



**Maintenance and Support Agreement
Apex Sketch Software – June 2020
Mass Appraisal / Jurisdictional Clients**

The Apex Software Annual Maintenance Agreement provides for the ongoing support of the current Apex property sketch and area calculation software including the products and their ongoing support services. The Agreement is by and between Apex Software, 5039 Beckwith Blvd., Suite 109, San Antonio, TX 78249 ("APEX") and the state, county, city, township, municipality or appropriate revaluation jurisdictional client ("Customer"). The agreement covers, but is not limited to, v4 Medina Premium, v5 Pro and v6 Pro editions of the sketch and area calculation software ("SOFTWARE").

During the contract period, CUSTOMER will be entitled to product Updates, which include releases that correct identified errors in the SOFTWARE (including revisions or dot releases), and product Upgrades, which are subsequent versions of SOFTWARE, and provide new or enhanced functionality. APEX will also provide Toll Free Support Services on all current SOFTWARE products and will use reasonable efforts to respond to all service inquiries within one (1) business day. Additional time may be necessary for inquiries requiring substantial research.

For each SOFTWARE for which CUSTOMER has purchased, they will be provided with all toll-free phone (where available), email and fax support services offered by APEX for installation, basic set-up, problem analysis, problem resolution, and preventative or corrective service information and efforts to reproduce and correct errors identified by CUSTOMER or determine that errors are not reproducible.

Payment: Fees for the 1st year of the agreement are included with the initial purchase of the SOFTWARE. Fees for subsequent year's maintenance agreement renewal will be due and payable thirty (30) days after the start of the agreement renewal period. Notification of renewal will be sent by invoice from APEX to CUSTOMER 30-60 days prior to the renewal date. (See attached invoice for this year's invoice)

Term and Termination: This Agreement starts 7/1/2020 and will have a term of one (1) year (July 1, 2020 - June 30, 2021).

Apex Software:

Customer - Monterrey County, CA

by:

Clifford Wood

Susan Coleman

by:

Print Name: Clifford Wood

Susan Coleman

Print Name: _____

Title: COO

Secretary

Title: _____

Apex Software

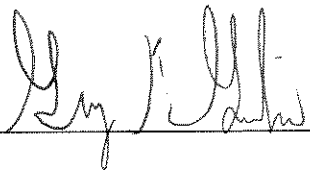
Maintenance and Support Agreement

Apex Sketch Software 2020-2021

REVIEWED AND APPROVED BY:

Veronica Fernandez, CAO

Date



Gary Giboney, Auditor-Controller

7/18/20

Date

County Counsel

Date