



Request # WCP21-053  
(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 Vison Point Systems.

Contract Duration: Annual

Requesting Department: I&P Contract Type: Vender Agreement

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

Please list all category numbers that apply (see page 2) 10, 3 (iii)

Justification:

VPS provides services beyond their competitors that costs half the price.

Twilio offers a lower service level for \$60,000 a year. VPS offers a more personalized support system that Twilio for \$30,000 a year.

The provided services by VPS, are crucial to provide exceptional and reliable services for our call centers.

Since Twilio's implementation, we added four additional departments, and planning to add more. Therefore, having a reliable and affordable support services is essential.

Signed by:   
Department Director

Date: 9/27/2021

Waiver Request is hereby:  X Granted  Denied

OMB Procurement:  Date: 9/27/2021

After completion, please email this form, along with any appropriate backup to [procurement@pittsburghpa.gov](mailto:procurement@pittsburghpa.gov)

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.

Resolution Number \_\_\_\_\_ Effective Date \_\_\_\_\_