

ED GAINNEY  
MAYOR



HEIDI NORMAN  
CIO & DIRECTOR

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

December 15, 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) for Symago – waive Rule 8

Dear President and Members:

This letter is to request approval for a Resolution authorizing the Mayor and the Director of the Department of Innovation & Performance, on behalf of the City of Pittsburgh, to enter into an agreement or agreements or amendments thereto with Symago LLC for Geographic Information Systems (GIS) Enterprise and ArcGIS OnLine (AGOL) Support, to provide GIS Enterprise Administrator support for ArcGIS, at a cost not-to-exceed Forty-Nine Thousand Nine Hundred Dollars (\$49,900) over one year.

We are requesting to waive Rule 8. We were delayed in vendor selection for the RFP and need to have legislation enacted before the end of the year.

Your favorable consideration is appreciated.

Sincerely,

Heidi Norman  
CIO & Director, Innovation & Performance