



5515 E. La Palma Ave., Suite 100
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July 17, 2019

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

RE: Extension to Maintenance and Support Agreement # 001359-004

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 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. Thank you in advance.

Thank you,

Karla Vazquez
Maintenance Agreement Specialist
Idemia Identity & Security USA LLC

Accepted by:

IDEMIA IDENTITY & SECURITY USA LLC

Signed by:  _____

Printed Name: Michael Kato

Title: Vice President

Date: August 16, 2019

LAKE COUNTY SHERIFF'S OFFICE

Signed by:  _____

Printed Name: Peyton C. Grinnell

Title: Sheriff

Date: 8/12/19

Description of Covered Products

MAINTENANCE AND SUPPORT AGREEMENT NO. SA # 001359-004

CUSTOMER: Lake County Sheriff's Office

The following table lists the Products under maintenance coverage:

| Product | Description | Node | Qty |
|---------|----------------------------------|----------|-----|
| LSS-R | LiveScan Ruggedized Station | FLLALV01 | 1 |
| Printer | Tenprint Card Printer | LAPR01 | 1 |
| JMS | Jail Management System Interface | N/A | 1 |

Support Plan Options and Pricing Worksheet

Maintenance and Support Agreement # 001359-004 Date July 17, 2019
 New Term Effective Start October 1, 2019 End September 30, 2020

| STANDARD SUPPORT | | |
|---|---|---|
| <input checked="" type="checkbox"/> 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 |
| ◆ Unlimited Telephone Support | ◆ Automatic Call Escalation | |
| <input checked="" type="checkbox"/> On-Site Hardware Support | | |
| ◆ 8 a.m. – 5 p.m. Monday to Friday PPM | ◆ Defective Parts Replacement | ◆ Hardware Service Reporting |
| ◆ Next Day PPM On-site Response | ◆ Escalation Support | ◆ Product Repair |
| ◆ Hardware Vendor Liaison | ◆ Hardware Customer Alert Bulletins | ◆ Equipment Inventory Detail Management |
| <input checked="" type="checkbox"/> 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 | |
|---|--|
| <input type="checkbox"/> Users Conference Attendance (\$3,586 per Attendee) | Year: 2020 Number Attendees Requested |
| <ul style="list-style-type: none"> • Registration fee • Daily meals • Hotel accommodations | <ul style="list-style-type: none"> • Roundtrip travel for event • Ground transportation to/from the conference airport to the conference hotel |
| | \$ _____ |

| | |
|-----------------------------------|--------------------|
| GRAND TOTAL | \$ 6,691.00 |
| *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.