



Thomas Diamond, MCRP  
Assistant Director  
Department of Technology  
Office: 614.645.0853

*RE: The City of Columbus*

Dear Thomas,

In accordance with your request, by this letter it is affirmed that Cornerstone OnDemand is the sole source in providing support and software updates for the Cornerstone OnDemand Learning Management Software and Content used by The City of Columbus. No other vendor can provide the quarterly releases and updates to the products used by The City of Columbus and no other vendor has the ability to have content subscriptions seamlessly integrate into the learning management system without technical projects and configuration which increases labor and overall cost. Additionally, Cornerstone does not have an Ohio presence and will not be on site to render services/maintenance.

If you have any questions or need more information, please don't hesitate to contact me at 310-346-8428 or [lbaker@csod.com](mailto:lbaker@csod.com).

Sincerely,  
Laura Baker  
Account Manager, Public Sector

*Kelly S. Hermening*  
Kelly Hermening  
Area Vice President - Public Sector Account Management  
Cornerstone OnDemand