



# City of Pittsburgh

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

## Text File

**Introduced:** 4/30/2021

**Bill No:** 2021-1446, **Version:** 1

**Committee:** Committee on Innovation,  
Performance and Asset Management

**Status:** Passed Finally

Resolution authorizing the Mayor and the Director of the Department of Innovation & Performance to enter into a one (1) year agreement with ZenCity, with the option to renew for another year. ZenCity is a SaaS, which analyzes data from social media, city hotlines and other relevant sources, and provides local government stakeholders with detailed, real time insights about citizen's sentiment during COVID-19. The Mayor's Office requested this tool as part of it ongoing COVID-19 response. The cost will not exceed Thirty Thousand Dollars (\$30,000) in the first year.

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

**Section 1.** Authorizing the Mayor and the Director of the Department of Innovation & Performance, on behalf of the City of Pittsburgh, to enter into a one (1) year agreement with ZenCity. The post COVID-19 "new normal" has brought residents' online discourse to an all-time high in the United States, as more people are using the internet to voice their thoughts, questions and concerns. ZenCity provides real-time data on a wide-scale, so that Mayor's Office can obtain a quick feedback loop as they shape their policies, actions and resident-facing messaging strategy. The cost will not exceed Thirty Thousand Dollars (\$30,000) in the first year.

11101 103000.53.53509.2021

\$30,000

**Section 2.** Said Agreement or Agreements shall be in a form approved by the City Solicitor.