

PROCUREMENT SUMMARY

1.	Recommended Vendor: eLoyalty, LLC
2.	Procurement Type: Amendment
3.	Procurement Details: A. Contract Status: Amendment No. 5 to Agreement No. 47789 B. Bid Advertisement Date: Not applicable C. Pre-Bid Conference Date: Not applicable D. Bid/Proposal Due Date: Not applicable E. Number of Downloads of Solicitation: Not applicable F. Number of Bids/Proposals Received: Not applicable G. Protest Received: Not applicable
4.	Buyer Assigned: Minh Trinh-Lee
5.	Contract Administrator: Iris Castillo
6.	LADWP System/Division: Joint/Information Technology Services
7.	Contact Person for Item: Louis Carr, Jr.

A. Summary of Bids Received/Evaluation Rating Summary of Proposals

Not applicable to the Amendment.

B. Evaluation of Bid/Proposal/Cooperative Agreement

Not applicable to the Amendment.

C. Procurement History

One Contract with eLoyalty, LLC During the Past Nine Years, Approximately							
Contract No.	Contract Description	Amend. No.	Increase/Decrease	Term of Contract/Extension	Starting Date	Ending Date	Total Contract Amount
47789	Software Maintenance and Support and Customer Information System Integration			3 years	8/15/2008	8/14/2011	\$7,272,715
	Automation of Electronic Payments and Calls	1	\$1,383,635	---	---	8/14/2011	\$8,656,350
	To Avoid Lapse in Coverage	2	\$111,501	4 months and 24 days	---	1/7/2012	\$8,767,851
	Software Maintenance and Support, Integration Services, IVR Improvements	3	\$3,288,499	3 years, 10 months, 7 days	---	11/14/2015	\$12,056,350
	Software and Hardware Upgrades, Payment Card Industry Compliance	4	\$3,342,000	2 years	---	11/14/2017	\$15,398,350

D. Local Business Preference Program (LBPP)

Not applicable to the Amendment.

E. Additional Outreach Efforts Taken

Not applicable to the Amendment.

F. Small Business Enterprises (SBE)/Disabled Veterans Business Enterprises (DVBE)/Minority Business Enterprises (MBE)/Women Business Enterprises (WBE)/Other Business Enterprises (OBE) Subcontracting Participation

SBE/DVBE/MBE/WBE/OBE subcontracting participation was not required for this contract. However, subcontractors were utilized as follows:

SBE:	None
DVBE:	None

MBE SUBCONTRACTING

MBE	ORIGINAL CONTRACT (\$7,272,715)		CONTRACT EXPENDITURE THRU MAY 23, 2017 (\$14,422,676.33)		AMENDED CONTRACT (\$18,398,350)	
	Commitment Amount	Percent of Contract	Actual Amount	Percent of Achievement	Commitment Amount	Percent of Contract
HBMG	\$133,000	1.83%	\$130,714	0.91%	\$130,714	0.71%

WBE SUBCONTRACTING

WBE	ORIGINAL CONTRACT (\$7,272,715)		CONTRACT EXPENDITURE THRU MAY 23, 2017 (\$14,422,676.33)		AMENDED CONTRACT \$18,398,350	
	Commitment Amount	Percent of Contract	Actual Amount	Percent of Achievement	Commitment Amount	Percent of Contract
Ascolta	\$240,000	3.30%	\$240,000	1.66%	\$240,000	1.30%

OBE SUBCONTRACTING

OBE	ORIGINAL CONTRACT (\$7,272,715)		CONTRACT EXPENDITURE THRU MAY 23, 2017 (\$14,422,676.33)		AMENDED CONTRACT \$18,398,350	
	Commitment Amount	Percent of Contract	Actual Amount	Percent of Achievement	Commitment Amount	Percent of Contract
Adtech	\$196,285	2.70%	\$314,195	2.18%	\$404,195	2.20%
INOVA Solutions	\$34,400	0.47%	\$191,613	1.33%	\$251,613	1.37%
Calabrio	\$150,000	2.06%	\$134,063	0.93%	\$374,063	2.03%