

240887

# ⟨⟩ IDEMIA

14 Crosby Dr., 2nd Flr.,  
Bedford, MA 01730  
Tel: (714) 238-2000  
Fax: (714) 238-2049

001-D188U-521-52-52055

July 15, 2024

Joshua Sasso  
Ocala Police Department  
402 South Pine Avenue  
Ocala, FL 34471  
JSasso@ocalapd.org  
(352)369-7033

**RE: Extension to Maintenance and Support Agreement #001296-001**

By means of this letter, Idemia Identity & Security USA LLC ("IDEMIA" or "Seller") hereby extends **Ocala Police Department** Maintenance and Support Agreement for the period **07/01/2024** through **06/30/2025**.

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 [Tanisha.King@us.idemia.com](mailto:Tanisha.King@us.idemia.com) at your soonest convenience.

If you have any questions or need further clarification, please contact me at 703-775-7857 or e-mail [Tanisha.King@us.idemia.com](mailto:Tanisha.King@us.idemia.com). Thank you in advance.

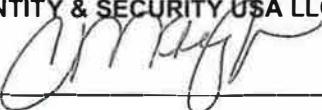
Thank you,

*Tanisha King*

Tanisha King  
Maintenance Agreement Specialist  
Idemia Identity & Security USA LLC

**Accepted by:**

**IDEMIA IDENTITY & SECURITY USA LLC**

Signed by: 

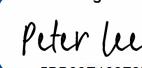
Printed Name: Casey Mayfield

Title: Sr. Vice President

Date: July 15, 2024

**CITY OF OCALA**

DocuSigned by:

Signed by: 

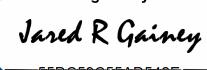
Printed Name: Peter Lee

Title: City Manager

Date: 8/14/2024

**Approved as to form and legality:**

DocuSigned by:

By: 

Printed Name: Jared R Gainey

Title: Assistant City Attorney

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## Description of Covered Products

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**MAINTENANCE AND SUPPORT AGREEMENT NO.** SA #001296-001

**CUSTOMER:** Ocala Police Department

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The following table lists the Products under maintenance coverage:

Product	Description	Node	Qty
Workstation	Latent Station	FLMCLS10	1

### 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 Renewal date of each year during the Term, Idemia shall give Customer a notice in writing that shall include evidence of any increase or decrease in Idemia's actual costs in the manufacturing of the Products, including, but not limited to costs of Raw Materials and direct labor, if any. 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 manufacturing 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 Dispute Resolution Clause of this Agreement. 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.

## Support Plan Options and Pricing Worksheet

Maintenance and Support Agreement # 001296-001 Date July 15, 2024  
 New Term Effective Start 07/01/2024 End 06/30/2025

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
- ◆ 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

### ADDITIONAL OPTIONS

**Users Conference Attendance (\$4,562.00 per Attendee)** Year: 2024 Number Attendees Requested

**Included in Registration Fee:**

- Conference Registration
- Attendee package upon arrival
- All sessions and training listed on the agenda
- Social events listed on the agenda
- Meals and breaks listed on the agenda
- Hotel room from Monday arrival through Friday morning checkout
- Round trip air travel
- Ground transportation between the conference airport and the conference hotel

**Not included in Registration Fee:**

- Transportation fee to/from your home town airport
- Airport parking fees in your home town
- Meals during your travel
- Meals outside those included in the conference
- Airline baggage fees
- In-room expenses such as pay-per-view, mini-bar, room service, and any other hotel incidentals
- Extra days before or after the conference

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

GRAND TOTAL*	\$23,643.00
QUARTERLY BILLING AMOUNT	\$5,910.75

Quarterly invoicing to terminate upon FDLE signing the System Acceptance Deliverable Form for the new Latent Expert Workstation

\*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.**

**Certificate Of Completion**

Envelope Id: 960E3F51DBD14E62B05344C2F12711AA

Status: Completed

Subject: Complete with DocuSign: 2024-2025 Support Plan Agreement - Idemia (OPD-240887).pdf

Source Envelope:

Document Pages: 3

Signatures: 2

Envelope Originator:

Certificate Pages: 2

Initials: 0

Daphne Robinson

AutoNav: Enabled

110 SE Watula Avenue

EnvelopeD Stamping: Enabled

City Hall, Third Floor

Time Zone: (UTC-05:00) Eastern Time (US &amp; Canada)

Ocala, FL 34471

drobinson@ocalafl.org

IP Address: 216.255.240.104

**Record Tracking**

Status: Original

8/14/2024 2:52:24 PM

Holder: Daphne Robinson

Location: DocuSign

drobinson@ocalafl.org

Security Appliance Status: Connected

Pool: StateLocal

Storage Appliance Status: Connected

Pool: City of Ocala - Procurement &amp; Contracting

Location: DocuSign

**Signer Events****Signature****Timestamp**

Jared R Gainey

jgainey@ocalafl.org

Assistant City Attorney

City of Ocala

Security Level: Email, Account Authentication (None)

Signature Adoption: Pre-selected Style  
Using IP Address: 216.255.240.104

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Signed: 8/14/2024 3:24:26 PM

**Electronic Record and Signature Disclosure:**

Not Offered via DocuSign

Peter Lee

plee@ocalafl.org

City Manager

City of Ocala

Security Level: Email, Account Authentication (None)

Signature Adoption: Pre-selected Style  
Using IP Address: 216.255.240.104

Sent: 8/14/2024 2:55:15 PM

Viewed: 8/14/2024 5:07:23 PM

Signed: 8/14/2024 5:07:26 PM

**Electronic Record and Signature Disclosure:**

Not Offered via DocuSign

**In Person Signer Events****Signature****Timestamp****Editor Delivery Events****Status****Timestamp****Agent Delivery Events****Status****Timestamp****Intermediary Delivery Events****Status****Timestamp****Certified Delivery Events****Status****Timestamp****Carbon Copy Events****Status****Timestamp****Witness Events****Signature****Timestamp****Notary Events****Signature****Timestamp****Envelope Summary Events****Status****Timestamps**

Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	8/14/2024 2:55:15 PM
Certified Delivered	Security Checked	8/14/2024 5:07:23 PM
Signing Complete	Security Checked	8/14/2024 5:07:26 PM
Completed	Security Checked	8/14/2024 5:07:26 PM

Payment Events	Status	Timestamps