

November 18, 2010

To the County of Hidalgo, Texas:

This letter serves to notify you that Icon Enterprises, Inc., d/b/a CivicPlus, a vendor licensed to do business in the State of Texas, is the sole provider of maintenance and upgrades for the CivicPlus Government Content Management System (GCMS) that enables municipal website administrators to manage critical aspects of their online presence.

While the operation of the CivicPlus GCMS can be hosted and supported by outside entities, a critical piece of our recurring services includes our continuous maintenance of the code base and provision of upgrades to existing features and functionality within the GCMS. CivicPlus also provides new modules and functionality as a part of the recurring maintenance and support plan. Given the proprietary nature of our GCMS and the expertise of our development team in maintaining and upgrading that software, no other company is able to provide the maintenance and upgrade services offered by CivicPlus.

Additionally, our Network Operations Center is specifically optimized for CivicPlus-built websites, providing for redundant power and internet services, daily backups and an extensive disaster-recovery plan. And through a continuing relationship, our clients benefit from access to our online community and training features.

In order to maintain our quality relationship with the County, we will ensure that the annual maintenance fees are locked in at the current rate of \$12,600 per year and that CivicPlus support staff work with County staff to incorporate all CivicPlus-provided upgrades, as desired.

Regards,



Jesse J. Manning  
Vice President of Business Development  
CivicPlus  
Main: 888-228-2233 x262 • Direct: 785-323-4762 • Fax: 785-587-8951  
Manning@CivicPlus.com • www.CivicPlus.com