



To Whom It May Concern,

This letter serves to notify you that CivicPlus, LLC is the sole provider of the CivicEngage Content Management System (CivicEngage) and associated product and service package that enables municipal website administrators to manage critical aspects of their online presence.

CivicEngage differs from other content management software in that it has been optimized for use by government entities. Not only have many of the applications been developed specifically for use by municipal governments, but CivicEngage websites are only be hosted and monitored at one of our network operations centers dedicated to protecting our local government websites. Our inhouse support team is also the sole authorized support system for the CivicEngage solution.

Included in the standard CivicPlus development package are applications that are unique to CivicEngage, like a citizen request management and mapping tool. Applications like these may be available at a much higher cost from other vendors; however, CivicPlus is the sole provider of these applications as a part of an all-inclusive, standardized content management system, CivicEngage.

No other organization offers our unique product and service package, coupling our CMS with some of the most useful web applications available to municipal governments.

Regards,

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