



December 26, 2024

County of Du Page  
421 N County Farm Rd,  
Wheaton, IL 60187

RE: Sole Source Justification for Esri Advantage Program

To Whom It May Concern:

This letter confirms that Esri is the sole-source provider of all U.S domestic based Advantage Program. Esri is uniquely positioned to provide the Customer with the advanced Geographic System (GIS) knowledge and experience required to help improve its operations.

The Advantage Program is a flexible program framework that can help the Customer define and reach its goals for designing, implementing, or supporting an ArcGIS software platform. As part of the Advantage Program, the customer will receive proactive technical advisory, annual planning/review meetings, a collaboratively developed technical work plan, participation in community technology website, and other exclusive benefits. While some training and services are available through value-added resellers on a unit priced basis, Esri is the only source for a package broad-based support program of this type.

Additionally, Esri is uniquely qualified to provide the proposed services requested for the following reasons:

- The Esri team has extensive experience developing and implementing GIS solutions at an enterprise level all over the world. Esri's technical experience includes working with various clients in identifying and collecting data, mapping of features, and the automation and analysis of business operations and problems that face these diverse users.
- As owner and manufacturer, Esri is the only source from which all Esri® software and maintenance services (technical support plus Esri software updates/upgrades) can be ordered. Esri is also the single source for many proprietary training courses.
- Esri Professional Services team is a part of Esri's core business group supporting and developing the next iteration of advances to the ArcGIS family of GIS software products. Our affiliation with Esri's core business team uniquely positions our Professional Services' team with valuable insight when migrating our clients to the next version of our GIS technology.

These factors, coupled with our ability to reach back to our core software development team, allow Esri to provide the Customer with technical resources and services that are not available from other contractors or resellers.



We look forward to continuing to work with you and your staff on this endeavor. If I can be of further assistance, please do not hesitate to contact me.

Sincerely,



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