1 . COVER PAGE

RFP NO. RFP 2021-050
BODY WORN CAMERAS

CORAL GABLES POLICE DEPARTMENT (CGPD)

Submitted By: Axon Enterprise, Inc.

17800 North 85th Street

Scottsdale, AZ 85255

Phone: 800.978.2737

Contact: Julia Leibelshon, Proposal Analyst

480.584.7733

proposals@axon.com

Submittal Deadline / RFP Opening: April 4, 2022 at 2:00 PM (EST)

AXON

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CITY OF CORAL GABLES, FL

2800 SW 72nd Avenue, Miami, FL 33155
Finance Department / Procurement Division
Tel: 305-460-5102 / Fax: 305-261-1601

PROPOSER'S ACKNOWLEDGEMENT

RFP Title: **Body Worn Cameras** **RFP No.: RFP 2021-050** A cone of silence is in effect with respect to this RFP. The Cone of Silence prohibits certain communication between potential vendors and the city. For further information, please refer to the City Code Section 2-1027 of the City of Coral Gables Procurement Code.	**Electronic submittals must be received prior to 2:00 p.m.(EST), April 4, 2022, via PublicPurchase; and will remain valid for 120 calendar days. Submittals received after the specified date and time will not be accepted.** Contact: Zuzell E. Murguido Title: Procurement Specialist Telephone:305-460-5121 Email: zmurguido@coralgables.com contracts@coralgables.com

Proposer Name: Axon Enterprise, Inc.	FEIN or SS Number: 86-0741227
Complete Mailing Address: 17800 N. 85th St, Scottsdale, AZ 85255	Telephone No.: 800-978-2737 Cellular No.: 480-584-7733
Indicate type of organization below: Corporation: _x Partnership: __ Individual: __ Other:__	Fax No.: 480-991-0791
Bid Bond/Security Bond (if applicable)___5_____%	Email: proposals@axon.com

ATTENTION: THIS FORM ALONG WITH ALL REQUIRED RFP FORMS MUST BE COMPLETED, SIGNED (PREFERABLY IN BLUE INK), AND SUBMITTED WITH THE RESPONSE PRIOR TO THE SUBMITTAL DEADLINE. FAILURE TO DO SO MAY DEEM PROPOSER NON-RESPONSIVE.

THE PROPOSER CERTIFIES THAT THIS SUBMITTAL IS BASED UPON ALL CONDITIONS AS LISTED IN THE RFP DOCUMENTS AND THAT THE PROPOSER HAS MADE NO CHANGES IN THE RFP DOCUMENT AS RECEIVED. THE PROPOSER FURTHER AGREES IF THE RFP IS ACCEPTED, THE PROPOSER WILL EXECUTE AN APPROPRIATE AGREEMENT FOR THE PURPOSE OF ESTABLISHING A FORMAL CONTRACTUAL RELATIONSHIP BETWEEN THE PROPOSER AND THE CITY OF CORAL GABLES FOR THE PERFORMANCE OF ALL REQUIREMENTS TO WHICH THIS RFP PERTAINS. FURTHER, BY SIGNING BELOW PREFERABLY IN **BLUE INK,** ALL RFP PAGES ARE ACKNOWLEDGED AND ACCEPTED AS WELL AS ANY SPECIAL INSTRUCTION SHEET(S) IF APPLICABLE. THE UNDERSIGNED HEREBY DECLARES (OR CERTIFIES) ACKNOWLEDGEMENT OF THESE REQUIREMENTS AND THAT HE/SHE IS AUTHORIZED TO BIND PERFORMANCE OF THIS RFP FOR THE ABOVE PROPOSER.

Authorized Name and Signature	VP, Assoc. Gen. Counsel Title	3/29/22 Date

SOLICITATION SUBMISSION CHECKLIST

Request for Proposals (RFP) No. RFP 2021-050

COMPANY NAME: (Please Print): Axon Enterprise, Inc.
Phone: 800-978-2737 Email: proposals@axon.com

A response package numbered by page must be submitted ELECTRONICALLY via PUBLICPURCHASE. Please provide the PAGE NUMBER of your solicitation response in the blanks provided as to where compliance information is located in your Submittal for each of the required submittal items listed below:

SUBMITTAL - SECTION I: TITLE PAGE, TABLE OF CONTENTS, REQUIRED FORMS, AND MINIMUM QUALIFICATION REQUIREMENTS.

1) Title Page: Show the RFP number and title, the name of your firm, address, telephone number, name of contact person, e-mail address, and date. **PAGE #** 1

2) Provide a Table of Contents in accordance with and in the same order as the respective "Sections" listed below. Clearly identify the material by section and page number. **PAGE #** 2

3) Fill out, sign, and submit the Proposer's Acknowledgement Form. **PAGE #** 3

4) Fill out and submit the Solicitation Submission Check List. **PAGE #** 4-6

5) Fill out, sign, notarize (as applicable), and submit the Proposer's Affidavit and Schedules A through M. **PAGE #** 7-27

6) Fill out, E-Verify Affidavit **PAGE #** 28

7) Minimum Qualification Requirements: submit detailed verifiable information affirmatively documenting compliance with the Minimum Qualifications Requirements shown in Section 3. **PAGE #** 29-41

8) Fill out, Lobbyist Registration & Oral Presentation Forms **PAGE #** 42-45

9) Technical Specification Checklist Form – Exhibit I **PAGE #** 46-57

SUBMITTAL - SECTION II: EXPERIENCE AND PROPOSER'S QUALIFICATIONS

(i) FOR PROPOSER:

1) Provide a complete history and description of your company, including, but not limited to, the number of years in business, size, number of employees, office location, copy of applicable licenses/certifications, credentials, capabilities and capacity to meet the City's needs. **PAGE #** 172-175

2) Describe the Proposer's relevant knowledge and experience in providing the services described in the "Scope of Services" to public sector agencies similar in size to the City of Coral Gables to include details from your two (2) most recent BWC project implementations . **PAGE #** 175-178

(ii) FOR KEY PERSONNEL:

1) Provide a summary of the qualifications, copy of applicable licenses/certifications, and experience of all proposed key personnel. Include resumes (listing experience, education, licenses/certifications) for your proposed key personnel and specify the role and responsibilities of each team member in providing the services outlined in the RFP. Provide an organizational chart of all key personnel that will be used. For each key team member, please describe the experience in providing the services solicited herein.

