

ED GAINNEY
MAYOR



HEIDI NORMAN
DIRECTOR

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

October 10, 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 Twilio

Dear President and Members:

This letter is to request approval for the Mayor and the Director of the Department of Innovation & Performance to enter into an agreement and/or agreement(s) and amendments thereto with Twilio for internet based communications services required to support various City of Pittsburgh customer engagement communications, at a cost not-to-exceed Two Hundred Thirty Eight Thousand, Three Hundred Twenty Five Dollars (\$238,325) over 2 years.

Your favorable consideration is appreciated.

Sincerely,

Heidi Norman

Heidi Norman, Director
Innovation & Performance






Twilio legislation letter

Final Audit Report

2023-10-10

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