

AXON

STATEMENT OF WORK  
FOR THE  
IMPLEMENTATION OF  
AXON STANDARDS FOR  
BEND POLICE  
DEPARTMENT ("SOW")

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Submitted By:

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<b>1. PROJECT OVERVIEW.....</b>	<b>1</b>
1.1 SOFTWARE.....	1
1.2 DEFINITIONS.....	1
1.3 OUT OF PROJECT SCOPE.....	2
<b>2. PROFESSIONAL SERVICES.....</b>	<b>4</b>
2.1 GENERAL.....	4
2.2 AXON CONFIGURATIONS.....	4
2.3 REPORTING AND DATA STORE.....	4
2.4 READINESS.....	4
2.5 TRAINING.....	5
2.6 GO-LIVE.....	6
<b>3. DATA CONVERSION .....</b>	<b>7</b>
3.1 DESCRIPTION OF ROLES AND RESPONSIBILITIES BETWEEN THE AGENCY AND AXON.....	7
3.2 AGENCY DATA CONVERSIONS.....	8
3.3 DATA CONVERSIONS SPECIFICATIONS.....	8
3.4 LEGACY SOFTWARE UPDATES.....	9
3.5 GO-LIVE CONTINGENCY.....	9
<b>4. GIS.....</b>	<b>10</b>
4.1 OVERVIEW.....	10
4.2 GIS TERMINOLOGY.....	10
4.3 AXON GIS COMPONENTS AND ARCHITECTURE.....	12
4.4 GIS REQUEST FLOW.....	12
4.5 GIS REQUIRED LAYERS.....	12
4.6 GIS OPTIONAL LAYERS.....	13
4.7 GIS LAYER EXAMPLES.....	13
<b>5. PROJECT MANAGEMENT.....</b>	<b>14</b>
5.1 MANAGEMENT RESOURCES.....	14
5.2 REQUIREMENT PLANNING.....	14
5.3 CHANGE CONTROL.....	14
5.4 PROJECT METHODOLOGY.....	14
5.5 MILESTONE COMPLETION REPORT (MCR).....	14
<b>6. AGENCY COMMITMENTS.....</b>	<b>16</b>
<b>7. SUPPORT.....</b>	<b>17</b>
<b>8. TERMS AND CONDITIONS .....</b>	<b>18</b>
<b>ATTACHMENT A – MILESTONE COMPLETION REPORT (MCR).....</b>	<b>19</b>
<b>ATTACHMENT B – PROJECT CHANGE ORDER.....</b>	<b>20</b>



# 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	Bend 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 AXON CONFIGURATIONS

- ▶ Axon will configure the following forms (either as standalone forms or as sections within forms, where appropriate) with associated approval workflows in Axon Standards (Note: Bend PD considers these as modules in their current system):
  - ▶ Commendations
  - ▶ Evaluations
  - ▶ Injury
  - ▶ Supervisor Notes
  - ▶ Lifesaving

### 2.3 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.

### 2.4 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.

## 2.5 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.

## **2.6 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 **AIMS | Standards Data Conversion:** Axon will convert legacy data from AIMS into Axon Standards. This data conversion is inclusive of Complaints, Counseling/Discipline, Motor Vehicle Crash (Collision), and Supervisor Notes.

## 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"/>
COMPLAINTS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COUNSELING/DISCIPLINE	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COLLISION	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SUPERVISOR NOTES	<input checked="" type="checkbox"/>	<input 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](http://help.axon.com) support portal to submit and review service tickets.
- ▶ Following final acceptance, the agency utilizes Axon support via [my.axon.com](http://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:

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

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

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

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

\_\_\_\_\_  
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 Bend 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: