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February 1, 2023

Lieutenant Randall Combs  
LEXINGTON DIVISION OF POLICE  
150 East Main Street  
Lexington KY 40507  
RCOMBS@LEXINGTONPOLICE.KY.GOV  
(859) 258-3541

**RE: Extension to Maintenance and Support Agreement # 003241-002**

Dear Lieutenant Randall Combs,

By means of this letter, Idemia Identity & Security USA LLC ("IDEMIA" or "Seller") hereby extends LEXINGTON FAYETTE URBAN COUNTY GOVERNMENT Maintenance and Support Agreement for the period **11/18/2022** through **11/17/2023**.

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 [Tanisha.King@us.idemia.com](mailto:Tanisha.King@us.idemia.com) at your soonest convenience.

If you have any questions or need further clarification, please contact me at 703.775.7857 or e-mail [Tanisha.King@us.idemia.com](mailto:Tanisha.King@us.idemia.com). Thank you in advance.

Thank you,

Tanisha King  
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: January 31, 2023

**LEXINGTON FAYETTE URBAN COUNTY GOVERNMENT**

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

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

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

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

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## Description of Covered Products

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**MAINTENANCE AND SUPPORT AGREEMENT NO.** SA # 003241-002

**CUSTOMER:** LEXINGTON DIVISION OF POLICE

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The following table lists the Products under maintenance coverage:

| Product     | Description             | Node       | Qty |
|-------------|-------------------------|------------|-----|
| Workstation | MorphoBIS latent expert | KYLFMLE001 | 1   |

## Support Plan Options and Pricing Worksheet

Maintenance and Support Agreement # 003241-002 Date February 1, 2023  
New Term Effective Start 11/18/2022 End 11/17/2023

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

**GRAND TOTAL \$ 9,811.00**

\*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.**