# Legislation Details (With Text)

| | | | |
|---|---|---|---|
| **File #:** | 2024-0836 **Version:** 1 | | |
| **Type:** | Resolution | **Status:** | Passed Finally |
| **File created:** | 8/30/2024 | **In control:** | Committee on Innovation, Performance, Asset Management, and Technology |
| **On agenda:** | 9/4/2024 | **Final action:** | 9/17/2024 |
| **Enactment date:** | 9/17/2024 | **Enactment #:** | 628 |
| **Effective date:** | 9/19/2024 | | |

**Title:** Resolution 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, for a total cost not-to-exceed Sixteen Thousand Dollars ($16,000) over one year.

**Sponsors:**

**Indexes:** AGREEMENTS

**Code sections:**

**Attachments:** 1. 2024-0836 Cover Letter-Vision Point Systems legislation letter 8-14-24 - signed, 2. Summary 2024-0836

| Date | Ver. | Action By | Action | Result |
|---|---|---|---|---|
| 9/19/2024 | 1 | Mayor | Signed by the Mayor | |
| 9/17/2024 | 1 | City Council | Passed Finally | Pass |
| 9/11/2024 | 1 | Standing Committees | Affirmatively Recommended | Pass |
| 9/4/2024 | 1 | City Council | Read and referred | |

Resolution 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, for a total cost not-to-exceed Sixteen Thousand Dollars ($16,000) over one year.

**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 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 Sixteen Thousand Dollars ($16,000) over one year.

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

**2024**

11101.103000.55.55201.2024 $16,000



powered by Legistar™

TOTAL NOT TO EXCEED: $16,000

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

**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.



powered by Legistar™