PAGE # 179-189

a. Proposers must identify all sub-contractors who will be used to provide the services outline in this RFP. **PAGE #** 189

SUBMITTAL - SECTION III: PROJECT APPROACH AND METHODOLOGY

1) Describe in detail, your approach to perform the services solicited herein. Include detailed information, as applicable, which addresses, but need not be limited to: understanding of the RFP scope and requirements, implementation plan and communication with City staff. Indicate how the Proposer intends to positively and innovatively work with the City in providing the services outlined in this RFP.

PAGE # 190-202

2) Provide a detailed description of the requirements listed below as described in the referenced sections:

a. Disaster Recovery & System Administration (Refer to Section 2.7) **PAGE #** 202-208

b. Training Plan (Refer to Section 2.9) **PAGE #** 209-210

c. Project Implementation (Refer to Section 2.11) **PAGE #** 211-229

d. Warranty (Refer to Section 2.13) **PAGE #** 230

e. Maintenance, Repair and Service (Refer to Section 2.14) **PAGE #** 231-235

3) Provide a comprehensive description of your proposed ability to meet or exceed all of the technical requirements of the system and equipment. **PAGE #** 46-170, 237-243

4) Provide the detailed specifications for the proposed equipment and system solution

PAGE # 46-170, 237-243

SUBMITTAL – SECTION IV: PAST PERFORMANCE AND REFERENCES

1) Provide a minimum of three (3) references (but no more than five (5) from for which Proposer has performed similar scope of services in the past five (5) years. Please include: (1) client name, (2) address, (3) contact name, (4) contact telephone number, (5) contact email address, (6) term of contract (start and end date), (7) contract amount, (8) services provided. **DO NOT include work/services performed for the City of Coral Gables or City employees as reference.** **PAGE #** 244-

2) Provide a list with contact information of public sector clients, if any, that have discontinued use of Proposer's services within the past two (2) years and indicate the reasons for the same. The City reserves the right to contact any reference as part of the evaluation process. **PAGE #** 245

3) Please identify each incident within the last five (5) years where (a) a civil, criminal, administrative, other similar proceeding was filed or is pending, if such proceeding arises from or is a dispute concerning the Proposer's rights, remedies or duties under a contract for the same or similar type services to be provided under this RFP (*See Affidavit D*). **PAGE #** 245

4) Please identify in detail any incident in the last five (5) years where there was an issue with recovering data and how the situation was resolved or concluded. This response must include any incident(s) where you failed to recover data. **PAGE #** 245

SUBMITTAL – SECTION V: PROPOSAL PRICE PROPOSAL

1) Provide pricing on the Response Form for all services. **PAGE #** 262

SUBMITTAL – SECTION VI: AGREEMENT COMMENTS/EXCEPTIONS

1) Please follow the instructions as outlined in Section 1.6 Agreement Execution. The acceptance of or any exceptions taken to the terms and conditions of the City's Agreement shall be considered a part of a Proposer's submittal and will be considered by the Evaluation Committee.

- - N O T I C E - -

BEFORE SUBMITTING YOUR RFP RESPONSE MAKE SURE YOU:

[X]	1.	Carefully read and have a clear understanding of the RFP, including the Scope of Services and enclosed Professional Services Agreement (*draft*).
[X]	2.	Carefully follow the Submission Requirements outlined in Section 6 of the RFP and ensure you have submitted all of the required information. DO NOT INCLUDE A COPY OF THE ORIGINAL SOLICITATION.
[X]	3.	**Prepare and submit ONE (1) electronic copy via PublicPurchase**
[X]	4.	Make sure your Response is submitted prior to the submittal deadline. **Late responses will not be accepted.**

FAILURE TO SUBMIT THIS CHECKLIST AND THE REQUESTED DOCUMENTATION MAY RENDER YOUR RESPONSE SUBMITTAL NON-RESPONSIVE AND CONSTITUTE GROUNDS FOR REJECTION. THIS PAGE IS TO BE RETURNED WITH YOUR RESPONSE PACKAGE.

RESPONDENT'S AFFIDAVIT

SOLICITATION: RFP 2021-050 Body Worn Cameras

SUBMITTED TO: City of Coral Gables
Procurement Division
2800 SW 72 Avenue
Miami, Florida 33155

The undersigned acknowledges and understands the information contained in response to this solicitation and the referenced Schedules A through M shall be relied upon by Owner awarding the contract and such information is warranted by Respondent to be true and correct. The discovery of any omission or misstatements that materially affects the Respondent's ability to perform under the contract shall be cause for the City to reject the solicitation submittal, and if necessary, terminate the award and/or contract. I further certify that the undersigned name(s) and official signatures of those persons are authorized as *(Owner, Partner, Officer, Representative or Agent of the respondent that has submitted the attached solicitation response)*. Schedules A through M are subject to Local, State and Federal laws (as applicable); both criminal and civil.

- SCHEDULE A – STATEMENT OF CERTIFICATION
- SCHEDULE B – NON-COLLUSION AND CONTINGENT FEE AFFIDAVIT
- SCHEDULE C – DRUG-FREE STATEMENT
- SCHEDULE D – RESPONDENT'S QUALIFICATION STATEMENT
- SCHEDULE E – CODE OF ETHICS, CONFLICT OF INTEREST, AND CONE OF SILENCE
- SCHEDULE F – AMERICANS WITH DISABILITIES ACT (ADA)
- SCHEDULE G – PUBLIC ENTITY CRIMES
- SCHEDULE H – ACKNOWLEDGEMENT OF ADDENDA
- SCHEDULE I – APPENDIX A, 44 C.F.R. PART 18-CERTIFICATION REGARDING LOBBYING
- SCHEDULE J –CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION
- SCHEDULE K – FEDERAL GRANT FUNDING SPECIAL PROPOSAL CONDITIONS
- SCHEDULE L – WORK HOURS & SAFETY CERTIFICATION
- SCHEDULE M – SAFETY ACCIDENT PREVENTION

This affidavit is to be furnished to the City of Coral Gables with the solicitation response. It is to be filled in, executed by the respondent and notarized. If the response is made by a Corporation, then it should be executed by its Chief Officer. This document MUST be submitted with the solicitation response.

Authorized Name and Signature	*Title*	*Date*
Robert E. Driscoll, Jr.	VP, Assoc. Gen. Counsel	3/29/22

STATE OF Arizona

COUNTY OF Maricopa

On this 29th day of March, 2022, before me the undersigned Notary Public of the State of AZ, personally appeared Robert E. Driscoll Jr.
(Name(s) of individual(s) who appeared before Notary

And whose name(s) is/are subscribes to within the instrument(s), and acknowledges it's execution.

Elizabeth Luna
NOTARY PUBLIC, STATE OF Arizona

Elizabeth Luna
(Name of notary Public; Print, Stamp or Type as Commissioned.)

NOTARY PUBLIC
SEAL OF OFFICE:

ELIZABETH LUNA
Notary Public - Arizona
Maricopa County
Commission # 578489
My Comm. Expires Mar 25, 2024

Personally know to me, or Produced Identification:

Personally Known
(Type of Identification Produced)

SCHEDULE "A" - CITY OF CORAL GABLES – STATEMENT OF CERTIFICATION

Neither I, nor the company, hereby represent has:

a. employed or retained for a commission, percentage brokerage, contingent fee, or other consideration, any company or person (other than a bona fide employee working solely for me or the respondent) to solicit or secure this contract.

b. agreed, as an express or implied condition for obtaining this contract, to employ or retain the services of any company or person in connection with carrying out the contract, or

c. paid, or agreed to pay, to any company, organization or person (other than a bona fide employee working solely for me or the respondent) any fee, contribution, donation or consideration of any kind for, or in connection with, procuring or carrying out the contract except as here expressly stated (if any):

SCHEDULE "B" - CITY OF CORAL GABLES - NON-COLLUSION AND CONTINGENT FEE AFFIDAVIT

1. He/she is the Robert E. Driscoll, Jr.
(Owner, Partner, Officer, Representative or Agent)

of the Respondent that has submitted the attached response.

2. He/she is fully informed with respect to the preparation and contents of the attached response and of all pertinent circumstances respecting such response;

3. Said response is made without any connection or common interest in the profits with any other persons making any response to this solicitation. Said response is on our part in all respects fair and without collusion or fraud. No head of any department, any employee or any officer of the City of Coral Gables is directly or indirectly interested therein. If any relatives of Respondent's officers or employees are employed by the City, indicate name and relationship below.

Name:_____ Relationship:_____

Name:_____ Relationship:_____

4. No lobbyist or other Respondent is to be paid on a contingent or percentage fee basis in connection with the award of this Contract.

SCHEDULE "C" CITY OF CORAL GABLES - VENDOR DRUG-FREE STATEMENT

Vendors must submit a certification with their bid/proposal certifying they have a drug-free workplace in as follows:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

3. Give each employee engaged in providing the commodities or contractual services that are under solicitation a copy of the statement specified in subsection (1).

4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under solicitation, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section. As the person authorized to sign the statement, I certify that this form complies fully with the above requirements.

SCHEDULE "D" CITY OF CORAL GABLES – RESPONDENT'S QUALIFICATION STATEMENT

The undersigned declares the truth and correctness of all statements and all answers to questions made hereinafter:

GENERAL COMPANY INFORMATION:

Company Name: Axon Enterprise, Inc.

Address: 17800 N. 85th Street (Street) Scottsdale (City) AZ (State) 85255 (Zip Code)

Telephone No: (800) 978 2737 Fax No: (480) 991-0791 Email: proposals@axon.com

How many years has your company been in business under its present name? 5 Years

If Respondent is operating under Fictitious Name, submit evidence of compliance with Florida Fictitious Name Statue:

Not applicable.

Under what former names has your company operated? : TASER International, Inc, AIR TASER, Inc. & ICER Corporation

At what address was that company located? 17800 N. 85th Street Scottsdale AZ 85255 (all names, same location)

Is your company certified? Yes X No_____ If Yes, **ATTACH COPY** of Certification.
Is your company licensed? Yes X No_____ If Yes, **ATTACH COPY** of License

Has your company or its senior officers ever declared bankruptcy?

Yes_____No X If yes, explain:_____

LEGAL INFORMATION:

Please identify each incident ***within the last five (5)*** years where (a) a civil, criminal, administrative, other similar proceeding was filed or is pending, if such proceeding arises from or is a dispute concerning the Respondent's rights, remedies or duties under a contract for the same or similar type services to be provided under this solicitation ***(A response is required. If applicable please indicate "none" or list specific information related to this question. Please be mindful that responses provided for this question will be independently verified)***:

Please see the following page.

Has your company ever been debarred or suspended from doing business with any government entity?

Yes ___ No X If Yes, explain _____

LEGAL INFORMATION:

Please identify each incident *within the last five (5)* years where (a) a civil, criminal, administrative, other similar proceeding was filed or is pending, if such proceeding arises from or is a dispute concerning the Respondent's rights, remedies or duties under a contract for the same or similar type services to be provided under this solicitation *(A response is required. If applicable please indicate "none" or list specific information related to this question. Please be mindful that responses provided for this question will be independently verified)*:

Axon is not the subject of any pending or threatened litigation, investigation or other action that could adversely impact its ability to fulfill contract requirements. As a manufacturer of weapons and other law enforcement tools used in high-risk field environments, the company is often the subject of products liability litigation on the TASER weapons side of its business. We are currently named as a defendant in two lawsuits brought by individuals alleging either wrongful death or personal injury in connection with arrests or training. None are brought by governmental entities and there are no issues of federal noncompliance.

