



Request # WCP25-012
(assigned by OMB)

CITY OF PITTSBURGH
REQUEST FOR WAIVER OF COMPETITIVE
PROCESS

Contract Title: Vision Point Systems Twilio Flex Support Agreement

Contract Description: City of Pittsburgh desires to obtain Twilio Flex support services through Vision Point Systems

Contract Duration: Three Years Previous Contract # (if applicable) 55062

Requesting Department: Innovation & Performance Contract Type: Professional Services

Requests for exemption must be based on one or more of the categories listed in City Code 161.02B located here:

Please list all exemption types that apply (see page 2) 10

Justification*:

Vision Point Systems (VPS) has been a Twilio partner for over 10 years and are named as the only trusted source by Twilio. VPS offers a more personalized support system that Twilio offers for \$30,000 a year. Earlier this year, an RFP was issued for a new UCaaS system. The provided services by VPS are crucial to providing exceptional and reliable services for our call centers until migrating to the new Cisco UCaaS system is complete.

Signed by: *Heidi Norman* Date: 8/13/2025
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Department Director

*In addition to the justification, Law may request additional backup information.

OMB Procurement: *Jennifer P. Ojinger* Date: 8/15/2025
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After completion, please email this form, along with any appropriate backup to procurement@pittsburghpa.gov

Waiver Request is hereby: X Granted Denied

Chief Solicitor: *Krysia Kubiak* Date: 8/22/2025
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If a waiver is granted, contract authorization is then required by City Council. Department shall submit appropriate legislation and note the Resolution number on this form and submit a copy along with the contract when submitting to the Controller's Office for signature.