

**AMENDMENT NO. 1**  
**LINKING AGREEMENT**  
(IDEMIA IDENTITY & SECURITY USA LLC, Contract No. C24-0035)

This Amendment No. 1 (“Amendment”) to the Linking (“Agreement”) is made this **13th day of August, 2024**, (“Effective Date”), by and between the City of Glendale, an Arizona municipal corporation (“City”) and Idemia Identity & Security USA LLC, a Delaware limited liability company, authorized to do business in Arizona (“Contractor”).

**RECITALS**

- A. City and Idemia Identity & Security USA LLC (“Contractor”) previously entered into a Linking Agreement, Contract No. C24-0035, dated January 10, 2024 (“Agreement”); and
- B. The Agreement is in effect until October 31, 2025, with no further extensions authorized.
- C. The State of Arizona, member of the Cooperative Purchasing program, entered into Contract ID CTR20047. The Cooperative Agreement allows its cooperative use by other governmental agencies including the City. The master contract end date is October 31, 2025 (Exhibit A); and
- D. City and Contractor wish to modify and amend the Agreement subject to and strictly in accordance with the terms of this Amendment.

**AGREEMENT**

In consideration of the mutual promises set forth herein and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the City and Contractor hereby agree as follows:

- 1. **Recitals.** The recitals set forth above are not merely recitals but form an integral part of this Amendment.
- 2. **Term.** The term of the Agreement is unchanged and shall expire on October 31, 2025.
- 3. **Scope of Work.** Contract shall provide services identified in the renewal quote attached as Exhibit B.
- 4. **Compensation.** The total compensation for this Agreement increased by \$41,300, for a new not to exceed amount of \$79,592 for the entire term of the Agreement. The Contractor's renewal quote is attached as Exhibit B.
- 5. **Insurance Certificate.** Current certificate will expire on April 30, 2025. A new insurance certificate must be provided prior to this date to the Materials Manager and the Contract Administrator in order for this Agreement to remain in effect.
- 6. **Non-discrimination.** Contractor must not discriminate against any employee or applicant for employment on the basis of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity or expression, genetic characteristics, familial status, U.S.

military veteran status or any disability. Contractor will require any Sub-contractor to be bound to the same requirements as stated within this section. Contractor, and on behalf of any subcontractors, warrants compliance with this section.

7. **No Boycott of Israel.** To the extent A.R.S § 35-393 through § 35-393.03 are applicable, the parties hereby certify that they are not currently engaged in, and agree for the duration of the Agreement to not engage in, a boycott of goods or services from Israel, as that term is defined in A.R.S § 35-393.
8. **Uyghur Forced Labor Prevention Act (UFLPA).** Contractor certifies that it does not currently, and during the term of this Agreement, will not use:
  - (a) the forced labor of ethnic Uyghurs in the People’s Republic of China;
  - (b) any goods or services produced by the forced labor of ethnic Uyghurs in the People’s Republic of China; and
  - (c) any contractors, subcontractors or suppliers that use the forced labor or any goods or services produced by the forced labor of ethnic Uyghurs in the People’s Republic of China.
9. **Attestation of PCI Compliance.** When applicable, the Contractor will provide the City annually with a Payment Card Industry Data Security Standard (PCI DSS) attestation of compliance certificate signed by an officer of Contractor with oversight responsibility.
10. **Ratification of Agreement.** City and Contractor hereby agree that except as expressly provided herein, the provisions of the Agreement shall be, and remain in full force and effect and that if any provision of this Amendment conflicts with the Agreement, then the provisions of this Amendment shall prevail.

[Signatures on the following page.]

CITY OF GLENDALE, an Arizona  
municipal corporation

\_\_\_\_\_  
Kevin R. Phelps, City Manager

ATTEST:


\_\_\_\_\_  
Julie K. Bower, City Clerk (SEAL)

APPROVED AS TO FORM:

\_\_\_\_\_  
Michael D. Bailey, City Attorney

Idemia Identity & Security USA LLC  
a Delaware limited liability company

DocuSigned by:  
*Casey Mayfield* 7/30/2024  
By: Casey Mayfield  
Its: Sr. Vice President

	<b>Contract Amendment</b>		Arizona Department of Administration State Procurement Office 100 N. 15 <sup>th</sup> Avenue, Suite 402 Phoenix, AZ 85007
	CTR040047	Amendment Six (6)	

<p><b>CONTRACTOR:</b>                  MORPHO USA INC - IDEMIA IDENTITY &amp; SECURITY USA LLC                  296 CONCORD RD                  BILLERICA, MA 01821</p> <p><b>CONTACT:</b> Sonia Doner  <b>PHONE:</b> (714) 575-2923  <b>EMAIL:</b> <a href="mailto:SONIA.DONER@US.IDEMIA.COM">SONIA.DONER@US.IDEMIA.COM</a></p>	<p><b>STATE AGENCY:</b>                  AZ Department of Administration (ADOA)                  State Procurement Office                  100 N. 15<sup>th</sup> Ave., Ste. 402                  Phoenix, AZ 85007</p> <p><b>CONTACT:</b> Jim Atkins  <b>PHONE:</b> (602) 542-8990  <b>EMAIL:</b> <a href="mailto:james.atkins@azdoa.gov">james.atkins@azdoa.gov</a></p>
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**Biometric Products and Services**

Pursuant to R2-7-E303. Competition Impracticable Procurements, and in accordance with Unifrom Terms and Conditions, Section 5.0 Contract Changes, 5.1 Amendments, of the above referenced contract, it is hereby amended as follow:


1. In accordance with the Special Terms and Conditions, Section 3.2, Contract Extensions, the contract shall be extended through October 31, 2025.

