



To: DuPage County Procurement

From: David Raboin

RE: Sole Source Justification

Date: 10/11/2023

Regarding the upcoming CAPSYS CAPTURE & Hyland OnBase software maintenance renewal, IDT is uniquely positioned to provide ongoing support to the county for their CAPSYS CAPTURE and Hyland OnBase system. Only a trained, product-certified, and authorized business partner for CAPSYS CAPTURE & Hyland OnBase with Direct Knowledge of DuPage County's Current Systems and business processes should provide ongoing system support services.

IDT is unique in that we are:

- The firm that deployed these solutions at DuPage County, giving us intimate knowledge of how these two applications are configured and interoperated with each other and other lines of business systems used by the various agencies at DuPage County;
- The sole authorized support provider for both CAPSYS CAPTURE and OnBase for DuPage County. All work we are contracted to perform, including future system upgrades and application modifications, will fall under the current support coverage through IDT. Any changes, upgrades, system modifications, or support services to your existing CAPSYS CAPTURE and Hyland OnBase applications by a non-authorized 3rd party will not be supported under IDT's current support coverage.
- IDT Activity interacts with all departments that utilize CAPSYS CAPTURE and Hyland OnBase application monthly, providing optimized support and enhancement requests.

Sincerely,

Signature on File

David Raboin

Senior Engagement Manager, IDT