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July 17, 2019

Scott Lenninger  
Lake County Sheriff's Office  
360 West Ruby Street  
Tavares, FL 32778  
Scott.lenninger@lcsso.org  
(352) 742-4056

**RE: Extension to Maintenance and Support Agreement # 001359-005**

Dear Scott Lenninger,

By means of this letter, Idemia Identity & Security USA LLC ("IDEMIA" or "Seller") hereby extends **Lake County Sheriff's Office** Maintenance and Support Agreement for the period **October 1, 2019** through **September 30, 2020**.

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 [Karla.VAZQUEZ@idemia.com](mailto:Karla.VAZQUEZ@idemia.com) at your soonest convenience.

If you have any questions or need further clarification, please contact me at (714) 764-3908 or e-mail [Karla.VAZQUEZ@idemia.com](mailto:Karla.VAZQUEZ@idemia.com). Thank you in advance.


Thank you,

Karla Vazquez  
Maintenance Agreement Specialist  
Idemia Identity & Security USA LLC

**Accepted by:**

**IDEMIA IDENTITY & SECURITY USA LLC**

**LAKE COUNTY SHERIFF'S OFFICE**

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

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

Printed Name: Michael Kato \_\_\_\_\_

Printed Name: Peyton C. Grinnell \_\_\_\_\_

Title: Vice President \_\_\_\_\_

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

Date: August 16, 2019 \_\_\_\_\_

Date: 8/12/19 \_\_\_\_\_

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## Description of Covered Products

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**MAINTENANCE AND SUPPORT AGREEMENT NO.** SA # 001359-005

**CUSTOMER:** Lake County Sheriff's Office

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The following table lists the Products under maintenance coverage:

Product	Description	Node	Qty
Latent Station	Latent Case Station	FLLALS01	1
*Printer	Lexmark T640 Network Laser	LAVP01	1

*\* Printer supported on "Best Effort" basis only*

## Support Plan Options and Pricing Worksheet

Maintenance and Support Agreement # 001359-005

Date July 17, 2019

New Term Effective

Start October 1, 2019

End September 30, 2020

### 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** (\$3,586 per Attendee)      Year: 2020      Number Attendees Requested

- Registration fee
- Daily meals
- Hotel accommodations
- Roundtrip travel for event
- Ground transportation to/from the conference airport to the conference hotel

\$ \_\_\_\_\_

**GRAND TOTAL**

**\$ 20,540.00**

\*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.**