



## First Amendment to Master Services and Purchasing Agreement

This First Amendment ("**Amendment**") is between Axon Enterprise, Inc., a Delaware corporation ("**Axon**"), and City of North Richland Hills through its North Richland Hills Police Department ("**Agency**"). This Amendment is effective as of the last signature date on this Amendment ("**Effective Date**"). Axon and Agency are each a "**Party**" and collectively "**Parties**". To the extent this First Amendment contains terms and conditions that differ from those contained in the Agreement, this First Amendment shall control. The Parties agree that a concept or principle covered in this First Amendment shall apply and be incorporated into all other provisions of the Agreement in which the concept or principle is also applicable, notwithstanding the absence of any specific cross-reference thereto. All capitalized and defined terms referenced, but not defined, in this First Amendment shall have the meanings assigned to them in the Agreement.

Axon and Agency are parties to a Master Services and Purchasing Agreement with an effective date of December 19, 2022 ("**Agreement**").

Agency wishes to amend the Agreement to add licenses, hardware, and accessories and extend the Term of the Agreement.

The Parties therefore agree as follows:

1. The Purchase price shall be increased by \$2,104,000, inclusive of the \$64,810 credit.
2. The Term of the Agreement is hereby amended to state as follows:  
 "This Agreement begins on the Effective Date and continues for five (5) years, subject to annual appropriation by Agency. Agency's election not to renew for the full five (5) years shall be treated as a termination subject to Section 16 of the Agreement."
3. Add and incorporate Attachment A: Professional Services Appendix
4. Add and incorporate Attachment B: Technology Assurance Plan Appendix
5. Add and incorporate Attachment C: TASER 10 Appendix
6. Add and incorporate Attachment D: Axon Respond Appendix
7. Add and incorporate Attachment E: Axon Virtual Reality Content Terms of Use Appendix
8. Add and incorporate Attachment F: Q-470584
9. All other terms and conditions of the Agreement shall remain unchanged and in full force and effect.

Each representative identified below declares that the representative is authorized to execute this Amendment as of the date of signature.

### AXON:

**Axon Enterprise, Inc.**

DocuSigned by:  
 Signature: Robert E. Driscoll, Jr.  
 Name: Robert E. Driscoll, Jr.  
 Title: VP, Assoc. General Counsel  
 Date: 5/10/2023 | 2:52 PM MST

### AGENCY:

**North Richland Hills Police Department (TX)**

Signature: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Date: \_\_\_\_\_

## Attachment A

### Professional Services Appendix

If any of the Professional Services specified below are included on the Quote, this Appendix applies.

1. **Utilization of Services.** Agency must use professional services as outlined in the Quote and this Appendix within 6 months of the Effective Date.
2. **Axon Full Service (Axon Full Service).** Axon Full Service includes advance remote project planning and configuration support and up to 4 consecutive days of on-site service and a professional services manager to work with Agency to assess Agency's deployment and determine which on-site services are appropriate. If Agency requires more than 4 consecutive on-site days, Agency must purchase additional days. Axon Full Service options include:

<b>System set up and configuration</b> <ul style="list-style-type: none"> <li>• Instructor-led setup of Axon View on smartphones (if applicable)</li> <li>• Configure categories and custom roles based on Agency need</li> <li>• Register cameras to Agency domain</li> <li>• Troubleshoot IT issues with Axon Evidence and Axon Dock ("Dock") access</li> <li>• One on-site session included</li> </ul>
<b>Dock configuration</b> <ul style="list-style-type: none"> <li>• Work with Agency to decide the ideal location of Docks and set configurations on Dock</li> <li>• Authenticate Dock with Axon Evidence using admin credentials from Agency</li> <li>• On-site assistance, not to include physical mounting of docks</li> </ul>
<b>Best practice implementation planning session</b> <ul style="list-style-type: none"> <li>• Provide considerations for the establishment of video policy and system operations best practices based on Axon's observations with other agencies</li> <li>• Discuss the importance of entering metadata in the field for organization purposes and other best practices for digital data management</li> <li>• Provide referrals of other agencies using the Axon camera devices and Axon Evidence</li> <li>• Recommend rollout plan based on review of shift schedules</li> </ul>
<b>System Admin and troubleshooting training sessions</b> Step-by-step explanation and assistance for Agency's configuration of security, roles & permissions, categories & retention, and other specific settings for Axon Evidence
<b>Axon instructor training (Train the Trainer)</b> Training for Agency's in-house instructors who can support Agency's Axon camera and Axon Evidence training needs after Axon has fulfilled its contractual on-site obligations
<b>Evidence sharing training</b> Tailored workflow instruction for Investigative Units on sharing Cases and Evidence with local prosecuting agencies
<b>End user go-live training and support sessions</b> <ul style="list-style-type: none"> <li>• Assistance with device set up and configuration</li> <li>• Training on device use, Axon Evidence, and Evidence Sync</li> </ul>
<b>Implementation document packet</b> Axon Evidence administrator guides, camera implementation guides, network setup guide, sample policies, and categories & roles guide
<b>Post go-live review</b>

3. **Body-Worn Camera Starter Service (Axon Starter).** Axon Starter includes advance remote project planning and configuration support and one day of on-site Services and a professional services manager to work closely with Agency to assess Agency's deployment and determine which Services are appropriate. If Agency requires more than 1 day of on-site Services, Agency must purchase additional on-site Services. The Axon Starter options include:

<b>System set up and configuration (Remote Support)</b>

<ul style="list-style-type: none"> <li>• Instructor-led setup of Axon View on smartphones (if applicable)</li> <li>• Configure categories &amp; custom roles based on Agency need</li> <li>• Troubleshoot IT issues with Axon Evidence and Axon Dock ("<b>Dock</b>") access</li> </ul>
<b>/Dock configuration</b> <ul style="list-style-type: none"> <li>• Work with Agency to decide the ideal location of Dock setup and set configurations on Dock</li> <li>• Authenticate Dock with Axon Evidence using "Administrator" credentials from Agency</li> <li>• Does not include physical mounting of docks</li> </ul>
<b>Axon instructor training (Train the Trainer)</b> Training for Agency's in-house instructors who can support Agency's Axon camera and Axon Evidence training needs after Axon's has fulfilled its contracted on-site obligations
<b>End user go-live training and support sessions</b> <ul style="list-style-type: none"> <li>• Assistance with device set up and configuration</li> <li>• Training on device use, Axon Evidence, and Evidence Sync</li> </ul>
<b>Implementation document packet</b> Axon Evidence administrator guides, camera implementation guides, network setup guide, sample policies, and categories & roles guide

4. **Body-Worn Camera Virtual 1-Day Service (Axon Virtual).** Axon Virtual includes all items in the BWC Starter Service Package, except one day of on-site services.

5. **CEW Services Packages.** CEW Services Packages are detailed below:

<b>System set up and configuration</b> <ul style="list-style-type: none"> <li>• Configure Axon Evidence categories &amp; custom roles based on Agency need.</li> <li>• Troubleshoot IT issues with Axon Evidence.</li> <li>• Register users and assign roles in Axon Evidence.</li> <li>• <b>For the CEW Full Service Package:</b> On-site assistance included</li> <li>• <b>For the CEW Starter Package:</b> Virtual assistance included</li> </ul>
<b>Dedicated Project Manager</b> Assignment of specific Axon representative for all aspects of planning the rollout (Project Manager). Ideally, Project Manager will be assigned to Agency 4–6 weeks before rollout
<b>Best practice implementation planning session to include:</b> <ul style="list-style-type: none"> <li>• Provide considerations for the establishment of CEW policy and system operations best practices based on Axon's observations with other agencies</li> <li>• Discuss the importance of entering metadata and best practices for digital data management</li> <li>• Provide referrals to other agencies using TASER CEWs and Axon Evidence</li> <li>• <b>For the CEW Full Service Package:</b> On-site assistance included</li> <li>• <b>For the CEW Starter Package:</b> Virtual assistance included</li> </ul>
<b>System Admin and troubleshooting training sessions</b> On-site sessions providing a step-by-step explanation and assistance for Agency's configuration of security, roles & permissions, categories & retention, and other specific settings for Axon Evidence
<b>Axon Evidence Instructor training</b> <ul style="list-style-type: none"> <li>• Provide training on the Axon Evidence to educate instructors who can support Agency's subsequent Axon Evidence training needs.</li> <li>• <b>For the CEW Full Service Package:</b> Training for up to 3 individuals at Agency</li> <li>• <b>For the CEW Starter Package:</b> Training for up to 1 individual at Agency</li> </ul>
<b>TASER CEW inspection and device assignment</b> Axon's on-site professional services team will perform functions check on all new TASER CEW Smart weapons and assign them to a user on Axon Evidence.
<b>Post go-live review</b> <b>For the CEW Full Service Package:</b> On-site assistance included. <b>For the CEW Starter Package:</b> Virtual assistance included.

6. **Smart Weapon Transition Service.** The Smart Weapon Transition Service includes:

<b>Archival of CEW Firing Logs</b>
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Axon's on-site professional services team will upload CEW firing logs to Axon Evidence from all TASER CEW Smart Weapons that Agency is replacing with newer Smart Weapon models.
<b>Return of Old Weapons</b>  Axon's on-site professional service team will ship all old weapons back to Axon's headquarters.  Axon will provide Agency with a Certificate of Destruction

\*Note: CEW Full Service packages for TASER 7 include Smart Weapon Transition Service instead of 1-Day Device Specific Instructor Course.

