to maintain current route information associated with customers in the County GIS (ESRI) Garbage collection customer layer, the solution must have the ability to return updated route information as generated by the Routing Software to the County GIS database in a multipart polygons format.	Y	RouteSmart COTS solution currently meets or exceeds this requirement.
7	It is desired that the solution derive a GIS planimetric layer that identifies Miami-Dade County streets that contain medians ~~Software to the County GIS database in a multipart polygons format.~~	Y	RouteSmart works within the Esri ArcGIS environment, which includes tools for creating/attributing data layers.
8	It is desired that the solution populate the GIS Street layer attributes identifying speed zones such as school zones and parking restrictions.~~Software to the County GIS database in a multipart polygons format~~.	Y	RouteSmart works within the Esri ArcGIS environment, which includes tools for creating/attributing data layers.
9	It is desired that the solution provide with an automated process to add new customers as well as identify services that are being provided billed and not billed	Y	RouteSmart does provide automated tools for adding new customers. RouteSmart is not a billing system, but can easily display customers with a billing attribute.

TASKS/SERVICES TO BE PERFORMED

TASKS/SERVICES TO BE PERFORMED		Response	Module/Detailed Explanation
Item No.	Requirement		
	Basic Requirements		
1	The solution installation process and requirements will be thoroughly documented by the vendor and be available to the County for review and	Y	RouteSmart COTS solution meets/exceeds this requirement.

TASKS/SERVICES TO BE PERFORMED		Response	Module/Detailed Explanation
	acceptance prior to the actual installation.		
2	The vendor solution will be installed at PWWM facilities within a centralized network, in cooperation with County and PWWM IT personnel.	Y	RouteSmart COTS solution meets/exceeds this requirement.
3	Provide database documentation in the form of an ERD (entity relationship diagram) or detailed schema. This documentation should not be in a proprietary format, but rather an industry/open standard format such as .vsd or html.	N	
4	All training during the initial setup and implementation of the solution must take place at our facilities in Miami. The end- user training should cover all aspects of the software including but not limited to data entry, querying, reporting, administrative functions, etc. The vendor shall provide a series of manuals based on the different modules of the system with materials summarizing basic procedures for each area of training and for each user group. All training shall be focused on teaching each group of users how to use the system to perform their jobs using the tools provided in the system.	Y	RouteSmart COTS solution meets/exceeds this requirement. A comprehensive, on-site training program is included during the implementation. All associated training manuals and materials are provided as well.
5	The vendor shall provide system documentation, including, but not limited to: • Detailed system training manuals which thoroughly explain setup, use, and maintenance of the system. • Procedural definitions of system user identity and access management (both internal and external users). • On-line documentation, field level or otherwise, preferably in an industry standard, searchable help format such as a Microsoft Help or HTML file, or minimally as an ASCII text file. • Planning and installation documentation for product upgrades. • A detailed system configuration design. • A detailed description of system installation, configuration and integration documentation. • Installation instructions for all solution	Y	RouteSmart COTS solution meets/exceeds this requirement.

TASKS/SERVICES TO BE PERFORMED		Response	Module/Detailed Explanation
	components, including client computers, network servers, peripheral devices, instrumentation, databases, and any other vendor supplied utilities or existing customer assets which are required for the software to be implemented and supported by the County IT systems administrator. • Record layouts for all files and entity relationship diagram for database tables used in the system. • Any special backup, restore, and/or recovery procedures. • At least one thoroughly documented application example, if the vendor supplies a solution programming interface. • Interactive, computer-based training or on-line tutorial. • Access to vendor supported Web site containing documentation, bug reports enhancements, patches, etc.		
6	Provide full description of implementation support, including the respondent's plan for on-site startup assistance and support for each PWWM site on a phased basis.	Y	RouteSmart COTS solution meets/exceeds this requirement.
7	Provide a post implementation review, to be conducted jointly with the County.	Y	RouteSmart COTS solution meets/exceeds this requirement.
8	Provide a quote for annual maintenance and support of the system for the 5 years following a required one year warranty period. The vendor will itemize the terms of this maintenance and support, including but not limited to items covered by support, hours and levels of support, methods of support (i.e. Help Desk, email, on-line, on-site), guaranteed response times, and costs associated with response or development of customized solutions.	Y	RouteSmart COTS solution meets/exceeds this requirement.
9	The solution price should include the extraction and conversion of any necessary data from current systems to set the new routes on the new system.	Y	RouteSmart COTS solution meets/exceeds this requirement.

