

ED GAINNEY
MAYOR



HEIDI NORMAN
DIRECTOR

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

November 21, 2024

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

RE: To enter into an agreement(s) with Accenture – waive Rule 8

Dear President and Members:

This letter is to request approval for a Resolution amending Resolution 845 of 2023, which authorized an agreement or agreements with Accenture to upgrade the City's Customer Relationship Management (CRM) system and related capabilities and processes, by increasing the approved amount by Five Hundred Eighty-Five Thousand Seven Hundred Fifty-Five Dollars and Thirty-Three Cents for an amended total cost not-to-exceed One Million Ninety-Five Thousand Seven Hundred Fifty-Five Dollars and Thirty-Three Cents (\$1,095,755.33) over three years.

We are requesting to waive Rule 8 to ensure that the contract will be in place before end of year.

Your favorable consideration is appreciated.

Sincerely,

Heidi Norman

Heidi Norman
Director, Innovation & Performance