

RESOLUTION

NO: 2021-06-088

LIVINGSTON COUNTY

DATE: June 14, 2021

Resolution Authorizing an Agreement with Ecolane to Upgrade to the Agency-branded App and to Purchase the Customer Service and Feedback Module – LETS

WHEREAS, LETS successfully launched the Ecolane DRT software in March 2021 and is preparing to launch the associated smartphone app that allows customers to schedule and pay for their rides using their smart phone; and

WHEREAS, LETS was recently offered the option to upgrade to the Agency-branded App, which will allow users to search and download a LETS-branded app rather than the standard Ecolane-branded app, making the customer experience more intuitive and increasing the visibility of the app; and

WHEREAS, Ecolane recently released a Customer Service and Feedback Module which provides an electronic database for individual customer “files” containing incidents, complaints, and other feedback to replace the traditional paper filing system which is cumbersome to search and maintain; and

WHEREAS, the cost to upgrade to the Agency-branded App is \$20,985 for the first year and \$3,999 per year for years 2-5, and the cost of the Customer Service and Feedback Module is \$7,985 for the first year and \$1,399 per year for years 2-5, with the option to discontinue either feature at any time; and

WHEREAS, all costs associated with both features are eligible capital expenses and will be reimbursed at 100% by Federal and State grants; and

WHEREAS, LETS implemented the Ecolane software via a sub-contract with Doublemap, Inc., due to favorable pricing terms; however, LETS desires to enter into a direct contract with Ecolane for these additional features to simplify implementation and ongoing support; and

WHEREAS, the contract term will begin upon approval of this resolution and will renew annually for a period of five (5) years from the date of execution unless the County exercises its option to terminate early for any reason.

THEREFORE BE IT RESOLVED that the Livingston County Board of Commissioners hereby authorizes an agreement with Ecolane to upgrade to the Agency-branded App at a cost not to exceed \$20,985 for the first year and \$3,999 for years 2-5, and to purchase the Customer Service and Feedback Module at a cost not to exceed \$7,985 for the first year and \$1,399 for years 2-5.

BE IT FURTHER RESOLVED that the contract term will begin upon approval of this resolution and will renew annually for a period of five (5) years from the date of execution unless the County exercises its option to terminate early for any reason.

BE IT FURTHER RESOLVED that the Livingston County Board of Commissioners authorizes any budget amendments necessary to effectuate the above.

BE IT FURTHER RESOLVED that the Board Chair is authorized to sign the agreement and future renewals upon review and/or preparation by Mark Koerner, LETS Transit Attorney.

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MOVED:
SECONDED:
CARRIED: