



5515 East La Palma Ave., Suite 100
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Tel: (714) 238-2000
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May 18, 2020

Lt. Randy Stewart
El Mirage Police Department
12401 W. Cinnabar Ave.
El Mirage, AZ 85335
Email: rstewart@cityofelmirage.org
Tel: (623) 500-3035

RE: Extension to Maintenance and Support Agreement

MAINTENANCE AND SUPPORT AGREEMENT NO. SA # 005596-001

By means of this letter, Idemia Identity & Security USA LLC ("IDEMIA" or "Seller") hereby extends El Mirage Police Department Maintenance and Support Agreement as referenced above.

Please find enclosed updated Exhibit-C: *Support Plan Options and Pricing Worksheet* and Exhibit-A: *Description of Covered Products*, for the period: **July 1, 2020 through June 30, 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 or fax to (714) 575-2964.

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

Sincerely,

Jenny Pelayo
Contract Administrator II

Accepted by:

IDEMIA IDENTITY & SECURITY USA LLC

EL MIRAGE POLICE DEPARTMENT

Signed by: _____

Signed by: _____

Printed Name: Michael Kato

Printed Name: _____

Title: Vice President

Title: _____

Date: 5/18/20

Date: _____

Exhibit-C: Support Plan Options and Pricing Worksheet

Maintenance and Support Agreement # 005596-001

Date May 18, 2020

New Term Effective Start July 1, 2020

End June 30, 2021

| | |
|---|--|
| Customer: <u>El Mirage Police Department</u> Address (1): <u>12401 W. Cinnabar Ave.</u> Address (2): _____ City/State/Zip: <u>El Mirage, AZ 85335</u> Contact Name: <u>Lt. Randy Stewart</u> Telephone: <u>(623) 500-3035</u> Fax: _____ Email: <u>rstewart@cityofelmirage.org</u> | Billing: <u>SAME</u> Address (1): _____ Address (2): _____ City/State/Zip: _____ Contact Name: _____ Telephone: _____ Fax: _____ Email: _____ |
|---|--|

STANDARD SUPPORT

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

SUPPORT OPTIONS

On-Site Hardware Support \$ Included

- ◆ 8 a.m. – 5 p.m. Monday to Friday PPM ◆ Next day PPM On-site Response ◆ Defective Parts Replacement

Parts Support \$ Included

- ◆ Parts Ordered & Shipped Next Business Day ◆ Parts Customer Alert Bulletins

| | |
|--------------------|--------------------|
| GRAND TOTAL | \$ 5,056.00 |
|--------------------|--------------------|

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.

Exhibit-A: Description of Covered Products

MAINTENANCE AND SUPPORT AGREEMENT NO. SA # 005596-001

CUSTOMER: El Mirage Police Department

The following table lists the Products under maintenance coverage:

| Product | Description | Node Name | Qty |
|----------|-----------------------|------------|-----|
| LiveScan | LiveScan System | AZMELEM01 | 1 |
| Printer | Tenprint Card Printer | AZLPTELM01 | 1 |