

ED GAINEY
MAYOR



JAKE PAWLAK
DIRECTOR,
DEPUTY MAYOR

CITY OF PITTSBURGH
OFFICE OF MANAGEMENT & BUDGET
CITY-COUNTY BUILDING

RFP AWARD RECOMMENDATION SUMMARY

OVERVIEW

The *Commission on Human Relations* solicited a Request for Proposal 2022-RFP-226 for PghCHR Customer Service Portal. The summary of services include:

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.

RECOMMENDATION

After a thorough evaluation by the Selection Committee, we recommend an award be made to Keen360, Inc. While other Respondents also offered good overall Proposals, Keen360, Inc can provide:

- Provided total cost proposal that aligned with the City of Pittsburgh.
- Demonstrated superior customer service functions of all aspects of service.
- A streamline walk through presentation of the fully functional online user friendly portal.
- Successful completion of previous planned projects.
- Experience working collaboratively with government and integration of current systems.
- Experience working with multiple government entities.

****ABOVE: Please explain your justification for awarding to this vendor****

Example: (services with equal expertise at a lower overall cost to the city, etc.) You may also attach an additional document if you require more space.



Department Director

2/8/2023

Date

Office of Management & Budget

Date

Please Note: OMB will not notify any suppliers of an award or non-award until first approved by the Mayor’s Office!