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

City of Pittsburgh

Legislation Details (With Text)

File #:	2025-2058 **Version:** 1		
Type:	Resolution	**Status:**	Passed Finally
File created:	7/11/2025	**In control:**	Committee on Innovation, Performance, Asset Management, and Technology
On agenda:	9/24/2025	**Final action:**	9/30/2025
Enactment date:	9/30/2025	**Enactment #:**	585
Effective date:			

Title: Resolution amending Resolution 877-2024, authorizing the Mayor, the Director of the Department of Innovation & Performance, and the Office of the Mayor, to enter into an agreement or agreements or amendments thereto with Incapsulate, now doing business as Accenture, to upgrade the City's Customer Relationship Management (CRM) system and our related capabilities and processes, by increasing the approved amount by Thirty Thousand Dollars ($30,000) for a total cost not-to-exceed One Million One Hundred Twenty-Five Thousand Seven Hundred Fifty-Five Dollars and Thirty-Three Cents ($1,125,755.33) over three (3) years, subject to appropriation by City Council in future budget years.

Sponsors:

Indexes: AGREEMENTS (AMENDING)

Code sections:

Attachments: 1. 2025-2058 Cover Letter-Accenture legislation letter 7-3-25 - signed, 2. Summary 2025-2058

Date	Ver.	Action By	Action	Result
10/1/2025	1	Mayor	Signed by the Mayor	
9/30/2025	1	City Council	Passed Finally	Pass
9/22/2025	1	Standing Committees	Affirmatively Recommended	Pass
9/10/2025	1	Standing Committees	Held in Committee	Pass
8/27/2025	1	Standing Committees	Held in Committee	Pass
7/28/2025	1	City Council	RECOMMITTED	Pass
7/23/2025	1	Standing Committees	Affirmatively Recommended	Pass
7/15/2025	1	City Council	Read and referred	

Resolution amending Resolution 877-2024, authorizing the Mayor, the Director of the Department of Innovation & Performance, and the Office of the Mayor, to enter into an agreement or agreements or amendments thereto with Incapsulate, now doing business as Accenture, to upgrade the City's Customer Relationship Management (CRM) system and our related capabilities and processes, by increasing the approved amount by Thirty Thousand Dollars ($30,000) for a total cost not-to-exceed One Million One Hundred Twenty-Five Thousand Seven Hundred Fifty-Five Dollars and Thirty-Three Cents ($1,125,755.33) over three (3) years, subject to appropriation by City Council in future budget years.

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

Resolution 877-2024, "The Mayor, the Director of the Department of Innovation & Performance, and the Office of the Mayor, are authorized to enter into an agreement or agreements or amendments thereto with

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Incapsulate, now doing business as Accenture, to upgrade the City's Customer Relationship Management (CRM) system and our related capabilities and processes, for a total cost not-to-exceed One Million Ninety-Five Thousand Seven Hundred Fifty-Five Dollars and Thirty-Three Cents ($1,095,755.33), subject to appropriation by City Council in future budget years" is hereby amended as follows:

Section 1. The Mayor, the Director of the Department of Innovation & Performance, and the Office of the Mayor, are authorized to enter into an agreement or agreements or amendments thereto with Incapsulate, now doing business as Accenture, to upgrade the City's Customer Relationship Management (CRM) system and our related capabilities and processes, **by increasing the approved amount by Thirty Thousand Dollars ($30,000) for a total cost not-to-exceed One Million One Hundred Twenty-Five Thousand Seven Hundred Fifty-Five Dollars and Thirty-Three Cents ($1,125,755.33) over three (3) years,** subject to appropriation by City Council in future budget years.

Funds shall be paid as follows:

1030287500.53509.00	$563,636.30
11101.103000.53.53509.2024	$282,119.03
11101.103000.53.53509.2025	**$155,000.00**
11101.103000.53.53509.2026	$125,000.00
TOTAL NOT TO EXCEED:	**$1,125,755.33**

Section 2. The agreements or agreements and amendments are subject to the approval of the City Solicitor as to form.

Section 3. Any Resolution or part thereof conflicting with the provisions of this Resolution is hereby repealed so far as the same affects this Resolution.

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