

ED GAINNEY
MAYOR



HEIDI NORMAN
DIRECTOR

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

November 17, 2022

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

RE: To enter into an agreement with Computronix for Subscribed Services

Dear President and Members:

This letter is to request approval for authorizing the Mayor and the Director of the Department of Innovation & Performance to enter to enter an agreement or agreements, and amendments thereto, with Computronix (USA) Inc., for three (3) years to handle day-to-day maintenance and support of OneStopPGH, including to address any defects that may arise with the system and to define Service Level Agreements (SLA) for resolution time, meeting the needs of the City of Pittsburgh at a sum not to exceed One Million, Two Hundred Twenty-Four Thousand, Four Hundred Eighty-Two Dollars (\$1,224,482).

Your favorable consideration is appreciated.

Sincerely,

Heidi Norman

Heidi Norman, Director
Innovation & Performance