



CITY OF PITTSBURGH
Department of Innovation & Performance
William Peduto, Mayor
Santiago Garces, Director of Innovation & Performance

November 19, 2020

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

RE: To enter into an agreement with QScend Technologies, Inc.

Dear President and Members:

This letter is to request approval for Santiago Garces, Director of the Department of Innovation and Performance, to submit a Resolution amending Resolution No. 146 of 2019, authorizing the Department of Innovation and Performance to enter into a Contract or Contracts with Qscend Technologies, Inc. for the purchase of Constituent Relationship Management (CRM) software services necessary for the operations of the City's 311 Response Line by extending the term for one additional year and by increasing the authorized spending amount by Fifty Six Thousand Two Hundred Seventy Four Dollars and Seventy-Five Cents (\$56,274.75).

Your favorable consideration is appreciated.

Sincerely,

Heidi Norman

Santiago Garces, Director
Innovation & Performance



Geared for Greatness