



September 11, 2018

Terri Bayard
IT Specialist

Town of Palm Beach
Office of Information Technology
360 S. County Road
Palm Beach, FL 33480

RE: Sole Source Comcate

Dear Terri,

This letter confirms that Comcate is the sole provider of the CEM, GIS and Citizen Web Access products used by Town staff to manage critical requests. CEM/GIS/CWA are an integrated software solution which provides proprietary functionality including tracking and managing access to cases, generating proprietary notices, proprietary reporting and notification emails. Our proprietary algorithms for tracking specific cases are not available elsewhere.

Sincerely,

David Richmond
CEO