**ALL OTHER REQUIREMENTS, SPECIFICATIONS, TERMS AND CONDITIONS REMAIN UNCHANGED**

*\* Please ensure all required Certificate Of Insurance are updated and submitted to the State Procurement Office.*

**ACKNOWLEDGEMENT AND AUTHORIZATION**

This amendment shall be fully executed upon the electronic approval in the State e-Procurement system by an authorized representative of the Contractor and applied to the contract in the State e-Procurement system by the Procurement Officer or delegate.

	<b>Contract Amendment</b>		Arizona Department of Administration State Procurement Office 100 N. 15 <sup>th</sup> Avenue, Suite 402 Phoenix, AZ 85007
	CTR040047	Amendment Seven (7)	

<p><b>CONTRACTOR:</b>                  MORPHO USA INC - IDEMIA IDENTITY &amp; SECURITY USA LLC                  296 CONCORD RD                  BILLERICA, MA 01821</p> <p><b>CONTACT:</b> Sonia Doner  <b>PHONE:</b> (714) 575-2923  <b>EMAIL:</b> <a href="mailto:SONIA.DONER@US.IDEMIA.COM">SONIA.DONER@US.IDEMIA.COM</a></p>	<p><b>STATE AGENCY:</b>                  AZ Department of Administration (ADOA)                  State Procurement Office                  100 N. 15<sup>th</sup> Ave., Ste. 402                  Phoenix, AZ 85007</p> <p><b>CONTACT:</b> Jim Atkins  <b>PHONE:</b> (602) 542-8990  <b>EMAIL:</b> <a href="mailto:james.atkins@azdoa.gov">james.atkins@azdoa.gov</a></p>
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### Biometric Products and Services

Pursuant to R2-7-E303. Competition Impracticable Procurements, and in accordance with Unifrom Terms and Conditions, Section 5.0 Contract Changes, 5.1 Amendments, of the above referenced contract, it is hereby amended as follow:

1. In accordance with Section 2-C: Special Terms and Conditions, Section 11:0 General Provisions for Products, Section 11.7, Additional Products, and 11.8 Discontinued Products, the contract, Price list shall be amended to include updates of additional products and removal of discontinued products. New price list is attached CTR040047 - Pricing-Catalog-Update\_10-19-2023-IDEMIA.

**ALL OTHER REQUIREMENTS, SPECIFICATIONS, TERMS AND CONDITIONS REMAIN UNCHANGED**

*\* Please ensure all required Certificate Of Insurance are updated and submitted to the State Procurement Office.*

#### ACKNOWLEDGEMENT AND AUTHORIZATION

This amendment shall be fully executed upon the electronic approval in the State e-Procurement system by an authorized representative of the Contractor and applied to the contract in the State e-Procurement system by the Procurement Officer or delegate.

**Exhibit F**

**IDEMIA Arizona State Price List**

**Ref. contract # ADSP018-0008040**

**NOTE: IDEMIA does not offer two-day delivery on any of the stated products. Contact your Program Manager or Purchasing agent for an estimated delivery window.**

