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January 28, 2020

Phil Sheehy  
Boone County Schools  
8330 US 42  
Florence, KY 41042  
Tel: (859) 282-2147  
Email: phil.sheehy@boone.ky.schools.us

**RE: Extension to Maintenance and Support Agreement # 005867-000**

By means of this letter, Idemia Identity & Security USA LLC ("IDEMIA" or "Seller") hereby extends **Boone County Schools** Maintenance and Support Agreement for the period **March 16, 2020** through **March 15, 2021**.

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**

**BOONE COUNTY SCHOOLS**

Signed by:  \_\_\_\_\_

Signed by: \_\_\_\_\_

Printed Name: Michael Kato

Printed Name: \_\_\_\_\_

Title: Vice President

Title: \_\_\_\_\_

Date: January 28, 2020

Date: \_\_\_\_\_

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### Description of Covered Products

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MAINTENANCE AND SUPPORT AGREEMENT NO. SA # 005867-000

CUSTOMER: Boone County Schools

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The following table lists the Products under maintenance coverage:

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

## Support Plan Options and Pricing Worksheet

Maintenance and Support Agreement # 005867-000

Date January 28, 2020

New Term Effective

Start March 16, 2020

End March 15, 2020

### 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)      Year: 2019      Number Attendees Requested
- Registration fee
  - Daily meals
  - Hotel accommodations
  - Roundtrip travel for event
  - Ground transportation to/from the conference airport to the conference hotel

\$ \_\_\_\_\_

**GRAND TOTAL**

**\$ 3,525.00**

**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.