



Legislation Details (With Text)

File #: 2025-2175 **Version:** 1

Type: Resolution **Status:** Passed Finally

File created: 8/29/2025 **In control:** Committee on Innovation, Performance, Asset Management, and Technology

On agenda: 9/3/2025 **Final action:** 9/16/2025

Enactment date: 9/16/2025 **Enactment #:** 540

Effective date: 9/18/2025

Title: Resolution amending Resolution 628-2024, 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, with the general objective of retaining VPS to provide exceptional and reliable services for our call centers, by increasing the approved amount by Thirty-Two Thousand Dollars (\$32,000) for an amended total cost-not-to-exceed Forty-Eight Thousand Dollars (\$48,000) over three (3) years.
(Waiver of Competitive Process Received)

Sponsors:

Indexes: AGREEMENTS (AMENDING)

Code sections:

Attachments: 1. 2025-2175 Cover Letter Vision Point Systems REVISED legislation letter 6-26-25 - signed, 2. 2025-2175 WCP25-012 Vision Point Systems, 3. Summary 2025-2175

Date	Ver.	Action By	Action	Result
9/18/2025	1	Mayor	Signed by the Mayor	
9/16/2025	1	City Council	Passed Finally	Pass
9/10/2025	1	Standing Committees	Affirmatively Recommended	Pass
9/3/2025	1	City Council	Read and referred	

Resolution amending Resolution 628-2024, 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, with the general objective of retaining VPS to provide exceptional and reliable services for our call centers, by increasing the approved amount by Thirty-Two Thousand Dollars (\$32,000) for an amended total cost-not-to-exceed Forty-Eight Thousand Dollars (\$48,000) over three (3) years.
(Waiver of Competitive Process Received)

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

Resolution 628-2024, "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" 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 an agreement or agreements and amendments thereto with Vision Point Systems ("VPS") to obtain Twilio Flex support services, **with the** general objective of retaining VPS to provide exceptional and reliable services for our call centers, **by increasing the approved amount by Thirty-Two Thousand Dollars (\$32,000) for an amended total cost-not-to-exceed Forty-Eight Thousand Dollars (\$48,000) over three (3) years.**

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

11101.103000.55.55201.2024	\$16,000
11101.103000.55.55201.2025	\$16,000
11101.103000.55.55201.2026	\$16,000
TOTAL NOT TO EXCEED:	\$48,000

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.