



CITY OF PITTSBURGH

Department of Innovation & Performance

William Peduto, Mayor
Heidi Norman, Acting Director of Innovation & Performance

November 19, 2020

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

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

Dear President and Members:

This letter is to request approval for the authorizing the Mayor and the Director of the Department of Innovation & Performance to enter into a Contract or Agreement with Beyond20 (Cherwell Solution) to provide 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 (\$542,731.80).

Your favorable consideration is appreciated.

Sincerely,

Heidi Norman

Heidi Norman, Acting Director
Innovation & Performance



Geared for Greatness