



One CA Plaza
Islandia, NY 11749

10/20/2010

Issued to:
City of Columbus
1601 Arlingate Ln
Columbus, OH 43228

RE: SOLE / SINGLE SOURCE JUSTIFICATION

USVDXX990 - CA Service Desk

Dear Mark Freeman,

The purchase is for maintenance/services of a highly technical or specialized nature from CA. CA is the sole source provider of software/services as listed above and is the developer of its enhancements and new releases for a product made solely available, directly or indirectly, from the issuer.

If you have any further questions regarding the above please contact the Global Service Center at 1-800-225-5224 option 2, option 4

Thank you for your inquiry.

Sincerely,

A handwritten signature in black ink, appearing to read 'Wes Hilliard', enclosed within a large, hand-drawn oval.

Wes Hilliard
Sr Director, Customer Experience