

Organization	Hidalgo County	URL	http://www.co.hidalgo.tx.us/	
Street Address	2812 S. Business Hwy. 281			
Address 2				
City	Edinburg	State	TX	Postal Code 78539
CivicPlus provides telephone support for all trained clients from 7am –7pm Central Time, Monday-Friday (excluding holidays). Emergency Support is provided on a 24/7/365 basis for representatives named by the Client. Client is responsible for ensuring CivicPlus has current updates.				
Emergency Contact & Mobile Phone	Karina Cardoza, 956-343-0011			
Emergency Contact & Mobile Phone	Renan Ramirez, 956-457-0792			
Emergency Contact & Mobile Phone	Michelle Villarreal, 956-640-9875			
Billing Contact	Renan Ramirez	E-Mail	Renan.ramirez@co.hidalgo.tx.us	
Phone	956-292-7010	Ext.	Fax	956-318-2152
Billing Address	P.O. Box 207			
Address 2				
City	Edinburg	ST	TX	Postal Code 78540
Tax ID #	74-6000717	Sales Tax Exempt #		
Billing Terms	Semi-Annual	Account Rep	Carrie Broeckelmann	
Info Required on Invoice (PO or Job #)				
Contract Contact	Karina Cardoza	Email	Karina.cardoza@co.hidalgo.tx.us	
Phone	956-292-7026	Ext.	Fax	956-318-2152
Project Contact	Karina Cardoza	Email	Karina.cardoza@co.hidalgo.tx.us	
Phone	956-292-7026	Ext.	Fax	956-318-2152

Terms & Conditions

Billing & Payment Terms

1. Annual Support, Maintenance & Hosting invoices may be prorated in order to correlate with the Client's budget year.
2. Fees for CivicPlus Annual Support, Maintenance & Hosting services are invoiced prior to the year of service and are due by the first of the following month, but no sooner than 30 days from invoice date.
3. If the Client's account exceeds 90 days past due, Annual Support, Maintenance & Hosting will be discontinued until the Client's account is made current. Client will be given 30 days notice prior to discontinuation of services for non-payment.
4. Provided the Client's account is current, at any time the Client may request an electronic copy of the website Customer Content and Content Management System (CMS) Software. Client agrees to pay \$250 per completed request. Provided the Client's account is current, upon termination of services client may request a complimentary electronic copy of website Customer Content and CMS Software.

Agreement Renewal

5. Either party may terminate the Annual Support, Maintenance & Hosting Agreement at the end of the contract term by providing the other party with 60 days written notice, prior to the contract renewal date.
6. In the event that neither party gives 60 days notice prior to the end of the initial or any subsequent term, this Agreement will automatically renew for an additional contract term.
7. In the event of early termination of this Agreement by the client, full payment of the remainder of the contract is due within 15 days of termination.
8. Each year this Agreement is in effect, charges for Annual Support, Maintenance & Hosting services may be increased by CivicPlus by no more than 5% per annum.

Support

9. CivicPlus will provide unlimited telephone support Monday-Friday, 7:00 am – 7:00 pm (Central Time) excluding holidays, for all trained Client staff. Emergency Support is provided on a 24/7/365 basis for emergency contacts named by the Client. Client is responsible for providing CivicPlus with contact updates.
10. Support includes providing technical support of the CivicPlus Content Management Software, application support (pages and modules), and maintenance of Client's website. Following initial setup, additional page design, graphic design, user training, site modification, and custom programming may be contracted separately for an additional fee.
11. During the period of this agreement and subsequent annual renewals, CivicPlus warrants that it will, without additional charge to the client, immediately correct any problems or defects discovered in the Software and reported to CivicPlus by the client, such warranty to include ongoing maintenance upgrades and technical error correction.
12. CivicPlus provides online website statistics software at no extra charge. If Client desires to use other website statistic software, CivicPlus will provide the necessary log file access.

