



Request # WCP23-049
(assigned by OMB)

**CITY OF PITTSBURGH
REQUEST FOR WAIVER OF COMPETITIVE PROCESS**

Contract Title: QScend/Catalis CRM Services Agreement

Contract Description: Services Agreement with QScend/Catalis for 311 CRM Services

Contract Duration: One (1) Additional year

Requesting Department: I&P Contract Type: Vendor Agreement

Requests for exemption must be based on one or more of the categories listed in City Code 161.02B located here:

Please list all category numbers that apply (see page 2) 10

Justification:

It is vitally necessary for the City to retain essential support and maintenance of our CRM and 311 system; this is also a continuation of existing service. The current contract expires in February of 2024. Early this year, an RFP was posted to replace the current CRM system. The implementation of the new system will continue through 2024 and the new system is planned to go-live early Q4 of 2024. The new system's capabilities and services will provide an easy and enjoyable user experience and make our city government more transparent, efficient and equitable.

I&P is seeking to extend the current agreement to guarantee the continuation of the 311 services while the implementation of the new system is being conducted.

Signed by: Heidi Norman

Date: Nov 13, 2023

Department Director

Waiver Request is hereby: X Granted Denied

OMB Procurement: Jennifer Obzinger

Date: Nov 14, 2023

After completion, please email this form, along with any appropriate backup to procurement@pittsburghpa.gov

If a waiver is granted, contract authorization is then required by City Council. Department shall submit appropriate legislation and note the Resolution number on this form and submit a copy along with the contract when submitting to the Controller's Office for signature.

Resolution Number _____ Effective Date _____

QScend Catalis waiver of competitive process

Final Audit Report

2023-11-14

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