



Request # WCP23-002  
(assigned by OMB)

**CITY OF PITTSBURGH**  
**REQUEST FOR WAIVER OF COMPETITIVE PROCESS**

Contract Title: Customer Service & Soft Skill Training

Contract Description: Continuous training of customer service and interpersonal skills

Contract Duration: 1 - year

Requesting Department: Permits, Licenses, and Inspections Contract Type: Professional Services

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 - continuation of services

**Justification:**

PLI recognizes the need to adopt both technical and essential "soft" skills trainings to improve customer ~~service to the public through workforce development and current and prospective employee assessment.~~ The services improve upon staff's performance with all stakeholders. Additional training will be a ~~continuation of their service and skills program which builds upon previous material and methodologies presented to PLI Staff.~~ The service also incorporates the Predictive Index tool used by PLI with all candidates of open positions, ongoing leadership training and team development.

Signed by: *J. Hubler*  
Department Director

Date: 1/31/23

Waiver Request is hereby:  Granted  Denied

*Jennifer L. Oljinger*

OMB Procurement: \_\_\_\_\_ Date: 2/1/2023

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 \_\_\_\_\_