**NOTE: Assumptions are provided at the bottom of the table.**

DESCRIPTION	Hardware	Software	Services	Total List Price	Part Number
<b>Fingerprint - Livescan</b>					
<b>Ruggedized:</b> Livescan booking workstation, palms and rolled fingerprints, fixed height cabinet, 500 ppi	\$8,989	\$5,316	\$2,070	<b>\$16,374</b>	LS-F-53ED-22
Year 2 Maintenance 9x5 - Ruggedized: Livescan booking workstation, palms and rolled fingerprints, fixed height cabinet, 500 ppi				<b>\$2,105</b>	LS-F-53ED-MAINT-95
Year 2 Maintenance 24x7 - Ruggedized: Livescan booking workstation, palms and rolled fingerprints, fixed height cabinet, 500 ppi				<b>\$2,733</b>	LS-F-53ED-MAINT-24
<b>Ruggedized:</b> Livescan booking workstation, palms and rolled fingerprints, Adjustable height cabinet, 500 ppi	\$10,967	\$5,316	\$2,070	<b>\$18,352</b>	LS-A-53ED-22
Year 2 Maintenance 9x5 - Ruggedized: Livescan booking workstation, palms and rolled fingerprints, adjustable height cabinet, 500 ppi				<b>\$2,753</b>	LS-A-53ED-MAINT-95
Year 2 Maintenance 24x7 - Ruggedized: Livescan booking workstation, palms and rolled fingerprints, cabinet, 500 ppi				<b>\$3,670</b>	LS-A-53ED-MAINT-24
<b>Ruggedized:</b> Livescan booking workstation, palms and rolled fingerprints, fixed height cabinet, 1000ppi	\$9,151	\$5,316	\$3,661	<b>\$18,129</b>	LS-F-53HD-22
Year 2 Maintenance 9x5 - Ruggedized: Livescan booking workstation, palms and rolled fingerprints, fixed cabinet, 1000ppi				<b>\$2,105</b>	LS-F-53HD-MAINT-95
Year 2 Maintenance 24x7 - Ruggedized: Livescan booking workstation, palms and rolled fingerprints, fixed height cabinet, 1000ppi				<b>\$2,733</b>	LS-F-53HD-MAINT-24
<b>Ruggedized:</b> Livescan booking workstation, palms and rolled fingerprints, adjustable height cabinet, 1000ppi	\$11,129	\$5,316	\$3,661	<b>\$20,106</b>	LS-A-53HD-22
Year 2 Maintenance 9x5 - Ruggedized: Livescan booking workstation, palms and rolled fingerprints, adjustable height cabinet, 1000ppi				<b>\$2,753</b>	LS-A-53HD-MAINT-95
Year 2 Maintenance 24x7 - Ruggedized: Livescan booking workstation, palms and rolled fingerprints, adjustable height cabinet, 1000ppi				<b>\$3,670</b>	LS-A-53HD-MAINT-24
<b>Ruggedized:</b> Livescan booking workstation, <b>rolled fingerprints</b> , fixed height cabinet, 500ppi	\$2,983	\$2,658	\$3,306	<b>\$8,947</b>	LS-F-TOPR-22
Year 2 Maintenance 9x5 - Ruggedized: Livescan booking workstation, rolled fingerprints, fixed height cabinet, 500ppi				<b>\$1,893</b>	LS-F-TOPR-MAINT-95
Year 2 Maintenance 24x7 - Ruggedized: Livescan booking workstation, rolled fingerprints, fixed height cabinet, 500ppi				<b>\$2,486</b>	LS-F-TOPR-MAINT-24
<b>Desktop:</b> Livescan booking workstation, palms and rolled fingerprints, desktop, 500 ppi	\$7,575	\$5,316	\$1,144	<b>\$14,035</b>	LS-D-53ED-22
Year 2 Maintenance 9x5 - Desktop: Livescan booking workstation, palms and rolled fingerprints, desktop, 500 ppi				<b>\$2,105</b>	LS-D-53ED-MAINT-95
Year 2 Maintenance 24x7 - Desktop: Livescan booking workstation, palms and rolled fingerprints, desktop, 500 ppi				<b>\$2,733</b>	LS-D-53ED-MAINT-24
<b>Desktop:</b> Livescan booking workstation, palms and rolled fingerprints, desktop, 1000ppi	\$7,687	\$5,316	\$2,787	<b>\$15,789</b>	LS-D-53HD-22
Year 2 Maintenance 9x5 - Desktop: Livescan booking workstation, palms and rolled fingerprints, desktop, 1000ppi				<b>\$2,105</b>	LS-D-53HD-MAINT-95
Year 2 Maintenance 24x7 - Desktop: Livescan booking workstation, palms and rolled fingerprints, desktop, 1000ppi				<b>\$2,733</b>	LS-D-53HD-MAINT-24
<b>Desktop:</b> Livescan booking workstation, <b>rolled fingerprints</b> , desktop, 500ppi	\$1,279	\$2,658	\$1,853	<b>\$5,789</b>	LS-D-TOPR-22
Year 2 Maintenance 9x5 - Desktop: Livescan booking workstation, rolled fingerprints, desktop, 500ppi				<b>\$1,893</b>	LS-D-TOPR-MAINT-95
Year 2 Maintenance 24x7 - Desktop: Livescan booking workstation, rolled fingerprints, desktop, 500ppi				<b>\$2,486</b>	LS-D-TOPR-MAINT-24
<b>Portable:</b> Livescan booking workstation, palms and rolled fingerprints, portable, 500ppi	\$8,398	\$5,316	\$1,958	<b>\$15,673</b>	LS-P-53ED
Year 2 Maintenance 9x5 - Portable: Livescan booking workstation, palms and rolled fingerprints, portable, 500ppi				<b>\$2,424</b>	LS-P-53ED-MAINT-95
Year 2 Maintenance 24x7 - Portable: Livescan booking workstation, palms and rolled fingerprints, portable, 500ppi				<b>\$3,147</b>	LS-P-53ED-MAINT-24
<b>Portable:</b> Livescan booking workstation, palms and rolled fingerprints, portable, 1000ppi	\$8,181	\$5,316	\$3,930	<b>\$17,427</b>	LS-P-53HD
Year 2 Maintenance 9x5 - Portable: Livescan booking workstation, palms and rolled fingerprints, portable, 1000ppi				<b>\$2,424</b>	LS-P-53HD-MAINT-95
Year 2 Maintenance 24x7 - Portable: Livescan booking workstation, palms and rolled fingerprints, portable, 1000ppi				<b>\$3,147</b>	LS-P-53HD-MAINT-24
<b>Portable:</b> Livescan booking workstation, <b>rolled fingerprints</b> , portable, 500ppi	\$2,233	\$2,658	\$2,536	<b>\$7,427</b>	LS-P-TOPR
