

ED GAINNEY
MAYOR



HEIDI NORMAN
DIRECTOR

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

August 11, 2022

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

RE: To enter into an agreement with Microsoft

Dear President and Members of Council:

Please find enclosed for your consideration a Resolution authorizing the Mayor and the Director of the Department of Innovation & Performance to enter into an Agreement, Agreements, or Amendments with MicroSoft for Microsoft Unified Enterprise Support Services, a comprehensive support solution which is a combination of proactive, reactive and service delivery management services that support Microsoft products and/or Online Services for a sum not to exceed Eighty One Thousand Dollars (\$81,000).

We are requesting a Waiver of Rule 8 to address several critical operational issues.

Your favorable consideration of the attached proposed resolution is hereby requested.

Sincerely,

Heidi Norman

Heidi Norman, Director
Innovation & Performance