--Remainder of this page left intentionally blank--

Annual Support, Maintenance and Hosting Fee

Current Annual Support, Maintenance and Hosting Fee Server Storage not to exceed 20GB Media Center Storage not to exceed 10GB	\$13,500
Annual Increase	\$00
Pay this Amount (Paid semi-annually in January and November)	January - \$11,250 + November - \$2,250 = \$13,500

Annual Support, Maintenance & Hosting Service Include the Following:

Support	Maintenance of CivicPlus Application & Modules	Hosting
7-7 (CST) Mon-Fri (excluding holidays) 24/7 Emergency Support Dedicated Support Personnel 2-hour Response during Normal Hours Usability Improvements Integration New & Upgraded Services Proactive Support for Updates & Fixes Online Training Manuals Monthly Newsletters Phone Consulting CivicPlus Connection CivicPlus University	Install Service Patches for OS Upgrades Fixes Improvements Integration Testing Development Usage License	Shared Web/SQL Server DNS Consulting & Maintenance Monitor Bandwidth-Router Traffic Redundant ISP Redundant Cooling Natural Gas Powered Generator Daily Tape Backup Intrusion Detection & Prevention Antivirus Protection Upgrade Hardware

Acceptance

We, the undersigned, agreeing to the conditions specified in this document, understand and authorize the provision of services outlined in this Agreement.

Hidalgo County, TX

Date

CivicPlus

Date

<p>Sign and Fax this Copy</p> <p>Attn: Contract Manager Fax: 785-587-8951</p>	<p>And – Mail Two (2) Signed Originals</p> <p>CivicPlus Contract Manager 317 Houston St., Suite E Manhattan, KS 66502</p>
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We will fax a counter-signed copy of the faxed contract back to you so we can continue services. Upon receipt of two signed originals, we will counter-sign and return one copy for your files.



Hidalgo County Purchasing Department
2812 S. Business Highway 281
New Administration Building
Edinburg, Texas 78539
(956) 318-2626/ Fax: (956) 318-2629

MEMORANDUM

“SOLE SOURCE DECLARATION”

TO: Hidalgo County Commissioner’s Court

FROM: Martha L. Salazar, CPPB
Hidalgo County Purchasing Agent *mls*

DATE: October 4, 2011

RE: “Sole Source Declaration” – Support and Maintenance With Icon Enterprises dba CivicPlus

In 2007, Hidalgo County acquired the Website Development Designer Project with Icon Enterprises dba CivicPlus for the creation of Hidalgo County’s Official Website. The website was created to effectively provide anyone viewing, a robust site that is easy to navigate and find the desired content as well as providing Hidalgo County Departments with a secure and easy method of maintaining frequently updated portions of their data via user friendly administration consoles.

The frequent updates to the site have been completed in-house by Hidalgo County via an easy to use “Content Management System” which includes the maintenance and support of the “Hosting and Contents Management System” by Icon Enterprises dba CivicPlus.

Furthermore, Hidalgo County Commissioners Court back on December 7, 2010, approved the exemption request under the Texas Local Government Code, 262.024(a)(7)(A) “Items for which competition is precluded because of existence of patents, copyrights, secret processes or monopolies” in connection with the “Support and Maintenance” for the Hosting and Government Content Management System of Hidalgo County’s Website Icon Enterprises, d/b/a CivicPlus.

In addition, approved the “Sole Source Declaration” for Icon Enterprises d/b/a CivicPlus” with the authority to enter into an annual support and maintenance agreement.

The annual support is due to expire on October 31, 2011 and Hidalgo County still requires the continuation of the support and maintenance services which are proprietary components (Hosting And Contents Management System) of Icon Enterprises dba CivicPlus. Therefore, Hidalgo County requires the continued renewal of the support and maintenance with Icon Enterprises dba CivicPlus for this coming fiscal year.



September 26, 2011

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 enable 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 benefits 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 \$13,500 per year and that CivicPlus support staff work with County staff work with County Staff to incorporate all CivicPlus-provided upgrades, as desired.

Regards,

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

HIDALGO COUNTY PURCHASING DEPARTMENT
SOLE SOURCE AFFIDAVIT

THIS IS AN OFFICIAL PURCHASING DOCUMENT-RETAIN WITH PURCHASE ORDER

Before me, the undersigned official, on this day, personally appeared Jesse Manning
A person known to me to be the person whose signature appears below, whom after being duly sworn upon his/her oath deposed and said:

1. My name is Jesse Manning. I am over the age of 18, have never been convicted of crime and am competent to make this affidavit.
2. I am an authorized representative of the following company or firm: Icon Enterprises, Inc. d/b/a CivicPlus.
3. The above named company or firm is the sole source for the following item(s), product(s) or services(s):
CivicPlus Government Content Management System
4. Competition in providing the above named item(s) product(s), service(s) is precluded by the existence of a patent copyright, secret process or monopoly as stated under Section 262.024(a)(7)(A), of the Local Government Code. Also, attached hereto is a sole source letter which sets forth the reasons why this Vendor is a sole source provider (dated and signed).
5. There is/are no other like item(s) or product(s) available for purchase that would serve the same purpose or function.
6. **Note:** This Vendor understands that by providing false information on this Sole Source Affidavit, it may be considered a non-responsible Vendor on this and future purchases and may result in discontinuations of any/all business with Hidalgo County.

