

Subject: NEOGOV Sole Source Letter

October 20, 2024

This letter is to confirm that Governmentjobs.com, Inc. (D/B/A/ NEOGOV), on behalf of itself and its subsidiaries PowerDMS, Inc., Cuehit, Inc., Ragnasoft LLC (D/B/A/ PlanIT Schedule), and Design PD, LLC (D/B/A Agency360) (collectively, "NEOGO") is the sole source provider of the PowerDMS public safety workforce platform. PowerDMS is the only software platform designed to recruit, train, equip, and protect first responders across their careers in public safety. As a result of our investment in innovation and unique expertise working in public safety, we have created a one-of-a-kind solution. A few of the unique properties of the system include:

PowerPolicy

- PowerPolicy uniquely links critical content to state and national standards to alert staff when changes may impact their compliance
- PowerPolicy helps manage and maintain crucial content including digital signatures and comprehensive workflows
- PowerPolicy, coupled with PowerStandards, uniquely links critical content to state and national standards to track and maintain continual compliance
- PowerPolicy offers public-facing linkability for public transparency
- PowerPolicy offers a fully compatible mobile application that allows full acknowledgment as well as importing documents anytime from anywhere.
- PowerPolicy offers a full integration to most document formats for ease of editing
- PowerPolicy offers side-by-side comparison across all version's history of documents
- PowerPolicy offers customized analytics and scheduled delivery reporting

PowerTraining

- PowerTraining offers the ability to create custom online courses using videos, PowerPoint presentations, policies, procedures, and more.
- PowerTraining offers the ability to set automatic reminders for employees to renew their mandatory certifications and training courses.
- PowerTraining offers the ability to create custom tests using multiple-choice, short-answer, fill-in-the-blank, and true/false question types.
- PowerTraining offers the ability to collect feedback (via surveys) on training content to measure course effectiveness, engagement, and new opportunities.
- PowerTraining can track and measure training completion with PowerTraining's reporting feature. See which employees need to renew their training credits.
- PowerTraining ensures comprehension of policies and training by attaching a test for your staff to take before acknowledging or completing the content.
- PowerTraining allows staff to submit requests to attend external training or to make the agency aware of a training need.

In addition, all PowerDMS training, system documentation, hosting services, information security, and software maintenance for the products listed herein are provided by or through NEOGOV personnel.

Note, this letter is for information purposes only. Recipients are advised to conduct independent analysis to determine whether procurement regulations applicable to their agency permit sole-source procurement.

Please let us know if you require any further information regarding our services.

Sincerely,

A handwritten signature in black ink that reads "Joshua Snyder". The signature is fluid and cursive, with the first name "Joshua" and the last name "Snyder" clearly legible.

Joshua Snyder
VP of Business Development

October 20, 2024

Subject: NEOGOV Sole Source Letter

To Whom It May Concern:

This letter is to confirm that Governmentjobs.com, Inc. (D/B/A/ NEOGOV), on behalf of itself and its subsidiaries PowerDMS, Inc., Cuehit, Inc., Ragnasoft LLC (D/B/A/ PlanIT Schedule), and Design PD, LLC (D/B/A Agency360) (collectively, "NEGOV") is the sole source provider of the PowerDMS public safety workforce platform. PowerDMS is the only software platform designed to recruit, train, equip, and protect first responders across their careers in public safety. As a result of our investment in innovation and unique expertise working in public safety, we have created a one-of-a-kind solution. A few of the unique properties of the system include:

PowerEngage

- PowerEngage is the only satisfaction survey supplier that can connect to the Computer Aided Dispatch system without an expensive third-party interface.
- PowerEngage has developed a unique "Positive Feedback Board" that displays comments received from citizens about Communications staff separate from responding officers.
- PowerEngage is the only supplier to create weekly email digests to staff with direct positive feedback received from citizen surveys being connected to the Computer Aided Dispatch system.
- PowerEngage has developed the PowerEngage Positive Satisfaction Score that creates a numeric value of the satisfaction scores received from citizens. PowerEngage can uniquely separate the scores for the 9-1-1 Center from the scores for Responding Agency.
- PowerEngage acquired the text short code of "CHIEF" which allows citizens to text to that number to take a survey or provide feedback to the Chief of the department.
- PowerEngage automatically dispatches messages to officers involved in critical incidents, reminding them of the resources and support available to them. This includes access to counseling services, mental health support, and other essential resources that aid in their recovery and resilience.
- PowerEngage promptly notifies the designated supervisors of the officers involved in the critical event. This ensures that immediate attention can be given to the incident, and supervisors can take appropriate actions as required.
- PowerEngage facilitates the inclusion of peer support groups by automatically looping them into the communication chain. This enables fellow officers to provide invaluable peer support, which is often crucial in helping individuals cope with the aftermath of a critical incident.

In addition, all PowerDMS training, system documentation, hosting services, information security, and software maintenance for the products listed herein are provided by or through NEOGOV personnel.

Note, this letter is for information purposes only. Recipients are advised to conduct independent analysis to determine whether procurement regulations applicable to their agency permit sole-source procurement.

Please let us know if you require any further information regarding our services.

Sincerely,

A handwritten signature in black ink, appearing to read "Joshua Snyder". The signature is fluid and cursive, with the first name "Joshua" written in a larger, more prominent script than the last name "Snyder".

Joshua Snyder
VP of Business Development