Year 2 Maintenance 9x5 - Portable: Livescan booking workstation, rolled fingerprints, portable, 500ppi				<b>\$2,424</b>	LS-P-TOPR-MAINT-95
Year 2 Maintenance 24x7 - Portable: Livescan booking workstation, rolled fingerprints, portable, 500ppi				<b>\$3,147</b>	LS-P-TOPR-MAINT-24
<b>Fingerprint - Contactless Equipment</b>					
MorphoWave Desktop	\$2,776	\$2,658	\$2,009	<b>\$7,443</b>	LS-D-MWAVE-22
Year 2 Maintenance 9x5 - MorphoWave Desktop				<b>\$1,116</b>	LS-D-MWAVE-22-MAINT-95
Year 2 Maintenance 24x7 - MorphoWave Desktop				<b>\$1,451</b>	LS-D-MWAVE-22-MAINT-24
<b>Fingerprint - Livescan Optional Devices</b>					
Iris camera	\$2,500	\$0	\$0	<b>\$2,500</b>	LS-IRISCAM
Year 2 Maintenance - Iris camera				<b>\$245</b>	
Signature pad	\$600	\$0	\$0	<b>\$600</b>	LS-SIGPAD
Magnetic Stripe Reader					TPE-HWOX-IDRRD
Mugshot Camera for Adjustable Height Cabinet Livescans	\$1,605	\$0	\$0	<b>\$1,605</b>	LS-A-MUG
Tripod mount assembly for mugshot camera, desktop livescan installation	\$280	\$0	\$0	<b>\$280</b>	LS-DP-MUG
Digital Mugshot capture option for cabinet livescans	\$1,701	\$0	\$0	<b>\$1,701</b>	LS-F-MUG
Digital Mugshot capture option for desktop or portable livescans	\$1,409	\$0	\$0	<b>\$1,409</b>	LS-DP-MUG
Year 2 Maintenance 9x5 - Digital Mugshot capture option for cabinet livescans or desktop or portable livescans				<b>\$212</b>	LS-X-MUG-MAINT-95
Year 2 Maintenance 24x7 - Digital Mugshot capture option for cabinet livescans or desktop or portable livescans				<b>\$255</b>	LS-X-MUG-MAINT-24
<b>Fingerprint - Tenprint Workstation - AFIS workstations</b>					
MBIS Card Capture Workstation, no furniture	\$3,000	\$10,000	\$8,000	<b>\$21,000</b>	MBAZ-CCW000-00
Year 2 Maintenance 9x5 - MBIS Card Capture Workstation, no furniture				<b>\$4,200</b>	MBAZ-CCW000-2M
Year 2 Maintenance 24x7 - MBIS Card Capture Workstation, no furniture				<b>\$10,191</b>	MBAZ-CCW000-247M
<b>Fingerprint - Latent Print Workstation</b>					
MBIS Latent Expert (MLE) Workstation, no furniture	\$17,800	\$15,000	\$7,200	<b>\$40,000</b>	MBAZ-LEW000-00
Year 2 Maintenance 9x5 - MBIS Latent Expert Workstation, no furniture				<b>\$8,000</b>	MBAZ-LEW000-2M
Year 2 Maintenance 24x7 - MBIS Latent Expert Workstation, no furniture				<b>\$12,793</b>	MBAZ-LEW000-247M
<b>Fingerprint - Tenprint &amp; Latent (multimodal)</b>					
MBIS Multimodal Workstation, no furniture	\$17,800	\$25,000	\$6,200	<b>\$49,000</b>	MBAZ-MMW000-00
Year 2 Maintenance 9x5 - MBIS Multimodal Workstation, no furniture				<b>\$9,800</b>	MBAZ-MMW000-MAINT-95
Year 2 Maintenance 24x7 - MBIS Multimodal Workstation, no furniture				<b>\$15,343</b>	MBAZ-MMW000-MAINT-24
<b>Fingerprint - Card Printer</b>					
<b>Tenprint Card Printer, Laser, Monochrome, Duplexer MS823, 2 Drawers (for TPE LiveScans)</b>	\$1,409	\$0	\$0	<b>\$1,409</b>	LS-PRNT-M
Year 2 Maintenance 9x5 - Tenprint Card Printer, Laser, Monochrome, Duplexer MS810DN Duplexer, 1000BaseT				<b>\$212</b>	LS-PRNT-M-MAINT-95
Printer Drawer for MS823 Printer	\$239	\$0	\$0	<b>\$239</b>	LS-PRNT-M-TRAY
Year 2 Maintenance 9x5 - Printer Tray for MS823 Printer				<b>\$36</b>	LS-PRNT-M-TRAY-MAINT-95
Color Laser Printer, Duplex	\$633	\$0	\$0	<b>\$633</b>	LS-PRNT-C
Year 2 Maintenance 9x5 - Color Laser Printer, Duplex				<b>\$95</b>	LS-PRNT-C-MAINT-95
Printer Tray for Color Laser Printer	\$298	\$0	\$0	<b>\$298</b>	LS-PRNT-C-TRAY
Year 2 Maintenance 9x5 - Printer Tray for Color Laser Printer				<b>\$45</b>	LS-PRNT-C-TRAY-MAINT-95
<b>Fingerprint - Desktop Scanners (e.g., flatbeds)</b>					
Flatbed Scanner (V850)	\$936	\$0	\$0	<b>\$936</b>	LS-FBSCAN
<b>Fingerprint-Mobile Capture Device (handheld device)</b>					
IDent 2.0 Mobile Device - Unit price up to 25 units	\$2,500	\$0	\$0	<b>\$2,500</b>	D150-000043
IDent 2.0 Mobile Device - Unit price from 26 - 100 units	\$2,300			<b>\$2,300</b>	D150-000043
IDent 2.0 Mobile Device - Unit price from 101 - 200 units	\$2,000			<b>\$2,000</b>	D150-000043
IDent 2.0 Mobile Device - Unit price from 201 - 500 units	\$1,700			<b>\$1,700</b>	D150-000043
IDent 2.0 Mobile Device - Unit price 500+	\$1,400			<b>\$1,400</b>	D150-000043
Year 2 Maintenance - 9x5 IDent 2.0 Mobile Device			\$250	<b>\$250</b>	ID-IDENT2.0-W-YR1
Year 3 Maintenance - 9x5 IDent 2.0 Mobile Device			\$250	<b>\$250</b>	ID-IDENT2.0-W-YR2
Year 4 Maintenance - 9x5 IDent 2.0 Mobile Device			\$750	<b>\$750</b>	ID-IDENT2.0-W-YR3
Year 4 Maintenance - 9x5 IDent 2.0 Mobile Device			\$750	<b>\$750</b>	ID-IDENT2.0-W-YR4
IDent 2.0 Silicone Protective Sleeve	\$50			<b>\$50</b>	H160-000126
"Rapid" 2 Finger Desktop Workstation, includes: "Mobile Connection" application software, PC, 22" monitor & IDent 2.0 device & Protective Sleeve	\$4,500	\$0	\$0	<b>\$4,500</b>	RAPID-WKS-D
"Rapid" 2 Finger Desktop Workstation, includes: "Mobile Connection" application software, PC, 22" monitor & IDent 2.0 device & Protective Sleeve	\$4,800	\$0	\$0	<b>\$4,800</b>	RAPID-WKS-P

