



14 Crosby Dr., 2<sup>nd</sup> Flr.  
Bedford, MA 01730  
Tel: (978) 215-2400  
Fax: (978) 215-2500

May 18, 2023

Sergeant AJ VanderWerf  
El Mirage Police Department  
12401 W. Cinnabar Ave.  
El Mirage, AZ 85335  
Ajvanderwerf@elmirageaz.gov  
(623) 500-3044

**RE: Extension to Maintenance and Support Agreement # 005596-001**

Dear Sergeant AJ VanderWerf,

By means of this letter, Idemia Identity & Security USA LLC ("IDEMIA" or "Seller") hereby extends **El Mirage Police Department** Maintenance and Support Agreement for the period **July 1, 2023** through **June 30, 2024**.

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 [Hilda.RamosVillasenor@us.idemia.com](mailto:Hilda.RamosVillasenor@us.idemia.com) at your soonest convenience.

If you have any questions or need further clarification, please contact me at (703) 775-7862 or e-mail [Hilda.RamosVillasenor@us.idemia.com](mailto:Hilda.RamosVillasenor@us.idemia.com) . Thank you in advance.

Thank you,

Hilda Ramos Villasenor  
Contract Administration Specialist II  
Idemia Identity & Security USA LLC

Accepted by:

**IDEMIA IDENTITY & SECURITY USA LLC**

Signed by:

Printed Name: Casey Mayfield

Title: Sr. Vice President

Date: May 18, 2023

**EL MIRAGE POLICE DEPARTMENT**

Signed by:

Printed Name: PAUL MARZOCCA

Title: POLICE CHIEF

Date: 5-22-23

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## Description of Covered Products

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MAINTENANCE AND SUPPORT AGREEMENT NO. SA # 005596-001

CUSTOMER: El Mirage Police Department

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The following table lists the Products under maintenance coverage:

Product	Description	Node	Qty
Livescan- ELSA	Livescan system	AZMELEM01	1
Printer	Tenprint Card Printer	AZLPTELM01	1

Product	Node	Qty
MorphoIDent Solution, MorphoIDent Device, MorphoMobile Client Software Application, USB 2.0 Data Cable, MorphoIDent Quick Start Guide, Protective MorphoIDent Device Sleeve, Black	19420486 19420477 19420490 19420487 19420421	5

**\*NOTE: MORPHOIDENTS EXCLUDED FROM ONSITE SUPPORT**

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## Support Plan Options and Pricing Worksheet

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Maintenance and Support Agreement # 005596-001 Date May 18, 2023  
New Term Effective Start July 1, 2023 End June 30, 2024

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                    \$ 6,878.00**

\*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.**

**From:** [Justin Pierce](#)  
**To:** [Wendy Henson](#)  
**Cc:** [Amy Bytnar](#); [Sharon Antes](#)  
**Subject:** RE: [EXTERNAL] Legal Review  
**Date:** Tuesday, June 13, 2023 12:02:49 PM  
**Attachments:** [image001.jpg](#)  
[image002.jpg](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)  
[image006.png](#)  
[image007.png](#)  
[image008.jpg](#)

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**External Sender** - From: (Justin Pierce  
<[justin@piercecoleman.com](mailto:justin@piercecoleman.com)>)

This message came from outside your organization.

This is approved on my end. Thanks!

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**From:** Wendy Henson <[whenson@elmirageaz.gov](mailto:whenson@elmirageaz.gov)>  
**Sent:** Monday, June 12, 2023 1:14 PM  
**To:** Justin Pierce <[justin@piercecoleman.com](mailto:justin@piercecoleman.com)>  
**Cc:** Amy Bytnar <[abytnar@elmirageaz.gov](mailto:abytnar@elmirageaz.gov)>; Sharon Antes <[santes@elmirageaz.gov](mailto:santes@elmirageaz.gov)>  
**Subject:** Fwd: [EXTERNAL] Legal Review

Justin,  
Please review the attached per the below request.

Thank you,  
Wendy Henson

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**From:** Amy Bytnar <[abytnar@elmirageaz.gov](mailto:abytnar@elmirageaz.gov)>  
**Sent:** Monday, June 12, 2023 12:58:17 PM  
**To:** Wendy Henson <[whenson@elmirageaz.gov](mailto:whenson@elmirageaz.gov)>  
**Subject:** Legal Review

Hello Wendy,

The attached needs legal review for the upcoming council meeting on 7/11/23. This is for Idemia who handles all of our fingerprint scanners and is for the renewal rate for FY23/24.

Thanks! Amy

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](mailto:abytnar@elmirageaz.gov)

City Office Hours: Monday-Thursday 7:00AM – 5:30 PM **\*\*Closed Fridays\*\***

