

AXON

STATEMENT OF WORK
FOR THE
IMPLEMENTATION OF
AXON RECORDS AND
STANDARDS FOR NEW
PORT RICHEY PD
("SOW")

Submitted By:

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1. PROJECT OVERVIEW

This document serves as an overview of the Axon Records project. Axon Records and Axon Standards are cloud-native software solutions provided as a SaaS subscription.

1.1 SOFTWARE

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

AXON RECORDS	<ul style="list-style-type: none"> ▶ Employee Management ▶ Master Name Index ▶ Master Address Index ▶ Master Location Index ▶ Master Vehicle Index ▶ Axon DataStore ▶ User Permission Management ▶ Distribution Management ▶ Print Auditing ▶ Search ▶ Master Index Alerts ▶ Florida NIBRS State Reporting ▶ Incident Reporting ▶ Expungement 	<ul style="list-style-type: none"> ▶ Redaction ▶ Supplements ▶ Audit Trail ▶ Attachments ▶ Physical Property & Evidence Entry ▶ Sealing ▶ Crimes and Productivity Analytics ▶ Restrictions ▶ Field Interviews ▶ Records Requests ▶ Case Management ▶ Configurable Forms and Fields ▶ Commonly Occurring Integrations: <ul style="list-style-type: none"> ○ Citation ○ Crash ○ Warrants
AXON STANDARDS	<ul style="list-style-type: none"> ▶ Use of Force ▶ Vehicle Pursuit ▶ Vehicle Collision ▶ Internal Complaint ▶ Attachments ▶ Use of Force Analytics ▶ Early Intervention (EIS) 	<ul style="list-style-type: none"> ▶ Internal Affairs ▶ Investigative Case Management ▶ Configurable Forms and Fields ▶ Restrictions ▶ Redactions ▶ Citizen Complaint



1.2 DEFINITIONS

TERM	DEFINITION
PARTIES	
Agency	New Port Richey PD 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
SYSTEMS	
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
NIBRS	National Incident-Based Reporting System
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.

TRAIN THE TRAINER

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.

Additional training options can be discussed.

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. INTERFACES

The agency tasks related to interface setup start immediately after project kick-off. It is critical for the agency interface subject-matter experts (SME) and Axon project interface resources to work closely together to scope, set-up, and test all interfaces.

- ▶ The agency must provide any relevant technical documentation per interface to Axon.
- ▶ The agency facilitates any necessary meetings with all third-party system vendors where integration is required.
- ▶ Axon provides any relevant Axon API documentation to the agency.
- ▶ Axon conducts integration acceptance testing demonstrating the functionality of each integration to the agency.
- ▶ The agency must notify Axon of any changes to the agency's side of the integration that are beyond Axon's control and may impact the integration.

3.1 AGENCY INTERFACES

- 3.1.1 **Records | Southern Software | CFS Import:** Axon will build an integration with the Southern Software CAD system to import Call for Service information. This import will create a shell report in Axon Records, assigned to the Primary Officer from the Call. Datapoints, triggers, method of transfer and cadence will be determined during the Requirements Phase of the project.
- 3.1.2 **Records | TraCs | Citation:** Axon will import citation data from TraCS into Axon Records. This data will be imported to a standalone form in Records and will auto-finalize upon import. Datapoints, triggers, method of transfer and cadence will be determined during the Requirements Phase of the project.
- 3.1.3 **Records | TraCs | Crash:** Axon will import crash data from TraCS into Axon Records. This data will be imported to a standalone form in Records and will auto-finalize upon import. Datapoints, triggers, method of transfer and cadence will be determined during the Requirements Phase of the project.
- 3.1.4 **Records | LexisNexis | Incident Data Sharing:** Axon will export incident report data to LexisNexis from Axon Records. Datapoints, triggers, method of transfer and



cadence will be determined during the Requirements Phase of the project.

- 3.1.5 **Records | Pasco County JMS | Booking Data:** Axon will import Booking data from the Pasco County JMS (inclusive of Master Name data and photos). Datapoints, triggers, method of transfer and cadence will be determined during the Requirements Phase of the project.
- 3.1.6 **Records | FDLE | Incident Data/FIBRS/FAA:** Axon will export incident data from Axon Records to the FDLE system for FIBRS reporting. Axon will work with the state to ensure that reports are within the error threshold.

3.2 GO-LIVE CONTINGENCY

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



4. NIBRS CERTIFICATION

Axon works in partnership with the agency to complete the NIBRS certification process with the state. Axon trains appropriate personnel within the agency to perform corrective action to Incident Reports, and ensure representative data is captured in alignment with NIBRS reporting standards.

The NIBRS certification process includes:

- ▶ Training agency personnel on the processing and critical review stages of all generated incident reports to ensure required NIBRS reporting compliance data is captured
- ▶ Training agency personnel to perform periodic checking and submission preparation audit of the incidents which contain NIBRS reporting data
- ▶ Training agency personnel to conduct a monthly NIBRS export report of the incidents to the state in the manner determined by the state
- ▶ Working with the agency to update codes, statutes, entity relationships, and any unmatched data the state rejects as part of the NIBRS test submission process through certification

4.1 CUTOVER

Axon works in partnership with the agency to build, coordinate, and execute a cutover plan to ensure successful implementation of interfaces, data conversion, and NIBRS state and federal certification. Some of these cutover events happen in parallel with the system implementation process, and Axon coordinates with the agency to determine the timing requirements for each cutover.