Year 2 Maintenance - Rapid Workstation			\$600	\$600	RAPID-WKS-M-Y2
Year 3 Maintenance - Rapid Workstation			\$1,136	\$1,136	RAPID-WKS-M-Y3
Year 4 Maintenance - Rapid Workstation			\$1,155	\$1,155	RAPID-WKS-M-Y4
<b>Fingerprint-Mobile Capture Device (for DNA query)</b>					
Please see the MorphoDent options under "Fingerprint-Mobile Capture Device (handheld device)"					
<b>Fingerprint-Digital Archive System (for tenprints and mug photos)</b>					
Server storage is included with the MBIS AFIS solution under the AZAFIS Benchmark Pricing Tab of Attachment 4 Pricing Worksheet. To add archive storage to your current system, please request a quote from your Program Manager					
Record Archive Server Concurrent User Licenses (10)	\$0	\$10,633	\$0	\$10,633	MBIS-ARCHIVE-SVR
Year 2 Maintenance - Record Archive Server Concurrent User Licenses (10)				\$1,276	MBIS-ARCHIVE-SVR-MAINT-95
<b>Fingerprint Equipment Supplies</b>					
Carrying Case for Portable LiveScan palms and rolled fingers	\$1,063	\$0	\$0	\$1,063	LS-53XX-CASE
Carrying Case for Portable LiveScan Rolled Fingers					LS-TOPR-CASE
MBIS Latent Digital Camera Upgrade	\$13,822	\$0	\$0	\$13,822	MBIS-LATCAM-UPG
Year 2 Maintenance 9x5 - MBIS Latent Digital Camera Upgrade				\$2,073	MBIS-LATCAM-UPG-MAINT-95
Year 2 Maintenance 24x7 - MBIS Latent Digital Camera Upgrade				\$2,695	MBIS-LATCAM-UPG-MAINT-24
**Windows-10 upgrade, used for: Livescan workstations - Cabinet, desktop & Store and Forward	\$880	\$0	\$0	\$880	LS-DHW10-UPG
**Windows-10 upgrade, used for: Livescan workstations - portable only	\$2,400	\$0	\$0	\$2,400	LS-P-W10-UPG
**Windows-10 upgrade, used for: AFIS workstations (workstation must be at MBIS 4.3)	\$2,250	\$0	\$0	\$2,250	MBIS-WKS-UPG
**Windows-10 upgrade, used for: AFIS workstations (for workstations at MBIS 3.1, includes AppBar upgrade)	\$7,200	\$0	\$0	\$7,200	MBIS-WKS-WI/APPPAR-UPG
**Livescan/AFIS workstation(s) to be upgraded must have an active Service/Maintenance contract in place.					
<b>Mug Photo Capture Workstation</b>					
IDEMIA's Mug Photo Capture workstation consists of a Livescan with a Mug Photo Camera - customers may choose options from above.					
<b>Mug Photo Storage</b>					
Mug Photo Storage is included with the MBIS AFIS solution under the AZAFIS Benchmark Pricing Tab of Attachment 4 Pricing Worksheet. To add storage to your current system, please request a quote from your Program Manager					
<b>Facial Recognition System (priced as an optional add-on to the AZAFIS solution)</b>					
See the "AZAFIS Benchmark Pricing" Tab					
<b>Facial Recognition Workstation</b>					
Face Expert SaaS, Concurrent User Seat, Price Per Year	\$0	\$3,147	\$0	\$3,147	FACEEXPERT-LIC-SINGLEUSR-1YR
Year 2 Maintenance 24x7 - Face Expert User Seat, per Year				\$3,317	FACEEXPERT-MAINT-SINGLEUSR-1YR-24
<b>Facial Recognition-Mobile Device</b>					
Currently under pilot and due for release 2023/2024					
<b>Facial Recognition Storage</b>					
Included with the Facial Recognition System					
<b>Store and Forward Workstation</b>					
Arizona TPE Store and Forward	\$1,098	\$42,526	\$9,534	\$53,158	LSAZ-STORFWD-01
Year 2 Maintenance 9x5 - Arizona Store and Forward				\$7,894	LSAZ-STORFWD-95
Year 2 Maintenance 24x7 - Arizona Store and Forward				\$10,263	LSAZ-STORFWD-24
<b>Iris Equipment-Mobile Device (phone, handheld, and multimodal)</b>					
Not currently available					
<b>Other Biometric Equipment</b>					
AFIS Administrator Workstation: MBIS Review Workstation, no furniture	\$1,701	\$21,263	\$11,588	\$34,553	MBAZ-RW0000-00
Year 2 Maintenance - MBIS Review Workstation, no furniture				\$5,421	MBAZ-RW0000-2M
Year 2 Maintenance 24x7 - AFIS Administrator Workstation: MBIS Review Workstation, no furniture				\$7,047	MBAZ-RW0000-247M
Year 2 Maintenance - MBIS Remote Cluster Server				\$1,686	MBAZ-REMCL0-2M
Year 2 Maintenance 24x7 - MBIS Remote Cluster Server				\$2,061	MBAZ-REMCL0-247M
Batchscan Workstation: Including PC, monitor, document scanner, Batchscan and Reviewer licenses	\$10,990	\$49,005	\$0	\$59,995	B400-ANA006-04
Year 2 Maintenance - Batchscan Workstation				\$9,000	BATCHSCAN-WKS-MAINT-95
Batchscan Scanner Only	\$7,995	\$0	\$0	\$7,995	D150-ANA001-00
Year 2 Maintenance - Batchscan Scanner Only				\$1,200	BATCHSCANER-MAINT-95
Flatbed Scanner (V850)	\$936	\$0	\$0	\$936	LS-FBSCAN
Year 2 Maintenance - Flatbed Scanner				\$140	LS-FBSCAN-MAINT-95
TPE Demographic Entry (TDE) Workstation	\$2,674	\$2,658	\$2,631	\$7,963	SCSW-WSDDE0-0
Year 2 Maintenance 9x5 for - Demographic Data Entry Workstation				\$1,194	SCSW-WSDDE0-M
Year 2 Maintenance 24x7 - Demographic data entry (DDE) Workstation				\$1,553	SCSW-WSDDE0-247M
Year 2 Maintenance 9x5 - DigiScan Web Full Client Workstation				\$636	SCSW-DSW-1M
Year 2 Maintenance 24x7 - DigiScan Web Full Client Workstation				\$827	SCSW-DSW-247M
Year 2 Maintenance 9x5 - DigiScan Web License				\$525	SCSW-DSWL-1M
Year 2 Maintenance 24x7 - DigiScan Web License				\$682	SCSW-DSWL-247M
Year 2 Maintenance - BioGuard Client Static Reporting License				\$603	ME30-60608B-1M
Year 2 Maintenance 24x7 - BioGuard Client Static Reporting License				\$784	ME30-60608B-247M
Prescan pad, 3 x 4.5"	\$106	\$0	\$0	\$106	SLIV-PSCAN0-0

