

**MIDEO SYSTEMS INC.**

1651 N. Collins Blvd., Ste. 250 Richardson, TX 75080

Phone: 800-258-1066

Sales Quotation

John Sanchez
Canyon County Sheriff's Office Crime Laboratory
1014 Belmont Street
Caldwell, Idaho 83605

Sales Representative: Roxana Laranca**Quote Number:** W10980**Date:** 8/13/2026**Quote Expires on:** 11/16/2026

Part #	Description	Price	Qty	Extend
MSM-004-EMA	EXTENDED MAINTENANCE Extended Maintenance is 18% of the list price per year and includes: - All Mideo Imaging software product updates that are developed within the current service contract period (excludes separately priced modules and plugins) - Repair or replacement service on Mideo Systems components - Phone support between the hours of 9 a.m. and 5 p.m. Central Standard Time, Monday through Friday. - Unlimited Phone and Internet-based Remote Support Annual maintenance costs for additional Mideo Imaging software purchased during the contract term shall be prorated from the date of purchase to the date of contract renewal. Coverage Period: 10/9/26 - 10/8/27 Items Covered: Miideo LatentWorks eLCM Software w Biometric Connect Package **PAYMENT BY CREDIT CARD** A 3.5% processing fee will be added to the total	\$14,268.95	1	\$14,268.95

TERMS: NET 30 DAYS
Federal ID#: 330321960

Subtotal \$14,268.95**Tax****TOTAL** \$14,268.95

Thank you for your interest in Mideo Systems
Prices subject to change without notice

26-113



Mideo Systems, Inc.

1651 N. Collins Blvd., Ste. 250, Richardson, TX 75080
Ph. 714-379-3760

Mideo Imaging Systems Service and Support Plan Terms and Conditions

Warranty Period:

The warranty period for Mideo Imaging systems hardware and software begins on the purchase order date and extends one calendar year (365 days). The Warranty Period and the Maintenance Period receive the exact same Service and Support Coverage, with the exception that one-year Warranty Period coverage is included in the initial purchase price for any new software and hardware purchase (unless otherwise stated).

Maintenance Period:

Mideo's Service and Support Plan is available for one-year contracts after the Warranty Period based on service quotations from Mideo. Multiple-year plans are available upon request.

Service and Support Coverage:

Mideo's comprehensive hardware and software service and support plan includes all hardware and software products sold by Mideo Systems. This Service and Support Plan offers our clients the benefit of fixed support costs with no incremental charges by incident.

The Plan includes:

- All Mideo Imaging software product *Updates** that are developed within the current service contract period (excludes separately priced modules and plug-ins)
- Repair or replacement service on Mideo Systems components (see below)
- Phone support between the hours of 9 a.m. and 5 p.m. Central Standard Time, Monday through Friday.

**Updates* are fixes and enhancements to current software for enhanced quality and ease of use.

Limitations and Exclusions:

This Service and Support Coverage does **not** apply to any Mideo equipment that has been:

- subjected to misuse, abuse, neglect, or improperly installed,
- repaired, altered, adjusted, cleaned or tampered with by any person other than authorized service personnel
- improperly stored, dropped or been subjected to excessive shocks
- damaged by fire, lightning, accidents or disasters

- connected to other equipment that is not approved by Mideo
- improperly packed for return to Mideo's Service Center

If upon evaluation by authorized service personnel, it is determined that the malfunction is due to misuse or abuse, the Service and Support Coverage provisions will not apply and an estimate of the cost of repair will be quoted prior to repair of equipment.

This Service and Support Coverage does **not** cover:

- The loss or corruption of data or software resulting from defective product.
- The loss or corruption of data that is the result of a virus.
- Any support that involves extensive changes to the field sets or reports from those initially provided during the purchase.
- Any support that involves design of field sets or reports
- Any requests for additional features will be evaluated and quoted separately.
- Training of users
- Installation, configuration and technical assistance on client's equipment or on client's operating system
- The resolution of problems caused by negligence of the user of the system and any help on solving such problems, including the incorrect entry of data, the use of incorrect data and failure to use the software as described in the instructions manual provided by supplier
- The support necessary for recovery of lost data. The client is responsible for its backup copies.
- Correction of errors due to the use of software or equipment not approved or sold by Mideo.
- Technical assistance, consultation or resolution of problems relating to software not included in any sale from Mideo.

On-site support not included in Service and Support Coverage will be charged on a per-day basis. Any additional training, (administrator, user or development training) will involve additional services and costs.

Repair or Replacement Procedure:

Should a malfunction of any equipment currently covered under Service and Support Coverage occur, that equipment must be returned to Mideo for repair. Before returning any product, the client must first call Mideo to obtain an RMA number. Mideo will repair the product as quickly as possible, usually within 10 days. Mideo agrees to pay freight costs (round trip) by standard UPS or Federal Express 3-day service. If client requests another shipping method, client is responsible for those costs.

At Mideo's discretion, a technical support representative may be sent to your site for service and/or maintenance.

DATED this 1st day of September, 2026.

CANYON COUNTY BOARD OF COMMISSIONERS

X Motion Carried Unanimously
 Motion Carried/Split Vote Below
 Motion Defeated/Split Vote Below

	Yes	No	Did Not Vote
 _____ Commissioner Leslie Van Beek	<u>✓</u>	_____	_____
 _____ Commissioner Brad Holton	<u>X</u>	_____	_____
 _____ Commissioner Zach Brooks	<u>X</u>	_____	_____

ATTEST: JESS URRESTI, CLERK

By: 

Deputy Clerk