

ED GAINNEY
MAYOR



HEIDI NORMAN
DIRECTOR

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

November 14, 2023

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 Catalis and/or Qscend Technologies

Dear President and Members:

This letter is to request approval for the Mayor and the Director of the Department of Innovation & Performance to amend Resolution 643 of 2020, authorizing the Department of Innovation and Performance to enter into a Contract or Contracts with Catalis Public Works & Citizen Engagement, LLC, and/or its division, Qscend Technologies, Inc., for the purchase of Constituent Relationship Management (CRM) software services necessary for the operations of the City's 311 Response Line by increasing the approved amount by \$59,650.97 for an amended total cost not-to-exceed \$554,782.87 (Five Hundred Fifty Four Thousand Seven Hundred Eighty Two Dollars and Eighty Seven Cents) over nine years.

Your favorable consideration is appreciated.

Sincerely,

Heidi Norman

Heidi Norman, Director
Innovation & Performance







Catalis QScend legislation letter

Final Audit Report

2023-11-15

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