

ED GAINNEY  
MAYOR



HEIDI NORMAN  
CIO & DIRECTOR

CITY OF PITTSBURGH  
**DEPARTMENT OF INNOVATION & PERFORMANCE**  
CITY-COUNTY BUILDING

June 20, 2025

The Honorable President and Members of Council  
510 City-County Building  
414 Grant Street  
Pittsburgh, PA 15219

RE: To enter into an agreement(s) with ePlus for network monitoring services

Dear President and Members:

This letter is to request approval for a Resolution amending Resolution 524-2020, authorizing the Mayor and the Director of the Department of Innovation & Performance, on behalf of the City of Pittsburgh, to enter into a multi-year agreement or agreements with ePlus Technology, Inc. for network monitoring and a security professional services partner aligned with key business goals of reducing risk, improving service efficiency, and minimizing client impact to include better network utilization, monitoring and enhanced security posture throughout the enterprise, by increasing the approved amount by Seven Hundred Sixty-Five Thousand Three Hundred Dollars (\$765,300) for an amended total cost not-to-exceed One Million Two Hundred Forty-Nine Thousand Four Hundred Ninety-Three Dollars (\$1,249,493) over nine (9) years.

Your favorable consideration is appreciated.

Sincerely,

*Heidi Norman*

Heidi Norman  
CIO & Director, Innovation & Performance