



# CITY OF PITTSBURGH

*Department of Innovation & Performance*  
William Peduto, Mayor  
Heidi Norman, Acting Director of Innovation & Performance

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April 22, 2021

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

RE: To enter into an agreement with ZenCity

Dear President and Members:

This letter is to request approval for authorizing the Director of the Department of Innovation and Performance, on behalf of the City of Pittsburgh, to enter into an agreement or agreements with ZenCity,

ZenCity is a SaaS, which analyzes data from social media, city hotlines and other relevant sources, and provides local government stakeholders with detailed, real time insights about citizen's sentiment during COVID-19. The Mayor's Office requested this tool as part of it ongoing COVID-19 response. The cost will not exceed Thirty Thousand Dollars (\$30,000) in the first year.

Your favorable consideration is appreciated.

Sincerely,

*Heidi Norman*

Heidi Norman, Acting Director  
Innovation & Performance



*Geared for Greatness*