Separately, the Federal Trade Commission ("FTC") filed an enforcement action in January 2020 regarding Axon's May 2018 acquisition of an insolvent competitor, Vievu LLC. The FTC alleges the merger was anticompetitive and adversely affected the body worn camera and digital evidence management systems market for "large metropolitan police departments," which Axon denies. The administrative hearing was stayed in October 2020 pending Axon's federal court constitutional challenges to the FTC's structure and administrative processes. On January 24, 2022, the Supreme Court granted Axon's petition for certiorari, which will be heard next term. A decision is not likely before 2023 and the FTC's administrative case will remain stayed pending resolution. Even if Axon ultimately is required to divest Vievu and other assets, any such result will not interfere with Axon's ability to meet contractual obligations or implement our solutions.

State of Florida
Department of State

I certify from the records of this office that AXON ENTERPRISE, INC. is a Delaware corporation authorized to transact business in the State of Florida, qualified on March 25, 2010.

The document number of this corporation is F10000001499.

I further certify that said corporation has paid all fees due this office through December 31, 2017, that its most recent annual report/uniform business report was filed on January 10, 2017, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

Given under my hand and the Great Seal of the State of Florida at Tallahassee, the Capital, this the Eleventh day of May, 2017

Ken Detzner

Secretary of State

Tracking Number: CU3507182584

To authenticate this certificate,visit the following site,enter this number, and then follow the instructions displayed.

https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication

09124 10/19/13

FLORIDA
DEPARTMENT OF REVENUE

Certificate of Registration

DR-11
R. 10/13

Issued Pursuant to Chapter 212, Florida Statutes

78-8015240932-3	11/01/09
Certificate Number	Registration Effective Date

This certifies that

TASER INTERNATIONAL INC
17800 N 85TH ST
SCOTTSDALE AZ 85255-6311

has met the sales and use tax registration requirements for the business location stated above and is authorized to collect and remit tax as required by Florida law. This certificate is non-transferable.

POST THIS CERTIFICATE IN A CONSPICUOUS PLACE

THIS IS YOUR SALES & USE TAX CERTIFICATE OF REGISTRATION
(DETACH AND POST IN A CONSPICUOUS PLACE)

THIS IS YOUR ANNUAL RESALE CERTIFICATE FOR SALES TAX

Note: New dealers who register after mid-October are issued annual resale certificates that expire on December 31 of the following year.

These certificates are valid immediately.

DR-11R, R. 10/13

FLORIDA
DEPARTMENT OF REVENUE

2014 Florida Annual Resale Certificate for Sales Tax

DR-13
R. 10/13

THIS CERTIFICATE EXPIRES ON DECEMBER 31, 2014

Business Name and Location Address	Registration Effective Date	Certificate Number
TASER INTERNATIONAL INC 17800 N 85TH ST SCOTTSDALE AZ 85255-6311	11/01/09	78-8015240932-3

This is to certify that all tangible personal property purchased or rented, real property rented, or services purchased by the above business are being purchased or rented for one of the following purposes:

- Resale as tangible personal property.
- Re-rental as tangible personal property.
- Resale of services.
- Re-rental as real property.
- Incorporation into and sale as part of the repair of tangible personal property by a repair dealer.
- Re-rental as transient rental property.
- Incorporation as a material, ingredient, or component part of tangible personal property that is being produced for sale by manufacturing, compounding, or processing.

This certificate cannot be reassigned or transferred. This certificate can only be used by the active registered dealer or its authorized employees. Misuse of this Florida Annual Resale Certificate will subject the user to penalties as provided by law. **Use signed photocopy for resale purposes.**

Presented to: _____ (Insert name of seller on photocopy) (date)

Presented by: _____ Authorized Signature (Purchaser) (date)

2021 FOREIGN PROFIT CORPORATION ANNUAL REPORT

DOCUMENT# F10000001499

Entity Name: AXON ENTERPRISE, INC.

Current Principal Place of Business:

17800 N. 85TH STREET
SCOTTSDALE, AZ 85255

Current Mailing Address:

17800 N. 85TH STREET
SCOTTSDALE, AZ 85255 US

FEI Number: 86-0741227

FILED
Apr 27, 2021
Secretary of State
0095751009CC

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

CORPORATION SERVICE COMPANY
1201 HAYS STREET
TALLAHASSEE, FL 32301-2525 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Officer/Director Detail :

Title	PRESIDENT	Title	SECRETARY
Name	LARSON, LUKE	Name	FIELDS , ISAIAH
Address	17800 N. 85TH STREET	Address	17800 N. 85TH STREET
City-State-Zip:	SCOTTSDALE AZ 85255	City-State-Zip:	SCOTTSDALE AZ 85255

Title	VP
Name	DRISCOLL , ROBERT E. JR.
Address	17800 N. 85TH STREEET
City-State-Zip:	SCOTTSDALE AZ 85255-6311

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am an officer or director of the corporation or the receiver or trustee empowered to execute this report as required by Chapter 607, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: ISAIAH FIELDS SECRETARY 04/27/2021

Electronic Signature of Signing Officer/Director Detail — Date

SCHEDULE "E" CITY OF CORAL GABLES – CODE OF ETHICS, CONFLICT OF INTEREST, AND CONE OF SILENCE

THESE SECTIONS OF THE CITY CODE CAN BE FOUND ON THE CITY'S WEBSITE, UNDER GOVERNMENT, CITY DEPARTMENT, PROCUREMENT, PROCUREMENT CODE (CITY CODE CHAPTER 2 ARTICLE VIII); SEC 2-1023; SEC 2-606; AND SEC 2-1027, RESPECTIVELY.

IT IS HEREBY ACKNOWLEDGED THAT THE ABOVE NOTED SECTIONS OF THE CITY OF CORAL GABLES CITY CODE ARE TO BE ADHERED TO PURSUANT TO THIS SOLICITATION.

