

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS  
OF SAN BERNARDINO COUNTY  
AND RECORD OF ACTION**

**August 19, 2025**

**FROM**

**PETE MENDOZA, Director, Purchasing Department**

**SUBJECT**

Amendment with WorkWave LLC for Mail Service Software Subscription and Services

**RECOMMENDATION(S)**

Approve **Amendment No. 2 to Master Service Agreement No. 24-784** with WorkWave LLC, for software subscription and services for management of mail service, modifying certain terms, and changing the contract term from a 12 month term beginning August 20, 2024 with the option to renew for four additional twelve month periods to beginning August 20, 2024 and remaining in effect until expiration or termination of all order forms, or until termination of the agreement by either party.

(Presenter: Pete Mendoza, Director, 387-2073)

**COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES**

**Improve County Government Operations.**

**FINANCIAL IMPACT**

Approval of this item will not result in the use of additional Discretionary General Funding (Net County Cost). Impact on individual department budgets is based upon the need for RouteManager Subscription and Services throughout the County. The Purchasing Department's (Purchasing) costs are anticipated to be approximately \$6,000 annually and have been budgeted accordingly based on the average for the last three years. Departments that require RouteManager Subscription Services are responsible for ensuring adequate funding is included in their current and future recommended budgets.

**BACKGROUND INFORMATION**

Amendment No. 2 to the Master Services Agreement (Agreement) with WorkWave LLC (WorkWave) will modify the existing terms and conditions regarding the length of the Agreement, allowing the County to continually use the software services. Language limiting the term to one year and allowing for term extensions was removed, and language allowing for continuous use was added.

On August 20, 2024 (Item No. 72), as the result of an informal, competitive procurement, the Board approved Master Service Agreement No. 24-784 and Amendment No. 1 to Master Service Agreement No. 24-784 with WorkWave LLC, modifying certain terms to the County standard contract terms.

The Agreement with WorkWave allows the Purchasing Department (Purchasing) and other county departments to utilize RouteManager. The system provides two main benefits, route

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optimization and real-time tracking. RouteManager analyzes route locations, service departments, distance, fuel consumption, number of stops, dynamic road conditions, and driver workload to ensure efficient route planning. It also offers real-time courier tracking, enabling quicker responses to customer inquiries and accurate projected arrival times.

The Amendment adds a non-standard early termination fee provision. If any devices are provided to the County at a promotional price, the value of the device may be recovered by WorkWave if the County terminates the subscription term prior to the end of the term. Subscription terms are non-cancelable.

- County Policy 11-05 requires that the County have the right to terminate the contract, for any reason, with a 30-day written notice of termination without any obligation other than to pay amounts for services rendered and expenses reasonably incurred prior to the effective date of termination.
- Potential Impact: The County can only terminate the Agreement during a subscription term for an uncured breach by WorkWave. Any attempted termination by County without cause could result in payment liability for the remaining subscription term as well as the value of devices provided to the County by WorkWave, which could result in payment liability where no funds are available due to lack of allocation or loss of funding.

Purchasing recommends approval of Amendment No. 2 with WorkWave, including non-standard terms, as the software promotes efficient route management and real-time tracking.

**PROCUREMENT**

Not applicable.

**REVIEW BY OTHERS**

This item has been reviewed by County Counsel (Bonnie Uphold, Supervising Deputy County Counsel, 387-5455) on August 13, 2025; Innovation and Technology Department (Lynn Fyhrlund, Chief Information Officer, 388-5501) on July 8, 2025; County Finance and Administration (Kathleen Gonzalez, Administrative Analyst, 387-5412) on July 29, 2025.

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Record of Action of the Board of Supervisors  
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**APPROVED (CONSENT CALENDAR)**

Moved: Joe Baca, Jr. Seconded: Curt Hagman  
Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY   
DATED: August 19, 2025



cc: Purchasing - Reyna w/agree  
Contractor - c/o Purchasing w/agree  
File - w/agree  
MBA 08/22/2025