7. **Signal Sidearm Installation Service.** If Agency purchases Signal Sidearm Installation Service, Axon will provide one day of on-site Services and one professional services manager and will cover the installation of up to 100 Signal Sidearm devices per package purchased. Agency is responsible for providing an appropriate work area and ensuring all holsters that will have Signal Sidearm installed onto them are available on the agreed-upon installation date(s). Installation includes:

Removal of existing connection screws that affix a holster to a holster mount
Proper placement of the Signal Sidearm Mounting Plate between the holster and the mount
Reattachment of the holster to the mount using appropriate screws
Functional testing of Signal Sidearm device

8. **Out of Scope Services.** Axon is only responsible to perform the professional services described in the Quote and this Appendix. Any additional professional services are out of scope. The Parties must document scope changes in a written and signed change order. Changes may require an equitable adjustment in the charges or schedule.
9. **Delivery of Services.** Axon personnel will work Monday through Friday, 8:30 a.m. to 5:30 p.m., except holidays. Axon will perform all on-site tasks over a consecutive timeframe. Axon will not charge Agency travel time by Axon personnel to Agency premises as work hours.
10. **Access Computer Systems to Perform Services.** Agency authorizes Axon to access relevant Agency computers and networks, solely for performing the Services. Axon will work to identify as soon as reasonably practicable resources and information Axon expects to use and will provide an initial itemized list to Agency. Agency is responsible for and assumes the risk of any problems, delays, losses, claims, or expenses resulting from the content, accuracy, completeness, and consistency of all data, materials, and information supplied by Agency.
11. **Site Preparation.** Axon will provide a hardcopy or digital copy of current user documentation for the Axon Devices ("**User Documentation**"). User Documentation will include all required environmental specifications for the professional Services and Axon Devices to operate per the Axon Device User Documentation. Before installation of Axon Devices (whether performed by Agency or Axon), Agency must prepare the location(s) where Axon Devices are to be installed ("**Installation Site**") per the environmental specifications in the Axon Device User Documentation. Following installation, Agency must maintain the Installation Site per the environmental specifications. If Axon modifies Axon Device User Documentation for any Axon Devices under this Agreement, Axon will provide the update to Agency when Axon generally releases it.
12. **Acceptance.** When Axon completes professional Services, Axon will present an acceptance form ("**Acceptance Form**") to Agency. Agency will sign the Acceptance Form acknowledging completion. If Agency reasonably believes Axon did not complete the professional Services in substantial conformance with this Agreement, Agency must notify Axon in writing of the specific reasons for rejection within 7 calendar days from delivery of the Acceptance Form. Axon will address the issues and re-present the Acceptance Form for signature. If Axon does not receive the signed Acceptance Form or written notification of reasons for rejection within 7 calendar days of delivery of the Acceptance Form, Axon will deem Agency to have accepted the professional Services.
13. **Agency Network.** For work performed by Axon transiting or making use of Agency's network, Agency is solely responsible for maintenance and functionality of the network. In no event will Axon be liable

for loss, damage, or corruption of Agency's network from any cause.

## Attachment B

### Technology Assurance Plan Appendix

If Technology Assurance Plan (“TAP”) or a bundle including TAP is on the Quote, this appendix applies.

1. **TAP Warranty.** The TAP warranty is an extended warranty that starts at the end of the 1-year hardware limited warranty.
2. **Officer Safety Plan.** If Agency purchases an Officer Safety Plan (“OSP”), Agency will receive the deliverables detailed in the Quote. Agency must accept delivery of the TASER CEW and accessories as soon as available from Axon.
3. **OSP 7 Term.** OSP 7 begins on the date specified in the Quote (“OSP 7 Term”).
4. **TAP BWC Upgrade.** If Agency has no outstanding payment obligations and purchased TAP, Axon will provide Agency a new Axon body-worn camera (“BWC Upgrade”) as scheduled in the Quote. If Agency purchased TAP Axon will provide a BWC Upgrade that is the same or like Axon Device, at Axon’s option. Axon makes no guarantee the BWC Upgrade will utilize the same accessories or Axon Dock.
5. **TAP Dock Upgrade.** If Agency has no outstanding payment obligations and purchased TAP, Axon will provide Agency a new Axon Dock as scheduled in the Quote (“Dock Upgrade”). Accessories associated with any Dock Upgrades are subject to change at Axon discretion. Dock Upgrades will only include a new Axon Dock bay configuration unless a new Axon Dock core is required for BWC compatibility. If Agency originally purchased a single-bay Axon Dock, the Dock Upgrade will be a single-bay Axon Dock model that is the same or like Axon Device, at Axon’s option. If Agency originally purchased a multi-bay Axon Dock, the Dock Upgrade will be a multi-bay Axon Dock that is the same or like Axon Device, at Axon’s option.
6. **Upgrade Delay.** Axon may ship the BWC and Dock Upgrades as scheduled in the Quote without prior confirmation from Agency unless the Parties agree in writing otherwise at least 90 days in advance. Axon may ship the final BWC and Dock Upgrade as scheduled in the Quote 60 days before the end of the Subscription Term without prior confirmation from Agency.
7. **Upgrade Change.** If Agency wants to upgrade Axon Device models from the current Axon Device to an upgraded Axon Device, Agency must pay the price difference between the MSRP for the current Axon Device and the MSRP for the upgraded Axon Device. If the model Agency desires has an MSRP less than the MSRP of the offered BWC Upgrade or Dock Upgrade, Axon will not provide a refund. The MSRP is the MSRP in effect at the time of the upgrade.
8. **Return of Original Axon Device.** Within 30 days of receiving a BWC or Dock Upgrade, Agency must return the original Axon Devices to Axon or destroy the Axon Devices and provide a certificate of destruction to Axon including serial numbers for the destroyed Axon Devices. If Agency does not return or destroy the Axon Devices, Axon will deactivate the serial numbers for the Axon Devices received by Agency.
9. **Termination.** If Agency’s payment for TAP, OSP, or Axon Evidence is more than 30 days past due, Axon may terminate TAP or OSP. Once TAP or OSP terminates for any reason:
  - 9.1. TAP and OSP coverage terminate as of the date of termination and no refunds will be given.
  - 9.2. Axon will not and has no obligation to provide the Upgrade Models.
  - 9.3. Agency must make any missed payments due to the termination before Agency may purchase any future TAP or OSP.

## Attachment C

### TASER 10 Appendix

This TASER 10 Appendix applies to Agency's TASER 10, OSP 10, OSP Plus, or OSP 10 Plus Premium purchase from Axon, if applicable.

1. **Duty Cartridge Replenishment Plan.** If the Quote includes "Duty Cartridge Replenishment Plan", Agency must purchase the plan for each CEW user. A CEW user includes officers that use a CEW in the line of duty and those that only use a CEW for training. Agency may not resell cartridges received. Axon will only replace cartridges used in the line of duty.
2. **Training.** If the Quote includes a training voucher, Agency must use the voucher within 1 year of issuance, or the voucher will be void. Axon will issue Agency a voucher annually beginning on the start of the TASER Subscription Term. The voucher has no cash value. Agency cannot exchange it for another device or service. Unless stated in the Quote, the voucher does not include travel expenses and will be Agency's responsibility. If the Quote includes Axon Online Training or Virtual Reality Content Empathy Development for Autism/Schizophrenia (collectively, "Training Content"), Agency may access Training Content. Axon will deliver all Training Content electronically.
3. **Extended Warranty.** If the Quote includes an extended warranty, the extended warranty coverage period warranty will be for a 5-year term, which includes the hardware manufacturer's warranty plus the 4-year extended term.
4. **Trade-in.** If the Quote contains a discount on CEW-related line items, including items related to OSP, then that discount may only be applied as a trade-in credit, and Agency must return used hardware and accessories associated with the discount ("Trade-In Units") to Axon. Agency must ship batteries via ground shipping. Axon will pay shipping costs of the return. If Axon does not receive Trade-In Units within the timeframe below, Axon will invoice Agency the value of the trade-in credit. Agency may not destroy Trade-In Units and receive a trade-in credit.

<b><u>Agency Size</u></b>	<b><u>Days to Return from Start Date of TASER 10 Subscription</u></b>
Less than 100 officers	60 days
100 to 499 officers	90 days
500+ officers	180 days

5. **TASER 10 Subscription Term.** The TASER 10 Subscription Term for a standalone TASER 10 purchase begins on shipment of the TASER 10 hardware. The TASER 10 Subscription Term for OSP 10 begins on the OSP 10 Start date.
6. **Access Rights.** Upon Axon granting Agency a TASER 10 Axon Evidence subscription, Agency may access and use Axon Evidence for the storage and management of data from TASER 10 CEW devices during the TASER 10 Subscription Term. Agency may not exceed the number of end users than the Quote specifies.
7. **Agency Warranty.** Agency warrants and acknowledges that TASER 10 is classified as a firearm and is being acquired for official Agency use pursuant to a law enforcement agency transfer under the Gun Control Act of 1968.

## **Attachment D**

### **Axon Respond Appendix**

This Axon Respond Appendix applies to both Axon Respond and Axon Respond Plus, if either is included on the Quote.

1. **Axon Respond Subscription Term.** If Agency purchases Axon Respond as part of a bundled offering, the Axon Respond subscription begins on the later of the (1) start date of that bundled offering, or (2) date Axon provisions Axon Respond to Agency. If Agency purchases Axon Respond as a standalone, the Axon Respond subscription begins the later of the (1) date Axon provisions Axon Respond to Agency, or (2) first day of the month following the Effective Date. The Axon Respond subscription term will end upon the completion of the Axon Evidence Subscription associated with Axon Respond.
2. **Scope of Axon Respond.** The scope of Axon Respond is to assist Agency with real-time situational awareness during critical incidents to improve officer safety, effectiveness, and awareness. In the event Agency uses Axon Respond outside this scope, Axon may initiate good-faith discussions with Agency on upgrading Agency's Axon Respond to better meet Agency's needs.
3. **Axon Body 3 LTE Requirements.** Axon Respond is only available and usable with an LTE enabled body-worn camera. Axon is not liable if Agency utilizes the LTE device outside of the coverage area or if the LTE carrier is unavailable. LTE coverage is only available in the United States, including any U.S. territories. Axon may utilize a carrier of Axon's choice to provide LTE service. Axon may change LTE carriers during the Term without Agency's consent.
4. **Axon Fleet 3 LTE Requirements.** Axon Respond is only available and usable with a Fleet 3 system configured with LTE modem and service. Agency is responsible for providing LTE service for the modem. Coverage and availability of LTE service is subject to Agency's LTE carrier.
5. **Axon Respond Service Limitations.** Agency acknowledges that LTE service is made available only within the operating range of the networks. Service may be temporarily refused, interrupted, or limited because of: (a) facilities limitations; (b) transmission limitations caused by atmospheric, terrain, other natural or artificial conditions adversely affecting transmission, weak batteries, system overcapacity, movement outside a service area or gaps in coverage in a service area and other causes reasonably outside of the carrier's control such as intentional or negligent acts of third parties that damage or impair the network or disrupt service; or (c) equipment modifications, upgrades, relocations, repairs, and other similar activities necessary for the proper or improved operation of service.
  - 5.1. With regard to Axon Body 3, Partner networks are made available as-is and the carrier makes no warranties or representations as to the availability or quality of roaming service provided by carrier partners, and the carrier will not be liable in any capacity for any errors, outages, or failures of carrier partner networks. Agency expressly understands and agrees that it has no contractual relationship whatsoever with the underlying wireless service provider or its affiliates or contractors and Agency is not a third-party beneficiary of any agreement between Axon and the underlying carrier.
6. **Termination.** Upon termination of this Agreement, or if Agency stops paying for Axon Respond or bundles that include Axon Respond, Axon will end Axon Respond services, including any Axon-provided LTE service.



