

ED GAINNEY  
MAYOR



HEIDI NORMAN  
DIRECTOR

CITY OF PITTSBURGH  
**DEPARTMENT OF INNOVATION & PERFORMANCE**  
CITY-COUNTY BUILDING

March 7, 2022

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

RE: To enter into an amended agreement with Beyond20 (Cherwell Solution)

Dear President and Members:

This letter is to request approval for a Resolution amending Resolution #642-20 which authorized the Mayor and the Director of the Department of Innovation & Performance to enter into an Agreement or Agreements (s) with Beyond20 (Cherwell Solution) and Cherwell to provide and implement an ITSM (Information Technology Service Management) system to license, implement, manage, operate and deliver IT Services to meet the needs of the City of Pittsburgh at a sum not to exceed Five Hundred Forty-Two Thousand Seven Hundred Thirty-One Dollars and Eighty Cents, by increasing the not to exceed amount to One Million One Hundred Sixty Two Thousand Two Hundred Fifty Seven Dollars and Forty Cents (1,162,257.40)

Your favorable consideration is appreciated.

Sincerely,

*Heidi Norman*

Heidi Norman, Director  
Innovation & Performance






# Beyond20 - Cherwell amendment letter 2022

Final Audit Report

2022-03-07

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