

ED GAINNEY
MAYOR



HEIDI NORMAN
CIO & DIRECTOR

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

October 28, 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 Computronix for subscribed services

Dear President and Members:

This letter is to request approval for a Resolution amending Resolution 718-2022, authorizing the Mayor and the Director of the Department of Innovation & Performance, on behalf of the City of Pittsburgh, to enter an agreement or agreements, and amendments thereto, with Computronix (USA) Inc., for subscribed services to handle day-to-day maintenance and support of OneStopPGH, including to address any defects that may arise with the system and to define Service Level Agreements (SLA) for resolution time, meeting the needs of the City of Pittsburgh, by increasing the approved amount by One Million Six Hundred Sixteen Thousand Two Hundred Eighty-One Dollars (\$1,616,281) for an amended total cost not-to-exceed Two Million Eight Hundred Forty Thousand Seven Hundred Sixty-Three Dollars (\$2,840,763) over six years.

Your favorable consideration is appreciated.

Sincerely,

A handwritten signature in purple ink that reads "Heidi K. Norman".

Heidi Norman
CIO & Director, Innovation & Performance