Signature _____

SWORN AND SUBSCRIBED TO under oath before me on 26th day of September, 2011.

Mary Ubel
NOTARY PUBLIC



Mary Ubel
PRINTED NAME

7-29-2013
MY COMMISSION EXPIRES

COMPANY NAME: Icon Enterprises, Inc. d/b/a CivicPlus

ADDRESS, CITY, STATE & ZIP CODE: 317 Houston St., Suite E, Manhattan, KS 66502

PHONE NUMBER: 888-228-2233

CONTACT NAME AND TITLE: Jesse Manning, Vice President of Business Development

WEB ADDRESS: civicplus.com EMAIL: accounting@civicplus.com

FEDERAL TAX ID NUMBER: 48-1202104 TEXAS SALES TAX NUMBER: n/a

Evangelina Garcia

From: Edna Kirby [edna.kirby@co.hidalgo.tx.us]
Sent: Monday, September 26, 2011 3:23 PM
To: 'Evangelina Garcia'
Cc: 'Renan Ramirez'
Subject: RE: Scanned from IT-DEPT 09/23/2011 13:42

Vangie,

As per Mr. Renan, go ahead and proceed.

Regards,

Edna Kirby

edna.kirby@co.hidalgo.tx.us

Administrative Assistant II

100 E Cano 4th Floor

Edinburg, Texas 78539

p. 956.292.7010 Ext. 6017

f. 956.318.2152

[Hidalgo County, Texas](#)

From: Evangelina Garcia [mailto:evangelina.garcia@co.hidalgo.tx.us]
Sent: Monday, September 26, 2011 2:30 PM
To: 'Edna Kirby'; renan.ramirez@co.hidalgo.tx.us
Cc: 'Karina Cardoza'
Subject: FW: Scanned from IT-DEPT 09/23/2011 13:42

Edna,

Please show this information to Renan and let him know that I will be placing an agenda item for Tuesday, October 4, 2011 unless he gives me direction not to proceed. Ask him to please review the agreement with the price info and if he has any concerns with this item being placed on the agenda.

Appreciate your assistance to this.

Thank you

Vangie Y. Garcia, Contract's Manager

2802 S. Business Hwy. 281

New Administration Building

Edinburg, Texas 78539

(956) 292-7000-Extension 4856

email: evangelina.garcia@co.hidalgo.tx.us

From: Amy Vikander [mailto:vikander@civicplus.com]
Sent: Monday, September 26, 2011 2:15 PM
To: Evangelina Garcia
Cc: renan.ramirez@co.hidalgo.tx.us; 'Edna Kirby'; 'Karina Cardoza'
Subject: RE: Scanned from IT-DEPT 09/23/2011 13:42

Attached is your hosting renewal and Sole Source Document. Please let me know if you need a hard copy mailed out as well.

Amy Vikander, CivicPlus
Director of Client Care

Main 888-228-2233 x290
Direct 785-323-4706
Fax 785-587-8951
www.CivicPlus.com

From: Evangelina Garcia [mailto:evangelina.garcia@co.hidalgo.tx.us]
Sent: Monday, September 26, 2011 9:39 AM
To: Amy Vikander
Cc: renan.ramirez@co.hidalgo.tx.us; 'Edna Kirby'; 'Karina Cardoza'
Subject: RE: Scanned from IT-DEPT 09/23/2011 13:42

I apologize Ms. Vikander, I presumed that you had been provided that response by Ms. Cardoza but nonetheless, the three will be as follow:

Karina Cardoza, (956) 343-0011
Michelle Villarreal, (956) 640-9875
Renan Ramirez, (956) 457-0792

Let me know if there's anything else that you may need.

Thank you

Vangie Y. Garcia, Contract's Manager
2802 S. Business Hwy. 281
New Administration Building
Edinburg, Texas 78539
(956) 292-7000-Extension 4856
email: evangelina.garcia@co.hidalgo.tx.us

From: Amy Vikander [mailto:vikander@civicplus.com]
Sent: Monday, September 26, 2011 9:21 AM
To: Evangelina Garcia
Cc: 'Edna Kirby'; renan.ramirez@co.hidalgo.tx.us; 'Karina Cardoza'
Subject: RE: Scanned from IT-DEPT 09/23/2011 13:42

I am working on completing this request. I will still need three emergency contacts with phone numbers. Please provide phone numbers that can be used after normal business hours .