## 1 Assumptions and Conditions

This section summarizes assumptions and conditions associated with our offer. They may be stated in other responses, but we have listed them here for convenience. They are also provided on our web page.

### 1.1 General

The following are general assumptions and conditions related to IDEMIA's offerings.

- The term "current" refers to the date of this document, August 2018.
- IDEMIA software can only be loaded on hardware provided by IDEMIA or meeting IDEMIA's configuration requirements. Please contact IDEMIA before attempting to purchase software to be loaded on hardware not provided by IDEMIA to confirm compliance.
- Applicant Fingerprint Services will provide a complete end-to-end solution utilizing IDEMIA hardware, software, and provider network.
- The customer will provide the facility resources necessary for equipment installation and operation, including access, space, environmental controls, and electrical power in accordance with IDEMIA specifications for solutions other than the EFAP and Cloud deployments.
- The customer is responsible for the network and network security other than for EFAP. The network must meet IDEMIA's minimum specifications.
- **Maintenance and support for all hardware running IDEMIA software must be provided by IDEMIA.**
- Pricing does not include fees resulting from the use of Purchase Cards. This will be added to order that utilize this purchasing method.

### 1.1 Workstations and Devices

The following are the assumptions and conditions related to the proposed workstations and devices.

- **General:**
  - Support for two-factor authentication is available as an option and must be quoted.
- **Latent and Tenprint:**
  - The proposed Latent Print workstations, Tenprint workstations, and Tenprint and Latent (multimodal) workstations will only work when interfaced with an IDEMIA AFIS, such as the current AZAFIS. The interface is included.
  - Workflows documented in the current AZDPS design documentation will be included. Additional or changed workflows are available as an option and must be quoted.
  - The workstations will be configured to print to a networked card printer if one is available. The printer must be provided by IDEMIA or meet IDEMIA's specifications.
  - Training is provided as an option.

- ◆ Livescans:
- ◆ Livescans include an interface to the AZAFIS and will be configured according to the latest Livescan-AFIS Interface Control Document (ICD), regardless of the AFIS manufacturer.
- ◆ Additional interfaces, such as to a local Jail Management System, are available as an option and must be quoted. (They may be \$0 if already configured for deployed Livescans)
- ◆ Livescan workflows documented in the current AZDPS design documentation will be included. Additional or changed workflows are available as an option and must be quoted.
- ◆ **Livescan pricing includes one training session for up to five individuals.**
- ◆ Base Livescans do not include a camera for face or SMT image capture. The appropriate Mug Photo Camera option must be purchased to add the camera.

## 1.2 Automated Fingerprint Identification System Solution

The following are the assumptions and conditions related to the proposed Automated Fingerprint Identification System (AFIS) solution.

- ◆ AFIS pricing is estimated based on the information provided and must be confirmed in an updated quote prior to purchase.
- ◆ All current workflows and interfaces will be supported.
- ◆ Implementation services include a Factory Acceptance Test (FAT), Site Acceptance Test (SAT), Administrator Training, and at least two weeks of on-site support after go-live.
- ◆ Tenprint, Latent, and Multimodal workstations integrated with the AFIS must be running IDEMIA software in order to be compatible.

## 1.3 Facial Recognition System

The following are the assumptions and conditions related to the proposed Facial Recognition solution.

- ◆ The facial recognition system will be integrated with the AFIS and cannot be deployed as a stand-alone solution.

## 1.4 Enrollment Services

The following are the assumptions and conditions related to the proposed Applicant Fingerprint Services

- ◆ Arizona State Police must make available proper personal and time for configuration and testing of applicant records via the states AFIS.
- ◆ State Agencies must have a valid ORI for processing of state applicant background checks.



