

Sole Source Justification Letter

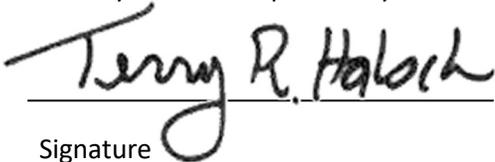


CitizenObserver was incorporated in February of 2000 and is in use by local, state and federal law enforcement agencies in 49 states.

The tip411 product line, developed by CitizenObserver, is a web-based community engagement tool used by Law Enforcement for secure instant communication to the public and other targeted groups via text message, email, RSS/feed (web publishing) and includes inbound 2-way anonymous text, web and custom iPhone and Android app generated tips, and an online public crime map featuring tip submittal capability.

This letter serves as confirmation that CitizenObserver/tip411 is the only solution anywhere with an integrated system for outbound alerting, web publishing, inbound anonymous tips, custom iPhone tip application, and an online crime map integrated into one easy to use platform.

- The short code used for anonymous text tips, **tip411 (847411)** is provisioned through the Common Short Code Administration and is reserved exclusively by CitizenObserver. The short code tip411 (847411) cannot be used by any other system anywhere in the US.
- CitizenObserver/tip411 is the only system available anywhere that integrates outbound alert capability with custom group targeting functionality, web publishing (RSS Feed) and mapping, and inbound anonymous - two-way communication with tipsters in one browser based "dashboard".
- CitizenObserver/tip411 has exclusive connections to certain major wireless carriers where others do not. Because our anonymous texting technology is used as a "backend" for certain nationwide anonymous hotlines serving schools, we've been granted exceptions to low cost non-contract carriers that generally don't support this type of technology. Without these connections, other tools may exclude citizens from texting tips and in some cases, receiving outbound alerts.
- CitizenObserver/tip411 includes a custom agency branded iPhone and Android app for free public download. There is no other system that integrates a one to one agency approach with an anonymous tipapp.
- CitizenObserver/tip411 is the only system available anywhere that allows agency administrators to respond to tips, send community alerts and manage tip conversations through an administrative mobile app (iPhone and Android) environment.
- CitizenObserver/tip411 is also unique in that it includes an online public facing crime map that includes the ability to submit tips directly from crime incidents to the subscribing agency.


Signature

February 6, 2020

Date

Citizen Observer LLC