



Text File

Introduced: 2/3/2023

Bill No: 2023-1218, **Version:** 1

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

Status: Passed Finally

Resolution amending Resolution 727-2021, authorizing the Mayor and the Director of Innovation & Performance, on behalf of the City of Pittsburgh, to enter into an Agreement or Agreements and amendments thereto with Vision Point Systems ("VPS") to obtain Twilio Flex support services to meet the needs of the City of Pittsburgh at an additional cost not to exceed \$15,600.

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

Resolution 727-2021, "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" is hereby amended 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~~ **an Agreement or Agreements and amendments thereto** 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. **Total cost is not to exceed \$45,600.**

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

2022

11101.103000.55.55201.2022	\$30,000
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2023

11101.103000.55.55201.2023	\$15,600
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TOTAL NOT TO EXCEED: \$45,600

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

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

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 Any ordinance or Resolution or part thereof conflicting with the provisions of this Resolution is hereby repealed so far as the same affects this Resolution.