**Request for Proposal**  
 Solicitation No.  
**ADSP018-00008040**  
 Description:  
**Biometric Products and Services**

Arizona Department of Administration  
**State Procurement Office**  
 100 N 15th Ave., Suite 402  
 Phoenix, AZ 85007

Section 1:  
**Solicitation Summary**

**1.0 What the State Is Soliciting**

The Arizona Department of Administration, State Procurement Office division (the State), as authorized under A.R.S. § 41-2501 is seeking to establish one or more “statewide” contracts to satisfy the need for all state agencies, boards, and commissions, as well as participating purchasing cooperative members (collectively, the Eligible Agencies) to provide Biometric Products and Services. This technology will provide agencies the ability to obtain a menu of biometric products and services that will ultimately increase the overall efficiency, allow for expanded flexibility in work practices and system improvements; therefore, the State intends to make multiple contract awards to ensure the availability of a broad range of options to meet the State’s needs. The purchase of these services will be on an “as needed, if needed” basis and there is no guarantee as to the number of products and services to be purchased. The Special Terms and Conditions provide a more detailed definition of Eligible Agencies, and a list of all state agencies and purchasing cooperative members is available on the State Procurement Office website at: <https://spo.az.gov/procurement-services/cooperative-procurement/state-purchasing-cooperative>

**OFFERORS SHOULD READ THE ENTIRE SOLICITATION CAREFULLY.**

**2.0 What’s in the Solicitation**

<b>Part 1:</b>	Section 1: Solicitation Summary	<i>ProcureAZ file #1:</i> ADSP018-00008040_OPEN_FIRST_Biometric Products and Services.PDF
<b>Part 2:</b>	Section 2-A: Scope of Work	<i>ProcureAZ file #2:</i> ADSP018-00008040_RFP_Biometric Products and Services.PDF
	Section 2-B: Pricing Document	
	Section 2-C: Special Terms and Conditions	
	Section 2-D: Uniform Terms and Conditions	
<b>Part 3:</b>	Section 3-A: Instructions to Offerors	<i>ProcureAZ file #3:</i> ADSP018-00008040_Offer_Forms_Biometric Products and Services.DOCX
	Section 3-B: Offer Forms	
<b>Part 4:</b>	Attachment 4 Pricing Sheet	<i>ProcureAZ file #6:</i> ADSP018-00008040_Attachment 4 Pricing Sheet.XLS

**3.0 How and When Proposals Are Due**

Proposals will only be accepted online within the State’s e-Procurement system, “ProcureAZ” system at <https://procure.az.gov> until the “Bid Opening Date” indicated in ProcureAZ for the Solicitation No. shown at the top of this page. Proposals must be in the State Procurement Office’s possession online no later than that deadline.

LATE PROPOSALS WILL NOT BE CONSIDERED. No extension or grace period will be given for delays or incomplete proposals caused by internet connectivity problems, file uploading difficulties, or misunderstanding of the requirements or procedures for online submission in ProcureAZ.


**4.0 Pre-Offer Conference**

The State **WILL** conduct a Pre-Offer Conference for this Solicitation at the time and place indicated in the solicitation’s ‘Pre-Bid Conference’ field as found within ProcureAZ (<https://procure.az.gov>); attendance is **optional**. Refer to paragraph 2.7 of the Instructions to Offerors for more information.

**5.0 Inquiries**

Any question related to this Request for Proposal shall be submitted utilizing the “Q&A” tab within ProcureAZ. The Offeror shall not contact or ask questions of the department for which the requirement is being procured.

**End of Section 1**

	<p><b>Request for Proposal</b>  <b>Solicitation No.</b>  <b>ADSP018-0008040</b>                  Description:  <b>Biometric Products and Services</b></p>	Arizona Department of Administration <b>State Procurement Office</b> 100 N 15th Ave., Suite 402 Phoenix, AZ 85007
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Attachment 2-B  
**Organization Profile**

STATE MAY DETERMINE YOUR PROPOSAL IS NON-RESPONSIVE IF YOU DO NOT ANSWER ALL QUESTIONS FULLY.

**ORGANIZATION PROFILE**

<b>Firm Name</b>	Idemia Identity & Security USA LLC		Year established	1996
Principal address (street, city, state)	296 Concord Rd., Suite 300, Billerica, MA 01821			
Entity type:	LLC	Structure:	Limited Liability Company	
Branch or Division:	IDEMIA, Anaheim, CA	Parent:	Morpho USA, Inc.	
Years of experience providing goods similar in type and quantity as required by this Solicitation.			44	
Years of experience performing services similar in size and scope as required by this Solicitation.			44	
Years the organization has conducted business in Arizona.			24	
Contract Representatives to Contact				
	Name	Title	Telephone Number	E-Mail Address
1.	Denis Blofield	Sr. Program Manager	(714) 496-8862	denis.blofield@idemia.com
2.	Gary Newlin	Sr. Sales Manager	(612) 839-9639	gary.newlin@us.IDEMIA.com
3.	x	x	x	x
Licenses/Certifications (if applicable)				
	Description	Issuer	Number	Expiration
4.	N/A			
5.				
6.				
7.				
8.				
9.				
10.				

**End of Attachment 2-B**



October 3, 2018

Mr. Nick Perrera, MPA, CPPO, CPPB  
Statewide Procurement Manager  
State Procurement Office - Arizona Department of Administration  
100 N. 15th Ave, 4th Floor Phoenix, AZ 85007  
Email: [Nick.Perrera@azdoa.gov](mailto:Nick.Perrera@azdoa.gov) / Ph: 602-542-9128

**Ref: Responses to Clarification Request No. 2 dated 10/01/2018  
For RFP Solicitation # ADSP018-00008040 Biometric Products and Services**

Dear Mr. Perrera:

IDEMIA appreciates the opportunity to present the State Procurement Office - Arizona Department of Administration (ADOA) with our responses to your Clarification Request No. 2, dated 10/01/2018.

We are providing an emailed response to your questions in the following pages.

Should you require additional assistance, please contact Gary Newlin, Sr. Sales manager, at (952) 442-8701 / [gary.newlin@us.idemia.com](mailto:gary.newlin@us.idemia.com). Alternatively, you may contact Denis Blofield, Sr. Program Manager at (714) 238-2047 / [denis.blofield@idemia.com](mailto:denis.blofield@idemia.com). We look forward to speaking with you further.