## Attachment E

### Axon Virtual Reality Content Terms of Use Appendix

If Virtual Reality is included on the Quote, this Appendix applies.

1. **Term**. The Quote will detail the products and license duration, as applicable, of the goods, services, and software, and contents thereof, provided by Axon to Agency related to virtual reality (collectively, "Virtual Reality Media").
2. **Headsets**. Agency may purchase additional virtual reality headsets from Axon. In the event Agency decides to purchase additional virtual reality headsets for use with Virtual Reality Media, Agency must purchase those headsets from Axon.
3. **License Restrictions**. All licenses will immediately terminate if Agency does not comply with any term of this Agreement. If Agency utilizes more users than stated in this Agreement, Agency must purchase additional Virtual Reality Media licenses from Axon. Agency may not use Virtual Reality Media for any purpose other than as expressly permitted by this Agreement. Agency may not:
  - 3.1. modify, tamper with, repair, or otherwise create derivative works of Virtual Reality Media;
  - 3.2. reverse engineer, disassemble, or decompile Virtual Reality Media or apply any process to derive the source code of Virtual Reality Media, or allow others to do the same;
  - 3.3. copy Virtual Reality Media in whole or part, except as expressly permitted in this Agreement;
  - 3.4. use trade secret information contained in Virtual Reality Media;
  - 3.5. resell, rent, loan or sublicense Virtual Reality Media;
  - 3.6. access Virtual Reality Media to build a competitive device or service or copy any features, functions, or graphics of Virtual Reality Media; or
  - 3.7. remove, alter, or obscure any confidentiality or proprietary rights notices (including copyright and trademark notices) of Axon or Axon's licensors on or within Virtual Reality Media or any copies of Virtual Reality Media.
4. **Privacy**. Agency's use of the Virtual Reality Media is subject to the Axon Virtual Reality Privacy Policy, a current version of which is available at <https://www.axon.com/legal/axon-virtual-reality-privacy-policy>.
5. **Termination**. Axon may terminate Agency's license immediately for Agency's failure to comply with any of the terms in this Agreement.

**Attachment F**  
**(See Next Page)**



**Axon Enterprise, Inc.**  
 17800 N 85th St.  
 Scottsdale, Arizona 85255  
 United States  
 VAT: 86-0741227  
 Domestic: (800) 978-2737  
 International: +1.800.978.2737

Q-470584-45056.624DT

Issued: 05/10/2023

Quote Expiration: 06/30/2023

Estimated Contract Start Date: 10/01/2023

Account Number: 132066

Payment Terms: N30

Delivery Method:

SHIP TO	BILL TO
Business;Delivery;Invoice-4301 City Point Dr Business;Delivery;Invoice-4301 City Point Dr 4301 City Point Dr 4301 City Point Dr North Richland Hills, TX 76180-8316 North Richland Hills, TX 76180-8316 USA USA	North Richland Hills Police Dept. - TX 4301 City Point Dr North Richland Hills, TX 76180-8316 USA Email:

SALES REPRESENTATIVE	PRIMARY CONTACT
Danny Thielen Phone: (480) 434-8810 Email: dthielen@axon.com Fax:	Jonathan Richerson Phone: (817) 427-7011 Email: jricherson@nrhtx.com Fax: (817) 427-7010

## Quote Summary

Program Length	60 Months
<b>TOTAL COST</b>	<b>\$2,104,000.00</b>
<b>ESTIMATED TOTAL W/ TAX</b>	<b>\$2,104,000.00</b>

## Discount Summary

Average Savings Per Year	\$100,476.82
<b>TOTAL SAVINGS</b>	<b>\$502,384.12</b>

## Payment Summary

Date	Subtotal	Tax	Total
Sep 2023	\$420,799.99	\$0.00	\$420,799.99
Sep 2024	\$420,799.92	\$0.00	\$420,799.92
Sep 2025	\$420,799.92	\$0.00	\$420,799.92
Sep 2026	\$420,799.92	\$0.00	\$420,799.92
Sep 2027	\$420,800.25	\$0.00	\$420,800.25
<b>Total</b>	<b>\$2,104,000.00</b>	<b>\$0.00</b>	<b>\$2,104,000.00</b>

Quote Unbundled Price:	\$2,606,384.12
Quote List Price:	\$2,596,686.02
Quote Subtotal:	\$2,104,000.00

## Pricing

*All deliverables are detailed in Delivery Schedules section lower in proposal*

Item	Description	Qty	Term	Unbundled	List Price	Net Price	Subtotal	Tax	Total
<b>Program</b>									
100553	TRANSFER CREDIT - SOFTWARE AND SERVICES	1			\$1.00	(\$60,810.00)	(\$60,810.00)	\$0.00	(\$60,810.00)
80460	FLEET 3 BUNDLE TRUE UP	38	5		\$78.00	\$78.00	\$14,820.00	\$0.00	\$14,820.00
OSP10	Officer Safety Plan 10	140	60	\$197.57	\$193.90	\$155.28	\$1,304,342.71	\$0.00	\$1,304,342.71
Fleet3B	Fleet 3 Basic	38	55	\$151.30	\$161.41	\$136.32	\$284,908.80	\$0.00	\$284,908.80
<b>A la Carte Hardware</b>									
20378	HTC FOCUS 3 VR HEADSET	6			\$1,935.00	\$1,935.00	\$11,610.00	\$0.00	\$11,610.00
73309	AXON CAMERA REFRESH ONE	16			\$810.00	\$249.00	\$3,984.00	\$0.00	\$3,984.00
73309	AXON CAMERA REFRESH ONE	140			\$810.00	\$849.00	\$118,860.00	\$0.00	\$118,860.00
73689	MULTI-BAY BWC DOCK 1ST REFRESH	18			\$1,724.00	\$1,595.00	\$28,710.00	\$0.00	\$28,710.00
VRCK	VR Controller Kit	2			\$2,437.98	\$2,953.53	\$5,907.06	\$0.00	\$5,907.06
<b>A la Carte Software</b>									
73682	AUTO TAGGING LICENSE	140	60		\$9.76	\$9.76	\$81,984.00	\$0.00	\$81,984.00
20370	FULL VR TASER 7 ADD-ON USER ACCESS	140	60		\$21.70	\$21.70	\$182,280.00	\$0.00	\$182,280.00
73893	STANDARDS LICENSE, NON-SWORN	15	60		\$5.42	\$5.42	\$4,878.00	\$0.00	\$4,878.00
80401	FLEET 3, ALPR LICENSE, 1 CAMERA	38	5		\$59.00	\$59.00	\$11,210.00	\$0.00	\$11,210.00
80410	FLEET, UNLIMITED STORAGE, 1 CAMERA	43	5		\$17.00	\$17.00	\$3,655.00	\$0.00	\$3,655.00
87050	FLEET VIEW XL LICENSE	43	5		\$29.00	\$29.00	\$6,235.00	\$0.00	\$6,235.00
73893	STANDARDS LICENSE, NON-SWORN	75	60		\$5.42	\$0.00	\$0.00	\$0.00	\$0.00
ProLicense	Pro License Bundle	13	60		\$42.91	\$42.25	\$32,954.87	\$0.00	\$32,954.87
<b>A la Carte Services</b>									
85147	CEW STARTER	1			\$9,950.00	\$9,949.42	\$9,949.42	\$0.00	\$9,949.42
100560	DATA CONVERSION / MIGRATION	1			\$35,000.00	\$35,000.00	\$35,000.00	\$0.00	\$35,000.00
73896	STANDARDS IMPLEMENTATION SERVICE	1			\$30,000.00	\$13,677.78	\$13,677.78	\$0.00	\$13,677.78
100159	FLEET 3 - ALPR - API INTEGRATION SERVICES	1			\$3,000.00	\$3,000.00	\$3,000.00	\$0.00	\$3,000.00
99901	ACCELERATE CONFERENCE REGISTRATION	15			\$599.00	\$0.00	\$0.00	\$0.00	\$0.00
20379	VR 1-DAY SERVICE	1			\$4,950.00	\$4,950.00	\$4,950.00	\$0.00	\$4,950.00
<b>A la Carte Warranties</b>									
100197	HTC FOCUS 3 VR HEADSET - WARRANTY	6	49		\$6.44	\$6.44	\$1,893.36	\$0.00	\$1,893.36
<b>Total</b>							<b>\$2,104,000.00</b>	<b>\$0.00</b>	<b>\$2,104,000.00</b>

