

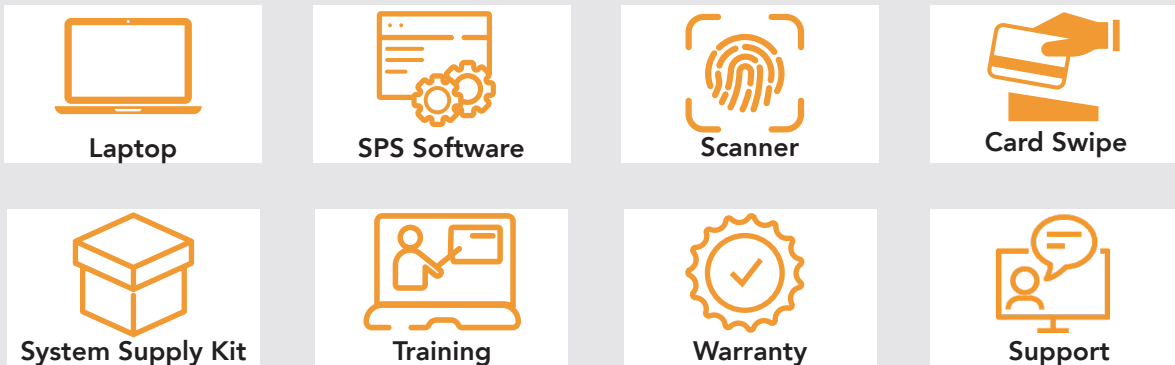
# Become a Live Scan Service Provider

The Ohio Attorney General, Bureau of Criminal Investigation ("BCI") plans to go live with a new Ohio Biometric Identification System ("OBIS"). In January, 2021, Thales informed BCI that it does not plan to invest in the WebCheck™ interface specification updates required for submissions to the new OBIS – a decision that puts some WebCheck™ customers at risk of a disruption in services. You should plan to make transition arrangements to bring your WebCheck™ in line with OBIS by October 1, 2021.



## OUR SOLUTION

**Innovative Biometric Systems**, a National Background Check Inc. company, is a certified vendor as displayed on the Ohio Attorney General's website. We are approved to sell equipment for the National WebCheck™ program, are compliant with the BCI's WebCheck™ Electronic Submission Specification document and have committed to continue to be in compliance through the transition to OBIS. Our system includes the following:



Costs	Initial	Monthly	Transactional
Purchase	\$6249.00 + Tax	N/A	*

\*The Ohio Bureau of Criminal Identification and Investigations (BCI&I) requires ALL National WebCheck™ vendors to open an account to obtain an agency code. Agencies are required to obtain a BCI&I code, so BCI&I can appropriately invoice background check transaction fees.



QUESTIONS? Email [contactus@ib-systems.com](mailto:contactus@ib-systems.com) or call 614-461-3017



## QUOTE

Date:		Expiration Date:	5-30-2021
Contact Name:			
Company:			
Address:			
City/State/Zip:			
Phone:			
Email:			

Item #	Description	Quantity	Unit Price	Total
W.7CK.11B.98	SafePrintScan WebCheck Bundled Application System to include hardware and software for electronic fingerprint capture for BCI/FBI submissions	1	\$6,249.00	\$6,249.00
DLP3510	Laptop Computer featuring Windows 10 I5 Processor with 8GB system	1	-	-
SPS 3.6.0	SafePrintScan software for submitting flat fingerprint images to the Ohio BCI	1	-	-
NBCI3	Portable digital live scan scanner with high resolution	1	-	-
CS3.0	Magnetic card swipe reader for use with Ohio driver's license or ID card	1	-	-
FFPSK	System Supply kit to include items for enhancing the quality of prints and scanner cleaning	1	-	-
FFPTI	Ongoing training and implementation guidance to include in person and online options and resources	1	-	-
SYSWP24	Twelve (12) month warranty on materials and equipment	1	-	-
SYSSP12	Twelve (12) months of software upgrades, technical and operational support	1	-	-
			<b>Subtotal</b>	\$6,249.00
			<b>Adjustments</b>	\$0.00
			<b>Sales Tax 7.5% (if applicable)</b>	\$468.68
			<b>Estimated Shipping</b>	-
			<b>Total (with tax if applicable)</b>	\$6,717.68

To accept this quote, and place an order, please sign below and complete the following page. Fax both pages to 614.457.8930 or email [contactus@nationalbackgroundcheck.com](mailto:contactus@nationalbackgroundcheck.com). Thank you for your business!

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Authorized Company Representative

Accepted by: \_\_\_\_\_ Date: \_\_\_\_\_  
Authorized NBCI/IBS Representative

Please note: By signing and submitting this quote to IBS that you are agreeing to purchase the above-referenced goods and/or services. If, for any reason, this order is cancelled after the signed quote is received by IBS a 20% restocking fee will be issued for the total amount of the quote.

## ORDER INFORMATION

To place an order, please complete the information below and send this form and your *signed* quote to [contactus@nationalbackgroundcheck.com](mailto:contactus@nationalbackgroundcheck.com) or fax it to 614.457.8930

## COMPANY/AGENCY INFORMATION

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

Primary Contact Name: \_\_\_\_\_

Primary Contact Phone: \_\_\_\_\_

Primary Contact e-mail: \_\_\_\_\_

Technical Contact Name: \_\_\_\_\_

Technical Contact Phone: \_\_\_\_\_

Technical Contact e-mail: \_\_\_\_\_

## BILLING INFORMATION

BCI Agency Code\*: \_\_\_\_\_

Billing Address (if different than above): \_\_\_\_\_

Billing Contact Name: \_\_\_\_\_

Billing Contact Phone: \_\_\_\_\_

Billing Contact e-mail: \_\_\_\_\_

\*The Ohio Bureau of Criminal Identification and Investigations (BCI&I) requires ALL National WebCheck™ vendors to open an account to obtain an agency code. Agencies are required to obtain a BCI&I code, so BCI&I can appropriately invoice background check transaction fees.

Terms & Conditions: Prices are confidential and in U.S. dollars (USD). Following year one (1) an annual maintenance fee will be charged to your agency every twelve (12) months. Payment terms require 100% upon purchase order, except for government agencies. Training and connection to BCI will be made after receipt of payment. Late payment will be charged at a rate of 2.0% per month. Prices are valid for 30 days from quote date and are subject to change thereafter. Customer provides communication lines and networks.



## **Business Support and Maintenance Agreement Terms & Conditions**

This Support and Maintenance Agreement outlines the terms and conditions that Innovative Biometric Systems (IBS) offers to purchasers of all fingerprint system components and SafePrintScan and/or CardPrintScan software and services.

This document describes the technical support protocol that IBS offers to purchasers of live scan equipment and systems. Year one (1) of support and maintenance, effective from the day of training of a customer's staff or upon system delivery, whichever occurs first, includes the equipment hardware, the fingerprinting software, technical support, software upgrades and patches, and maintenance. After year one (1) this maintenance and support agreement includes server access, software upgrades and patches, technical support, and use of the SafePrintScan and/or CardPrintScan fingerprinting software.

The service and support term will automatically be extended in one-year increments upon the anniversary date unless IBS is notified in writing at least thirty (30) days prior to said date. Such an extension can be added to the original agreement at any time during the first year of operation at the current renewal rate. Renewal rates are subject to change at any given time.

IBS will be your single contact for support issues on all biometric software and hardware products and/or services. This will include, but may not be limited to, the following: Computers, printers, scanners, card swipes, cameras keyboards, mice and other necessary equipment provided by IBS.

During installation, the customer will designate up to two (2) persons to act as the System Administrator (SA). These local contacts will be the only point of contact for Innovative Biometric Systems. All support inquiries must be made through them and they must be present at the machine during any support sessions.

### **System Equipment**

All fingerprint system components are supported by our factory-trained technicians. One (1) full year of service and support is included with each system effective from the day of training of a customer's staff or upon system delivery, whichever occurs first.

Equipment included in your initial purchase may include the following: Computers, scanners, card readers, cameras, printers, mice and keyboards. This equipment, which is provided to capture and submit fingerprints, is supplied by various manufacturers. IBS reserves the right to change suppliers as needed.

### **Customization of Software**

It may be possible for our IT team to customize certain features of the SafePrintScan or CardPrintScan software to better suit your business needs. These customizations will require programming time and additional support for any specialized features. As such, this may necessitate increases to the annual support agreement and an hourly rate currently billed at \$175/hour.



## **Patches and Upgrades**

During the term of this agreement, IBS will provide the Customer with patches, updates, releases, and new versions of all applicable IBS' software. Failure to adhere to networking or requirements could interfere with the distribution of said patches, updates, releases, and new versions. Any support obtained from IBS on resolving the Customer's networking environment to obtain said updates or manually updating the system may result in additional charges to be determined by IBS. This support is currently offered to the customer at a rate of \$150 per hour.

## **Mandatory Upgrades**

The state may, from time to time, require that all vendors update their system to adhere to required changes. These changes will be necessary to continue submitting transactions. Software updates mandated by the state are included as part of this maintenance agreement. Should an update to the software be required by the State and a customer has not updated their software to the compliant version by the indicated deadline, the customer will be considered out of compliance and will not be allowed to submit transactions. IBS may enforce this requirement by disabling transaction submissions and/or other functionality if/where applicable. Hardware updates and Operating System (OS) updates are the responsibility of the customer and are not included as part of this maintenance agreement.

## **Customer Supplied Hardware**

Due to quality control issues with outside equipment, IBS does now allow customers to supply their own hardware for use. IBS will not provide support for any hardware that was not purchased from or through IBS.