SCHEDULE "F" CITY OF CORAL GABLES - AMERICANS WITH DISABILITIES ACT (ADA)
DISABILITY NONDISCRIMINATION STATEMENT

I understand that the above named firm, corporation or organization is in compliance with and agreed to continue to comply with, and assure that any sub-contractor, or third party contractor under this project complies with all applicable requirements of the laws listed below including, but not limited to, those provisions pertaining to employment, provision of programs and service, transportation, communications, access to facilities, renovations, and new construction.

The American with Disabilities Act of 1990 (ADA), Pub. L. 101-336, 104 Stat 327, 42 U.S.C. 12101,12213 and 47 U.S.C. Sections 225 and 661 including Title I, Employment; Title 11, Public Services; Title III, Public Accommodations and Services Operated by Private Entities; Title IV, Telecommunications; and Title V, Miscellaneous Provisions.

The Florida Americans with Disabilities Accessibility Implementation Act of 1993, Sections 5553.501-553.513, Florida Statutes

The Rehabilitation Act of 1973, 229 U.S.C. Section 794

The Federal Transit Act, as amended, 49 U.S.C. Section 1612

The Fair Housing Act as amended, 42 U.S.C. Section 3601-3631

SCHEDULE "G" CITY OF CORAL GABLES - STATEMENT PURSUANT TO SECTION 287.133 (3) (a), FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

1. I understand that a "public entity crime" as define in Paragraph 287.133(1)(g), **Florida Statutes**, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any Proposal or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

2. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), **Florida Statutes**, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.

3. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), **Florida Statutes**, means:

1. A predecessor or successor of a person convicted of a public entity crime; or 2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

4. I understand that a "person" as defined in Paragraph 287.133(1)(e), **Florida Statutes**, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which Proposals or applies to Proposal on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

5. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. **[Please indicate which statement below applies.]**

X Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

___The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity subsequent to July 1, 1989.

___The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list.

[Attach a copy of the final order]

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES FOR CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

SCHEDULE "H" CITY OF CORAL GABLES - ACKNOWLEDGEMENT OF ADDENDA

1. The undersigned agrees, if this RFP is accepted, to enter in a Contract with the CITY to perform and furnish all work as specified or indicated in the RFP and Contract Documents within the Contract time indicated in the RFP and in accordance with the other terms and conditions of the solicitation and contract documents.
2. Acknowledgement is hereby made of the following Addenda, if any (identified by number) received since issuance of the Request for Proposal.

Failure to adhere to changes communicated via any addendum may render your response non-responsive.

Addendum No. 1 Date March 16, 2022 Addendum No._____ Date_____

Addendum No. 2 Date March 18, 2022 Addendum No._____ Date_____

Addendum No._____ Date_____ Addendum No._____ Date_____

SCHEDULE "I" - APPENDIX A, 44 C.F.R. PART 18-CERTIFICATION REGARDING LOBBYING

LOBBYING - 31 U.S.C. 1352, as amended

APPENDIX A, 44 CFR PART 18--CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements
(To be submitted with each bid or offer exceeding $100,000)

The undersigned [Company] certifies, to the best of his or her knowledge and belief, that:

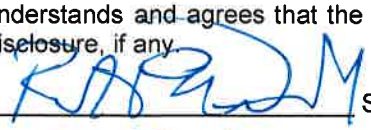
1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions

3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

The Respondent, Axon Enterprise, Inc., certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. A 3801, *et seq., apply* to this certification and disclosure, if any.



Signature of Company's Authorized Official

Robert E. Driscoll, Jr.
VP, Assoc. General Counsel
Name and Title of Company's Authorized Official

3/29/2022
Date

SCHEDULE "J" – CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION

Government Debarment & Suspension Instructions

1. By signing and submitting this form, the prospective lower tier participant is providing the certification set out in accordance with these instructions.

2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension or debarment.

3. The prospective lower tier participant shall provide immediate written notice to the person(s) to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549, at 2 C.F.R. Parts 180 and 417. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.

5. The prospective lower tier participant agrees by submitting this form that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

6. The prospective lower tier participant further agrees by submitting this form that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the System for Award Management (SAM) database.

8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph (5) of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions

The following statement is made in accordance with the Privacy Act of 1974 (5 U.S.C. § 552(a), as amended). This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, and 2 C.F.R.§§ 180.300, 180.355, Participants' responsibilities. The regulations were amended and published on August 31, 2005, in 70 Fed. Reg. 51865-51880.

[READ INSTRUCTIONS ON PREVIOUS PAGE BEFORE COMPLETING CERTIFICATION]

1. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency;

2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this solicitation

Robert E. Driscoll Jr. - VP, Assoc. General Counsel
Printed Name and Title of Authorized Representative

Signature

3/29/22
Date

SCHEDULE "K" FEDERAL GRANT FUNDING SPECIAL PROPOSAL CONDITIONS

This procurement is fully or partially Federally Grant funded. Respondent certifies that it shall comply with the applicable clauses as enumerated below.

1. **Drug Free Workplace Requirements:** Drug-free workplace requirements in accordance with Drug Free Workplace Act of 1988 (Pub I 100-690, Title V, Subtitle D) All proposers entering into Federal funded contracts over $100,000 must comply with Federal Drug Free workplace requirements as Drug Free Workplace Act of 1988.

2. **Repondent's Compliance**: The respondent shall comply with all uniform administrative requirements, cost principles, and audit requirements for federal awards.

3. **Conflict of Interest**: The respondent must disclose in writing any potential conflict of interest to the city or pass-through entity in accordance with applicable Federal policy.

4. **Mandatory Disclosures**: The respondent must disclose in writing all violations of Federal criminal law involving fraud, bribery, or gratuity violations potentially affecting the Federal award.

