October 6th, 2021

University of Mississippi Medical Center
Office of General Counsel
Ms. Audrey W. Banks, MPH
Manager, Legal Office Operations
2500 North State Street
Jackson, MS 39216

Dear Ms. Banks,

On behalf of Blue Technologies Smart Solutions, LLC ("BTSS") we thank the University of Mississippi Medical Center ("UMMC") for our ongoing partnership regarding the Office of General Counsel's iManage document and email management system. The purpose of this letter is to clarify that the BTSS Support Plan is a sole source service.

The BTSS Support Plan is unique since it includes more coverage than any other iManage support service. Specifically it covers the following:

- End user support
- Administrative support
- Technical support
- Proactive support (e.g. training, system health check, design consulting, etc.)
- Both iManage and third party iManage solutions are covered (e.g. workspace creation process)

Additionally, Support Plan customers receive the lowest billing rate for project work.

UMMC benefits by having the Support Plan since all iManage support is covered, there is no guessing where to go for iManage support and there is no finger pointing.

There is no other company offering this service, this is unique to BTSS.

BTSS looks forward to continuing our partnership with UMMC. If there are any questions, please do not hesitate to contact me at (216) 271-4800 or dcramer@btohio.com

Sincerely,

David Cramer
Manager, Business Development
Legal and Professional Services