Roy Dahl,
Director of Research & Development

Professional Profile

Mr. Dahl has spent the last 25 years designing, programming and implementing Decision Support Systems for a variety of different applications at RouteSmart Technologies, Inc. He is currently involved in high-level design of routing systems and algorithms and is responsible for their overall design and implementation. He is experienced in the integration of Geographic Information Systems and relational databases with Operations Research techniques to produce complex systems that address practical applications. These systems include components of the RouteSmart™ product, a Network Design Tool developed for Sprint, and an air operations scheduling in system for United Parcel Service. In each of these systems the design allowed for extensive user interaction to be combined with complex algorithms to produce useable solutions to real problems.

Project Experience

ATFI – Engaged in a detailed evacuation of the Automated Tariff-Filing and Information system developed for use in the shipping industry. Work led to expert witness testimony before the Federal Maritime Commission.

Sprint – Designed an interactive computer-based tool for design and analysis of communication networks. Implemented C based system that integrated ORACLE relational database, computer graphics and optimization algorithms.

United Parcel Service – Developed and implements several modules using ORACLE relational database, C and FORTRAN for planning next day and second day air operations of UPS.

United States Postal Service – Designed a vehicle-routing algorithm for the collection box problem with time windows subject to constraints on the arrival rate of packages at the depot.

SIMMONS USA – Designed and implemented an INFORMIX relational database for client information and billing.

Southeastern Pennsylvania Transit Authority – Implemented a minimum cost flow model for optimal depot location incorporating peak variations in daily demand and bus crew scheduling considerations.

Amerigas – Used computer simulation of stochastic customer demands to develop and evaluate vehicle routing algorithms.

Military Airlift Command – Designed a deterministic model to generate multi-day, multi-plane aircraft schedules that satisfy given cargo and fuel requirements.

Academic Background

University of Maryland
M.A. Applied Mathematics
1982

Indiana University of Pennsylvania
B.S. Mathematics and Applied Mathematics
1978

During 1980-1988, Mr. Dahl regularly taught courses in Operations Research, Information Processing and Mathematics at the University of Maryland.

Publications

Mr. Dahl has written eight publications for scholarly journals and a number of articles that have appeared in conference proceedings.

Laurence S. Levy,
Executive Vice President

Professional Profile

Dr. Levy has worked in the area of transportation and distribution products at RouteSmart Technologies, Inc. since 1983. His primary focus has been in the area of high density routing and scheduling problems. Dr. Levy oversees the development of the RouteSmart for ArcGIS product as well as customization efforts based on RouteSmart. His routing experience has been applied to routing systems for small package and delivery, newspaper delivery, meter reading and sanitation collection.

Project Experience

United States Postal Service – Designed and implemented route territory and tour generation heuristics for directed and undirected networks as part of a custom routing tool. Developed training materials and user documentation for a completely customized postal implementation.

FedEx Home Delivery - Incorporated the RouteSmart™ system into a custom package for nightly batch routing. The system is deployed in 300 sites nationwide.

New York Housing Preservation and Development – Participated in requirements definition for inspector scheduling and routing. Performed benchmark routing analysis and potential savings based on historical routes and sequences.

Dow Jones & Co. - Managed the implementation of the RouteSmart™ system for the delivery of the Wall Street Journal.

United Parcel Service – Developed an airplane scheduling system for overnight and two-day package delivery using linear programming column generation.

Academic Background

University of Maryland, College of Business and Management
B.S. Management Science and Statistics
1982

University of Maryland, College of Business and Management
Ph.D. Operations Research
1987

Publications

Dr. Levy has more than 10 publications in scholarly journals and number of shorter articles in conference proceedings. His recent publications include accounts of successful implementations of routing and scheduling algorithms for electric utilities, postal operations and the military airlift command.

Bradford A. Cox,
Director of Client Services

Professional Profile

Mr. Brad Cox has worked in the area of transportation and distribution products at RouteSmart Technologies, Inc. since 2001. Prior to joining RouteSmart Technologies, Inc., he worked for four years in the commercial software products division of UPS Logistics Technologies and for three years in software product management for THINQ Learning Solutions. His primary focus for the past five years has been in the area of high density routing and scheduling problems. Mr. Cox oversees client services and product management for all RouteSmart products and services. His experience in both high- and low-density routing has been applied to routing systems for business-to-business and residential small package and delivery, newspaper delivery, meter reading, and sanitation collection.

Project Experience

Republic Services – Led nationwide implementation and installation of the RouteSmart Route Optimization System in over 100 divisions. Coordinated requirements management for custom development and ongoing account management and support.

CoServ – Provided consulting services, requirements management, and project oversight for enterprise integration assessment project to address conflation and rules-based data management of an enterprise street centerline.