## Delivery Schedule

### Hardware

Bundle	Item	Description	QTY	Estimated Delivery Date
Officer Safety Plan 10	71044	BATTERY, SIGNAL SIDEARM, CR2430 SINGLE PACK	280	09/01/2023
Officer Safety Plan 10	75015	SIGNAL SIDEARM KIT	140	09/01/2023
VR Controller Kit	100126	AXON VR TACTICAL BAG	2	09/01/2023
VR Controller Kit	100186	HTC FOCUS 3 WRIST TRACKER	4	09/01/2023
VR Controller Kit	20296	VR TABLET	2	09/01/2023
VR Controller Kit	20297	VR TABLET CASE	2	09/01/2023
VR Controller Kit	20298	VR-ENABLED SIRT 115C CONTROLLER	2	09/01/2023
VR Controller Kit	22196	TASER 7 VR CARTRIDGE, STANDOFF (3.5-DEGREE)	4	09/01/2023
VR Controller Kit	22197	TASER 7 VR CARTRIDGE, CLOSE-QUARTERS (12-DEGREE)	4	09/01/2023
A la Carte	20378	HTC FOCUS 3 VR HEADSET	6	09/01/2023
A la Carte	73309	AXON CAMERA REFRESH ONE	16	09/01/2023
A la Carte	73309	AXON CAMERA REFRESH ONE	140	09/01/2023
A la Carte	73689	MULTI-BAY BWC DOCK 1ST REFRESH	18	09/01/2023
Officer Safety Plan 10	100390	TASER 10 HANDLE, YLW, CLASS 3R	140	01/01/2024
Officer Safety Plan 10	100390	TASER 10 HANDLE, YLW, CLASS 3R	4	01/01/2024
Officer Safety Plan 10	100393	TASER 10 LIVE DUTY MAGAZINE BLACK	140	01/01/2024
Officer Safety Plan 10	100393	TASER 10 LIVE DUTY MAGAZINE BLACK	4	01/01/2024
Officer Safety Plan 10	100394	TASER 10 HALT TRN MAGAZINE BLUE (HOOK-AND-LOOP-TRAINING)	6	01/01/2024
Officer Safety Plan 10	100395	TASER 10 LIVE TRAINING MAGAZINE PURPLE	6	01/01/2024
Officer Safety Plan 10	100396	TASER 10 INERT MAGAZINE RED	6	01/01/2024
Officer Safety Plan 10	100399	LIVE UNITARY CARTRIDGE (TASER 10) - TBC	2800	01/01/2024
Officer Safety Plan 10	100400	HALT UNITARY CARTRIDGE (TASER 10) - TBC	840	01/01/2024
Officer Safety Plan 10	100401	INERT UNITARY CARTRIDGE (TASER 10)	56	01/01/2024
Officer Safety Plan 10	100611	TASER 10 SAFARILAND HOLSTER, RH	140	01/01/2024
Officer Safety Plan 10	100623	ENHANCED HOOK-AND-LOOP TRAINING (HALT) SUIT (V2)	3	01/01/2024
Officer Safety Plan 10	20018	TASER 7 BATTERY PACK, TACTICAL	140	01/01/2024
Officer Safety Plan 10	20018	TASER 7 BATTERY PACK, TACTICAL	24	01/01/2024
Officer Safety Plan 10	20018	TASER 7 BATTERY PACK, TACTICAL	4	01/01/2024
Officer Safety Plan 10	70033	WALL MOUNT BRACKET, ASSY, EVIDENCE.COM DOCK	2	01/01/2024
Officer Safety Plan 10	71019	NORTH AMER POWER CORD FOR AB3 8-BAY, AB2 1-BAY / 6-BAY DOCK	2	01/01/2024
Officer Safety Plan 10	74200	TASER 7 6-BAY DOCK AND CORE	2	01/01/2024
Officer Safety Plan 10	80087	TASER 7 TARGET, CONDUCTIVE, PROFESSIONAL (RUGGEDIZED)	2	01/01/2024
Officer Safety Plan 10	80090	TARGET FRAME, PROFESSIONAL, 27.5 IN. X 75 IN., TASER 7	2	01/01/2024
Fleet 3 Basic	70112	AXON SIGNAL UNIT	38	02/01/2024
Fleet 3 Basic	72036	FLEET 3 STANDARD 2 CAMERA KIT	38	02/01/2024
Fleet 3 Basic	72036	FLEET 3 STANDARD 2 CAMERA KIT	1	02/01/2024
Officer Safety Plan 10	100399	LIVE UNITARY CARTRIDGE (TASER 10) - TBC	280	01/01/2025
Officer Safety Plan 10	100400	HALT UNITARY CARTRIDGE (TASER 10) - TBC	840	01/01/2025
Officer Safety Plan 10	100399	LIVE UNITARY CARTRIDGE (TASER 10) - TBC	280	01/01/2026
Officer Safety Plan 10	100400	HALT UNITARY CARTRIDGE (TASER 10) - TBC	840	01/01/2026

**Hardware**

Bundle	Item	Description	QTY	Estimated Delivery Date
Officer Safety Plan 10	73309	AXON CAMERA REFRESH ONE	144	03/01/2026
Officer Safety Plan 10	73689	MULTI-BAY BWC DOCK 1ST REFRESH	18	03/01/2026
Officer Safety Plan 10	100399	LIVE UNITARY CARTRIDGE (TASER 10) - TBC	280	01/01/2027
Officer Safety Plan 10	100400	HALT UNITARY CARTRIDGE (TASER 10) - TBC	840	01/01/2027
Officer Safety Plan 10	100399	LIVE UNITARY CARTRIDGE (TASER 10) - TBC	280	01/01/2028
Officer Safety Plan 10	100400	HALT UNITARY CARTRIDGE (TASER 10) - TBC	840	01/01/2028

**Software**

Bundle	Item	Description	QTY	Estimated Start Date	Estimated End Date
Officer Safety Plan 10	73449	RESPOND DEVICE LICENSE	140	10/01/2023	09/30/2028
Officer Safety Plan 10	73638	STANDARDS ACCESS LICENSE	140	10/01/2023	09/30/2028
Officer Safety Plan 10	73686	EVIDENCE.COM UNLIMITED AXON DEVICE STORAGE	140	10/01/2023	09/30/2028
Officer Safety Plan 10	73746	PROFESSIONAL EVIDENCE.COM LICENSE	140	10/01/2023	09/30/2028
Officer Safety Plan 10	73746	PROFESSIONAL EVIDENCE.COM LICENSE	1	10/01/2023	09/30/2028
Pro License Bundle	73683	10 GB EVIDENCE.COM A-LA-CART STORAGE	39	10/01/2023	09/30/2028
Pro License Bundle	73746	PROFESSIONAL EVIDENCE.COM LICENSE	13	10/01/2023	09/30/2028
A la Carte	20370	FULL VR TASER 7 ADD-ON USER ACCESS	140	10/01/2023	09/30/2028
A la Carte	73682	AUTO TAGGING LICENSE	140	10/01/2023	09/30/2028
A la Carte	73893	STANDARDS LICENSE, NON-SWORN	15	10/01/2023	09/30/2028
A la Carte	73893	STANDARDS LICENSE, NON-SWORN	75	10/01/2023	09/30/2028
A la Carte	80410	FLEET, UNLIMITED STORAGE, 1 CAMERA	43	10/01/2023	02/29/2024
A la Carte	87050	FLEET VIEW XL LICENSE	43	10/01/2023	02/29/2024
Officer Safety Plan 10	20248	TASER 7 EVIDENCE.COM LICENSE	140	02/01/2024	09/30/2028
Officer Safety Plan 10	20248	TASER 7 EVIDENCE.COM LICENSE	2	02/01/2024	09/30/2028
Fleet 3 Basic	80400	FLEET, VEHICLE LICENSE	38	03/01/2024	09/30/2028
Fleet 3 Basic	80410	FLEET, UNLIMITED STORAGE, 1 CAMERA	76	03/01/2024	09/30/2028
A la Carte	80401	FLEET 3, ALPR LICENSE, 1 CAMERA	38	03/01/2024	07/31/2024

**Services**

Bundle	Item	Description	QTY
Fleet 3 Basic	73391	FLEET 3 DEPLOYMENT (PER VEHICLE)	38
Officer Safety Plan 10	100751	TASER 10 DUTY CARTRIDGE REPLACEMENT ACCESS PROGRAM	140
Officer Safety Plan 10	20119	TASER 7 MASTER INSTRUCTOR SCHOOL VOUCHER	1
Officer Safety Plan 10	20119	TASER 7 MASTER INSTRUCTOR SCHOOL VOUCHER	1
Officer Safety Plan 10	20119	TASER 7 MASTER INSTRUCTOR SCHOOL VOUCHER	1
Officer Safety Plan 10	20119	TASER 7 MASTER INSTRUCTOR SCHOOL VOUCHER	1
Officer Safety Plan 10	20119	TASER 7 MASTER INSTRUCTOR SCHOOL VOUCHER	1
Officer Safety Plan 10	20120	TASER 7 INSTRUCTOR COURSE VOUCHER	1
Officer Safety Plan 10	20120	TASER 7 INSTRUCTOR COURSE VOUCHER	1
Officer Safety Plan 10	20120	TASER 7 INSTRUCTOR COURSE VOUCHER	1
Officer Safety Plan 10	20120	TASER 7 INSTRUCTOR COURSE VOUCHER	1
Officer Safety Plan 10	20120	TASER 7 INSTRUCTOR COURSE VOUCHER	1
A la Carte	100159	FLEET 3 - ALPR - API INTEGRATION SERVICES	1
A la Carte	100560	DATA CONVERSION / MIGRATION	1
A la Carte	20379	VR 1-DAY SERVICE	1

**Services**

Bundle	Item	Description	QTY
A la Carte	73896	STANDARDS IMPLEMENTATION SERVICE	1
A la Carte	85147	CEW STARTER	1
A la Carte	99901	ACCELERATE CONFERENCE REGISTRATION	15

**Warranties**

Bundle	Item	Description	QTY	Estimated Start Date	Estimated End Date
Officer Safety Plan 10	80464	EXT WARRANTY, CAMERA (TAP)	140	10/01/2023	09/30/2028
Officer Safety Plan 10	80464	EXT WARRANTY, CAMERA (TAP)	4	10/01/2023	09/30/2028
Officer Safety Plan 10	80465	EXT WARRANTY, MULTI-BAY DOCK (TAP)	18	09/01/2024	09/30/2028
VR Controller Kit	100213	VIRTUAL REALITY TABLET - HARDWARE WARRANTY	2	09/01/2024	09/30/2028
A la Carte	100197	HTC FOCUS 3 VR HEADSET - WARRANTY	6	09/01/2024	09/30/2028
Officer Safety Plan 10	100704	EXT WARRANTY, TASER 10 HANDLE	140	01/01/2025	09/30/2028
Officer Safety Plan 10	100704	EXT WARRANTY, TASER 10 HANDLE	4	01/01/2025	09/30/2028
Officer Safety Plan 10	80374	EXT WARRANTY, TASER 7 BATTERY PACK	140	01/01/2025	09/30/2028
Officer Safety Plan 10	80374	EXT WARRANTY, TASER 7 BATTERY PACK	24	01/01/2025	09/30/2028
Officer Safety Plan 10	80374	EXT WARRANTY, TASER 7 BATTERY PACK	4	01/01/2025	09/30/2028
Officer Safety Plan 10	80396	EXT WARRANTY, TASER 7 SIX BAY DOCK	2	01/01/2025	09/30/2028
Fleet 3 Basic	80379	EXT WARRANTY, AXON SIGNAL UNIT	38	02/01/2025	09/30/2028
Fleet 3 Basic	80495	EXT WARRANTY, FLEET 3, 2 CAMERA KIT	38	02/01/2025	09/30/2028
Fleet 3 Basic	80495	EXT WARRANTY, FLEET 3, 2 CAMERA KIT	1	02/01/2025	09/30/2028

