



December 1, 2022

Re: Maintenance & Operations (M&O) Support for Speridian GOV CX 311

Attn: Phyllis A. Head, Procurement Manager - DeKalb County Government

This letter confirms that Speridian Technologies, through its implementation of its "GOV CX City 311" solution and Oracle Platinum Partner, and further confirms that Speridian is the sole source provider for ongoing maintenance & operations (M&O) support for the application.

To reiterate, DeKalb's 311 application has been specifically designed for migrating from Oracle's EBS CRM to Oracle Service Cloud leveraging Speridian's GOV 311 pre-built feature functionality and is enabling DeKalb County and its citizens to enjoy modern, high-quality 311 services

Since solution has been implemented and deployed to production, Speridian will continue to provide ongoing M&O support, which will include but not necessarily limited to, level 1-2-3 application support, related issue resolution, along with minor enhancements in the application.

Please let me know if you have any questions or concerns regarding this notice.

Sincerely,

A handwritten signature in black ink that reads 'Scott Weiler'.

Scott Weiler



Scott Weiler

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