

WHEREAS, eLoyalty, LLC (eLoyalty) was awarded Agreement No. 47789 (Agreement) by the Board of Water and Power Commissioners (Board) on August 5, 2008, for expert and professional services to assist the Los Angeles Department of Water and Power (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 the ongoing system maintenance and support services of the IPCC, appropriate response time, implementation of updates and additional system upgrades as requested by Customer Service Division, creation and updating of documentation related to the environment, knowledge transfer, and detailed schedule for routine maintenance, it is necessary to recommend Amendment No. 5 (Amendment) to the Agreement with eLoyalty to increase the contract amount by \$3,000,000 from \$15,398,350 to a total of \$18,398,350 and to add one year with two additional one-year options; and

WHEREAS, LADWP has determined that it is necessary to extend the agreement term by one year with two additional one-year options totaling twelve years and three months which exceeds the total agreement time period set by Los Angeles City ordinance and in accordance with the City Charter Section 373; City Council approval is required.

NOW, THEREFORE, BE IT RESOLVED that the Amendment to the Agreement, 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 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.

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 the Agreement and this Resolution.

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 OCT 17 2017

  
Secretary

APPROVED AS TO FORM AND LEGALITY  
MICHAEL N. FEUER, CITY ATTORNEY  
JUL 11 2017  
BY   
DIRK P. BROERSMA  
DEPUTY CITY ATTORNEY