



5515 E. La Palma Ave., Suite 100
Anaheim, CA 92807
Tel: (714) 238-2000
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January 4, 2021

Undersheriff Terry Freeman
Muskogee County Jail
122 South Third
Muskogee, OK 74401
tfreeman@muskogeeso.org 918-687-0202

11th day of January 2021



Chairman _____
Member _____
Member _____
Attest: Dorothy Lawrence
County Clerk

RE: Extension to Maintenance and Support Agreement – LiveScan Station

MAINTENANCE AND SUPPORT AGREEMENT NO. SA # 005999-000

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

Please find enclosed updated Exhibit-A: *Description of Covered Products* and Exhibit-C: *Support Plan Options and Pricing Worksheet*, for the period: **1/1/21 through 12/31/2021**.

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 jenny.pelayo@idemia.com at your soonest convenience.

If you have any questions or need further clarification, please contact me at (714) 575-2964 or e-mail jenny.pelayo@idemia.com. Thank you in advance.

Sincerely,

Jenny Pelayo

Jenny Pelayo
Contracts Administration Specialist II

Accepted by:

IDEMIA IDENTITY & SECURITY USA LLC

Signed by: _____

Printed Name: Michael Kato

Title: Vice President

Date: 1/4/2021

MUSKOGEE COUNTY JAIL

Signed by: _____

Printed Name: ANDY SIMMONS

Title: SHERIFF

Date: 1/11/2021

Exhibit-A: 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	MorphoTrak LiveScan Station Cabinet Tenprint/Palmprint	OKLV25	1
Printer	Printer Tenprint Card Duplexer, 2 Trays	OKLP25	1

Exhibit-C: Support Plan Options and Pricing Worksheet

Maintenance and Support Agreement # 005999-000

Date January 4, 2021

New Term Effective

Start 1/1/21

End 12/31/21

Customer: Muskogee County Jail	Billing Agency:
Address (1): 122 South Third	Address (1):
Address (2):	Address (2):
City/State/Zip: Muskogee, OK 74401	City/State/Zip:
Contact Name: Undersheriff Terry Freeman	Contact Name:
Telephone: 918-687-0202	Telephone:
Fax:	Fax:
Email: freeman@muskogeeco.org	Email:

<input checked="" type="checkbox"/> 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	
<input checked="" type="checkbox"/> 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
<input checked="" type="checkbox"/> Parts Support		
◆ Parts Ordered & Shipped Next Business Day	◆ Parts Customer Alert Bulletins	
<i>* If customer is providing their own on-site hardware support, the following applies:</i>		
> Customer Orders & Replaces Parts	> Telephone Technical Support for Parts Replacement Available	

GRAND TOTAL	\$ 3,825.00
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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.