



**SOLE SOURCE LETTER**  
**Environmental Systems Research Institute, Inc. (Esri)**  
**380 New York Street**  
**Redlands, CA 92373**  
**E-mail: [jricks@esri.com](mailto:jricks@esri.com)**

September 11, 2015

Sherry Sayavongchanh  
Iowa Workforce Development IT Bureau  
1000 East Grand Avenue  
Des Moines, Iowa 50319

**Re: Esri Sole Source Justification for Software Maintenance**

This letter confirms that Esri, as owner and manufacturer, is the sole-source provider of **software maintenance** (technical support plus Esri software updates/upgrades) for Esri products.

If you have further questions, please contact me at 909-793-2853, extension 1-1990.

Sincerely,

A handwritten signature in black ink that reads "Jackie Ricks".

Jackie Ricks  
Contract Coordinator



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