

**TO THE COUNCIL OF THE  
CITY OF LOS ANGELES**

Your

**ENERGY AND ENVIRONMENT COMMITTEE**

**reports as follows:**

ENERGY AND ENVIRONMENT COMMITTEE REPORT relative to proposed Amendment No. 3 to Agreement No. 47789 with eLoyalty Corporation (eLoyalty) for software maintenance and support, integration services, and other system modifications of the Internet Protocol Contact Center System, also known as the Customer Contact System.

Recommendation for Council action:

CONCUR with the Board of Water and Power Commissioners' (Board) action of December 16, 2011, Resolution No. 012-136, authorizing the execution of Amendment No. 3 and ratification of Agreement No. 47789 with e-Loyalty for software maintenance and support, integration services, and other system modifications of the Internet Protocol Contact Center System, also known as the Customer Contact System.

Fiscal Impact Statement: The City Administrative Officer (CAO) reports that approval of the proposed agreement with eLoyalty will have no impact on the General Fund. All expenditures for this agreement will be from the Department's Power Revenue Fund and Water Revenue Fund. This amendment is consistent with the LADWP's adopted financial policies.

Community Impact Statement: None submitted.

**TIME LIMIT FILE - FEBRUARY 20, 2012**

**(LAST DAY FOR COUNCIL ACTION - FEBRUARY 17, 2012)**

Summary:

On January 10, 2012, your Committee considered a December 20, 2011 Board report, Resolution No. 012-136, and a November 18, 2011 CAO report relative to proposed Amendment No. 3 to Agreement No. 47789 with eLoyalty for software maintenance and support, integration services, and other system modifications of the Internet Protocol Contact Center System, also known as the Customer Contact System. The reports, attached to the Council file, provide additional details on the proposed amendment.

During the discussion of this item, the LADWP and the CAO representatives provided an overview of the Department's request and responded to related questions from the Committee members. After additional discussion and providing an opportunity for public comment, the Committee recommended that Council concur with the Board's action, as reflected above.

This matter is now submitted to Council for its consideration.

Respectfully submitted,

ENERGY AND ENVIRONMENT COMMITTEE

<u>MEMBER</u>	<u>VOTE</u>
PERRY:	YES
KREKORIAN:	YES
CÁRDENAS:	ABSENT
ALARCÓN:	ABSENT
LABONGE	YES

MLE  
[11-2138\\_rpt\\_ee\\_1-11-12](#)

**- Not Official Until Council Acts -**