## Payment Details

### Sep 2023

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
BWC Upfront Hardware	20379	VR 1-DAY SERVICE	1	\$4,950.00	\$0.00	\$4,950.00
BWC Upfront Hardware	73309	AXON CAMERA REFRESH ONE	16	\$3,984.00	\$0.00	\$3,984.00
BWC Upfront Hardware	73309	AXON CAMERA REFRESH ONE	140	\$118,860.00	\$0.00	\$118,860.00
BWC Upfront Hardware	73689	MULTI-BAY BWC DOCK 1ST REFRESH	18	\$28,710.00	\$0.00	\$28,710.00
BWC Year 1	100197	HTC FOCUS 3 VR HEADSET - WARRANTY	6	\$233.76	\$0.00	\$233.76
BWC Year 1	100560	DATA CONVERSION / MIGRATION	1	\$4,321.44	\$0.00	\$4,321.44
BWC Year 1	20370	FULL VR TASER 7 ADD-ON USER ACCESS	140	\$22,506.04	\$0.00	\$22,506.04
BWC Year 1	20378	HTC FOCUS 3 VR HEADSET	6	\$1,433.48	\$0.00	\$1,433.48
BWC Year 1	73682	AUTO TAGGING LICENSE	140	\$10,122.52	\$0.00	\$10,122.52
BWC Year 1	73893	STANDARDS LICENSE, NON-SWORN	15	\$602.28	\$0.00	\$602.28
BWC Year 1	73896	STANDARDS IMPLEMENTATION SERVICE	1	\$1,688.78	\$0.00	\$1,688.78
BWC Year 1	OSP10	Officer Safety Plan 10	140	\$77,802.88	\$0.00	\$77,802.88
BWC Year 1	ProLicense	Pro License Bundle	13	\$4,068.95	\$0.00	\$4,068.95
BWC Year 1	VRCK	VR Controller Kit	2	\$729.38	\$0.00	\$729.38
CEW Year 1	85147	CEW STARTER	1	\$1,989.88	\$0.00	\$1,989.88
CEW Year 1	OSP10	Officer Safety Plan 10	140	\$134,840.87	\$0.00	\$134,840.87
Fleet Gap Coverage Upfront	80410	FLEET, UNLIMITED STORAGE, 1 CAMERA	43	\$3,655.00	\$0.00	\$3,655.00
Fleet Gap Coverage Upfront	87050	FLEET VIEW XL LICENSE	43	\$6,235.00	\$0.00	\$6,235.00
Fleet Year 1	100159	FLEET 3 - ALPR - API INTEGRATION SERVICES	1	\$524.39	\$0.00	\$524.39
Fleet Year 1	80401	FLEET 3, ALPR LICENSE, 1 CAMERA	38	\$1,959.48	\$0.00	\$1,959.48
Fleet Year 1	80460	FLEET 3 BUNDLE TRUE UP	38	\$2,590.50	\$0.00	\$2,590.50
Fleet Year 1	Fleet3B	Fleet 3 Basic	38	\$49,801.36	\$0.00	\$49,801.36
Invoice Upon Fulfillment	100553	TRANSFER CREDIT - SOFTWARE AND SERVICES	1	(\$60,810.00)	\$0.00	(\$60,810.00)
<b>Total</b>				<b>\$420,799.99</b>	<b>\$0.00</b>	<b>\$420,799.99</b>

### Oct 2023

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Invoice Upon Fulfillment	73893	STANDARDS LICENSE, NON-SWORN	75	\$0.00	\$0.00	\$0.00
Invoice Upon Fulfillment	99901	ACCELERATE CONFERENCE REGISTRATION	15	\$0.00	\$0.00	\$0.00
Invoice Upon Fulfillment	OSP10	Officer Safety Plan 10	140	\$0.00	\$0.00	\$0.00
<b>Total</b>				<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

### Sep 2024

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
BWC Year 2	100197	HTC FOCUS 3 VR HEADSET - WARRANTY	6	\$414.90	\$0.00	\$414.90
BWC Year 2	100560	DATA CONVERSION / MIGRATION	1	\$7,669.64	\$0.00	\$7,669.64
BWC Year 2	20370	FULL VR TASER 7 ADD-ON USER ACCESS	140	\$39,943.49	\$0.00	\$39,943.49
BWC Year 2	20378	HTC FOCUS 3 VR HEADSET	6	\$2,544.13	\$0.00	\$2,544.13
BWC Year 2	73682	AUTO TAGGING LICENSE	140	\$17,965.37	\$0.00	\$17,965.37
BWC Year 2	73893	STANDARDS LICENSE, NON-SWORN	15	\$1,068.93	\$0.00	\$1,068.93
BWC Year 2	73896	STANDARDS IMPLEMENTATION SERVICE	1	\$2,997.25	\$0.00	\$2,997.25
BWC Year 2	OSP10	Officer Safety Plan 10	140	\$138,083.81	\$0.00	\$138,083.81



**Sep 2024**

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
BWC Year 2	ProLicense	Pro License Bundle	13	\$7,221.48	\$0.00	\$7,221.48
BWC Year 2	VRCK	VR Controller Kit	2	\$1,294.42	\$0.00	\$1,294.42
CEW Year 2	85147	CEW STARTER	1	\$1,989.88	\$0.00	\$1,989.88
CEW Year 2	OSP10	Officer Safety Plan 10	140	\$134,840.87	\$0.00	\$134,840.87
Fleet Year 2	100159	FLEET 3 - ALPR - API INTEGRATION SERVICES	1	\$618.90	\$0.00	\$618.90
Fleet Year 2	80401	FLEET 3, ALPR LICENSE, 1 CAMERA	38	\$2,312.63	\$0.00	\$2,312.63
Fleet Year 2	80460	FLEET 3 BUNDLE TRUE UP	38	\$3,057.37	\$0.00	\$3,057.37
Fleet Year 2	Fleet3B	Fleet 3 Basic	38	\$58,776.85	\$0.00	\$58,776.85
<b>Total</b>				<b>\$420,799.92</b>	<b>\$0.00</b>	<b>\$420,799.92</b>

**Sep 2025**

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
BWC Year 3	100197	HTC FOCUS 3 VR HEADSET - WARRANTY	6	\$414.90	\$0.00	\$414.90
BWC Year 3	100560	DATA CONVERSION / MIGRATION	1	\$7,669.64	\$0.00	\$7,669.64
BWC Year 3	20370	FULL VR TASER 7 ADD-ON USER ACCESS	140	\$39,943.49	\$0.00	\$39,943.49
BWC Year 3	20378	HTC FOCUS 3 VR HEADSET	6	\$2,544.13	\$0.00	\$2,544.13
BWC Year 3	73682	AUTO TAGGING LICENSE	140	\$17,965.37	\$0.00	\$17,965.37
BWC Year 3	73893	STANDARDS LICENSE, NON-SWORN	15	\$1,068.93	\$0.00	\$1,068.93
BWC Year 3	73896	STANDARDS IMPLEMENTATION SERVICE	1	\$2,997.25	\$0.00	\$2,997.25
BWC Year 3	OSP10	Officer Safety Plan 10	140	\$138,083.81	\$0.00	\$138,083.81
BWC Year 3	ProLicense	Pro License Bundle	13	\$7,221.48	\$0.00	\$7,221.48
BWC Year 3	VRCK	VR Controller Kit	2	\$1,294.42	\$0.00	\$1,294.42
CEW Year 3	85147	CEW STARTER	1	\$1,989.88	\$0.00	\$1,989.88
CEW Year 3	OSP10	Officer Safety Plan 10	140	\$134,840.87	\$0.00	\$134,840.87
Fleet Year 3	100159	FLEET 3 - ALPR - API INTEGRATION SERVICES	1	\$618.90	\$0.00	\$618.90
Fleet Year 3	80401	FLEET 3, ALPR LICENSE, 1 CAMERA	38	\$2,312.63	\$0.00	\$2,312.63
Fleet Year 3	80460	FLEET 3 BUNDLE TRUE UP	38	\$3,057.37	\$0.00	\$3,057.37
Fleet Year 3	Fleet3B	Fleet 3 Basic	38	\$58,776.85	\$0.00	\$58,776.85
<b>Total</b>				<b>\$420,799.92</b>	<b>\$0.00</b>	<b>\$420,799.92</b>

**Sep 2026**

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
BWC Year 4	100197	HTC FOCUS 3 VR HEADSET - WARRANTY	6	\$414.90	\$0.00	\$414.90
BWC Year 4	100560	DATA CONVERSION / MIGRATION	1	\$7,669.64	\$0.00	\$7,669.64
BWC Year 4	20370	FULL VR TASER 7 ADD-ON USER ACCESS	140	\$39,943.49	\$0.00	\$39,943.49
BWC Year 4	20378	HTC FOCUS 3 VR HEADSET	6	\$2,544.13	\$0.00	\$2,544.13
BWC Year 4	73682	AUTO TAGGING LICENSE	140	\$17,965.37	\$0.00	\$17,965.37
BWC Year 4	73893	STANDARDS LICENSE, NON-SWORN	15	\$1,068.93	\$0.00	\$1,068.93
BWC Year 4	73896	STANDARDS IMPLEMENTATION SERVICE	1	\$2,997.25	\$0.00	\$2,997.25
BWC Year 4	OSP10	Officer Safety Plan 10	140	\$138,083.81	\$0.00	\$138,083.81
BWC Year 4	ProLicense	Pro License Bundle	13	\$7,221.48	\$0.00	\$7,221.48
BWC Year 4	VRCK	VR Controller Kit	2	\$1,294.42	\$0.00	\$1,294.42
CEW Year 4	85147	CEW STARTER	1	\$1,989.88	\$0.00	\$1,989.88
CEW Year 4	OSP10	Officer Safety Plan 10	140	\$134,840.87	\$0.00	\$134,840.87
Fleet Year 4	100159	FLEET 3 - ALPR - API INTEGRATION SERVICES	1	\$618.90	\$0.00	\$618.90

**Sep 2026**

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Fleet Year 4	80401	FLEET 3, ALPR LICENSE, 1 CAMERA	38	\$2,312.63	\$0.00	\$2,312.63
Fleet Year 4	80460	FLEET 3 BUNDLE TRUE UP	38	\$3,057.37	\$0.00	\$3,057.37
Fleet Year 4	Fleet3B	Fleet 3 Basic	38	\$58,776.85	\$0.00	\$58,776.85
<b>Total</b>				<b>\$420,799.92</b>	<b>\$0.00</b>	<b>\$420,799.92</b>