Sincerely,

A handwritten signature in black ink, appearing to be 'Michael Kato', written over a light blue horizontal line.

Michael Kato  
Vice President Law Enforcement Programs  
Public Security Business Line  
Idemia Identity & Security USA LLC

**IMPORTANT NOTE:** MorphoTrak, LLC has changed its legal name to Idemia Identity & Security USA LLC (IDEMIA)



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**Responses to Clarification Request No. 2 dated 10/01/2018**

**Please note that the entities "MorphoTrust" and "MorphoTrak" no longer exist as legal companies and have been merged into IDEMIA USA. We do refer to equipment and services provided by the former organizations as "Legacy MorphoTrust" and "Legacy MorphoTrak".**

*1. In the previous round of clarifications the State erred by writing "badge" scanning instead of the intended "batch" scanning for fingerprint cards. Please see the revised question below:*

*Please confirm if MorphoTrust cannot offer a solution for batch scanning. If not, please provide additional detail for an interface that would be required for a third party batch scanner and any limits on functionality*

Until a few years ago, we offered our customers Epson's FBI-Certified 10000XL scanner with an automatic document feeder. However, Epson declared this scanner end-of-life and replaced it with the 11000XL, which does not have an automated document feeder attachment. With no other competitive FBI certified scanner on the market, the IDEMIA "BatchScan Workstation" became non-existent. We can only offer our existing customer base best-effort reburishment of their existing automatic document feeders until another FBI-certified, viably priced, high-speed scanner becomes available.

At one time, a company called Improvisation offered an FBI-certified high-speed scanner, but with its price around \$100,000 per unit, this was not a viable solution to continue our BatchScan product line.

**Douglas A. Ducey**  
Governor



**Gilbert Davidson**  
Chief Operating  
Officer and Acting  
Director

**ARIZONA DEPARTMENT OF ADMINISTRATION**

STATE PROCUREMENT OFFICE

100 NORTH FIFTEENTH AVENUE • SUITE 402  
PHOENIX, ARIZONA 85007

(602) 542-5511 (main) (602) 542-5508 (fax)  
<http://spo.az.gov>

Sent via e-mail to: [rossana.toledo@idemia.com](mailto:rossana.toledo@idemia.com)

October 30, 2018

Re: Award of Contract No. ADSP018-00008040

Dear Rossana Toledo

Thank you for submitting a response to Invitation to **Bid No. ADSP018-00008040**. Your company's offer has been selected for award. The initial contract term shall begin on **11/1/18**.

All offers received were evaluated in accordance with the evaluation criteria set forth in the solicitation document. The procurement file for this solicitation, including evaluation documents and resultant contracts, will be available for public viewing within three days of award via the State's e-Procurement system, ProcureAZ.

You are cautioned not to begin any work under the contract until the Procurement Officer assigned to your contract has issued a written notice to proceed.

If you have any questions regarding your company's contract, please contact me at [nick.perrera@azdoa.gov](mailto:nick.perrera@azdoa.gov) or 602.542.9128.

Sincerely,

Nick Perrera  
State of Arizona Procurement Manager



14 Crosby Dr., 2nd Flr.,  
Bedford, MA 01730  
Tel: (978) 215-2400  
Fax: (952) 945-3339

July 18, 2024

Tiffany Sandoval  
Glendale Police Department  
6835 N. 57th Drive  
Glendale, AZ 85301  
tsandoval@glendaleaz.com  
(623) 930-3079

**RE: Extension to Maintenance and Support Agreement # 004845-000**

Dear Tiffany Sandoval,

By means of this letter, IDEMIA Identity & Security USA LLC ("IDEMIA" or "Seller") hereby extends **Glendale Police Department** Maintenance and Support Agreement for the period **July 1, 2024** through **October 31, 2025**.

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 [Susie.molina@us.idemia.com](mailto:Susie.molina@us.idemia.com) at your soonest convenience.

If you have any questions or need further clarification, please contact me at (714) 238-2084 or e-mail [Susie.molina@us.idemia.com](mailto:Susie.molina@us.idemia.com). Thank you in advance.

Thank you,


*Susie Molina*

Susie Molina  
Maintenance Agreement Specialist  
IDEMIA Identity & Security USA LLC

**Accepted by:**

**IDEMIA IDENTITY & SECURITY USA LLC**

**GLENDALE POLICE DEPARTMENT**

Signed by: 

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

Printed Name: Casey Mayfield

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

Title: Sr. Vice President

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

Date: July 18, 2024

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 # 004845-000**

**CUSTOMER: Glendale Police Department**

The following table lists the Products under maintenance coverage:

Product	Description	Node	Qty
*Livescan	Windows 10, TPE-5 LiveScan Software	AZITPGLN01 AZITPGLN02	2
MorphoBIS Workstation	MorphoBIS Workstation – TEW/LEW, Win10	AZMBCGLN01 AZMBCGLN02	2

Product	Description	Node	Qty
Printer	Monochrome Laser Printer MS823, Duplexer, Tray, Printer Drawer (OC #82471)	Warranty – no charge	1
Printer	Color Laser Printer, Duplexer, Tray, Printer Drawer (OC #82472)	Warranty – no charge	1

**\* Livescans maintenance and support are only for a six-month period from July 1, 2024 through December 31, 2024**

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.

**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.

## Exhibit B: Maintenance and Support Agreement - Number SA # 004845-000

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.

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.

## Exhibit C: Support Plan Options and Pricing Worksheet

Maintenance and Support Agreement # 004845-000 Date July 18, 2024  
 New Term Effective Start July 1, 2024 End October 31, 2025

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\*:** **\$ 37,468.00**  
 \*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.**