

**CONTRACT ROUTING FORM**

1. Complete the information below BEFORE printing and completing items 2 through 7. Items in red are required.

Department: Sheriff's Office

Department contract file name (use effective date): Idemia\_Sheriff\_20240410

Project Code: Click here to enter text.

Contract type: Maintenance Agreement

Contracted Services/Goods: Fingerprint Scanner

Contract Component: undefined

Change Order Number/Addendum Number: Click here to enter text.

Vendor Name: Idemia

Effective Date: 4/10/23

Approved by: County Manager

Date approved by the BOC: Click here to enter text.

Ending Date: Click here to enter a date.

Total Amount: \$5,349

Please Return Contract to:

Name: Connor Wilkins

Email: Connor.Wilkins@ChatroomSheriff.Com

Special Instructions for Clerks

Office:

2. Department Head or his/her designee has read the contract in its entirety.

By: Connor Wilkins (Department Head signature required)

3. County Attorney has reviewed and approved the contract

County Attorney has reviewed and rejects the contract  Reason: \_\_\_\_\_

This is an automatic renewal and does not require approval from the County Attorney: Yes  No



If this box is checked the County Attorney's Office has reviewed the contract but has not made needed changes to protect the County because the contract is a sole source contract and the services required by the County are not available from another vendor.

4. Technical/MIS Advisor has reviewed the contract if applicable. Yes  No

5. Vendor has signed the contract. Yes  No

6. A budget amendment is necessary before approval. Yes  No

If budget amendment is necessary, please attach to this form.

7. Approval

Requires approval by the BOC - contracts over \$100,000.00. Follow Board submission guidelines.

Requires approval by the Manager – contracts \$100,000 or less.

8. Submit to Clerk.

**Clerk's Office Only**

Finance Officer has signed the contract

The Finance Officer is not required to sign the contract



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

January 17, 2024

Chatham County Sheriff's Office  
295 West Street, PO Box 429 (Mailing address)  
Pittsboro, NC 27312

**RE: Extension to Maintenance and Support Agreement # 001602-003**

By means of this letter, Idemia Identity & Security USA LLC ("IDEMIA" or "Seller") hereby extends **Chatham County Sheriff's Office** Maintenance and Support Agreement for the period **April 10, 2024** through **April 9, 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 Kimberly.Lindahl@us.idemia.com at your soonest convenience.

If you have any questions or need further clarification, please contact me at (630) 347-1194 or e-mail Kimberly.Lindahl@us.idemia.com. Thank you in advance.

Thank you,

Kimberly J. Lindahl (Dullinger)  
Maintenance Agreement Specialist II  
Idemia Identity & Security USA LLC

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

  
Roy Lynch, Finance Officer

**Accepted by:**

**IDEMIA IDENTITY & SECURITY USA LLC**

Signed by:

Printed Name: Casey Mayfield

Title: Sr. Vice President

Date: January 17, 2024

**CHATHAM COUNTY SHERIFF'S OFFICE**

Signed by:

Printed Name: Dan La Montagne

Title: County Manager

Date: 2/8/2024

**Please note this is not an invoice. An invoice will be provided after receipt of the signed document or purchase order.**

## Exhibit B: Maintenance and Support Agreement - Number SA # 001602-003

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.



## Exhibit C: Support Plan Options and Pricing Worksheet

Maintenance and Support Agreement # 001602-003 Date January 17, 2024  
 New Term Effective Start April 10, 2024 End April 9, 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		
<input checked="" type="checkbox"/> <b>Advantage – Software Support</b>		
◆ 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"/> <b>On-Site Hardware Support</b>		
◆ 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"/> <b>Parts Support</b>		
◆ 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"/> <b>Users Conference Attendance</b> (\$4,926.00 per Attendee) Year: 2024 Number Attendees Requested		
<i>Included in Registration Fee:</i>		
<ul style="list-style-type: none"> <li>• Conference Registration</li> <li>• Attendee package upon arrival</li> <li>• All sessions and training listed on the agenda</li> <li>• Social events listed on the agenda</li> <li>• Meals and breaks listed on the agenda</li> <li>• Hotel room from Monday arrival through Friday morning checkout</li> <li>• Round trip air travel</li> <li>• Ground transportation between the conference airport and the conference hotel</li> </ul>		
<i>Not included in Registration Fee:</i>		
<ul style="list-style-type: none"> <li>• Transportation fee to/from your home town airport</li> <li>• Airport parking fees in your home town</li> <li>• Meals during your travel</li> <li>• Meals outside those included in the conference</li> <li>• Airline baggage fees</li> <li>• In-room expenses such as pay-per-view, mini-bar, room service, and any other hotel incidentals</li> <li>• Extra days before or after the conference</li> </ul>		
		\$ _____

<b>GRAND TOTAL</b>	<b>\$ 5,349.00</b>
*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.