

WHEREAS, eLoyalty, LLC (eLoyalty) was awarded Agreement No. 47789 by the Los Angeles Department of Water and Power (LADWP) Board of Commissioners on September 5, 2008, for expert and professional services to assist LADWP with the design and implementation of an Internet Protocol Contact Center System (IPCC) to replace legacy contact center equipment; and

WHEREAS, LADWP has determined that, due to a required hardware and software upgrade, knowledge transfer, necessary system improvements, and ongoing maintenance, it is necessary to increase the contract amount and recommends Amendment No. 4 to Agreement No. 47789 with eLoyalty to increase the contract amount by \$3,342,000, from \$12,056,350 to a total of \$15,398,350 with two additional one (1) year options; and


WHEREAS, LADWP has determined that it is necessary to increase the Agreement term by two additional one (1) year options totaling more than nine years which exceeds the total Agreement time period set by City Ordinance, and in accordance with the City Charter Section 373, City Council approval is required.

NOW, THEREFORE, BE IT RESOLVED that Amendment No. 4 to Agreement No. 47789, approved as to form and legality by the City Attorney and on file with the Secretary of the Board is hereby approved.


BE IT FURTHER RESOLVED that the Chief Accounting Employee of LADWP, upon proper certification, is authorized and directed to draw demands on the Power Revenue Fund(s), in accordance with the terms of this amendment to Agreement No. 47789 and this resolution.

BE IT FURTHER RESOLVED that the President or Vice President, or the General Manager, or such person as the General Manager shall designate in writing, and the Secretary, Assistant Secretary, or the Acting Secretary of the Board are hereby authorized and directed to execute said amendment for and on behalf of LADWP.

I HEREBY CERTIFY that the foregoing is a full, true, and correct copy of the resolution adopted by the Board of Water and Power Commissioners of the City of Los Angeles at its meeting held AUG 04 2015

  
Secretary

APPROVED AS TO FORM AND LEGALITY  
MICHAEL N. FEUER, CITY ATTORNEY

MAY 21 2015  
BY   
DIRK F. BROERSMA  
DEPUTY CITY ATTORNEY