New York Department of Environmental Protection – Participated in requirements definition and pilot planning for inspector scheduling and routing project (ongoing).

Project Management and Oversight – Provided management and oversight for over 100 new-client implementations in high- and low-density routing problems.

Academic Background

Towson University, Towson, Maryland
B.S. English
1991

Loyola College, Baltimore, Maryland
MBA (in progress)

Publications

Mr. Cox has written or collaborated on several publications in trade journals and conference proceedings. His most recent publication, “Putting GIS on The Map” (collaboration with Dr. Laurence Levy on optimization in postal letter carrier routing) was published in the March 2002 issue of *Postal Technology International*.

Jessica Cearfoss,
Business Development Manager

Professional Profile

Ms. Jessica Cearfoss joined RouteSmart Technologies as a Technical Sales Engineer in February 2007. Her GIS degree and broad background proved valuable in preparing custom routing solutions in support of the sales process. Promoted to a Business Development Manager, Ms.Cearfoss has increased her route optimization knowledge and focuses on guiding clients through software research, implementation, training and the end-user support process. Ms.Cearfoss currently specializes in routing and logistics problems within the public works industry. Prior to joining RouteSmart Technologies, Inc., she worked for a combined five years in the GIS field for the City of Baltimore and a regional civil engineering firm on Maryland's Eastern Shore. Ms. Cearfoss currently oversees all public works accounts for RouteSmart Technologies.

Project Experience

City of Durham, NC – As the primary contact during the competitive bidding process, organized the process of submittal a proposal for review, gathering all necessary requirements and made key technical decisions for the client. Currently, providing account management during software implementation, training, consulting and roll-out.

City of Riverside, CA – Provided consulting services of clients' existing GIS data. Customized a practical demo to show RouteSmart's capabilities in optimizing street sweeping routes. Utilized as an account manager, coordinated software implementation and training.

Deffenbaugh Industries – Coordinated demo, technology recommendations and budgetary guidance to a multi-state private sanitation hauler. Currently managing ongoing project implementation and coordinating consulting work for additional re-routing projects.

City of Lakeland, FL – Evaluated City of Lakeland's route optimization needs and created a demo tailored for a waste collection routing solution. As key point of contact during negotiations, made recommendations of software purchase and guidance of the client during City Council approval process. Currently managing the coordination of software implementation, training and consulting.

Account Management – Currently provide account management and service to approximately 50 street sweeping, snow removal and waste collection accounts.

Academic Background

University of Maryland, College Park, Maryland
B.S. Geography
2001

Anne Arundel Community College, Severna Park, Maryland
Certificate in Paralegal studies (in progress)

RouteSmart Technologies
Product Life Cycle Support Status

The Product Life Cycle Status is designed to help communicate to RouteSmart Technologies clients the status of available releases and technical support resources available during the life span of a RouteSmart version. This document is also designed to provide advanced notification of planned changes to available support options as versions progress through the life cycle. Read more about this in our Product Life Cycle Policy.

Notes:

- ArcGIS Desktop includes the following products: ArcInfo Desktop, ArcEditor and ArcView.
- Dates listed in the support column provide the date on which the product entered that support level.

RouteSmart Version	ESRI GIS Version	General Availability	Extended Support	Mature Support	Retired	Notes
2012	**ArcGIS 10**	X				Requires ArcGIS 10 SP 3.
2011	**ArcGIS 10**		X			Requires ArcGIS 10 SP 2.
2010	**ArcGIS 9.3, 9.3.1**			X		Moved to mature support February 1, 2012.
2009	**ArcGIS 9.3**				X	Retired February 1, 2012.
9.2	ArcGIS 9.2				X	Retired March 31, 2011.
9.1	ArcGIS 9.0/9.1				X	Retired April 2, 2010.
9.0	ArcGIS 9.0/8.3				X	Retired December 31, 2007.

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RouteSmart TECHNOLOGIES

The world's most intelligent routing system.

Technical Support Services Policy

At RouteSmart, we measure our success by how satisfied our customers are, and we strive to deliver high-quality, continuously improving support for our products. We work in partnership with our customers, and focus on prompt and accurate responses, delivered in a friendly and courteous manner.

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For More Information
800.977.7284
support@routesmart.com
www.routesmart.com

RouteSmart TECHNOLOGIES

The world's most intelligent routing system.

Technical Support Services Policy

What RouteSmart Technical Support Services Policy Includes

Technical support includes information and assistance on issues related to product installation and administration, product features and functions, and assistance in determining why the product may not be performing as you expected.