Amy Vikander, CivicPlus

Director of Client Care
Main 888-228-2233 x290
Direct 785-323-4706
Fax 785-587-8951
www.CivicPlus.com

From: Evangelina Garcia [mailto:evangelina.garcia@co.hidalgo.tx.us]
Sent: Monday, September 26, 2011 8:06 AM
To: Amy Vikander
Cc: 'Edna Kirby'; renan.ramirez@co.hidalgo.tx.us; 'Karina Cardoza'
Subject: RE: Scanned from IT-DEPT 09/23/2011 13:42

Good Morning Amy,

I responded to questions #1 & 3, #2 would be responded by Karina Cardoza and Edna Kirby sent you the tax exempt for #4. I need to have the information as requested in the email that I sent you on Friday, September 23, 2011 and or there will be no agreement in place when the current one expires on October 31, 2011.

Said request for sole sourcing for this new term needs to be placed on Commissioners Court for approval within ample time, therefore, please forward as requested the sole source letter and affidavit as detailed in the email sent on Friday.

Please call me should there be any questions regarding this matter.

Thank you

Vangie Y. Garcia, Contract's Manager
2802 S. Business Hwy. 281
New Administration Building
Edinburg, Texas 78539
(956) 292-7000-Extension 4856
email: evangelina.garcia@co.hidalgo.tx.us

From: Amy Vikander [mailto:vikander@civicplus.com]
Sent: Friday, September 23, 2011 4:34 PM
To: Edna Kirby
Cc: evangelina.garcia@co.hidalgo.tx.us; 'Renan Ramirez'
Subject: RE: Scanned from IT-DEPT 09/23/2011 13:42

Thanks for the information I will still need the answers to the below questions highlighted in yellow in order to complete the request.

Please feel free to contact me with any questions you may have.

Have a nice weekend.

Amy Vikander, CivicPlus

Director of Client Care
Main 888-228-2233 x290
Direct 785-323-4706
Fax 785-587-8951
www.CivicPlus.com

From: Edna Kirby [mailto:edna.kirby@co.hidalgo.tx.us]
Sent: Friday, September 23, 2011 2:06 PM
To: Amy Vikander
Cc: evangelina.garcia@co.hidalgo.tx.us; 'Renan Ramirez'
Subject: FW: Scanned from IT-DEPT 09/23/2011 13:42

Hi Amy,

Attached is the Tax Exempt Form that you have requested.

Thank you,
Edna Kirby

From: Karina Cardoza [mailto:karina.cardoza@co.hidalgo.tx.us]
Sent: Monday, August 01, 2011 1:31 PM
To: 'Evangelina Garcia'; Renan Ramirez, Chief Information Officer
Subject: FW: Civic Plus Agreement

Hi Vangie,
Please see below. Can you answer questions 1, 3, & 4? I will provide the answer to # 2.

Thank you!

Karina Cardoza, Director
THE COUNTY OF HIDALGO, TEXAS
Executive Office - Public Affairs Division
2818 S. Business Hwy 281
Edinburg, Texas 78539
p 956.292.7026
c 956.343.0011
f 956.292.7766
e karina.cardoza@co.hidalgo.tx.us
w www.co.hidalgo.tx.us/followus

From: Amy Vikander [mailto:vikander@civicplus.com]
Sent: Monday, August 01, 2011 11:53 AM
To: karina.cardoza@co.hidalgo.tx.us
Subject: FW: Civic Plus Agreement

Good morning Karina. I will get this drawn up for you and sent hopefully today. If you could provide me with the following information it would help complete the request:

1. Our system indicates the address to be 100 N. Closner Blvd., On the attached it is listed as 2812 S. Business Hwy 281, which is the address that should be listed on the agreement?
2. Please provide three emergency contacts with phone numbers that these people can be reached outside business hours
3. Billing Contact is currently listed as Renan Ramirez, is this to remain the same?
4. Please provide Tax ID or Sales Tax Exempt #

Once this information is received I can complete the request and send it off to you. Thanks for your time, have a great afternoon.

Amy Vikander, CivicPlus
Director of Client Care
Main 888-228-2233 x290
Direct 785-323-4706
Fax 785-587-8951
www.CivicPlus.com