



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

November 15, 2021

Undersheriff Greg Martin
Muskogee County Jail
122 South Third
Muskogee, OK 74401
Carrie L Waltman: cwaltman@muskogeeso.org
(918)687-0202

RE: Extension to Maintenance and Support Agreement # 005999-000

Dear Undersheriff Greg Martin,

By means of this letter, Idemia Identity & Security USA LLC ("IDEMIA" or "Seller") hereby extends **Muskogee County Jail Maintenance and Support Agreement** for the period **January 1, 2022 through December 31, 2022**.

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 Karla.Vazquez@us.idemia.com at your soonest convenience. Failure to return this fully executed letter on or before the current coverage expiration date will result in a lapse in maintenance, which will be subject to a recertification and/or reimplementaion fee.

If you have any questions or need further clarification, please contact me at (714)575-2936 or e-mail Karla.Vazquez@us.idemia.com. Thank you in advance.

Thank you,

Karla Vazquez

Karla Vazquez
Maintenance Agreement Specialist
Idemia Identity & Security USA LLC



22 day of 11 2021
Chairman *Kurt...*
Member *...*
Member *...*
Attest: *Carrie Waltman*
County Clerk

Accepted by:
IDEMIA IDENTITY & SECURITY USA LLC
Signed by: *Michael Hash*
Printed Name: Michael Hash
Title: Vice President
Date: November 15, 2021

MUSKOGEE COUNTY JAIL
Signed by: _____
Printed Name: _____
Title: _____
Date: _____

Please note this is not an invoice. An invoice will be provided after receipt of the signed document or purchase order.

Description of Covered Products

MAINTENANCE AND SUPPORT AGREEMENT NO. SA # 005999-000

CUSTOMER: Muskogee County Jail

The following table lists the Products under maintenance coverage:

Product	Description	Node	Qty
LiveScan	LiveScan Station Cabinet Tenprint/Palmprint	OKLV25	1
Printer	Printer Tenprint Card Duplexer, 2 Trays	OKLP25	1

Support Plan Options and Pricing Worksheet

Maintenance and Support Agreement # 005999-000 Date November 15, 2021
New Term Effective Start January 1, 2022 End December 31, 2022

For support on covered products, please contact Technical Help Desk at (800) 734-6241
or email at: AnaheimCSCenter@us.idemia.com

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 (\$3,950 per Attendee) Year: 2022 Number Attendees Requested

Included in Registration Fee:

- Conference Registration
- Attendee package upon arrival
- All sessions and training listed on the agenda
- Social events listed on the agenda
- Meals and breaks listed on the agenda
- Hotel room from Monday arrival through Friday morning checkout
- Round trip air travel
- Ground transportation between the conference airport and the conference hotel

Not included in Registration Fee:

- Transportation fee to/from your home town airport
- Airport parking fees in your home town
- Meals during your travel
- Meals outside those included in the conference
- Airline baggage fees
- In-room expenses such as pay-per-view, mini-bar, room service, and any other hotel incidentals
- Extra days before or after the conference

\$ _____

GRAND TOTAL

\$ 4,121.00

*Exclusive of taxes if applicable

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.