



5515 E. La Palma Ave., Suite 100
Anaheim, CA 92807

February 7, 2019

Matthew Rigg
Boone County Schools
8330 US 42
Florence, KY 41042
Tel: (859)283-3210
Email: Matt.rigg@boone.ky.schools.us

RE: Extension to Maintenance and Support Agreement – LSS-P

MAINTENANCE AND SUPPORT AGREEMENT NO. SA # 005867-000

By means of this letter, Idemia Identity & Security USA LLC ("IDEMIA" or "Seller") hereby extends Boone County Schools Maintenance and Support Agreement as referenced above.

Please find enclosed updated Exhibit-C: *Support Plan Options and Pricing Worksheet* and Exhibit-A: *Description of Covered Products*, for the period: **March 16, 2019** through **March 15, 2020**.

Pursuant to Section 3.2 of the original agreement, all terms and conditions 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.

Sincerely,

Kimberly J Dullinger
Contracts Administration Specialist
MorphoTrak

Accepted by:

IDEMIA IDENTITY & SECURITY USA, LLC

Signed by:  _____

Printed Name: Michael Kato

Title: Vice President

Date: February 7, 2019

BOONE COUNTY SCHOOLS

Signed by: _____

Printed Name: _____

Title: _____

Date: _____

Exhibit-C: Support Plan Options and Pricing Worksheet

Maintenance and Support Agreement # 005867-000

Date February 7, 2019

New Term Effective

Start March 16, 2019

End March 15, 2020

Customer: Boone County Schools	Billing Agency: SAME
Address (1): 8330 US 42	Address (1):
Address (2):	Address (2):
City/State/Zip: Florence, KY 41042	City/State/Zip:
Contact Name: Matthew Rigg	Contact Name:
Telephone: (859) 283-3210	Telephone:
Fax: (859) 282-5643	Fax:
Email: Matt.rigg@boone.ky.schools.us	Email:

☐ AFIS System

☒ LiveScan™ Station

☐ MORPHO BIS System

STANDARD SUPPORT

☒ **Advantage – Software Support**

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

☒ **On-Site Hardware Support**

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

- Registration fee
- Daily meals
- Hotel accommodations

- Year: _____ Number Attendees Requested _____
- Roundtrip travel for event
 - Ground transportation to/from the conference airport to the conference hotel

Additional Options: Sub-TOTAL

\$ 0.00

GRAND TOTAL

\$ 3,357.00

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.

Exhibit-A: Description of Covered Products

MAINTENANCE AND SUPPORT AGREEMENT NO. SA # 005867-000

CUSTOMER: Boone County Schools

The following table lists the Products under maintenance coverage:

Product	Description	Node Name	Qty
LSS-P	MorphoTrak LiveScan Station Portable Tenprint	KYBOLSS001	1