



April 15, 2026

Via Email

Mike Reitz
Director
Chatham County Emergency Operations
mike.reitz@chathamcountync.gov
919-545-8160 (Office)
112 Innovation Way, Pittsboro, NC 27312

RE: Response to Sole Source Inquiry; WebEOC® Software Suite – Chatham County Emergency Operations.

Dear Mr. Reitz

ESi Acquisition, Inc., a Juvare Company (“ESi”), is the sole developer and licensor of the ESi WebEOC® branded Software. Since its initial development and release in 1999, ESi has maintained control over the source code, the trademark and all other proprietary rights embodied in the ESi WebEOC Software and its companion products.

As the only entity with access to the ESi WebEOC Software source code, ESi is the only entity which may accurately diagnose software errors and defects, issue corrections and fully integrated enhancements, and warrant performance of the ESi WebEOC Software. ESi also provides a wide range of professional services. These services are specialized in nature and focused on configuration and technical support for the proprietary software technology. These services frequently require access to ESi proprietary information and are not available through or resold by any third parties. The WebEOC Software Core Subscription services and supporting Emergency Management and Municipal Operations Modules also are available exclusively from ESi.

Sole source acquisition of the ESi WebEOC Software products and services may be justified under Subpart 6.3 of the Federal Acquisition Regulations (“FAR”). In the case of software products and software maintenance, the FAR allow sole source acquisition of unique items which are available from one or a limited number of sources or for proprietary items where only limited data rights are provided under license. The ESi WebEOC Software meets these requirements. State and local government organizations are encouraged to ask their procurement officer if local laws include similar sole source provisions, or if the federal justifications may be used to support sole source procurement.

On behalf of ESi, we look forward to the opportunity to work with you. If you have any questions, or require additional information, please do not hesitate to contact Cynthia Mihelich at Cynthia.mihelich@juvare.com.

Sincerely,
ESi Acquisition, Inc., a Juvare company

A handwritten signature in black ink, appearing to read 'Rajib Roy', written over a light gray rectangular background.

Rajib Roy
President and CEO

211 Perimeter Center Parkway, NE
Suite 700
Atlanta, GA 30346