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**HiComp, LLC Letter of Understanding
Baldwin County Alabama
March, 2026**

HiComp, LLC, in good faith and with best effort intends to provide the following Cloud Computing Hosting services to Baldwin County at a one time setup charge of \$1,000 and a monthly service charge of \$1950 per month.

HiComp, LLC will provide VPN access during normal business hours, except with mutual agreement and scheduling of outages required by normal system maintenance operations, to an IBM Power System partition fully configured with the i Operating System with adequate memory, disk storage capacity, and processor performance rating to ensure successful computer processing operations. This computing environment will be customized to meet the unique computing requirements of Baldwin County.

HiComp personnel will provide administration and maintenance of the County computer resources according to good, sound and reasonable business practices. We will provide data storage, backup and protection according to generally accepted and proven business practices. HiComp will provide physical access to the HiComp Data Center during normal business hours or as otherwise requested and scheduled. County personnel are encouraged to examine our facilities and review our computing operations as needed in order to ensure that all computing business practices are met or exceeded. HiComp technical personnel will provide "Level 2" technical support for all CPU hardware and operating system problem determination and management. This includes any IBM operating system or hardware errors requiring IBM intervention and/or support.

County personnel will continue to provide all "Level 1" technical support as currently being performed as part of the normal daily business operations. County personnel will also provide all required application support including problem determination and resolution and will be the sole interface to the end user community. All unique, custom or third party software licenses required by the County remain the responsibility of the County as well as all computer peripherals such as displays, terminals, PCs and printers required for normal business operations.

This Letter of Understanding may be terminated without cause by either party with a thirty (30) day written notice. Upon termination of our service a current full system backup will be provided upon request. The term of this Letter of Understanding shall be effective upon full execution and shall be in place no longer than three (3) consecutive years.

Agreed this 9th day of February, 2026.

Baldwin County Commission
County/Office Name


HiComp, LLC representative

Client Signature

Jeb Ball
Printed Name

Please note that HiComp Services are provided on a "best effort" basis. This service is offered as an alternative to providing your own internal host computer system. At any time that we do not meet all objectives and expectations of Baldwin County you are free to terminate this agreement and pursue alternatives to our Cloud Hosting Service. All "cloud" services are dependent upon the general availability of normal, non-disrupted Internet connections or other common communication facilities. Service availability may be disrupted or impeded by a natural disaster that affects the HiComp Data Center or multiple HiComp Data Center clients. However, under these circumstances every effort will be made to restore services in the most expeditious means possible.