



5515 E. La Palma Ave., Suite 100
Anaheim, CA 92807
Tel: (714) 238-2000
Fax: (714) 238-2049

April 25, 2022

Captain John C. Sifford
Rowan County Sheriff's Office
232 North Main Street
Salisbury, NC 28144
Email: John.sifford@rowancountync.gov
Tel: (704)-216-8668

RE: Extension to Maintenance and Support Agreement # 001607-004

By means of this letter, Idemia Identity & Security USA LLC ("IDEMIA" or "Seller") hereby extends Rowan County Sheriff's Office Maintenance and Support Agreement for the period **July 1, 2022 through June 30, 2023**.

All terms and conditions of the original agreement shall remain in full force and effect.

Please indicate acceptance of this extension by signing in the acceptance block below and returning it to my attention via Email at kimberly.dullinger@idemia.com at your soonest convenience.

If you have any questions or need further clarification, please contact me at (714) 632-2180 or e-mail kimberly.dullinger@idemia.com. Thank you in advance.

Thank you,

Kimberly J. Dullinger
Maintenance Agreement Specialist
Idemia Identity & Security USA LLC

Accepted by:

IDEMIA IDENTITY & SECURITY USA LLC

Signed by: _____

Printed Name: Casey Mayfield

Title: Vice President

Date: April 25, 2022

ROWAN COUNTY SHERIFF'S OFFICE

Signed by: _____

Printed Name: _____

Title: _____

Date: _____

Reference: SA 001607-004

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Idemia • 5515 East La Palma Avenue, Suite 100, Anaheim, CA 92807
Customer Support Center (800) 734-6241 • Email: cscenter@idemia.com • www.idemia.com

Description of Covered Products

MAINTENANCE AND SUPPORT AGREEMENT NO. SA # 001607-004

CUSTOMER: Rowan County Sheriff's Office

The following table lists the Products under maintenance coverage:

Product	Description	Node	Qty
LSS-R	MorphoTrak LiveScan Station Cabinet	NCNL212	2
	Tenprint/Palmprint	NCNL213	
Printer	Tenprint Card Printer	NCNX212	2
		NCNX213	

Support Plan Options and Pricing Worksheet

Maintenance and Support Agreement # 001607-004

Date April 25, 2022

New Term Effective

Start July 1, 2022

End June 30, 2023

STANDARD SUPPORT

☒ **Advantage – Software Support**

- | | | |
|-------------------------------|-------------------------------------|--|
| ◆ Telephone Response: 2 Hour | ◆ Standard Releases & Updates | ◆ Supplemental Releases & Updates |
| ◆ Remote Dial-In Analysis | ◆ Software Customer Alert Bulletins | ◆ 8 a.m. – 5 p.m. Monday to Friday PPM |
| ◆ Unlimited Telephone Support | ◆ Automatic Call Escalation | |

☒ **On-Site Hardware Support**

- | | | |
|--|-------------------------------------|---|
| ◆ 8 a.m. – 5 p.m. Monday to Friday PPM | ◆ Defective Parts Replacement | ◆ Hardware Service Reporting |
| ◆ Next Day PPM On-site Response | ◆ Escalation Support | ◆ Product Repair |
| ◆ Hardware Vendor Liaison | ◆ Hardware Customer Alert Bulletins | ◆ Equipment Inventory Detail Management |

☒ **Parts Support**

- | | |
|---|----------------------------------|
| ◆ Parts Ordered & Shipped Next Business Day | ◆ Parts Customer Alert Bulletins |
|---|----------------------------------|

* If customer is providing their own on-site hardware support, the following applies:

- | | |
|------------------------------------|---|
| ➤ Customer Orders & Replaces Parts | ➤ Telephone Technical Support for Parts Replacement Available |
|------------------------------------|---|

ADDITIONAL OPTIONS

- | | | |
|--|------------------------|--|
| ☐ Users Conference Attendance (\$3,586 per Attendee) | Year: 2019 | Number Attendees Requested |
| | • Registration fee | • Roundtrip travel for event |
| | • Daily meals | • Ground transportation to/from the conference airport to the conference hotel |
| | • Hotel accommodations | |

\$ 0.00

GRAND TOTAL

\$ 7,465.00

PLEASE PROVIDE A COPY OF YOUR CURRENT TAX EXEMPTION CERTIFICATE (if applicable)
Please note this is not an invoice. An invoice will be provided after receipt of the signed document.