

ED GAINNEY
MAYOR



HEIDI NORMAN
DIRECTOR

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

November 20, 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 Incapsulate

Dear President and Members:

This letter is to request approval for the Mayor, the Director of the Department of Innovation & Performance, and the Office of the Mayor, on behalf of the City of Pittsburgh, to enter into an agreement or agreements or amendments thereto with Incapsulate, to upgrade the City's Customer Relationship Management (CRM) system and our related capabilities and processes, at a cost not-to-exceed Five Hundred Ten Thousand Dollars (\$510,000) over one year, subject to appropriation by City Council in future budget years.

Your favorable consideration is appreciated.

Sincerely,

Heidi Norman

Heidi Norman, Director
Innovation & Performance