5. **Utilization of Minority and Women Firms (M/WBE):** The respondent must take all necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible, in accordance with 2CFR 200.321. If subcontracts are to be let, prime proposer will require compliance by all sub-contractor. Prior to contract award, the respondent shall document efforts to utilize M/WBE firms including what firms were solicited as suppliers and/or subcontractor as applicable and submit this information with their bid submittal. Information regarding certified M/WBE firms can be obtained from:

   Florida Department of Management Services (Office of Supplier Diversity)
   Florida Department of Transportation
   Minority Business Development Center in most large cities and
   Local Government M/DBE programs in many large counties and cities

6. **Equal Employment Opportunity/Nondiscrimination**: (As per Executive Order 11246) The respondent may not discriminate against any employee or applicant for employment because of age, race, color, creed, sex, disability or national origin. The respondent agrees to take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to their age, race, color, creed, sex, disability or national origin. Such action shall include but not be limited to the following: employment, upgrading, demotion or transfer, recruitment advertising, layoff or termination, rates of pay or other forms of compensation and selection for training including apprenticeship.

7. **Davis-Bacon Act:** If applicable to this contract, the respondent agrees to comply with all provisions of the Davis Bacon Act as amended (40 U.S.C. 3141-3148). Respondents are required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, respondents must be required to pay wages not less than once a week. If the grant award contains Davis Bacon provisions, the City will place a copy of the current prevailing wage determination issued by the Department of Labor in the solicitation document. The decision to award a contract shall be conditioned upon the acceptance of the wage determination.

8. **Copeland Anti Kick Back Act:** If applicable to this contract, respondents shall comply with all the requirements of 18 U.S.C. § 874, 40 U.S.C. § 3145, 29 CFR Part 3 which are incorporated by reference to this contract. Respondents are prohibited from inducing by any means any person employed in the construction, completion or repair of public work to give up any part of the compensation to which he or she is otherwise entitled.

9. **Contract Work Hours and Safety Standards Act** (40 U.S.C. 3701–3708): Where applicable, all contracts awarded in excess of $100,000 that involve the employment of mechanics or laborers must be in compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each respondent is required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

10. **Clean Air Act (42 U.S.C. 7401–7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251–1387):** as amended—The Respondent agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401–7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251–1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

11. **Debarment and Suspension** (Executive Orders 12549 and 12689): A contract award (see 2 CFR 180.220 and 2 CFR pt. 300) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension. SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. The respondent shall certify compliance. The respondent further agrees to include a provision requiring such compliance in its lower tier covered transactions and subcontracts.

12. **Byrd Anti-Lobbying Amendment** (31 U.S.C. 1352): Respondents that apply or bid for an award exceeding $100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award. The respondent shall certify compliance.

13. **Rights to Inventions Made Under a Contract or Agreement**: If the Federal award meets the definition of "funding agreement" under 37 CFR § 401.2 (a) and the recipient or sub-recipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or sub-recipient must comply with the requirements of 37 CFR Part 401,"Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

14. **Procurement of Recovered Materials**: Respondents must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds $10,000 or the value of the quantity acquired during the preceding fiscal year exceeded $10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

15. **Access to Records and Reports:** Respondent will make available to the City's granting agency, the granting agency's Office of Inspector General, the Government Accountability Office, the Comptroller General of the United States, City of Coral Gables, or any of their duly authorized representatives any books, documents, papers or other records, including electronic records, of the proposer that are pertinent to the City's grant award, in order to make audits, investigations, examinations, excerpts, transcripts, and copies of such documents. The right also includes timely and reasonable access to the respondent's personnel during normal business hours for the purpose of interview and discussion related to such documents. This right of access shall continue as long as records are retained.

16. **Record Retention:** Respondent will retain of all required records pertinent to this contract for a period of three years, beginning on a date as described in 2 C.F.R. §200.333 and retained in compliance with 2 C.F.R. §200.333.

17. **Federal Changes:** Respondent shall comply with all applicable Federal agency regulations, policies, procedures and directives, including without limitation those listed directly or by reference, as they may be amended or promulgated from time to time during the term of the contract.

18. **Termination for Default (Breach or Cause):** If a contract is entered into, the Respondent acknowledges that if it fails to perform in the manner called for in the contract, or if the Respondent fails to comply with any other provisions of the contract, the City may terminate the contract for default. Termination shall be affected by serving a notice of termination to the respondent setting forth the manner in which the respondent is in default. The respondent will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner of performance set forth in the contract.

19. **Safeguarding Personal Identifiable Information:** Respondent will take reasonable measures to safeguard protected personally identifiable information and other information designated as sensitive by the awarding agency or is considered sensitive consistent with applicable Federal, state and/or local laws regarding privacy and obligations of confidentiality.

20. **Prohibition on utilization of cost plus a percentage of cost contracts**: The City will not award contracts containing Federal funding on a cost plus percentage of cost basis.

21. **Energy Policy and Conservation Act (43 U.S.C.§6201):** All contracts except micro-purchases ($3000 or less, except for construction contracts over $2000). Contracts shall comply with mandatory standards and policies relating to energy efficiency, stating in the state energy conservation plan issued in compliance with the Energy Policy and Conservation act. (Pub. L. 94-163, 89 Stat. 871) [53 FR 8078, 8087, Mar. 11, 1988, as amended at 60 FR 19639, 19645, Apr. 19, 1995].

22. **Domestic Preference**: As appropriate and to the extent consistent with law, the Contractor should, in accordance with Section 2-699 of the City Code and 2 C.F.R. § 200.322 under Title 2 of the Code of Federal Regulations, to the greatest extent practicable under a Federal award, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products). For purposes of this section:

    a. "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.

    b. "Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

23. **Telecommunications Equipment or Services**: It is prohibited, as described in section 889(b)(1) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (FY 2019 NDAA)1 and 2 C.F.R. § 200.216.2, for any FEMA award funds to be used in the procurement, the entering into or extending or renewing of a contract for the purpose of obtaining any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology of any system. For purposes of this section:

    a. Covered telecommunications equipment or services means—
        i. Telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation, (or any subsidiary or affiliate of such entities);
        ii. For the purpose of public safety, security of Government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities);
        iii. Telecommunications or video surveillance services provided by such entities or using such equipment; or
        iv. Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

24. Contract with the Enemy: In accordance with 2 C.F.R. 200.215, it is acknowledged that no services under this contract are to be performed outside the United states and its territories nor in support of a contingency operation in which members of the Armed Forces are actively engaged in hostilities.