**Sep 2027**

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
BWC Year 5	100197	HTC FOCUS 3 VR HEADSET - WARRANTY	6	\$414.90	\$0.00	\$414.90
BWC Year 5	100560	DATA CONVERSION / MIGRATION	1	\$7,669.64	\$0.00	\$7,669.64
BWC Year 5	20370	FULL VR TASER 7 ADD-ON USER ACCESS	140	\$39,943.49	\$0.00	\$39,943.49
BWC Year 5	20378	HTC FOCUS 3 VR HEADSET	6	\$2,544.13	\$0.00	\$2,544.13
BWC Year 5	73682	AUTO TAGGING LICENSE	140	\$17,965.37	\$0.00	\$17,965.37
BWC Year 5	73893	STANDARDS LICENSE, NON-SWORN	15	\$1,068.93	\$0.00	\$1,068.93
BWC Year 5	73896	STANDARDS IMPLEMENTATION SERVICE	1	\$2,997.25	\$0.00	\$2,997.25
BWC Year 5	OSP10	Officer Safety Plan 10	140	\$138,083.81	\$0.00	\$138,083.81
BWC Year 5	ProLicense	Pro License Bundle	13	\$7,221.48	\$0.00	\$7,221.48
BWC Year 5	VRCK	VR Controller Kit	2	\$1,294.42	\$0.00	\$1,294.42
CEW Year 5	85147	CEW STARTER	1	\$1,989.90	\$0.00	\$1,989.90
CEW Year 5	OSP10	Officer Safety Plan 10	140	\$134,841.11	\$0.00	\$134,841.11
Fleet Year 5	100159	FLEET 3 - ALPR - API INTEGRATION SERVICES	1	\$618.91	\$0.00	\$618.91
Fleet Year 5	80401	FLEET 3, ALPR LICENSE, 1 CAMERA	38	\$2,312.63	\$0.00	\$2,312.63
Fleet Year 5	80460	FLEET 3 BUNDLE TRUE UP	38	\$3,057.39	\$0.00	\$3,057.39
Fleet Year 5	Fleet3B	Fleet 3 Basic	38	\$58,776.89	\$0.00	\$58,776.89
<b>Total</b>				<b>\$420,800.25</b>	<b>\$0.00</b>	<b>\$420,800.25</b>

**Tax is estimated based on rates applicable at date of quote and subject to change at time of invoicing. If a tax exemption certificate should be applied, please submit prior to invoicing.**

## Standard Terms and Conditions

### Axon Enterprise Inc. Sales Terms and Conditions

#### Axon Master Services and Purchasing Agreement:

This Quote is limited to and conditional upon your acceptance of the provisions set forth herein and Axon's Master Services and Purchasing Agreement (posted at [www.axon.com/legal/sales-terms-and-conditions](http://www.axon.com/legal/sales-terms-and-conditions)), as well as the attached Statement of Work (SOW) for Axon Fleet and/or Axon Interview Room purchase, if applicable. In the event you and Axon have entered into a prior agreement to govern all future purchases, that agreement shall govern to the extent it includes the products and services being purchased and does not conflict with the Axon Customer Experience Improvement Program Appendix as described below.

#### ACEIP:

The Axon Customer Experience Improvement Program Appendix, which includes the sharing of de-identified segments of Agency Content with Axon to develop new products and improve your product experience (posted at [www.axon.com/legal/sales-terms-and-conditions](http://www.axon.com/legal/sales-terms-and-conditions)), is incorporated herein by reference. By signing below, you agree to the terms of the Axon Customer Experience Improvement Program.

#### Acceptance of Terms:

Any purchase order issued in response to this Quote is subject solely to the above referenced terms and conditions. By signing below, you represent that you are lawfully able to enter into contracts. If you are signing on behalf of an entity (including but not limited to the company, municipality, or government agency for whom you work), you represent to Axon that you have legal authority to bind that entity. If you do not have this authority, please do not sign this Quote.

## Exceptions to Standard Terms and Conditions

Agency has existing contract #00086271 (originated via Q-368507) and is terminating that contract upon the new license start date (10/1/2023) of this quote.

The parties agree that Axon is granting a refund of \$60,810.00 to refund paid, but undelivered services. This discount is based on a ship date range of 9/1/2023 - 9/15/2023, resulting in a 10/1/2023 license date. Any change in this date and resulting license start date will result in modification of this discount value which may result in additional fees due to or from Axon.

This credit is contingent upon agency payment of any outstanding invoices including and not limited to Invoice INV-164581.

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Signature

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Date Signed

5/10/2023



## **FLEET STATEMENT OF WORK BETWEEN AXON ENTERPRISE AND AGENCY**

### **Introduction**

This Statement of Work ("SOW") has been made and entered into by and between Axon Enterprise, Inc. ("AXON"), and North Richland Hills Police Dept. - TX the ("AGENCY") for the purchase of the Axon Fleet in-car video solution ("FLEET") and its supporting information, services and training. (AXON Technical Project Manager/The AXON installer)

### **Purpose and Intent**

AGENCY states, and AXON understands and agrees, that Agency's purpose and intent for entering into this SOW is for the AGENCY to obtain from AXON deliverables, which used solely in conjunction with AGENCY's existing systems and equipment, which AGENCY specifically agrees to purchase or provide pursuant to the terms of this SOW.

This SOW contains the entire agreement between the parties. There are no promises, agreements, conditions, inducements, warranties or understandings, written or oral, expressed or implied, between the parties, other than as set forth or referenced in the SOW.

### **Acceptance**

Upon completion of the services outlined in this SOW, AGENCY will be provided a professional services acceptance form ("Acceptance Form"). AGENCY will sign the Acceptance Form acknowledging that services have been completed in substantial conformance with this SOW and the Agreement. If AGENCY reasonably believes AXON did not complete the professional services in conformance with this SOW, AGENCY must notify AXON in writing of the specific reasons within seven (7) calendar days from delivery of the Acceptance Form. AXON will remedy the issues to conform with this SOW and re-present the Acceptance Form for signature. If AXON does not receive the signed Acceptance Form or written notification of the reasons for rejection within 7 calendar days of the delivery of the Acceptance Form, AGENCY will be deemed to have accepted the services in accordance to this SOW.

### **Force Majeure**

Neither party hereto shall be liable for delays or failure to perform with respect to this SOW due to causes beyond the party's reasonable control and not avoidable by diligence.

### **Schedule Change**

Each party shall notify the other as soon as possible regarding any changes to agreed upon dates and times of Axon Fleet in-car Solution installation-to be performed pursuant of this Statement of Work.

### **Axon Fleet Deliverables**

Typically, within (30) days of receiving this fully executed SOW, an AXON Technical Project Manager will deliver to AGENCY's primary point of contact via electronic media, controlled documentation, guides, instructions and videos followed by available dates for the initial project review and customer readiness validation. Unless otherwise agreed upon by AXON, AGENCY may print and reproduce said documents for use by its employees only.

### **Security Clearance and Access**

Upon AGENCY's request, AXON will provide the AGENCY a list of AXON employees, agents, installers or representatives which require access to the AGENCY's facilities in order to perform Work pursuant of this Statement of Work. AXON will ensure that each employee, agent or representative has been informed or and consented to a criminal background investigation by AGENCY for the purposes of being allowed access to AGENCY's facilities. AGENCY is responsible for providing AXON with all required instructions and documentation accompanying the security background check's requirements.

### **Training**

AXON will provide training applicable to Axon Evidence, Cradlepoint NetCloud Manager and Axon Fleet application in a train-the-trainer style method unless otherwise agreed upon between the AGENCY and AXON.

### **Local Computer**

AGENCY is responsible for providing a mobile data computer (MDC) with the same software, hardware, and configuration that AGENCY personnel will use with the AXON system being installed. AGENCY is responsible for making certain that any and all security settings (port openings, firewall settings, antivirus software, virtual private network, routing, etc.) are made prior to the installation, configuration and testing of the aforementioned deliverables.

### **Network**

AGENCY is responsible for making certain that any and all network(s) route traffic to appropriate endpoints and AXON is not liable for network breach, data interception, or loss of data due to misconfigured firewall settings or virus infection, except to the extent that such virus or infection is caused, in whole or in part, by defects in the deliverables.

### **Cradlepoint Router**

When applicable, AGENCY must provide AXON Installers with temporary administrative access to Cradlepoint's [NetCloud Manager](#) to the extent necessary to perform Work pursuant of this Statement of Work.

### **Evidence.com**

AGENCY must provide AXON Installers with temporary administrative access to Axon Evidence.com to the extent necessary to perform Work pursuant of this SOW.

### **Wireless Upload System**

If purchased by the AGENCY, on such dates and times mutually agreed upon by the parties, AXON will install and configure into AGENCY's existing network a wireless network infrastructure as identified in the AGENCY's binding quote based on conditions of the sale.

### **VEHICLE INSTALLATION**

### **Preparedness**



On such dates and times mutually agreed upon by the parties, the AGENCY will deliver all vehicles to an AXON Installer less weapons and items of evidence. Vehicle(s) will be deemed 'out of service' to the extent necessary to perform Work pursuant of this SOW.

### **Existing Mobile Video Camera System Removal**

On such dates and times mutually agreed upon by the parties, the AGENCY will deliver all vehicles to an AXON Installer which will remove from said vehicles all components of the existing mobile video camera system unless otherwise agreed upon by the AGENCY.

Major components will be salvaged by the AXON Installer for auction by the AGENCY. Wires and cables are not considered expendable and will not be salvaged. Salvaged components will be placed in a designated area by the AGENCY within close proximity of the vehicle in an accessible work space.

Prior to removing the existing mobile video camera systems, it is both the responsibility of the AGENCY and the AXON Installer to test the vehicle's systems' operation to identify and operate, documenting any existing component or system failures and in detail, identify which components of the existing mobile video camera system will be removed by the AXON Installer.

### **In-Car Hardware/Software Delivery and Installation**

On such dates and times mutually agreed upon by the parties, the AGENCY will deliver all vehicles to an AXON Installer, who will install and configure in each vehicle in accordance with the specifications detailed in the system's installation manual and its relevant addendum(s). Applicable in-car hardware will be installed and configured as defined and validated by the AGENCY during the pre-deployment discovery process.

If a specified vehicle is unavailable on the date and time agreed upon by the parties, AGENCY will provide a similar vehicle for the installation process. Delays due to a vehicle, or substitute vehicle, not being available at agreed upon dates and times may result in additional fees to the AGENCY. If the AXON Installer determines that a vehicle is not properly prepared for installation ("Not Fleet Ready"), such as a battery not being properly charged or properly up-fit for in-service, field operations, the issue shall be reported immediately to the AGENCY for resolution and a date and time for the future installation shall be agreed upon by the parties.

Upon completion of installation and configuration, AXON will systematically test all installed and configured in-car hardware and software to ensure that ALL functions of the hardware and software are fully operational and that any deficiencies are corrected unless otherwise agreed upon by the AGENCY, installation, configuration, test and the correct of any deficiencies will be completed in each vehicle accepted for installation.

Prior to installing the Axon Fleet camera systems, it is both the responsibility of the AGENCY and the AXON Installer to test the vehicle's existing systems' operation to identify, document any existing component or vehicle systems' failures. Prior to any vehicle up-fitting the AXON Installer will introduce the system's components, basic functions, integrations and systems overview along with reference to AXON approved, AGENCY manuals, guides, portals and videos. It is both the responsibility of the AGENCY and the AXON Installer to agree on placement of each components, the antenna(s), integration recording trigger sources and customer preferred power, ground and ignition sources prior to permanent or temporary installation of an Axon Fleet camera solution in each vehicle type. Agreed placement will be documented by the AXON Installer.

