



City of Pittsburgh

510 City-County Building
414 Grant Street
Pittsburgh, PA 15219

Text File

Introduced: 10/8/2021

Bill No: 2021-2003, **Version:** 1

Committee: Committee on Innovation,
Performance and Asset Management

Status: Passed Finally

Resolution authorizing the Mayor and the Director of Innovation & Performance to enter into a one (1) year agreement with Vision Point Systems ("VPS") to obtain Twilio Flex support services to meet the needs of the City of Pittsburgh at a sum not to exceed Thirty Thousand Dollars (\$30,000).

Be it resolved by the Council of the City of Pittsburgh as follows:

Section 1. Resolution authorizing the Mayor and the Director of Innovation & Performance to enter, on behalf of the City of Pittsburgh, into a one (1) year agreement with Vision Point Systems ("VPS") to obtain Twilio Flex support services. The general objective of retaining VPS, is to provide exceptional and reliable services for our call centers.

Section 2. Funds for said agreement shall be paid from the following accounts:

2022

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\$30,000

Section 3. Said Agreement shall be in a form approved by the City Solicitor.