



February 24, 2023

Jam Hammond, Director of Human Relations

City of Pittsburgh
414 Grant Street
Pittsburgh, PA 15219

Dear Mr. Hammond,

Re: Waiver

1. COMPANY: Keen360, Inc.

PROJECT: PghCHR Customer Service Portal

ORDINANCE 177A.06A – Waiver

The City of Pittsburgh's Equal Opportunity Review Commission Department finds it satisfactory to approve the Waiver Request for Keen360, Inc.

Keen360, Inc. is a certified MBE Company that will modernize current intake systems for the City of Pittsburgh into an accessible customer service portal. Creating and integration of government systems utilizing existing tools based on timeframe and cost. Provides detailed services such as inquiry alerts, appointment scheduling, document transfer, electronic signature, demographic collection etc.

Sincerely,

A handwritten signature in black ink that reads "Chuck Durham".

Chuck Durham
Business Diversity Manager
Office of Mayor Ed Gainey

Cc: Rachel Shepherd