## **Outstanding Balances**

The annual Maintenance and Support fee must be remitted to IBS on the anniversary of the initial invoice date of purchase, and every year after, as long as the system remains on our server. IBS reserves the right to disable server access if said customer has an outstanding balance for more than sixty (60) days. Access will be reinstated upon receipt of payment in full; in addition to a \$250 reinstatement fee.

## **Service and Support Procedure**

If support is needed, IBS provides both telephone and email support. You may call the number provided during training or email [contactus@fastfingerprints.com](mailto:contactus@fastfingerprints.com). Normal business hours for technical support are Monday through Friday, 8:00 am – 5:00 pm Eastern Time, excluding holidays and weekends. Our support technicians will acknowledge your request within 1 hour. Depending on the call volume and the issue at hand, resolution may not take place during this initial acknowledgement.

If we are unable to resolve your issue by telephone or email, our technicians may request remote access to your live scan machine. The local contact(s) will be needed to stay at the machine to assist the technician as needed. If the customers' environment does not allow for remote system access, onsite support may be obtained upon request. This support will be offered at \$175/hour.



If our technician determines the issue is the result of failure of any hardware components, the defective components will be repaired or replaced within the guidelines of this document. The warranty covers normal use of the system. IBS shall not be liable for any damage or defect that may result from (i) misuse, abuse, neglect, improper shipping and/or installation; (ii) disasters such as fire, flood, lightning or improper electrical current; or (iii) service or alteration by anyone other than an authorized IBS representative; (iv) damages incurred through irresponsible use, including those resulting from viruses or spyware, overclocking or other non-recommended practices.

### **Additional Levels of Support**

If you need more service and/or support than is provided by this agreement, IBS will be more than happy to discuss a customized technical plan tailored to our specific needs. Please contact us at (877)932-2435 or [contactus@fastfingerprints.com](mailto:contactus@fastfingerprints.com) for more details.

### **Hardware Replacement**

In the event of hardware failure during year one (1) of this agreement, a support technician will authorize the replacement of hardware. IBS will strive to replace the defective hardware within ten (10) business days. If it is determined that the replacement software or hardware can be installed by the customer, it will be shipped to the customer's address on file.

Detailed instructions will be sent for the return of the defective hardware. Failure to return the defective hardware within 15 days of receipt of the replacement could result in the customer being charged. Beyond year one (1) of this agreement, initial contact should be made with the support desk via the corporate office (877) 932-2435. If it is determined the hardware needs additional support, the customer must make direct contact with the manufacturer for diagnosis and/or replacement of the equipment.

### **Data Security**

IBS assumes no responsibility to the security and backup of data local to the customer's machines. It is recommended that all customers backup their data frequently to prevent possible loss of data from their machines. The customer will assume all risk of data loss. Agreement to these terms and conditions absolves IBS from any claim or liability related to any data loss as the result of service, support or repair by Innovative Biometric Systems support technicians.

### **Data Accuracy**

It is the responsibility of the customer and user to ensure the accuracy of the data entered when utilizing the IBS software. IBS assumes no responsibility for user data entry errors that result in processing rejections, delays or financial loss.

### **Prohibited Uses**

Without the prior written consent of IBS, the customer shall not itself and shall not allow any third party by license, agreement or otherwise, to:

- Take any action that would cause the loss or abandonment of IBS' proprietary rights to their software or hardware



- Resell, distribute, rent, lease, lend, copy, modify, translate, license, sublicense, electronically transmit or prepare derivative works of the software or hardware in whole or in part
- Otherwise use in any way the software or hardware including, but not limited to: the source code and proprietary design documentation for the software or hardware in any manner not expressly authorized in this agreement

### **Excluded From This Agreement**

Not included in this agreement are user replaceable devices such as an extra monitor, card swipe, a mouse and/or keyboard. Those devices will be replaced at the expense of the customer. Damage to the system caused by Acts of God, accidents or customer negligence is not covered under this agreement. The security of said hardware is the customer's responsibility; IBS will not replace stolen equipment.

### **End of Agreement / Equipment Return Policy**

If a customer receives an IBS live scan system as part of a state-sponsored program and no longer wishes to be in the program, they must notify their contact at the appropriate state agency. Additionally, the customer must contact IBS Technical Support and make arrangements to return the equipment, in whole, to either the state agency or IBS for inspection. Once the equipment is returned, it will no longer be under an active support agreement and any applicable charges may stop.

**All support activities outlined above as provided by Innovative Biometric Systems (IBS), are not available if this agreement is not active and maintenance fees are not current.**

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Agency Name

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Technical Support Contact and Phone Number

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Email Address

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Technical Support Contact and Phone Number

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Email Address

Name:

Name:

Company:

Company: Innovative Biometric Systems

Title:

Title:

Date:

Date: