
Office of the City Clerk, City of Los Angeles

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Council File Number

[11-2138](#)

Title

TTEC Digital, LLC / (formerly eLoyalty, LLC) / Software Maintenance and Support / Amendment

Last Change Date

11/12/2020

Expiration Date

11/06/2022

Reference Numbers

Board Resolution: 012 136; 016 030; 018 055; 021-055, Agreement: 47789, City Administrative Officer Report: 0150-09658-0003

Initiated by

Board of Water and Power Commissioners

Action History for Council File [11-2138](#)

Date	Activity
11/12/2020	Council action final.
11/10/2020	Council adopted item forthwith.
11/06/2020	City Clerk scheduled item for Council on November 10, 2020.
11/05/2020	Energy, Climate Change, and Environmental Justice Committee waived consideration of item .
11/02/2020	Board of Water and Power Commissioners document(s) referred to Energy, Climate Change, and Environmental Justice Committee.
10/29/2020	Document(s) submitted by Board of Water and Power Commissioners, as follows: Board of Water and Power Commissioners report, dated October 28, 2020, relative to Board Resolution No. 021 055, which approves Amendment No. 6 to Agreement No. 47789 with TTEC Digital, LLC, to continue providing software maintenance and support for the Customer Contact Center Interactive Voice Response system.
11/21/2017	Council action final.
11/21/2017	Council adopted item forthwith.
11/14/2017	City Clerk scheduled item for Council on November 21, 2017.
11/07/2017	Energy, Climate Change, and Environmental Justice Committee approved item(s) .
11/03/2017	Energy, Climate Change, and Environmental Justice Committee scheduled item for committee meeting on November 7, 2017.
10/19/2017	Board of Water and Power Commissioners document(s) referred to Energy, Climate Change, and Environmental Justice Committee.
10/19/2017	Document(s) submitted by Board of Water and Power Commissioners, as follows: Board of Water and Power Commissioners report, dated October 18, 2017, relative to Board Resolution No. 018 055, which authorizes Amendment No. 5 to Agreement No. 47789 with eLoyalty, LLC for software support and maintenance.
09/02/2015	Council action final.
09/01/2015	Council adopted item, subject to reconsideration, pursuant to Council Rule 51.
08/20/2015	City Clerk scheduled item for Council on September 1, 2015.
08/19/2015	Energy and Environment Committee approved item(s) .

08/14/2015 Energy and Environment Committee scheduled item for committee meeting on August 19, 2015.

08/06/2015 Board of Water and Power Commissioners document(s) referred to Energy and Environment Committee.

08/06/2015 Document(s) submitted by Board of Water and Power Commissioners, as follows:

Board of Water and Power Commissioners report, dated August 5, 2015, relative to Resolution No. 016 030 for the execution of Agreement No. 47789 (Amendment No.4) for Software Maintenance and Support with eLoyalty, LLC.

01/18/2012 Council action final.

01/17/2012 Council adopted item, subject to reconsideration, pursuant to Council Rule 51.

01/11/2012 City Clerk scheduled item for Council on January 17, 2012.

01/10/2012 Energy and Environment Committee approved item(s) .

01/06/2012 Energy and Environment Committee scheduled item for committee meeting on January 10, 2012.

12/22/2011 Board of Water and Power Commissioners document(s) referred to Energy and Environment Committee.

12/22/2011 Document(s) submitted by Board of Water and Power Commissioners, as follows:

Board of Water and Power Commissioners report, dated December 20, 2011, relative to Amendment No. 3 and ratification of Agreement No. 47789 with eLoyalty Corporation for software maintenance of the Internet Protocol Contact Center System.