



BUILDING A STRONGER L.A.

Karen Bass, Mayor

Board of Commissioners

Cynthia McClain-Hill, President

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Chante L. Mitchell, Secretary

Martin L. Adams, General Manager and Chief Engineer

October 26, 2023

The Honorable City Council
City of Los Angeles
Room 395, City Hall
Los Angeles, California 90012

Honorable Members:

Subject: Amendment No. 7 to Agreement No. 47789 for Software Maintenance and Support with TTEC Digital, LLC

Pursuant to Charter Section No. 674, enclosed for approval by your Honorable Body is Resolution No. 024 063, adopted by the Board of Water and Power Commissioners on October 24, 2023, which approves Amendment No. 7 to Agreement No. 47789 for Software Maintenance and Support with TTEC Digital, LLC.

If additional information is required, please contact Mr. David Rahimian, Commission Liaison, at (213) 367-0361, or Mr. Matthew Hale, Director of Legislative and Intergovernmental Affairs, at (213) 367-0751.

Sincerely,

A handwritten signature in blue ink that reads 'Chante L. Mitchell'.

Chante L. Mitchell
Board Secretary

CLM:fr

Enclosures: LADWP Board Letter
Procurement Summary
LADWP Resolution
Amendment
CAO Report

The Honorable City Council

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c/encs: Mayor Karen Bass

Councilmember Katy Yaroslavsky, Chair, Energy and Environment Committee

Ms. Sharon Tso, Chief Legislative Analyst

Mr. Matthew W. Szabo, City Administrative Officer

Mr. Rafael Prieto, Office of Chief Legislative Analyst, CLA

Ms. Jacqueline Wagner, Chief Administrative Analyst, CAO

Mr. Matthew Hale, Director of Legislative and Intergovernmental Affairs, LADWP