

**CivicPlus**

302 South 4th St. Suite 500  
Manhattan, KS 66502  
US

**Statement of Work**

Q-110416-1

10/24/2025 4:21 PM

1/30/2026

**Quote #:****Date:****Expires On:****Client:**

City of Burleson, TX

**Bill To:**

BURLESON CITY, TEXAS

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Amanda Parr	7853231544	amanda.parr@civicplus.com		Net 30

## 311 CRM SeeClickFix

QTY	PRODUCT NAME	DESCRIPTION
1.00	SeeClickFix 311 CRM Request	Unlimited gov user licenses for service request and constituent management tool to intake resident submission. Assign requests internally, resolve issues and measure request performance.
1.00	SeeClickFix 311 CRM Marketplace App	Branded marketplace mobile app to expand SeeClickFix 311 CRM Request or Pro modules. Requires customer to stay up to date with Google and Apple requirements.
1.00	SeeClickFix 311 CRM Connector for OpenGov Asset Management	SeeClickFix 311 CRM hosted integration with OpenGov Asset Management (Cartegraph OMS). Requires access to Cartegraph API.
1.00	SeeClickFix 311 CRM Organization API	License for access to the private SeeClickFix 311 CRM Organizational API. This does not include custom development or consultation services.
1.00	SeeClickFix 311 CRM Connector for CentralSquare Community Development	SeeClickFix 311 CRM hosted integration with CentralSquare Community Development (TRAKiT) CRM module. Requires iTRAKiT API.
1.00	SeeClickFix 311 CRM Connector for ArcGIS (1-way)	One-way integration to a Feature Service within ArcGIS to display your SeeClickFix 311 CRM service request data in internal reports, public maps and Open Data Portals
1.00	Request Import	Import of up to 25,000 requests, includes one batch import to resolve errors, a second import on test environment, and a final import in production. Data must adhere to SCF specifications. Additional batch imports after these 3 will incur additional cost.

Initial Term	2/15/2026 - 10/14/2030, Renewal Term 10/15 each calendar year
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Initial Term Invoice Schedule		Year One Annual Total invoiced on 2/15/2026. Year Two Annual Total invoiced on 10/15/2026. Year Three Annual total invoiced on 10/15/2027. Year Four Annual total invoiced on 10/15/2028. Year Five Annual total invoiced on 10/15/2029.	
	Annual Subscription	One Time Fees	Annual Total
<b>Year One</b>	USD 23,333.34	USD 0.00	USD 23,333.34
<b>Year Two</b>	USD 35,000.00		USD 35,000.00
<b>Year Three</b>	USD 35,000.00		USD 35,000.00
<b>Year Four</b>	USD 35,000.00		USD 35,000.00
<b>Year Five</b>	USD 35,000.00		USD 35,000.00
<b>Subtotal</b>		USD 163,333.34	
<b>Annual Recurring Services Starting Year 6</b>		USD 36,750.00	
Renewal Procedure		Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date	
Annual Uplift		5% to be applied in year 6	

This Statement of Work ("SOW") and the Interlocal Purchasing System Contract # 220105 ("TIPS Contract # 220105") shall be subject to the terms and conditions of the CivicPlus Master Services Agreement and the applicable Solution and Services terms and conditions located at <https://www.civicplus.help/hc/en-us/p/legal-stuff> (collectively, the "Binding Terms"). By signing this SOW, Client expressly agrees to the terms and conditions of the Binding Terms throughout the term of this SOW.

Please note that this document is a SOW and not an invoice. Upon signing and submitting this SOW, Client will receive the applicable invoice according to the terms of the invoicing schedule outlined herein.

Client may issue purchase orders for its internal, administrative use only, and not to impose any contractual terms. Any terms contained in any such purchase orders issued by the Client are considered null and will not alter the Binding Terms, the Agreement or this SOW.

**Acceptance of Quote # Q-110416-1**

The undersigned acknowledges having read, understood, and agreed to be bound by the binding terms and conditions incorporated into this SOW. This SOW shall become effective as of the date of the last signature below ("Effective Date").

For CivicPlus Billing Information, please visit <https://www.civicplus.com/verify/>

**Authorized Client Signature**

By (please sign):

Printed Name:

Title:

Date:

Organization Legal Name:

Billing Contact:

Title:

Billing Phone Number:

Billing Email:

Billing Address:

Mailing Address: (If different from above)

PO Number: (Info needed on Invoice (PO or Job#) if required)

**CivicPlus**

By (please sign):



Printed Name:

Amy Vikander

Title:

Senior VP of Customer Success

Date:

11/10/2025