As the person authorized to sign this statement, I certify that this company complies/will comply fully with the above applicable requirements and all applicable Federal law, regulations, executive orders, FEMA policies, procedures, and directives."

I further acknowledgement that FEMA financial assistance will be used to fund all or a portion of the contract and that any subcontractor utilized will also be required to comply with the requirements above.

DATE: 3/29/22

COMPANY: Axon Enterprise, Inc.

ADDRESS: 17800 N. 85th Street
Scottsdale, AZ
85255

E-MAIL: proposals@axon.com

PHONE NO. 1-800-978-2737

SIGNATURE: [signature]

NAME: Robert E. Driscoll, Jr.

TITLE: VP, Assoc. General Counsel

SCHEDULE "L" - CONTRACTOR CERTIFICATION WORK HOURS AND SAFETY STANDARDS ADDENDUM

This certification is incorporated as part of the contract for Body Worn Cameras.

The Contractor acknowledges and certifies that in accordance with the mandatory requirement that this provision be set forth in all FEMA related contracts, that it shall comply with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5).

Under 40 U.S.C. s. 3702, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week.

The requirements of 40 U.S.C. s. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchase of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

More particularly, as set forth in 29 CFR s.5.5(b) which provides the required contract clauses:

(1) *Overtime requirements.* No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.

(2) *Violation; liability for unpaid wages; liquidated damages.* In the event of any violation of the clause set forth in paragraph (b)(1) of this section the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (b)(1) of this section, in the sum of $25 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (b)(1) of this section.

(3) *Withholding for unpaid wages and liquidated damages.* The (write in the name of the Federal agency or the loan or grant recipient) shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (b)(2) of this section.

(4) *Subcontracts.* The contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraphs (1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (1) through (4) of this section.

Axon Enterprise, Inc., hereby certifies that it shall adhere to the Work Hours and Safety Standards regulations throughout the duration of this Contract as set forth above.

Contractor Signature

Date: 3/09/22

SCHEDULE "M" – SAFETY ACCIDENT PREVENTION

This provision is applicable to all Federal-aid construction contracts and to all related subcontracts.

1. In the performance of this contract the contractor shall comply with all applicable Federal, State and local laws governing safety, health, and sanitation (23 CFR 635). The contractor shall provide all safeguards, safety devices and protective equipment and take any other needed actions as it determines, or as the contracting officer may determine, to be reasonably necessary to protect the life and health of employees on the job and the safety of the public and to protect property in connection with the performance of the work covered by the contract.

2. It is a condition of this contract, and shall be made a condition of each subcontract, which the contractor enters into pursuant to this contract, that the contractor and any subcontractor shall not permit any employee, in performance of the contract, to work in surroundings or under which are unsanitary, hazardous or dangerous to his/her health or safety, as determined under construction safety and health standards (29 CFR 1926) promulgated by the Secretary of Labor, in accordance with Section 107 of the Construction Work Hours and Safety Standards Act (40 U.S.C. 3704).

3. 3.Pursuant to 29 CFR 1926.3, it is a condition of this contract that the Secretary of Labor or authorized representative thereof, shall have right of entry to any site of contract performance to inspect or investigate the matter of compliance with the construction safety and health standards and to carryout the duties of the Secretary under Section 107 of the Contract Work Hours and Safety Standard Act (40 U.S.C. 3704).

Axon Enterprise, Inc., hereby certifies that it shall adhere to the Safety Accident Prevention regulations throughout the duration of this Contract as set forth above.

Contractor Signature

Date: 3/29/22

City of Coral Gables
Finance Department/Procurement Division

Employer E-Verify Affidavit

By executing this affidavit, the undersigned employer verifies its compliance with F.S. 448.095, stating affirmatively that the individual, firm or corporation has registered with and utilizes the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in F.S. 448.095 which prohibits the employment, contracting or sub-contracting with an unauthorized alien. The undersigned employer further confirms that it has obtained all necessary affidavits from its subcontractors, if applicable, in compliance with F.S. 448.095, and that such affidavits shall be provided to the City upon request. Failure to comply with the requirements of F.S. 448.095 may result in termination of the employer's contract with the City of Coral Gables. Finally, the undersigned employer hereby attests that its federal work authorization user identification number and date of authorization are as follows:

85490
Federal Work Authorization User Identification Number

01/04/2008
Date of Authorization

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on 3/29/22 in Scottsdale (city), AZ (state).

Signature of Authorized Officer or Agent

Robert E. Driscoll, Jr. - VP, Assoc. General Counsel
Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME
ON THIS THE 29th DAY OF March, 2022.

NOTARY PUBLIC
My Commission Expires:
3/25/24

ELIZABETH LUNA
Notary Public - Arizona
Maricopa County
Commission # 578489
My Comm. Expires Mar 25, 2024

7. MINIMUM QUALIFICATION REQUIREMENTS

Submit detailed verifiable information affirmatively documenting compliance with the Minimum Qualifications Requirements shown in Section 3.

The following represent the minimum qualification requirements for a Proposer to be deemed responsive by the City, and Proposer shall satisfy each of the following minimum requirements cited below. Each of these minimum qualifications must be addressed in detail in its submittal to determine Proposer's responsiveness. Failure to meet each of the following qualification requirements, and/or failure to provide sufficient detail and/or documentation in its submittal to determine responsiveness by the City, will result in the submittal being deemed non-responsive.

(A) PROPOSERS SHALL:

(1) Be regularly engaged in the business of providing the services described in this RFP for a minimum of five (5) years. Required Submittals: Three (3) client references including name, contact information including address/telephone/email, length of services provided, and the actual services provided to the client.

