

ED GAINNEY
MAYOR



HEIDI NORMAN
CIO & DIRECTOR

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

June 26, 2025

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 amending Resolution 628-2024, 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, with the general objective of retaining VPS to provide exceptional and reliable services for our call centers, by increasing the approved amount by Thirty-Two Thousand Dollars (\$32,000) for an amended total cost-not-to-exceed Forty-Eight Thousand Dollars (\$48,000) over three (3) years.

Your favorable consideration is appreciated.

Sincerely,

Heidi Norman

Heidi Norman
CIO & Director, Innovation & Performance