



Text File

Introduced: 11/22/2024

Bill No: 2024-1227, **Version:** 1

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

Status: Passed Finally

Resolution amending Resolution 845 of 2023, which authorized an agreement or agreements with Accenture to upgrade the City’s Customer Relationship Management (CRM) system and related capabilities and processes, by increasing the approved amount by Five Hundred Eighty-Five Thousand Seven Hundred Fifty-Five Dollars and Thirty-Three Cents (\$585,755.33) for an amended total cost not-to-exceed One Million Ninety-Five Thousand Seven Hundred Fifty-Five Dollars and Thirty-Three Cents (\$1,095,755.33) over three years.

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

Resolution 845 of 2023, entitled “Resolution authorizing the Mayor, the Director of the Department of Innovation & Performance, and the Office of the Mayor, on behalf of the City of Pittsburgh, to enter into an agreement or agreements or amendments thereto with Incapsulate, to upgrade the City's Customer Relationship Management (CRM) system and our related capabilities and processes, at a cost not-to-exceed Five Hundred Ten Thousand Dollars (\$510,000) over one year, 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, 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.

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	\$125,000.00
11101.103000.53.53509.2026	\$125,000.00

TOTAL NOT TO EXCEED: \$1,095,755.33

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

Introduced: 11/22/2024

Bill No: 2024-1227, **Version:** 1

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

Status: Passed Finally

repealed so far as the same affects this Resolution.