

ED GAINNEY
MAYOR



HEIDI NORMAN
DIRECTOR

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

January 31, 2023

The Honorable President and Members of Council
510 City-County Building
414 Grant Street
Pittsburgh, PA 15219

RE: To enter into an amended agreement(s) with Vision Point Systems

Dear President and Members:

This letter is a request to amend Resolution 727-2021, authorizing the Mayor and the Director of the Department 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 at an additional cost not to exceed \$15,600.

Your favorable consideration is appreciated.

Sincerely,

Heidi Norman

Heidi Norman, Director
Innovation & Performance