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January 19, 2023

Lieutenant Geoffrey Lund  
Bristol Police Department  
131 North Main St.  
Bristol, CT 06010  
GeoffreyLund@bristolct.gov  
(860)584-3060

**RE: Extension to Maintenance and Support Agreement # 007081-001**

Dear Lieutenant Lund.

By means of this letter, Idemia Identity & Security USA LLC ("IDEMIA" or "Seller") hereby extends **Bristol Police Department Maintenance and Support Agreement** for the period **July 26, 2023 through July 25, 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 [Susan.Noisseau@us.idemia.com](mailto:Susan.Noisseau@us.idemia.com) at your soonest convenience.

If you have any questions or need further clarification, please contact me at (703)775-7860 or e-mail [Susan.Noisseau@us.idemia.com](mailto:Susan.Noisseau@us.idemia.com). Thank you in advance.

Thank you,

Susan Noisseau  
Maintenance Agreement Specialist  
Idemia Identity & Security USA LLC

Accepted by:

**IDEMIA IDENTITY & SECURITY USA LLC**

**BRISTOL POLICE DEPARTMENT**

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

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

Printed Name: Casey Mayfield \_\_\_\_\_

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

Title: Sr. Vice President \_\_\_\_\_

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

Date: January 19, 2023 \_\_\_\_\_

Date: \_\_\_\_\_

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## Description of Covered Products

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**MAINTENANCE AND SUPPORT AGREEMENT NO.** SA # 007081-001

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**CUSTOMER:** Bristol Police Department

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The following table lists the Products under maintenance coverage for Contract #17PSX0019:

Product	Description	Node	Qty	Fee
Printer	Printer Black & White Tenprint Card, Duplexer, +1 additional Tray	GTPRT-BRISTOL	1	\$209.00
Livescan	IDEMIA LiveScan System Cabinet, IDEMIA LiveScan System Software, FBI Appendix F Certified Tenprint/Palmprint 1000PPI Scanner with Moisture Discriminating Optics Scanner™ (MDO) Block Technology, Computer, monitor, keyboard and mouse, Ruggedized Cabinet fixed-height with foot pedal for hands free advancement, Mugshot Capture Module (Camera, Software, Housing), UPS, Criminal, Juvenile, and Registrant profiles using standard CT-DESPP workflows	CTLS-BRISTOL	1	\$2,331.00
Livescan*	IDEMIA LiveScan System Desktop, IDEMIA LiveScan System Software, FBI Appendix F Certified Tenprint 500ppi Scanner (MTopR), Computer, monitor, keyboard and mouse, Photo Capture Module (Camera, Software), UPS, Applicant profiles using standard CT-DESPP workflows	CTLS-BRISTOL-AP01	1	\$1,131.00

\* Livescan pro-rated 12/06/2023 to 07/25/2024

## Support Plan Options and Pricing Worksheet

Maintenance and Support Agreement # 007081-001      Date January 19, 2023  
 New Term Effective      Start July 26, 2023      End July 25, 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  | ◆ 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         |  |

**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 |

**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      \$ 3,671.00**

*\*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.

## Maintenance and Support Agreement # 007081-001

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.