IDEMIA PUBLIC SECURITY

14 Crosby Dr., 2nd Flr.,
Bedford, MA 01730
Tel: (978) 215-2400

September 15, 2026

Lieutenant Christopher Sizemore
Lexington Fayette Urban County Government
150 East Main Street
Lexington, KY 40507
Csizemore@lexingtonpolice.ky.gov
(859) 258-3541

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

Dear Lieutenant Christopher Sizemore,

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 **November 18, 2026** through **November 17, 2027**.

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 Donna.Lennerth-Jones@ps-idemia.com at your soonest convenience.

IDEMIA I&S appreciates the opportunity to present this quote, which will remain valid for 90 calendar days from the quote date, after which availability and / or prices are subject to change.

If you have any questions or need further clarification, please contact me at (703)775-7807 or e-mail Donna.Lennerth-Jones@ps-idemia.com. Thank you in advance.

Thank you,

Donna Lennerth-Jones

Donna Lennerth-Jones
Key Account Manager I
IDEMIA Identity & Security USA LLC

Accepted by:

IDEMIA IDENTITY & SECURITY USA LLC	**LEXINGTON FAYETTE URBAN COUNTY GOVERNMENT**
Signed by: _____	Signed by: _____
Printed Name: Christian Henry	Printed Name: _____
Title: Sr. Vice President	Title: _____
Date: September 15, 2026	Date: _____

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

Exhibit A: Description of Covered Products

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

CUSTOMER: **Lexington Fayette Urban County Government**

The following table lists the Products under maintenance coverage:

Product	Description	Node	Qty
Workstation*	MorphoBIS latent expert workstation, Latent expert software for latent capture encoding and searching, Central reviewer software, Card capture software, Illumination Station (Latent camera, lighting including up-lighting function, left-desk console)**, Control computer, monitor, keyboard, Flatbed scanner	KYLFMLE001	1

Latent Expert Workstation is at end of life and must be replaced after this maintenance period.
****No coverage to Illumination Station (fees removed from maintenance)***

ADDITIONAL TERMS

END OF LIFE

IDEMIA develops, manufactures, licenses and offers high technology products and services. In the ordinary course of its product development life cycle, IDEMIA will declare certain products as obsolete and end-of-life ("EOL"). In the event that IDEMIA determines that a product is EOL, IDEMIA shall endeavor to provide its customer with at least twelve (12) months advanced notice of the EOL date. Such notice shall include the planned last purchase order date and last shipment date for the EOL product. At the time that IDEMIA provides its customers with such EOL notice, IDEMIA shall further endeavor to provide its customer with notice of IDEMIA's intent to offer a next version of the product, or a new or substitute product or service with the same or similar functionality to the EOL product. IDEMIA's product EOL notice shall also include the planned period for any continued technical support of the EOL product. During any continued technical support period, IDEMIA will continue to use commercially reasonable efforts to repair the EOL product based on availability of parts and availability of trained technical support, however, IDEMIA does not warrant performance of the EOL product and IDEMIA will not prepare any further updates or maintenance fixes for the EOL product.

Customer acknowledges that IDEMIA Products and any related services may incorporate, depend on, or be provided in connection with third-party technologies, components, software, services, platforms, integrations, or content (collectively, "Third-Party Technology") that are not owned, controlled, or operated by IDEMIA. Third-Party Technology may be modified or reach end of life (collectively, "EOL") by the applicable third-party provider at any time, including without advance notice, and such events are beyond IDEMIA's control. IDEMIA does not warrant the continued availability, functionality, compatibility, or support of any Third-Party Technology and may, in its discretion, modify, remove, or cease supporting features or functionality of the Products that rely on Third-Party Technology in response to EOL.

To the maximum extent permitted by applicable law, IDEMIA will have no liability, and disclaims all responsibility, for any loss, damage, cost, expense, penalty, fine, claim, or other liability of any kind arising out of or relating to the EOL of any Third-Party Technology.

PRICE INCREASE

Price Protection. On the Effective Date of each year during the Term, either Party may notify the other in writing of any desired change in the price of any of the Products as a result of an increase or decrease in IDEMIA's actual costs in the maintenance and support of the Products. After a Party has received such notice, if such Party does not accept any or all of

such price changes, IDEMIA and Customer shall negotiate in good faith for a period not to exceed ten (10) days. In the absence of agreement regarding any proposed price changes, the prices shall remain unchanged pending resolution pursuant the executive escalation. Any mutually agreed-upon change in the price for the Products will be documented in writing signed by Customer and IDEMIA and will be implemented on the date agreed by the Parties.

Inflation Adjustment. The Services prices identified above shall be adjusted for inflation on an annual basis during the term of this Agreement based upon the Consumer Price Index (CPI) appropriate for these Products and Services as of the Effective Date of the parties Agreement.

IDEMIA ● 14 Crosby Dr., 2nd Flr., Bedford, MA 01730
Technical Help Desk (800) 734-6241 ● Email: AnaheimCSCenter@ps-idemia.com ● www.idemia.com

Exhibit B: Maintenance and Support Agreement - Number SA # 003241-002

This Support Plan is a Statement of Work that provides a description of the support to be performed.

1. Services Provided. The Services provided are based on the Severity Levels as defined herein. Each Severity Level defines the actions that will be taken by Seller for Response Time, Target Resolution Time, and Resolution Procedure for reported errors. Because of the urgency involved, Response Times for Severity Levels 1 and 2 are based upon voice contact by Customer, as opposed to written contact by facsimile or letter. Resolution Procedures are based upon Seller's procedures for Service as described below.

Severity Level	Definition	Response Time	Target Resolution Time
1	Total System Failure - occurs when the System is not functioning and there is no workaround; such as a Central Server is down or when the workflow of an entire agency is not functioning.	Telephone conference within 1 hour of initial voice notification	Resolve within 24 hours of initial notification
2	Critical Failure - Critical process failure occurs when a crucial element in the System that does not prohibit continuance of basic operations is not functioning and there is usually no suitable work-around. Note that this may not be applicable to intermittent problems.	Telephone conference within 3 Standard Business Hours of initial voice notification	Resolve within 7 Standard Business Days of initial notification
3	Non-Critical Failure - Non-Critical part or component failure occurs when a System component is not functioning, but the System is still useable for its intended purpose, or there is a reasonable workaround.	Telephone conference within 6 Standard Business Hours of initial notification	Resolve within 180 days in a Seller-determined Patch or Release.
4	Inconvenience - An inconvenience occurs when System causes a minor disruption in the way tasks are performed but does not stop workflow.	Telephone conference within 2 Standard Business Days of initial notification	At Seller's discretion, may be in a future Release.
5	Customer request for an enhancement to System functionality is the responsibility of Seller's Product Management.	Determined by Seller's Product Management.	If accepted by Seller's Product Management, a release date will be provided with a fee schedule, when appropriate.

1.1 Reporting a Problem. Customer shall assign an initial Severity Level for each error reported, either verbally or in writing, based upon the definitions listed above. Because of the urgency involved, Severity Level 1 or 2 problems must be reported verbally to the Seller's call intake center. Seller will notify the Customer if Seller makes any changes in Severity Level (up or down) of any Customer-reported problem.

1.2 Seller Response. Seller will use best efforts to provide Customer with a resolution within the appropriate Target Resolution Time and in accordance with the assigned Severity Level when Customer allows timely access to the System and Seller diagnostics indicate that a Residual Error is present in the Software. Target Resolution Times may not apply if an error cannot be reproduced on a regular basis on either Seller's or Customer's Systems. Should Customer report an error that Seller cannot reproduce, Seller may enable a detail error capture/logging process to monitor the System. If Seller is unable to correct the reported Residual Error within the specified Target Resolution Time, Seller will escalate its procedure and assign such personnel or designee to correct such Residual Error promptly. Should Seller, in its sole discretion, determine that such Residual Error is not present in its Release, Seller will verify: (a) the Software operates in conformity to the System Specifications, (b) the Software is being used in a manner for which it was intended or designed, and (c) the Software is used only with approved hardware or software. The Target Resolution Time shall not commence until such time as the verification procedures are completed.

1.3 Error Correction Status Report. Seller will provide verbal status reports on Severity Level 1 and 2 Residual Errors. Written status reports on outstanding Residual Errors will be provided to System Administrator on a monthly basis.

2. Customer Responsibility.

2.1 Customer is responsible for running any installed anti-virus software.

2.2 Operating System ("OS") Upgrades. Unless otherwise stated herein, Customer is responsible for any OS upgrades to its System. Before installing any OS upgrade, Customer should contact Seller to verify that a given OS upgrade is appropriate.

3. Seller Responsibility.

3.1 Anti-virus software. At Customer's request, Seller will make every reasonable effort to test and verify specific anti-virus, anti-worm, or anti-hacker patches against a replication of Customer's application. Seller will respond to any reported problem as an escalated support call.

3.2 Customer Notifications. Seller shall provide access to (a) Field Changes; (b) Customer Alert Bulletins; and (c) hardware and firmware updates, as released and if applicable.

3.3 Account Reviews. Seller shall provide annual account reviews to include (a) service history of site; (b) downtime analysis; and (c) service trend analysis.

3.4 Remote Installation. At Customer's request, Seller will provide remote installation advice or assistance for Updates.

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3.5 Software Release Compatibility. At Customer's request, Seller will provide: (a) current list of compatible hardware operating system releases, if applicable; and (b) a list of Seller's Software Supplemental or Standard Releases

3.6 On-Site Correction. Unless otherwise stated herein, all suspected Residual Errors will be investigated and corrected from Seller's facilities. Seller shall decide whether on-site correction of any Residual Error is required and will take appropriate action.

4. Compliance to Local, County, State and/or Federal Mandated Changes. *(Applies to Software and interfaces to those Products)* Unless otherwise stated herein, compliance to local, county, state and/or federally mandated changes, including but not limited to IBR, UCR, ECARS, NCIC and state interfaces are not part of the covered Services.

(The below listed terms are applicable only when the Maintenance and Support Agreement includes (a) Equipment which is shown on the Description of Covered Products, Exhibit A to the Maintenance.)

5. On-site Product Technical Support Services. Seller shall furnish labor and parts required due to normal wear to restore the Equipment to good operating condition.

5.1 Seller Response. Seller will provide telephone and on-site response to Central Site, defined as the Customer's primary data processing facility, and Remote Site, defined as any site outside the Central Site, as shown in Support Plan Options and Pricing Worksheet.

5.2 At Customer's request, Seller shall provide continuous effort to repair a reported problem beyond the PPM. Provided Customer gives Seller access to the Equipment before the end of the PPM, Seller shall extend a two (2) hour grace period beyond PPM at no charge. Following this grace period, any additional on-site labor support shall be invoiced on a time and material basis at Seller's then current rates for professional services.

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Exhibit C: Support Plan Options and Pricing Worksheet

Maintenance and Support Agreement # 003241-002 **Date** September 15, 2026

New Term Effective **Start** November 18, 2026 **End** November 17, 2027

For support on covered products, please contact Technical Help Desk at (800) 734-6241
or email at: AnaheimCSCenter@ps-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** ($5,430.00 per Attendee) Year: 2026 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*: **$ 9,173.00**

*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.

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