



**NORMAN A. CANNADY, JR.**

**TAX ASSESSOR  
MADISON COUNTY**

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MADISON ANNEX  
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DIANE BARBER, CHIEF DEPUTY

August 8, 2024

To: Madison County Board of Supervisors  
Greg Higginbotham, Madison County Administrator  
Na'Son White, Madison County Comptroller

From: Norman A. Cannady, Jr., Tax Assessor

A handwritten signature in black ink, appearing to read "Norman A. Cannady, Jr." with a stylized flourish at the end.

Re: Delta Computer Systems, Inc., Agreement Addendum

Please review and approve the attached addendum for the Delta Computer Systems support agreement for the upcoming fiscal year.



**Delta Computer Systems, Inc.**  
A Harris Local Government Company

925 Tommy Munro Dr.  
Ste. C  
Biloxi, MS 39532  
Phone : (228) 388-7688  
Fax: (228) 388-7689

**Computer Software Support Agreement  
ADDENDUM**

For: MADISON COUNTY-MS TAX ASSESSOR

MS45

Below is a current list of maintenance/support/web hosting charges for the upcoming fiscal year 10/ 1/2024. These charges will be billed on 9/15/2024 due for payment 10/ 1/2024.

| Delta Contract Number | Description                           | Date of Last Increase | Current Rate  | New Rate      | Rate Type             |
|-----------------------|---------------------------------------|-----------------------|---------------|---------------|-----------------------|
| 3831                  | Paperlink Imaging Engine Support      | 10/2008               | 190.80        | 204.16        |                       |
| 8490                  | Intranet Browser-Based Access Support | 10/2008               | 63.60         | 68.05         |                       |
| <b>IVMCBP03(1)</b>    |                                       |                       | <b>TOTAL:</b> | <b>254.40</b> | <b>272.21 MONTHLY</b> |

Agreed this \_\_\_\_\_ day of \_\_\_\_\_, 2024.

MADISON COUNTY  
County/Office Name

Accepted: Delta Computer Systems, Inc.

Client Signature \_\_\_\_\_ Printed Name \_\_\_\_\_

TO: MADISON CO BRD OF SUPERVISORS  
ATTN: ACCOUNTS PAYABLE  
P.O. BOX 608  
CANTON MS 39046



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A Harris Local Government Company

925 Tommy Munro Dr.  
Ste. C  
Biloxi, MS 39532  
Phone : (228) 388-7688  
Fax: (228) 388-7688

## 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 \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Printed Name

Accepted: Delta Computer Systems, Inc.  
925 Tommy Munro Dr.  
Ste. C  
Biloxi, MS 39532