AXON welcomes up to 5 persons per system operation training session per day, and unless otherwise agreed upon by the AGENCY, the first vehicle will be used for an installation training demonstration. The second vehicle will be used for an assisted installation training demonstration. The installation training session is customary to any AXON Fleet installation service regardless of who performs the continued Axon Fleet system installations.

The customary training session does not 'certify' a non-AXON Installer, customer-employed Installer or customer 3rd party Installer, since the AXON Fleet products does not offer an Installer certification program. Any work performed by non-AXON Installer, customer-employed Installer or customer 3rd party Installer is not warranted by AXON, and AXON is not liable for any damage to the vehicle and its existing systems and AXON Fleet hardware.



STATEMENT OF WORK  
FOR THE  
IMPLEMENTATION OF  
AXON STANDARDS FOR  
NORTH RICHLAND  
HILLS POLICE  
DEPARTMENT ("SOW")

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Submitted By:

Axon Enterprise, Inc. (Axon)

17800 North 85<sup>th</sup> Street

Scottsdale, AZ 85255



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# 1. PROJECT OVERVIEW

Axon Standards is a cloud-native software solution provided as a SaaS subscription.

## 1.1 SOFTWARE

The software detailed in this SOW includes, but is not limited to, the listed functionality:

<b>AXON STANDARDS</b>	▶ Use of Force	▶ Internal Affairs
	▶ Vehicle Pursuit	▶ Investigative Case Management
	▶ Vehicle Collision	▶ Configurable Forms and Fields
	▶ Internal Complaint	▶ Citizen Complaint
	▶ Attachments	▶ Use of Force Analytics
	▶ Restrictions	▶ Early Intervention (EIS)
	▶ Redactions	

## 1.2 DEFINITIONS

TERM	DEFINITION
<b>PARTIES</b>	
Agency	North Richland Hills Police Department who is identified within this SOW
End-Users	Specific agency groups using the system
Professional Services	The services that Axon provides within the scope of this SOW
<b>SYSTEMS</b>	
Axon Systems	Software solutions and agency-specific integrations developed by Axon
CJIS	The Federal Bureau of Investigation's criminal justice information system
MDC	Mobile data computer – a device associated within a vehicle or other mobile unit
DataStore	The database Axon provides allowing the agency to query data
Product	The software solution being implemented as part of this SOW
Production Environment	The operational environment where the product is accessed
Training Environment	The pre-production environment where all Axon-specific development, configuration, FAT, UAT, and training take place
Service Portal	An online portal provided by Axon where issues identified are entered and triaged



PROJECT & MILESTONES	
Project	Scope of this SOW as defined by the work to be completed described herein
Project Change Order (PCO)	Change order form outlined in Attachment B to be executed between Axon and the agency if a material change in scope is required for this SOW
Milestone	Event that constitutes completion of work as listed in Attachment A
Milestone Completion Report	The report outlined in Attachment A to be executed at key milestones between agency and Axon to approve completion of project phases
Requirements Phase	Requirements gathering and confirmation occurs during this phase. Confirmed requirements feed the sprint phase, and sprints are designed around what can and cannot be accomplished given time and resource constraints on both Axon and the agency's sides.
Configuration Phase	Project phase encompassing iterative development through sprints. Integrations and workflows are developed and deployed during this phase. The agency forms are also configured during this phase.
Sprint	A period during the configuration phase of the project (typically 2-3 weeks) where specific pieces of functionality are built, configured, and delivered.
Sprint Review	Signifies the end of the sprint where Axon showcases what was built, configured, and delivered. These items are then deemed ready for FAT and UAT.
Go-Live	End-users are activated, and the agency is actively using the product
Cutover	Successful implementation of interfaces, data conversion, and NIBRS state and federal certification
Third-Party Products and Services	Software, hardware, and services that are not owned by Axon but are being provided by Axon for this project as listed in Attachment C
ACCEPTANCE	
Blocker	Issue impacting 50% or more users
Functional Acceptance Testing (FAT)	Testing the functionality of the system as configured for the agency
Integration Acceptance Testing	Scheduled events for testing of each integration point and associated functionality in collaboration with the agency and the agency's vendors
User Acceptance Testing (UAT)	Testing the functionality of the system as configured for the agency from an end-user's perspective

### 1.3 OUT OF PROJECT SCOPE

Axon is only responsible for performing the professional services described within this SOW. Any additional professional services that are not defined explicitly by this SOW shall be done so through a Project Change Order. The following are considered outside the scope of this project:



- ▶ Administration, management, or support of any internal city, county, state, federal, or agency IT network or infrastructure
- ▶ Changes made by the agency or the agency's vendors after the Interface Requirements Documentation has been accepted
- ▶ Third-party products and services costs related to the vendors or agency's side of the integration
- ▶ Changes made by the agency after configuration is complete





## **2. PROFESSIONAL SERVICES**

### **2.1 GENERAL**

The agency provides a master charge table that Axon loads. Axon provides the appropriate structure to the agency.

### **2.2 REPORTING AND DATASTORE**

- ▶ Axon configures and make available to the agency a read-only MS SQL DataStore containing all field and form data from the Axon Suite that allows the agency to utilize available data for reporting and analytical purposes.
- ▶ Axon provides the agency with a data dictionary and/or other appropriate documentation.
- ▶ If Axon provides reports for specific purposes as indicated, it is the responsibility of the agency to maintain them after Go-Live.

### **2.3 READINESS**

- ▶ Axon works in partnership with the agency to determine readiness by conducting functional testing and an end-to-end system review. The Axon program manager and the agency project manager work closely together to plan and execute readiness scenarios.
- ▶ Axon conducts functional acceptance testing via use cases approved by Axon and the agency.
- ▶ All issues discovered during and after training are entered into the service portal for triage and follow-up.

### **2.4 TRAINING**

Axon works with the agency to identify the agency trainers receiving instruction on the Axon Records, Standards, and/or Dispatch products. Axon provides a training guide that outlines the covered topics, intended audience, facility needs, and duration of the training.

### **FORMAT**

Axon provides the agency with all the necessary training materials and digital assets to facilitate any of the training formats listed below.



Training sessions are conducted in an environment containing necessary configurations, forms, and workflows. Any additional training beyond the default method (Tier 1) is subject to adjustments in pricing. Contact your sales representative for more information.

It is the responsibility of the agency to deliver and update the training materials to include agency policies and procedures.

## TIER 1: TRAIN THE TRAINER (DEFAULT)

Axon trains the agency's recommended users (no more than 12 depending on the size of the agency) in full system functionality. This is typically the agency's trainers, or training academy/FTO staff. The agency's trainers are responsible for training all agency end users. Axon provides all training materials for successful training and assists the agency's trainers in creating the course and training schedule.

## TIER 2: HYBRID TRAINING

Includes everything in Tier 1, and Axon trainers continue to support (on site or remote) for an additional week to provide support to the agency trainers.

## TIER 3: END USER TRAINING

Axon trains all end users in role-specific system functionality on-site with instructor-led training facilitated by Axon trainers.

## SCHEDULE:

The training plan contains an agreed-upon schedule that makes efficient use of time and resources to avoid undue staffing impacts on the agency. Training sessions occur after the User Acceptance Testing has been successfully completed and documented.

- ▶ Training sessions provided by Axon are conducted on consecutive weekdays (Tuesday-Friday) during normal business hours (9am-6pm with an hour break in between sessions).
- ▶ Training sessions required past the agreed-upon schedule in the training plan, regardless of delivery method, are the responsibility of the agency, unless agreed upon previously by the project team and training team management.



## **2.5 GO-LIVE**

Axon works in partnership with the agency to build, coordinate, and execute a Go-Live plan to ensure successful system acceptance. Axon coordinates the Go-Live event.



### 3. DATA CONVERSION

Axon implements a structured methodology for converting data from the agency's legacy system to the product. The agency is responsible for providing Axon with extracted data in a format that can be used by Axon for import. The preferred method for delivering legacy data to Axon is by using the Microsoft Data Migration Assistant. The next best method is for the agency to send the data in .bacpac file format to Axon. If neither method is available, a direct query through the Microsoft Self Hosted Integration Runtime (SHIRt) can be used.

Axon queries the data to identify completeness, missing values, and other measures of data integrity across records and provides the agency with detailed findings. The agency may or may not elect to process the data further to address completeness or may have Axon move forward with the conversion process.

The data and operational expertise of the agency's staff are necessary for questions that arise. Thus, it is critical that a member of the agency's team be available to support the data conversion portion of the project.

This process is considered complete once the last set of data has been converted and available within the product and the agency has confirmed validation of the converted data. Axon does not provide ongoing maintenance of the converted data.

#### 3.1 DESCRIPTION OF ROLES AND RESPONSIBILITIES BETWEEN THE AGENCY AND AXON:

The agency should be prepared to:

- ▶ Provide a subject-matter expert (SME) and provide availability for consultation throughout the project.
- ▶ Facilitate meetings with all third-party system vendors where data conversion is necessary, as required by Axon.
- ▶ Extract and provide the data to Axon in an agreed-upon format.
- ▶ Address data quality by the agency prior to provisioning to Axon.
- ▶ Minimize the amount of business logic and file processing prior to conversion where possible.
- ▶ Provide a data dictionary to define all elements of the legacy data.
- ▶ Provide an entity relationship diagram of the legacy database, if available.



- ▶ Collaborate with Axon to map the data from the legacy data structures and formats into the product.

Data conversion and data conversion reviews are critical to success. Throughout the data conversion, requirements planning, and review process, the agency project team and Axon data conversion project resource work closely together to ensure success.

### 3.2 AGENCY DATA CONVERSIONS

3.2.1 **IA Pro / Blue Team** | **Standards Data Conversion:** Axon will convert legacy data from IA Pro / Blue Team into Axon Standards.

### 3.3 DATA CONVERSION SPECIFICATIONS

The following checked items will be converted as part of the data conversion activities for this module. Preliminary issues identified with the data are listed in the conversion notes.

**Note** : Please provide a screen shot of the below checked items and number the fields on the screen shot accordingly. This aids Axon in locating the desired fields your agency wishes to convert from your current Standards /Use of Force module/s.

#### STANDARDS DATA CONVERSION:

STANDARDS MODULES	FIELD CONVERSION	FIELD/ ATTACHMENT	ATTACHMENT ONLY	DO NOT CONVERT
INTERNAL AFFAIRS INCIDENT	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INTERNAL AFFAIRS ATTACHMENT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USE OF FORCE REPORT	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USE OF FORCE ATTACHMENTS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The conversion process imports master index records as part of the incidents, supplements, or use of force reports that are being converted into the Axon system.



