



Computer Software Support Agreement

Purpose

The purpose of this agreement is to assure you that all software provided by Delta Computer Systems, Inc. (Delta) as listed on the addendum(s) to this agreement is in compliance with applicable laws, rules and regulations as they pertain to the software. As the laws change, Delta will provide updated programs to meet the demands of the legislation.

Delta's Obligations

Delta will analyze new regulations and prepare modifications of the software to ensure the system conforms. The modifications shall be limited to existing licensed software which you have purchased and shall not include new systems. New programs required to meet new, additional requirements shall not be provided under this agreement. For example, if you licensed the magnetic payroll tax reporting system and IRS initiates a change to the method of reporting, the changes will be provided under this agreement. However, if you had not purchased the magnetic reporting software initially, there would be an additional charge for the program.

Problem resolution is handled on a first come first serve basis within a priority group. Priority groups are determined by user need and externally defined deadlines. Completely down systems have priority over operational systems. Externally defined deadlines (IRS, State, Federal, etc.) have priority over non-deadline items. Average response for critical items is two hours or less depending upon the complexity of the request.

All software updates will be delivered to you electronically or by mail depending upon the size and urgency of the update. Delta shall provide installation instructions and/or telephone assistance for loading updates as appropriate. Delta shall not be responsible for maintaining any of your modifications. Corrections of difficulties or defects traceable to your errors or system changes will be billed at triple the standard rate.

Client's Obligations

Client shall inform Delta as soon as reasonably possible as to the nature and impact of upcoming legislative changes that affect the software system. Client shall provide copies of all pertinent documentation and shall assist Delta in understanding the new requirements and developing a method of meeting the requirements. During the term of the software support agreement, Client shall at Client's expense, provide Delta with secure telnet and ftp internet access to Client's server from Delta's server for the purpose of diagnosing problems and to facilitate software updates.

General Terms

This contract shall commence on the first day of delivery of the software or upon acceptance of the addendum(s) by both parties and shall remain in effect for one year. Fees for software support shall be payable monthly or annually in advance. A penalty of 1.5 percent per month of the outstanding balance will be assessed to accounts that remain past due more than 60 days. Delta reserves the right to withhold services for any account which is past due more than 60 days.

Client shall be responsible for all incidental costs such as mail, telephone, travel and subsistence in connection with support services.

Client shall use Delta's prescribed reporting procedures to outline software problems.

Either party may terminate this agreement after a 90 day written notice and payment of all outstanding amounts due.

This agreement shall automatically renew at each annual period. Delta reserves the right to modify its fees by providing notice of such 60 days prior to the renewal period.

Services provided by Delta that are above and beyond the scope of this agreement shall be billable at Delta's current rate at the time such services are rendered.

This agreement is binding on, the parties hereto and their successors, and to Seller's assigns, sub-lessees and transferees.

Agreed this 12th day of August, 2019

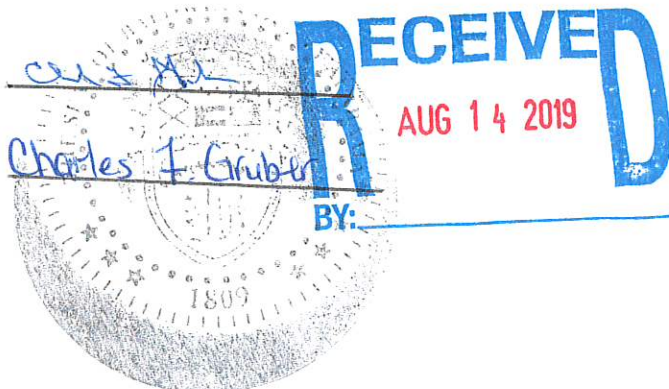
BALDWIN COUNTY, AL

Client Name

Client Signature

Printed Name

Accepted: Delta Computer Systems, Inc.
1085 Tommy Munro Drive
Biloxi, MS 39532





Delta Computer Systems, Inc.

A Harris Local Government Company

1085 Tommy Munro Drive
Biloxi, MS 39532
Phone : (228) 388-7688
Fax: (228) 388-7689

Computer Software Support Agreement ADDENDUM

For: BALDWIN COUNTY, AL-REVENUE COMMISSIONER

AL05

Below is a current list of maintenance/support/web hosting charges for the upcoming fiscal year 10/ 1/2019. These charges will be billed on 9/15/2019 due for payment 10/ 1/2019.

Delta Contract Number	Description	Date of Last Increase	Current Rate	New Rate	Rate Type
812	Real Property Assessment	09/2018	350.00	370.00	
813	Real Property Collections	09/2018	310.00	330.00	
814	Personal Property Appraisal	09/2018	200.00	210.00	
1579	Cash Book Accounting Maintenance	09/2018	310.00	330.00	
1777	Web Hosting - Real Property Appraisal & Assessment	09/2018	720.00	760.00	
1947	Apex Host Interface	09/2018	120.00	130.00	
1948	Apex PC Interface	(6) 09/2018	120.00	130.00	
1949	Digital Photo Host Interface	09/2018	110.00	120.00	
3176	Real Property Appraisal	09/2018	370.00	390.00	
6950	Web Hosting History Years	(9) 09/2018	270.00	280.00	
6990	Appraisal Permit Tracking System	09/2018	150.00	160.00	
9000	PaperLink Host Software Monthly Support	09/2018	190.00	200.00	
9020	PaperLink Scan Station Support	(4) 09/2018	350.00	370.00	
9030	Historical Mapping/Appraisal Data Link Support	09/2018	310.00	330.00	
9040	Deed Image Mapping Interface Support	09/2018	160.00	170.00	
10650	Digital Signature Capture Support	09/2018	2,310.00	2,440.00	Annual
12890	PaperLink Scan Station Support (1)	09/2017	30.00	30.00	
13100	Scan Station Monthly Support (1)	09/2017	30.00	30.00	
16860	PaperLink Scan Station (5)	(5) 09/2018	140.00	150.00	
16870	View Station Monthly Support (5)	(5) 09/2018	140.00	150.00	
17500	Use Value Application Tracking	09/2016	40.00	40.00	
20410	Export Real & Personal Property Tax Files for Web Payment	09/2018	70.00	70.00	
20420	Automated Import & Posting of Web Payments for Real & Personal Property	09/2018	130.00	140.00	
20960	PaperLink Scan Station Support TDORRIETY/ZRC100S	09/2017	30.00	30.00	
21480	PaperLink Scan Station Support HWALTON/MRC250S1	09/2017	20.00	20.00	
23050	PaperLink Scan Station Support (2)	(2) 11/2015	40.00	40.00	
25060	PaperLink Scan Station Support (2)	(2) 11/2015	40.00	40.00	
27750	PaperLink Scan Station Support (1)	02/2019	20.00	20.00	
27920	Apex PC Interface (Added 04/05/2019)	04/2019	15.00	15.00	
IVMCBP03(1)			TOTAL:	4,977.50	5,258.33 MONTHLY

Agreed this 12th day of August, 2019.

Accepted: *Lin Jefferson*
Delta Computer Systems, Inc.

BALDWIN COUNTY, AL
County/Office Name

Teddy J. Faust, Jr.
Client Signature

Teddy J. Faust, Jr.
Printed Name

Charles F. Gruber
Chairman

TO: BALDWIN COUNTY REVENUE COMMSNR
ATTN: TEDDY FAUST, JR.
P.O. BOX 1549
BAY MINETTE AL 36507

RECEIVED
AUG 14 2019
BY: _____