

ED GAINNEY
MAYOR



HEIDI NORMAN
CIO & DIRECTOR

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

July 3, 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 Accenture

Dear President and Members:

This letter is to request approval for a Resolution amending Resolution 877-2024, authorizing the Mayor, the Director of the Department of Innovation & Performance, and the Office of the Mayor, to enter into an agreement or agreements or amendments thereto with Incapsulate, now doing business as Accenture, to upgrade the City's Customer Relationship Management (CRM) system and our related capabilities and processes, by increasing the approved amount by Thirty Thousand Dollars (\$30,000) for a total cost not-to-exceed One Million One Hundred Twenty-Five Thousand Seven Hundred Fifty-Five Dollars and Thirty-Three Cents (\$1,125,755.33) over three (3) years, subject to appropriation by City Council in future budget years.

Your favorable consideration is appreciated.

Sincerely,

Heidi Norman
CIO & Director, Innovation & Performance