

WHEREAS, TTEC Digital, LLC (TTEC), formerly eLoyalty Corporation, was awarded Agreement No. 47789 (Agreement) by the Los Angeles Department of Water and Power (LADWP) Board of Water and Power Commissioners (Board) on August 5, 2008, for expert and professional services to assist LADWP with the design and implementation of an Internet Protocol Contact Center system to replace legacy Customer Contact Center (CCC) equipment; and

WHEREAS, Amendments Nos. 1 through 6 to the Agreement provided LADWP with continued professional services to enhance, integrate, modify, upgrade, and provide ongoing system maintenance and support to the existing CCC Interactive Voice Response (IVR) system for a term of 15 years and 3 months and a not-to-exceed amount of \$22,898,350; and

WHEREAS, LADWP has determined that it is necessary for TTEC to continue providing ongoing system maintenance, support, and minor system changes to the existing CCC IVR system until a replacement system is functional and recommends Amendment No. 7 (Amendment) to the Agreement; and

WHEREAS, the Amendment will increase the Agreement amount by \$4,000,000 from \$22,898,350 to a new not-to-exceed amount of \$26,898,350; extend the term by one year to November 14, 2024; and add two additional one-year options for a total term of 18 years and 3 months; and

WHEREAS, the Agreement term as amended exceeds the total contract period set by ordinance and in accordance with City Charter Section 373 City Council approval is required.

NOW, THEREFORE, BE IT RESOLVED that Amendment No. 7 to the Agreement, approved as to form and legality by the City Attorney and filed with the Secretary of the Board is hereby approved.

BE IT FURTHER RESOLVED that pursuant to City Charter Section 1022, the Board finds that it is more feasible to have the work performed by an independent contractor.

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, in accordance with the terms of the Amendment to the Agreement 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 upon approval by the City Council pursuant to City Charter Section 373.

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 October 24, 2023

Shantia Mitchell

Secretary

APPROVED AS TO FORM AND LEGALITY
HYDEE FELDSTEIN SOTO, CITY ATTORNEY

JUL 25 2023
BY *Bethany Burgess*
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DEPUTY CITY ATTORNEY