



**NCIC SOFTWARE - STANDARD SERVICES/MAINTENANCE PROVIDED
FOR MADISON COUNTY, MS**

Last Revised January 2015

The first payment is due one year after the date of installation. DCS has the right to increase the cost for maintenance, not to exceed 4%, every fourth year. DCS will notify CUSTOMER if an increase is anticipated. Invoices are sent 60 days in advance and payments are expected on time in order to avoid a late charge of 3.5%. If payment has not been received, DCS has the right to terminate its services. In the event of payment delay, DCS has the right to charge customer for its services at the rate of \$135.00 per hour.

Terminate: Neither party can terminate the NCIC Software Standard Services/Maintenance without written notice to the other. If CUSTOMER does not wish to renew the NCIC Software Services/ Maintenance, CUSTOMER must notify DCS within 15 days of receipt of the invoice.

ITEMS COVERED UNDER THE STANDARD SERVICES/MAINTENANCE

1. DCS agrees to provide CUSTOMER with modifications necessary to keep the LICENSED PRODUCT compatible with all State/NCIC transactions.
2. 24 X 7 HELP DESK for questions related to the DCS LICENSED PRODUCT. The contact number is 843-813-0130.
3. Configuration between your equipment and the state's router.

ITEMS NOT COVERED UNDER STANDARD MAINTENANCE

1. Hardware Setup, Configuration
2. Operating System Upgrade
3. Additional Personnel Training
4. Custom Programming
5. Services for hardware or operating system software related problems.
6. DCS Travel Costs (beyond 50 miles one-way; any hotel costs)

7. State System not responding (their system is down).
8. Issues/Conflicts between the router and State
9. Router Configuration