

ED GAINNEY  
MAYOR



HEIDI NORMAN  
DIRECTOR

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

August 14, 2024

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 Vision Point Systems

Dear President and Members:

This letter is to request approval for a Resolution authorizing the Mayor and the Director of Innovation & Performance, on behalf of the City of Pittsburgh, to enter into an agreement or agreements and amendments thereto with Vision Point Systems ("VPS") to obtain Twilio Flex support services to meet the needs of the City of Pittsburgh, for a total cost not-to-exceed Sixteen Thousand Dollars (\$16,000) over one year.

Your favorable consideration is appreciated.

Sincerely,

*Heidi Norman*

Heidi Norman  
Director, Innovation & Performance