

PROCUREMENT SUMMARY

1.	Recommended Vendor(s): eLoyalty, LLC.
2.	Procurement Type: Amendment
3.	Procurement Details: A. Contract Status: Amendment No. 4 to Agreement No. 47789 B. Bid Advertisement Date: Not applicable C. Pre-Bid Conference Date: Not applicable D. Number of Downloads of Solicitation: Not applicable E. Number of Bids/Proposals Received: Not applicable F. Protest Received: Not applicable
4.	Buyer Assigned: John de la Rosa
5.	Contract Administrator: Jonathan Hatcher
6.	LADWP System: Joint
7.	Contact Person for Item: Matthew M. Lampe

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

Not applicable to amendments.

B. Evaluation of Bid/Proposal/Cooperative Agreement

Not applicable to amendments.

C. Contract/Vendor History

Contract and Vendor History							
Contract No.	Contract Description	Amendment No.					
		Amendment 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	8/14/2011	8/14/2011	\$7,272,715
		Amendment No. 1	\$1,383,635	---	---	8/14/2011	\$8,656,350
		Amendment No. 2	\$111,501	4 Months	---	1/07/2012	\$8,767,851
		Amendment No. 3	\$3,288,499	3 Years, 10 Months, 7 Days	---	11/14/2015	\$12,056,350
		Amendment No. 4	\$3,342,000	2 Year	---	11/14/2017	\$15,398,350

A. Local Business Preference Program (LBPP)

Not applicable to amendments.

B. Additional Outreach Efforts Taken

Not applicable to amendments.

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

SBE SUBCONTRACTING

Not Applicable

DVBE SUBCONTRACTING

Not Applicable

MBE SUBCONTRACTING

MBE SUBCONTRACTOR	ORIGINAL CONTRACT (CONTRACT AMOUNT \$7,272,715)		PARTICIPATION THROUGH FEBRUARY 9, 2015 (CONTRACT AMOUNT \$12,056,350)		PROJECTED PARTICIPATION DUE TO PROPOSED \$3,342,000 AMENDMENT (PROPOSED CONTRACT AMOUNT \$15,398,350)		
	COMMITTED AMOUNT	PERCENT OF CONTRACT	ACTUAL AMOUNT	PERCENT OF CONTRACT	PROPOSED \$ IN AMENDMENT	REVISED TOTAL SUB AMOUNT	REVISED PERCENT OF CONTRACT
HBMG	\$133,000	1.83	\$130,714	1.08	\$0	\$130,714	0.84

WBE SUBCONTRACTING

WBE SUBCONTRACTOR	ORIGINAL CONTRACT (CONTRACT AMOUNT \$7,272,715)		PARTICIPATION THROUGH SEPTEMBER 30, 2014 (CONTRACT AMOUNT \$12,056,350)		PROJECTED PARTICIPATION DUE TO PROPOSED \$3,342,000 AMENDMENT (PROPOSED CONTRACT AMOUNT \$15,398,350)		
	COMMITTED AMOUNT	PERCENT OF CONTRACT	ACTUAL AMOUNT	PERCENT OF CONTRACT	PROPOSED \$ IN AMENDMENT	REVISED TOTAL SUB AMOUNT	REVISED PERCENT OF CONTRACT
Ascolta	\$240,000	3.30	\$240,000	1.99	\$0	\$240,000	1.55

OBE SUBCONTRACTING

OBE SUBCONTRACTOR	ORIGINAL CONTRACT (CONTRACT AMOUNT \$7,272,715)		PARTICIPATION THROUGH SEPTEMBER 30, 2014 (CONTRACT AMOUNT \$12,056,350)		PROJECTED PARTICIPATION DUE TO PROPOSED \$3,342,000 AMENDMENT (PROPOSED CONTRACT AMOUNT \$15,398,350)		
	COMMITTED AMOUNT	PERCENT OF CONTRACT	ACTUAL AMOUNT	PERCENT OF CONTRACT	PROPOSED \$ IN AMENDMENT	REVISED TOTAL SUB AMOUNT	REVISED PERCENT OF CONTRACT
Adtech	\$196,285	2.7	\$196,285	1.62	\$90,542	\$286,827	1.86
INOVA Solutions	\$34,400	.47	\$34,400	0.28	\$31,344	\$65,744	0.42