You can access customer support through:

- telephone support
- email support
- web support

Regardless of the contact method that you select, your issues will be addressed using the process described in the next section.

New Releases and Hosted Solution Upgrades

RouteSmart sends out new releases of RouteSmart applications and provides builds and patches as new versions become available, provided that you have a current paid subscription for the Software Maintenance Program (SMP). Hosted solutions are automatically upgraded with new builds and patches.

What RouteSmart Technical Support Services Policy Does NOT Include

RouteSmart technical support does not include:

- product training
- assistance with products not provided and developed by RouteSmart Systems Group or one of its distributors
- assistance to develop customization of the software
- assistance with the installation of computer or network hardware, including:
    - general hardware and related equipment
    - handheld terminals
    - network support
    - disk space related issues
    - resource (power) related failures
- assistance in the identification and correction of defects in the users environment, or enabling technologies, unless otherwise specified in a maintenance agreement

User Environment & Enabling Technologies Issues

If technical support representatives suspect that an issue is due to defects in the user environment or enabling technologies, you will be informed that support can continue, but will be billable. If it is later determined that the error was due to a defect in RouteSmart's software, the work would not be billed.

For More Information
800.977.7284
support@routesmart.com
www.routesmart.com

RouteSmart TECHNOLOGIES

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Technical Support Services Policy

RouteSmart Professional Services

Some issues, including the customization of software, are not covered by RouteSmart Technical Support, but they can be addressed by RouteSmart Professional Services. Your customer support representative can provide you with this contact information.

Technical Support Requests

Before you contact technical support, take a minute to write down the following information about your issue. Wherever possible, save errors and screenshots to a file or document and email them to us. If you have the answers to these questions ready before you contact technical support, it can help speed up the resolution of your issue.

What are the symptoms?

- what unexpected behavior are you seeing?
- what error message are you seeing?
  (send us the screenshot and/or the exact wording of the error message)
- what are you not seeing?
- what, if any, steps did you take to try and solve the problem yourself?

How did you get there?

- what specific steps did you take that revealed the issue?
- what specific file, user ID, server, path, etc., were you using?
- what data were you entering or saving?
- can you repeat the error?
- do other users have the same problem with the same function?

What were you expecting?

- how did you expect the application to behave?

What else can you tell us?

- when did the issue first occur?
- do any system problems exist?
- have any changes been made to the environment (system maintenance, new software installations, software upgrades or Windows updates, etc.)

What is your contact and system information?

- company name
- contact name and phone number/email—and please identify your preferred method of contact (email or phone)
- product name (application name) you are calling about
- product version, including upgrades, patches, and any other related information (i.e. maps)

Before You Contact Us

Technical support staff must have enough information from you to assess or replicate the reported problem before the issue can be successfully moved through the resolution process.

For More Information
800.977.7284
support@routesmart.com
www.routesmart.com

RouteSmart TECHNOLOGIES

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Technical Support Services Policy

When You Contact Us

You can contact technical support by phone or email, or on the web. Regardless of the contact method that you choose, your issue is moved through the technical support queue using the same process.

Tracking Number

Each technical support request is immediately assigned a tracking number, and the request is entered into the RouteSmart call tracking system. Your technical support representative will give you this tracking number, so that you can use it to reference your specific request in future discussions with technical support.

Warning!—Do not use the same tracking number to report a new issue. Each issue must have a unique call tracking. Reporting new issues under an existing tracking number can delay the resolution of your issue.

Technical Support Process

Once your technical support representative has the details of your issue, they will evaluate the issue and assign a severity level and add your issue to the support queue. Sometimes a technical support representative can deal with an issue immediately, but often they will work on an issue and then contact you once they have additional information.

Technical Support uses these severity level definitions to classify customer issues:

Severity Level 1—Level 1 represents a problem in the operation of the software that causes the destruction of data or otherwise results in the software being totally unavailable for use or access by a customer for mission-critical business processes, with no immediately available workaround.

Note—If you are reporting a Severity Level 1 issue, you must be immediately available until the problem is resolved.

Severity Level 2—Level 2 represents a problem in the operation of the software that causes performance issues which adversely affect the normal business operations of a customer but for which there may be a temporary workaround.

Severity Level 3—Level 3 represents a problem in the operation of the software that does not have an immediate adverse impact on the business operations of a customer.

Stage One

Technical support first attempts to replicate the issue and then provides either a permanent solution or a workaround. For issues where system or application setup, data, or procedures are the problem, technical support strives to provide a solution fairly quickly. Most issues can be resolved at this stage.

Note—A workaround may be provided to solve your problem immediately, in cases where a permanent solution may take more time to deliver. Your CSR will explain the type and status of any workaround provided.

Stage Two

If your technical support representative cannot determine the cause or solution to an issue quickly, the issue is escalated to the next stage, which involves in-depth troubleshooting and investigation. Subject Matter Experts (SMEs) dedicated to providing this level of analysis focus on issues at this stage, and try to provide you with a permanent solution or a workaround as quickly as possible.

Stage Three

Some issues may need to be escalated to RouteSmart's Engineering or Product Development groups for resolution.

For More Information
800.977.7284
support@routesmart.com
www.routesmart.com

Following Up On an Issue

Your technical support representative will contact you with a resolution for your issue as soon as possible, or with a status update for more complex issues. How long it takes to resolve an issue varies on a case-by-case basis according to circumstances.

However, you may contact technical support at any time to request an update on your issue. Make sure that you know your tracking number and any technical support representative can provide you with an update on the status and progress of your issue.

Software Modifications or Enhancements

Requests for modifications or enhancements will be recorded by your technical support representative, assigned a tracking number, and forwarded to the appropriate Product group. Depending on the nature of the modification or enhancement request, a Statement of Work may be created for customer authorization of billable work. Either RouteSmart Professional Services or RouteSmart Product Development will handle these modifications.

A Statement of Work (SOW) includes a complete functional description of the proposed changes to be implemented, as well as an estimate of the time required and any costs associated with the development. Upon customer approval of the SOW, the work will be scheduled and an estimated delivery date can be provided.

Tell Us What You Think

We try to resolve issues successfully, but we are always looking for ways to improve our technical support. If you have comments or suggestions, or feel your requirements are not being addressed appropriately, please contact the following Technical Support management personnel.

Technical Support

Brad Cox, Director of Client Services
bcox@routesmart.com

For More Information
800.977.7284
support@routesmart.com
www.routesmart.com

Technical Support Services Policy

Contacting Technical Support

RouteSmart Technical Support is available 24/7: seven days a week, twenty-four hours a day, 365 days a year. You can access technical support through:

Telephone Support

These toll-free support numbers connect you directly to a customer support representative.

- North America 877.977.7284

Email Support

Email is an effective way to receive assistance, but it is not recommended for urgent issues. If you have an urgent issue, please contact technical support using the telephone support numbers listed above.

- Technical Support Email: support@routesmart.com

Web Support

The online support form is an effective way to receive assistance, but it is not recommended for urgent issues. If you have an urgent issue, please contact technical support using the telephone support numbers listed above.

www.routesmart.com/supportcenter.aspx

For More Information
800.977.7284
support@routesmart.com
www.routesmart.com

FORMS A-2 THROUGH A-6

Form A-2
AFFIDAVIT OF MIAMI-DADE COUNTY
LOBBYIST REGISTRATION FOR ORAL PRESENTATION

(1)ProjectTitle: Garbage Collection Routing System Project No.: 823
(2)Department: Solid Waste
(3) Proposer's Name: RouteSmart Technologies, Inc.
Address: 8850 Stanford Blvd. Suite 3250, Columbia, MD Zip: 21045
Business Telephone: (800) 977-7284

(4) **List All Members of the Presentation Team Who Will Be Participating in the Oral Presentation:**

NAME	TITLE	EMPLOYED BY	TEL. NO.
Jessica Cearfoss	Business Development Manager	RouteSmart Technologies, Inc.	(800) 977-7284
Doug Hill	Senior Product Developer	RouteSmart Technologies, Inc.	(800) 977-7284

(ATTACH ADDITIONAL SHEET IF NECESSARY)

The individuals named above are Registered and the Registration Fee is not required for the Oral Presentation ONLY.

Any person who appears as a representative for an individual or firm for an oral presentation before a County certification, evaluation, selection, technical review or similar committee must be listed on an affidavit provided by the County. The affidavit shall be filed with the Clerk of the Board at the time the response is submitted. The individual or firm must submit a revised affidavit for additional team members added after submittal of the proposal with the Clerk of the Board prior to the oral presentation. Any person not listed on the affidavit or revised affidavit may not participate in the oral presentation, unless he or she is registered with the Clerk's office and has paid all applicable fees.

Other than for the oral presentation, Proposers who wish to address the county commission, county board or county committee concerning any actions, decisions or recommendations of County personnel regarding this solicitation in accordance with Section 2-11.1(s) of the Code of Miami-Dade County MUST register with the Clerk of the Board and pay all applicable fees.

