

Tenprint, Digital Camera - Portable

Item #	Qty	Description	Unit Price
	1	FDLE Portable Livescan System to include: ♦ MESA Live Scan Station Software License ♦ Tenprint 500PPI Scanner ♦ Laptop Computer ♦ Digital Camera, Software ♦ Carrying Case ♦ FDLE specific transmission Software Installation / On-site Training 3 year on-site maintenance and support	
Annual Maintenance – starting in Year 4			
		Maintenance: On-site	

Tenprint/Palmprint, Digital Camera - Ruggedized Cabinet

Item #	Qty	Description	Unit Price
	1	FDLE Cabinet Livescan System to include: ♦ MESA Live Scan Station Software License ♦ Tenprint/Palmprint 500PPI Scanner ♦ Computer, Touch screen monitor, keyboard ♦ Ruggedized Cabinet ♦ Digital Camera, Software ♦ Signature Capture Tablet ♦ Label Printer ♦ Drivers License Parsing Scanner, 2D Barcode ♦ FDLE specific transmission Software Installation / On-site Training 3 year on-site maintenance and support	
Annual Maintenance – starting in Year 4			
		Maintenance: On-site	

Tenprint/Palmprint, Digital Camera - Desktop

Item #	Qty	Description	Unit Price
	1	FDLE Desktop Livescan System to include: ♦ MESA Live Scan Station Software License ♦ Tenprint/Palmprint 500PPI Scanner ♦ Computer, Touch screen monitor, keyboard ♦ Digital Camera, Software ♦ Signature Capture Tablet ♦ Label Printer ♦ Drivers License Parsing Scanner, 2D Barcode ♦ FDLE specific transmission Software Installation / On-site Training 3 year on-site maintenance and support	
Annual Maintenance – starting in Year 4			
		Maintenance: On-site	

Support Details:

The following table provides a summary of the maintenance services and support for the initial maintenance period -- 3 years from the date of installation.

Support Features	Maintenance Services
Software Support 9X5*	Included in Purchase
Unlimited Telephone Technical Support	√
2 Hour Telephone Response Time	√
Remote Dial-in Analysis	√
Software Standard Releases	√
Software Supplemental Releases	√
Automatic Call Escalation	√
Software Customer Alert Bulletins	√
Hardware Support - On-site 9X5*	Included in Purchase
On-Site Response	24-hours
On-Site Corrective Maintenance	√
On-Site Parts Replacement	√
Preventive Maintenance	√
Escalation Support	√
Hardware Service Reporting	√
Hardware Customer Alert Bulletins	√
Parts Support	Included in Purchase
Advanced Exchange Parts Replacement	√
Telephone Technical Support for Parts Replacement	√
Parts Customer Alert Bulletins	√

**Customer local time*