4.2 GO-LIVE CONTINGENCY

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



5. PROJECT MANAGEMENT

5.1 MANAGEMENT RESOURCES

AXON TEAM

- ▶ **Executive Sponsor:** An Axon executive overseeing the implementation process and communicating progress to Axon Leadership.
- ▶ **Program Manager:** The dedicated point of contact and person responsible for successful deployment.
- ▶ **Business Analyst** - One of the main executors of the agency's and PM's deployment plan. Holds responsibility for ensuring the project accounts for all specific data elements, and that internal systems are set up and maintained throughout deployment.
- ▶ **Solution Architect:** the technical lead on the project. Holds responsibility for the development and execution of technical initiatives affecting other teams.
- ▶ **Customer Success Manager** – Holds responsibility for post-implementation and ongoing support.
- ▶ **Training Specialist** – Provides training to the agency on the applications being deployed.

AGENCY TEAM

- ▶ **Executive Sponsor:** This role is a career police department leadership role with deep understanding of the agency. Business sponsor responsible for the success of the project.
- ▶ **Project Manager:** This role requires experience managing enterprise cloud-based software project delivery experience and strong foundational technical experience.
- ▶ **Integrations Manager:** This role requires strong foundational experience in technology solutions and application integration. This role also requires fluency in all agency project-relevant data sources, application integrations, and existing custom-developed applications, queries, and reports.
- ▶ **IT Administrator:** This role requires strong foundational experience in systems administration and network management, fluency in all agency network-related processes, sequence and timing of recurring process jobs, reconciliation, etc. This role also requires fluency in the overlap, vulnerabilities, and disaster recovery protocols associated with agency IT infrastructure.



- ▶ **Records Supervisor:** This role provides strong foundational experience in records management, agency policies, compliance activity, and standard operating procedures. This role also provides fluency in all processes associated with close activity, special processes, and queries to manage bulk actions, as well as a detailed understanding of data elements that support special compliance obligations.
- ▶ **Patrol Lead:** This role requires strong foundational experience in field policies related to data collection, records initiation, and categorization of the numerous forms of citizen interaction. This role also requires fluency in the policies associated with records creation, supplements, amendments, checkpoints, routing, case management, and determination of records outcomes.
- ▶ **Reporting Analyst/Lead:** This role requires strong foundational experience in ad-hoc, daily, weekly, and monthly reporting policies and compliance across local, state, and federal entities. This role also requires fluency in all agency reporting processes, including queries, scripts, and custom applications utilized for all bulk processing to support reporting requirements.

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 MCR 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

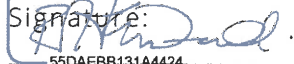
- ▶ Axon provides on-site Go-Live support the week the agency begins using the software.
- ▶ Axon provides ongoing support for active interfaces and NIBRS troubleshooting.
- ▶ Axon provides updates and enhancements to the product, which the agency automatically receives.
- ▶ Axon provides the agency's end users with access to the help.axon.com support portal to submit and review service tickets.
- ▶ Following final acceptance, the agency utilizes Axon support via 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. 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.

DocuSigned by:
Signature: 

55DAEBB431A4424
Name: Robert Driscoll

Title: VP, Assoc. General Counsel

Date: 9/13/2023 | 10:10 AM MST

AGENCY

Signature: _____

Name: _____

Title: _____

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 New Port Richey PD:

- 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: _____

SAMPLE



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:

SAMPLE



ATTACHMENT C – THIRD-PARTY PRODUCTS AND SERVICES

To deliver a complete solution to the agency, Axon employs third-party products and services providers.

Axon is responsible for the management of third parties identified within Attachment C for the purposes of this project. All communications between those third parties, the agency, and Axon is managed by Axon including any supporting requirements, integration acceptance testing, functional acceptance testing, or the processing of PCO or MCR documentation.

The following third-party products and services are included within the scope of this SOW:

- ▶ Microsoft Self Hosted Integration Runtime (“SHIRt”): Remove if not needed
 - ▶ Included within this project is software that allows integrations within the agency’s local environment to communicate with Axon’s cloud hosted environment.
 - ▶ The agency agrees to provide a CJIS server and operating environment for hosting the Self Hosted Integration Runtime. The minimum technical requirements are:
 - Windows 8.1, 10, 11 or Server 2012, 2012 R2, 2016, 2019, 2022
 - 64-bit Operating System with .NET Framework 4.7.2 or above
 - 2 GHz, 4 core CPU, 8 GB Memory and 80 GB disk
 - A VM installed on a CJIS server will also suffice. It does not need to be a standalone, dedicated CJIS server.



ATTACHMENT D – AXON CONFIGURATIONS

Attached is a partial list of additional forms that New Port Richey PD may request to add to the Axon system. These forms are used by officers and investigators to supplement their Incident Reports/Case in the RMS:



ATTACHMENTE – PUBLIC RECORDS - SEE NEXT PAGE

1. Public Records. Upon request from City's custodian of public records, Vendor shall provide City a copy of any requested public records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in the Florida Public Records Act or as otherwise provided by law. Vendor shall ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of this Agreement and following completion of this Agreement if Vendor does not transfer the records to City. Upon completion of this Agreement, Vendor shall transfer, at no cost to City, all public records in the possession of Vendor or keep and maintain public records required by City to perform the services provided in this Agreement. If Vendor transfers all public records to City upon completion of this Agreement, Vendor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If Vendor keeps and maintains public records upon completion of this Agreement, Vendor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to City, upon request from City's custodian of public records, in a format that is compatible with the information technology systems of City.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (727) 853-1024, MANNSD@CITYOFNEWPORTRICHEY.ORG, AND 5919 MAIN STREET, NEW PORT RICHEY, FLORIDA 34652.