I do solemnly swear that all the foregoing facts are true and correct and I have read or am familiar with the provisions of Section 2-11.1(s) of the Code of Miami-Dade County as amended.

Signature of Authorized Representative: [signature] Title: Executive Vice President
STATE OF Maryland
COUNTY OF Howard

The foregoing instrument was acknowledged before me this 20th DAY OF June 2012 by Laurence Levy, a Officer, who is personally known
(Individual, Officer, Partner or Agent) (Sole Proprietor, Corporation or Partnership)
to me or who has produced _____ as identification and who did/did not take an oath.

Ulonda J Merson
(Signature of person taking acknowledgement)
Ulonda J Merson
(Name of Acknowledger typed, printed or stamped)
Office Manager
(Title or Rank) (Serial Number, if any)

My commission exp. 3-11-15

Form A-3
ACKNOWLEDGEMENT OF ADDENDA

Instructions: Complete Part I or Part II, whichever is applicable.

PART I: Listed below are the dates of issue for each Addendum received in connection with this solicitation.

Addendum #1, Dated _____, 201___

Addendum #2, Dated _____, 201___

Addendum #3, Dated _____, 201___

Addendum #4, Dated _____, 201___

Addendum #5, Dated _____, 201___

Addendum #6, Dated _____, 201___

Addendum #7, Dated _____, 201___

Addendum #8, Dated _____, 201___

Addendum #9, Dated _____, 201___

PART II:

__X__ No Addendum was received in connection with this solicitation.

Authorized Signature: [signature] Date: 6/20/12

Print Name: Laurence Levy Title: Executive Vice President

Firm Name: RouteSmart Technologies, Inc.

Form A-4
LOCAL BUSINESS PREFERENCE

The evaluation of competitive solicitations is subject to Section 2-8.5 of the Miami-Dade County Code, which, except where contrary to federal or state law, or any other funding source requirements, provides that preference be given to local businesses. A local business, for the purposes of receiving the aforementioned preference above, shall be defined as a Proposer which meets all of the following.

1. Proposer has a valid Local Business Tax Receipt (formerly known as an Occupational License), issued by Miami-Dade County at least one year prior to proposal submission, that is appropriate for the goods, services or construction to be purchased.

   Proposer shall attach a copy of said Miami-Dade County Local Business Tax Receipt hereto. (Note: Current and past year receipts, or occupational licenses, as may be applicable, may need to be submitted as proof that it was issued at least one year prior to the proposal due date.)

2. Proposer has a physical business address located within the limits of Miami-Dade County from which the Proposer operates or performs business. (Post Office Boxes are not verifiable and shall not be used for the purpose of establishing said physical address.)

   Proposer shall state its Miami-Dade County (or Broward County if applicable, see note below) physical business address _____

3. Proposer contributes to the economic development and well-being of Miami-Dade County in a verifiable and measurable way. This may include but not be limited to the retention and expansion of employment opportunities and the support and increase in the County's tax base. To satisfy this requirement, the Proposer shall affirm in writing its compliance with any of the following objective criteria as of the proposal submission date:

   Check box, if applicable:

   □ a) Proposer has at least ten (10) permanent full time employees, or part time employees equivalent to 10 FTE ("full-time equivalent" employees working 40 hours per week) that live in Miami-Dade County, or at least 25% of its employees that live in Miami-Dade County.

   □ b) Proposer contributes to the County's tax base by paying either real property taxes or tangible personal property taxes to Miami-Dade County.

   □ c) Proposer contributes to the economic development and well-being of Miami-Dade County by some other verifiable and measurable contribution by_____
   _____
   _____
   _____
   _____
   _____
   _____
   _____
   _____

   Proposer shall check the box if applicable and, if checking item "c", shall provide a written statement, above, defining how Proposer meets that criteria.

By signing below, Proposer affirms that it meets the above criteria to qualify for Local Preference and has submitted the requested documents.

Note: At this time, there is an inter-local agreement in effect between Miami-Dade and Broward Counties until September 30, 2011. Therefore, a Proposer which meets the requirements of (1), (2) and (3) above for Broward County shall be considered a local business for the purposes outlined herein.

Federal Employer Identification Number: _____

Firm Name: _____

Address: _____

City/State/Zip:_____

I hereby certify that to the best of my knowledge and belief all the foregoing facts are true and correct.

Signature of Authorized Representative: _____

Print Name: _____ Title: _____

Date: _____

STATE OF _____

COUNTY OF _____

SUBSCRIBED AND SWORN TO (or affirmed) before me on _____,
(Date)
by _____. He/She is personally known to me or has
(Affiant)
presented _____ as identification.
(Type of Identification)

_____ _____
(Signature of Notary) (Serial Number)

_____ _____
(Print or Stamp Name of Notary) (Expiration Date)

Notary Public _____ Notary Seal
(State)

Form A-5
SUBCONTRACTOR/SUPPLIER LISTING
(Ordinance 97-104)

Name of Proposer RouteSmart Technologies, Inc.

This form, or a comparable listing meeting the requirements of Ordinance No. 97-104, **MUST** be completed by all bidders and proposers on County contracts for purchase of supplies, materials or services, including professional services which involve expenditures of $100,000 or more, and all bidders and proposers on County or Public Health Trust construction contracts which involve expenditures of $100,000 or more. **This form, or a comparable listing meeting the requirements of Ordinance No. 97-104, must be completed and submitted even though the bidder or proposer will not utilize subcontractors or suppliers on the contract. The bidder or proposer should enter the word "NONE" under the appropriate heading in those instances where no subcontractors or suppliers will be used on the contract.** A bidder or proposer who is awarded the contract shall not change or substitute first tier subcontractors or direct suppliers or the portions of the contract work to be performed or materials to be supplied from those identified except upon written approval of the County.

Business Name and Address of First Tier Subcontractor/ Subconsultant	**Principal Owner**	**Scope of Work to be Performed by Subcontractor/Subconsultant**	**(Principal Owner)** *Gender* *Race*	
Business Name and Address of Direct Supplier	**Principal Owner**	**Supplies/Materials/Services to be Provided by Supplier**	**(Principal Owner)** *Gender* *Race*	
RouteSmart Technologies, Inc.	Zeb Blackman	RouteSmart software application, implementation and professional services	White	Male

I certify that the representations contained in this Subcontractor/Supplier Listing are to the best of my knowledge true and accurate.

Signature of Proposer's Authorized Representative	Print Name	Print Title	Date
[signature]	Laurence Levy	Executive Vice President	6/20/12

(Duplicate if additional space is needed)
Form A-5(new 5/7/99)

FORM A-6

FAIR SUBCONTRACTING POLICIES
(Section 2-8.8 of the Miami-Dade County Code)

FAIR SUBCONTRACTING PRACTICES

In compliance with Section 2-8.8 of the Miami-Dade County Code, the Proposer submits the following detailed statement of its policies and procedures for awarding subcontracts:

_____

I hereby certify that the foregoing information is true, correct and complete.

Signature of Authorized Representative: _____

Title: _____ Date: _____

Firm Name: ___RouteSmart Technologies, Inc._____

FORM B-1
PRICE PROPOSAL SCHEDULE

Form B-1 - Price Proposal Schedule

GARBAGE COLLECTION ROUTING SOLUTION

INSTRUCTIONS:

The Proposer's price shall be submitted on this Form B-1 "Price Proposal Schedule". Proposer is requested to fill in the applicable blanks on this form. The Proposer must submit this Form B-1 "Price Proposal Schedule" together with the other components of the Proposal Submission Package in one package for evaluation. Pricing must include **all cost elements** including but not limited to travel, warranty, integration, implementation, Software, maintenance, support, and technical support services provided in the Proposal response.

A. PROPOSED PRICE

The Proposer shall state its price for providing all services as stated in Section 2.0 - Scope of Services.

TOTAL PROPOSED PRICE FOR A GARBAGE COLLECTION ROUTING SOLUTION FOR THE INITIAL FIVE (5) YEAR TERM:

$154,500

Note: A payment schedule will be negotiated with the selected Proposer and based upon project milestones and deliverables (e.g., installation, County's final acceptance of deliverables, etc.)

B. BREAKDOWN OF PROPOSED PRICE

The Proposer shall provide a breakdown of the "Proposed Price" stated in Section A, above, as provided for in the tables below. Items that are not applicable shall be identified as "N/A"; items that are at no charge to the County shall be identified as "N/C".

DESCRIPTION	PRICE
Software License Fees *(Must include all cost components of Software. Please provide detailed cost breakdown below in Table 1)*	$64,500
Implementation and Configuration Services *(Please provide detailed cost breakdown below in Table 2)*	$10,000
Software Customization Services / Integration *(Please provide detailed cost breakdown below in Table 3)*	$
Training *(Please provide detailed cost breakdown below in Table 4)*	$18,000
Software Maintenance Support Services *(After initial one year warranty)* *(Please provide detailed cost breakdown below in Table 5)*	$54,000
Miscellaneous Costs including Travel Expenses (if applicable) *(Please provide detailed cost breakdown below in Table 6)*	$8,000
***Total Proposed Price for Initial Five Year Term:**	$154,500