### **3.4 LEGACY SOFTWARE UPDATES**

During the data conversion process, Axon builds rules to govern the mapping of data from your legacy database into the Axon Standards. If your legacy vendor changes your legacy database structure during the data conversion project, the accuracy of the data conversion could be compromised.

### **3.5 GO-LIVE CONTINGENCY**

The agency may Go-Live before the data conversion is complete. This does not relieve Axon from completing the data conversion, but the agency is charged upon using the software.



## 4. GIS

### 4.1 OVERVIEW

Axon incorporates a multi-tenant, Axon-hosted ArcGIS Enterprise instance for certain GIS functions along with our existing ArcGIS Online solution. This new infrastructure meets our customers' stringent requirements for high availability GIS data in mission-critical uses.

### 4.2 GIS TERMINOLOGY

- **Feature Layer:** A single map layer that can be created from a [Map Service](#) or [Feature Service](#), ArcGIS Online or ArcGIS Enterprise portal items, or from an array of client-side features. The layer can be either a spatial (has geographic features) or non-spatial (table).

GIS FUNCTIONS	ARCHITECTURE	RATIONALE
VECTOR TILE MAPS	ArcGIS Online (Uses Axon-hosted as backup)	ArcGIS Online's AWS CloudFront architecture is fast and reliable
SATELLITE IMAGERY	ArcGIS Online	ArcGIS Online's AWS CloudFront architecture is fast and reliable
ROUTING SERVICE	Axon ArcGIS Enterprise	Axon routing service has higher availability and offers an SLA
ADDRESS SUGGESTION SERVICE	Axon ArcGIS Enterprise	Axon routing service has lower latency, higher availability, and offers an SLA
GEOLOCATION SERVICES	Axon ArcGIS Enterprise	Axon routing service has lower latency, higher availability, and offers an SLA
CUSTOMER FEATURE LAYERS	Axon's ArcGIS Online account	For customers without ArcGIS Online account, customer provides layer files to Axon, and Axon hosts in Axon's ArcGIS Online account, and owns and manages layer URL
	Customer ArcGIS Online account	Customer hosts (and controls) layer content in their own ArcGIS Online account, and provides layer URL and an Access Key to Axon
	Axon ArcGIS Enterprise (not supported yet)	Customers provides layer files to Axon, and Axon hosts layers in Axon's ArcGIS Enterprise deployment, and owns and



		manages layer URLs.  Axon validates that the feature layer is safe to publish and optimized. See the guide on this feature for more details.
	Customer web server (not supported yet)	Customer hosts (and controls) layer content on their own web server, provides layer URL to Axon. Axon monitors customer web server to assess availability and make recommendation to customer about its suitability for hosting layers in mission critical applications like CAD and RMS.

- ▶ **Geocoding:** Also called address geocoding, this is the process of taking a text-based description of a location, such as an address or the name of a place, and returning geographic coordinates, frequently latitude/longitude pair, to identify a location on the Earth's surface.
- ▶ **Reverse Geocoding:** A process that converts geographic coordinates to a description of a location, usually the name of a place or an addressable location. Geocoding relies on a computer representation of address points, the street / road network, together with postal and administrative boundaries.
- ▶ **Routing:** Routing services allow you to perform several types of spatial analysis on transportation networks, such as finding the best route across a city, finding the closest emergency vehicle or facility, identifying a service area around a location, or servicing a set of orders with a fleet of vehicles.
- ▶ **Basemaps:** Serves as a reference map on which you overlay data from layers and visualize geographic information. An individual basemap can be made of multiple feature, raster, or web layers.
- ▶ **Geocoder:** A web service which provides geocoding information. Customers can define their own and expose them as APIs.





## 4.3 AXON GIS COMPONENTS AND ARCHITECTURE

The ArcGIS Online service does not offer an SLA for many of their components. Because ArcGIS Online does not offer an SLA, Axon cannot ensure consistent performance if an agency opts to use ArcGIS Online for any of its GIS services.

The exception to this is the ArcGIS Online Map Tiles and Satellite Imagery, which are static assets hosted on reliable modern Content Delivery Networks (CDN) by ESRI. By leveraging their CDN-hosted assets, map render time and performance are dramatically improved. However, in the unlikely event that ArcGIS Online map tiles become unavailable, Axon has the ability to switch to a backup copy running on Axon's servers. Due to the massive size of satellite imagery, Axon currently does not offer a backup copy of the satellite imagery at this time but may consider this for future requests.

When accessing Map Tiles and Satellite Imagery, no customer data (such as addresses or GPS coordinates) are sent to 3rd party services.

## 4.4 GIS REQUEST FLOW

For Axon to host your feature layers in our ArcGIS Online account, we require two key items:

- ▶ A complete set of layer configuration files for each layer as enumerated below, with all files for all layers bundled into a single .zip file
- ▶ The numbered list describing the stacking order in which the layers should be applied when selected by end users file requirements for Layer Configuration
- ▶ Agencies requiring Axon to host their feature layers must send layer files to their Axon representative in a single .zip file with optional internal folder structure. For each layer, agencies should include files as follows:

## 4.5 GIS REQUIRED LAYERS









- ▶ Shapefile (.shp extension) to represent spatial vector data, including points, lines, and polygons in a map
- ▶ Index File (.shx extension) to represent shape index position
- ▶ dBASE File (.dbf extension) to store attribute data and object IDs



## 4.6 GIS OPTIONAL LAYERS

- ▶ Projection File (.prj extension) to specify the metadata associated with the shapefiles coordinate and projection system
- ▶ XML Metadata File (.xml extension) to represent the metadata associated with the shapefile
- ▶ Spatial Index File (.sbn extension) to optimize and speed up spatial queries, used with .sbx files
- ▶ Spatial Index File (.sbx extension) to optimize and speed up spatial queries, used with .sbn files
- ▶ Code Page File (.cpg extension) to describe the encoding applied to create the shapefile

## 4.7 GIS LAYER EXAMPLES

	HighwayExits.cpg	5 bytes	TextEdit
	HighwayExits.dbf	77 KB	TextEdit
	HighwayExits.prj	567 bytes	Document
	HighwayExits.sbn	2 KB	Document
	HighwayExits.sbx	204 bytes	Document
	HighwayExits.shp	5 KB	ESRI S...cument
	HighwayExits.shp.xml	12 KB	XML
	HighwayExits.shx	2 KB	Document



## **5. PROJECT MANAGEMENT**

### **5.1 MANAGEMENT RESOURCES**

Both parties assign a project manager to ensure completion of deliverables.

Axon's project manager ensures all team members from Axon and the agency are continually updated on the status of the project.

### **5.2 REQUIREMENTS PLANNING**

All project requirements are documented during the kick-off and discovery phases of the project.

Once the agency and Axon agree on all requirements, Axon's project manager works with the agency's project manager to develop a project plan for Axon's implementation.

### **5.3 CHANGE CONTROL**

If any changes in the project cause a material increase or decrease in fees, as determined by Axon, an adjustment in the fees will be agreed upon between the agency and Axon. All PCO forms must be approved and signed by the agency authority ([Attachment B](#)).

The agency acknowledges a proposed change request might have an impact on both scheduling and cost for the project that will be outlined in the PCO form.

### **5.4 PROJECT METHODOLOGY**

Axon utilizes a hybrid approach to project management, utilizing aspects of both Agile and Waterfall methodologies. We use Waterfall for the overall project, with respect to major milestones. We utilize Agile during the configuration and build phases of the project.

### **5.5 MILESTONE COMPLETION REPORT (MCR)**

Axon submits an MCR to the agency for approval upon completion of a milestone. Milestone Completion Report included ([Attachment A](#)).

Upon receiving an MCR, the agency has 14 calendar days to approve the milestone completion. If the agency has issues related to the milestone completion, the expectation is that the agency responds in writing to



Axon with any issues related to the MC R within the 14 calendar -day window.



## 6. AGENCY COMMITMENTS

- ▶ Ensure the reasonable availability for meetings, phone or email of knowledgeable staff and personnel to provide timely and accurate documentation and information to Axon.
- ▶ Identify holidays, non-workdays, or major events that may impact the project.
- ▶ Ensure agency desktop, mobile systems, and devices can access the product.
- ▶ Make available relevant systems if needed for assessment by Axon (including making these systems available to Axon via remote access, if possible).
- ▶ Provide Axon with remote access to the agency's Axon Evidence account when required.
- ▶ The agency agrees to pay for licenses upon completion of Go-Live.



## 7. SUPPORT

- ▶ Axon provides on-site Go-Live support the week the agency begins using the software.
- ▶ Axon provides updates and enhancements to the product, which the agency automatically receives.
- ▶ Axon provides the agency's end users with access to the [help.axon.com](https://help.axon.com) support portal to submit and review service tickets.
- ▶ Following final acceptance, the agency utilizes Axon support via [my.axon.com](https://my.axon.com) for any further modifications to the product.
- ▶ For technical support assistance, the agency may contact a technical support representative at 800-978-2737, or via email at [Support@Axon.com](mailto:Support@Axon.com). Online, email-based support and remote-location troubleshooting are included on an ongoing basis as part of the agency's investment in the Axon ecosystem. Phone support is available 24/7.



8. TERMS AND CONDITIONS

This SOW is governed by the master services and purchasing agreement executed by the parties:

AXON ENTERPRISE, INC.

AGENCY

Signature: 

Signature: \_\_\_\_\_

Name: Robert E. Driscoll, Jr.

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

Title: VP, Assoc. General Counsel

Title: \_\_\_\_\_

Date: 5/10/2023 | 2:52 PM MST

Date: \_\_\_\_\_



## ATTACHMENT A – MILESTONE COMPLETION REPORT (MCR)

By signing for the items in this Milestone Completion Report, I agree that Axon's Professional Services Organization has reached the following milestone(s) for the project agreed upon in the SOW between Axon and North Richland Hills Police Department:

- ☐ Project kick-off
- ☐ Requirements completion
- ☐ Functional review and completion of configuration
- ☐ User acceptance testing
- ☐ Integrations completion
- ☐ Data conversions completion
- ☐ NIBRS state and federal certification
- ☐ Completion of agency training
- ☐ Go-Live
- ☐ Final acceptance

Date services were completed on:

\_\_\_\_\_ day of \_\_\_\_\_, 20\_\_

Today's date: \_\_\_\_\_

Agency name: \_\_\_\_\_

Signature: \_\_\_\_\_

Printed name: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_





ATTACHMENT B – PROJECT CHANGE ORDER

Date:
Description of change to Axon product or service:
Justification for change:
Effects on schedule:
Effect on project pricing (attach quote for reduction or increase in costs):

AXON ENTERPRISE, INC.

AGENCY

Signature:

Signature:

Name:

Name:

Title:

Title:

Date:

Date: