

Amy Bytnar

Subject: FW: Livescan Maintenance Renewal
Attachments: El Mirage Police Pricing.xlsx

From: Bakkers, Helen <Helen.Bakkers@us.idemia.com>
Sent: Wednesday, June 18, 2025 2:41 PM
To: Amy Bytnar <abytnar@elmirageaz.gov>
Subject: RE: Livescan Maintenance Renewal

External Sender - From: ("Bakkers, Helen"
<Helen.Bakkers@us.idemia.com>)
This message came from outside your organization.

Hello Amy, The calculations were incorrect last year because we did not charge you for the 4 Idents . This year you are being charged for the 4 Idents. See attached pricing spreadsheet to see how we calculated the pricing, if you still have questions let me know.

Thanks,

Helen Bakkers
Contract Administration Specialist III
| Legal

M. +1 714-575-2951
E. helen.bakkers@us.idemia.com



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From: Amy Bytnar <abytnar@elmirageaz.gov>
Sent: Wednesday, June 18, 2025 9:05 AM
To: Bakkers, Helen <Helen.Bakkers@us.idemia.com>
Subject: RE: Livescan Maintenance Renewal

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.

Hi Helen,

I just left you a voicemail. I had some time to review the attached maintenance quote. I just noticed it's about \$1,000 more than what it was supposed to be. I have in my records for Idemia that the amount increases by 5% each year. Last year, it was \$5,864. This year, I projected the cost to be \$6,157.20. Can you let me know why it's \$7,157?

Thank you



Amy Bytnar – Fiscal Services Specialist Sr.

El Mirage Police Department

12401 W. Cinnabar Avenue, El Mirage, AZ 85335

P: 623-500-3015 | F: 623-500-3001 | E: abytnar@elmirageaz.gov

City Office Hours: Monday-Friday 8:00 AM – 4:30 PM



From: Bakkers, Helen <Helen.Bakkers@us.idemia.com>

Sent: Friday, June 6, 2025 11:38 AM

To: Amy Bytnar <abytnar@elmirageaz.gov>

Subject: Livescan Maintenance Renewal

Good morning Ms. Bytnar,

Attached for your review is the Maintenance Agreement Addendum quote that continues your current coverage. Please sign and date the Maintenance Agreement Addendum and return by email along with your purchase order for funding, if required. Once the addendum is returned, we will process for an invoice.

Please contact me if you have any questions.

Thank you,

Helen Bakkers

Contract Administration Specialist III

| Legal

M. +1 714-575-2951

E. helen.bakkers@us.idemia.com



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