**** Note: Total Proposed Price shall be equal to the Proposed Price stated in Section A above.***

TABLE 1: PRICE BREAKDOWN FOR PROPOSED SOFTWARE LICENSES				
Software Product Name and proposed Version	**Unit of Purchase** *(License Type: Explain type of user license provided.* User/Site/Concurrent/Perpetual, etc.)	**Unit Price**	**Quantity / Users**	**ExtendedTotal (Unit Price x Quantity)**
RouteSmart Primary	Concurrent-use	$70,000	1 concurrent	$45,000
RouteSmart Secondary	Concurrent-use	$19,500	1 concurrent	$19,500
				$
				$
				$
			Total for Software Licenses:	**$64,500**

TABLE 2 - PRICE BREAKDOWN FOR IMPLEMENTATION AND CONFIGURATION SERVICES		
Description/Milestone	**Estimated Number of Hours**	**Unit Price Per Hour**
Project Implementation Meeting (on-site)	1 day	$
Data preparation for training and use in system	1 day	$
System installation assistance and configuration	.5 day	$
Additional tasks, as identified in PIM, needed prior to training		$
		$
		$
		$
	Total for Implementation and Configuration Services:	**$10,000**

TABLE 3 - PRICE BREAKDOWN FOR SOFTWARE CUSTOMIZATION SERVICES / INTERFACES		
Description/Milestone	**Estimated Number of Hours**	**Unit Price Per Hour**
		$
		$
		$

		$
		$
		$
		$
Total for Software Customization Services / Interfaces:		**$**

TABLE 4 - PRICE BREAKDOWN FOR TRAINING		
Description/Milestone	**Estimated Number of Hours**	**Unit Price Per Hour**
On-site, software training workshop(s) (usually 2 visits)	7 days	$1,500/day
On-site, 5-day JumpStart Service	5 days	$1,500/day
		$
		$
		$
		$
		$
Total for Training:		**$18,000**

TABLE 5 - PRICE BREAKDOWN FOR MAINTENANCE SUPPORT SERVICE FEES	
Description/Milestone	**Price**
Year 2	$13,500
Year 3	$13,500
Year 4	$13,500
Year 5	$13,500
Total for Maintenance Support Services Fees:	**$54,000**

TABLE 6 - PRICE BREAKDOWN FOR MISCELLANEOUS COSTS INCLUDING TRAVEL EXPENSES	
Description/Milestone	**Price**
On-site services limited to a total of 4 trips (PIM,training workshops (2 visits), JumpStart Service). Any deviation from this requirement will result in travel & expenses being billed as incurred.	$8,000
	$
	$
Total for Miscellaneous Costs including Travel Expenses:	**$8,000**

C. OPTIONAL SERVICES

The Proposer shall state its price for providing all Optional Services and related services as provided for in the table below. **These prices should not be included in the Proposer's Total Proposed Price.** Unless otherwise negotiated by County and selected Proposer, these rates will remain in effect for the duration of any contract issued as a result of this RFP, including all option-to-renew periods and extensions exercised by the County.

OPTIONAL YEARS TO RENEW (OTR) FEE SCHEDULE

DESCRIPTION	ANNUAL FEE	EXTENDED TOTAL
OTR 1 –Maintenance Service Fees (Years 6 through 7)	27,000	**$27,000**
Maintenance Service Fees Year 6	$13,500	
Maintenance Service Fees Year 7	$13,500	
OTR 2 - Maintenance Service Fees (Years 8 through 9)	**$27,000**	**$27,000**
Maintenance Service Fees Year 8	$13, 500	
Maintenance Service Fees Year 9	$13,500	
OTR 3 - Maintenance Service Fees (Years 10 through 11)	**$27,000**	**$27,000**
Maintenance Service Fees Year 10	$13,500	
Maintenance Service Fees Year 11	$13,500	
Total for all Optional Years to Renew Maintenance Service Fees:		**$81,000**

Proposer should provide rates for disciplines of its personnel for any additional services requested by County which are not part of this Scope of Services, but may become necessary at a later time as outlined in Section 2.6.

Position	Proposed Rate	
Software Developer	$ See notes below	Per Hour
On-call Service for Minor Updates	$	Per Hour
On-Site Training (Per Day, beyond initial training)	$	Per Day
Other		

Notes: Custom work that involves a software developer or on-site work will be accessed and priced on an individual basis.

1. *Compensation to the selected Proposer for Additional Services shall be based on the projects assigned. The selected Proposer shall use agreed upon hourly rates to calculate the not-to-exceed cost statement required for each project.*