(2) Have completed a minimum of two (2) successful implementations or body worn cameras in the U.S. market in the last five (5) years incorporating similar technology with at least two hundred (200) active cameras. References must be provided to document this requirement. References should include the entity/agency, scope of the project, summary of the implementation outcome, budget and contact information for the reference.

(3) Have previous experience working with federal/state/county and or city law enforcement agencies. References must be provided to document this requirement.

Since 1993, Axon Enterprise, Inc. has been committed to delivering safe, secure solutions for law enforcement, militaries, and citizens. Axon currently partners with more than 15,100 agencies around the world to deliver innovative hardware and software solutions built for the public safety sector.

Since 2012, Axon has developed and manufactured multiple generations of body-worn cameras, and currently supports more than 560,000 registered body-worn cameras worldwide. Axon Evidence, our CJIS-compliant, scalable, cloud-based system that centralizes all types of digital files, has been operating at since 2009.

AXON HARDWARE & AXON EVIDENCE DEMS USAGE

Below you'll find information on the usage, key features, and benefits of Axon's technology in the law enforcement field.

- **15,100+** active agencies worldwide in **89** countries
- **55** members of the Major Cities Chiefs Association—which represent the largest cities in the US and Canada—have deployed Axon hardware and software
- **666,000+** cumulative users on Axon Evidence
- **152,000,000+** gigabytes of data stored in Axon Evidence
- **326,000+** registered TASER energy weapons
- **564,000+** registered body-worn cameras
- **65,000+** registered in-car cameras

REFERENCES

1. Miami Beach, FL Police Department
   - 1100 Washington Ave Miami Beach, FL 33139
     Paul Acosta, 305-673-7776, paulacosta@miamibeachFL.gov
   - Customer since 2011
   - Total Contracted Amount: $6.1 Million
   - Services Provided:
     - TASERs
     - Digital Evidence Management Solution
     - Body Worn Cameras
     - Interview Room Solution
     - Axon Air (drones)
2. Ocoee, FL Police Department
   - 646 Ocoee Commerce Pkwy, Ocoee, FL 34761
   - Chief Saina Plasencia, 407-554-7223, splasencia@ocoee.org
   - Customer since 2013
   - Total Contracted Amount: $2.5 Million
   - Services Provided:
     - TASERs
     - Digital Evidence Management
     - Body Worn Cameras
     - Axon Fleet In-car Cameras

3. Doral, FL police department
    - 6100 NW 99th AveDoral, FL 33178
    - Joaquin Garcia-Tunon , joaquin.garcia-tunon@doralpd.com, 305-593-6699 ext. 2118
    - Customer since 2013
    - Contract Amount $2.2 Million
    - Services Provided:
        - Body Worn Cameras
        - TASERs
        - Digital Evidence Management

OUR EXPERIENCE IN FLORIDA

In addition to the references provided above, the following Florida Law Enforcement agencies are current Axon customers. Axon performed installation and deployment of the hardware and software.

- Pinellas County Sheriff's Office - Pinellas County Sheriff's Office purchased Axon's Officer Safety Plan 7+ bundle which includes the following devices and services: Axon Body 3, Professional Axon Evidence Licenses, Unlimited Axon Evidence Storage, Axon Respond for Devices+, Axon Evidence Third Party Storage and Support, Axon Evidence Viewer Licenses, Axon Records, Axon Performance, Redaction Assistant, Citizen for Communities, Axon Auto-Tagging, TASER 7 Certification, Axon Signal Sidearm, Channel Services.
- Pinellas Park Police Department - Pinellas Park Police Department purchased Axon's Officer Safety Plan 7+ bundle which includes the following devices and services: Axon Body 3, Professional Axon Evidence Licenses, Unlimited Axon Evidence Storage, Axon Respond for Devices+, Axon Evidence Third Party Storage and Support, Axon Evidence Viewer Licenses, Axon Records, Axon Performance, Redaction Assistant, Citizen for Communities, Axon Auto-Tagging, TASER 7 Certification, Axon Signal Sidearm, Channel Services.
- Broward County Sheriff's Office - Axon provides hardware, software, and professional services for body-worn cameras and in-car camera systems (1,600 body-worn cameras on a 2 camera to 1 officer workflow and Axon Fleet 3 for all DUI Task Force vehicles).
- Hillsborough County Sheriff's Office - Hillsborough County Sheriff's Office purchased Axon's Officer Safety Plan 7+ bundle which includes the following devices and services - Axon Body 3, Professional Axon Evidence Licenses, Unlimited Axon Evidence Storage, Axon Respond for Devices+, Axon Evidence Third Party Storage and Support, Axon Evidence Viewer Licenses, Axon Records, Axon Performance, Redaction Assistant, Citizen for Communities, Axon Auto-Tagging, TASER 7 Certification, Axon Signal Sidearm, Channel Services. Axon performed installation and deployment of the hardware and software.

- Tampa Police Department - Tampa Police Department purchased Axon's Officer Safety Plan 7+ bundle which includes the following devices and services: Axon Body 3, Professional Axon Evidence Licenses, Unlimited Axon Evidence Storage, Axon Respond for Devices+, Axon Evidence Third Party Storage and Support, Axon Evidence Viewer Licenses, Axon Records, Axon Performance, Redaction Assistant, Citizen for Communities, Axon Auto-Tagging, TASER 7 Certification, Axon Signal Sidearm, Channel Services.
- North Port Police Department - North Port Police Department purchased Axon's Officer Safety Plan 7+ bundle which includes the following devices and services: Axon Body 3, Professional Axon Evidence Licenses, Unlimited Axon Evidence Storage, Axon Respond for Devices+, Axon Evidence Third Party Storage and Support, Axon Evidence Viewer Licenses, Axon Records, Axon Performance, Redaction Assistant, Citizen for Communities, Axon Auto-Tagging, TASER 7 Certification, Axon Signal Sidearm, Channel Services.
- Oviedo Police Department - Oviedo Police Department purchased Axon's Officer Safety Plan 7 bundle which includes the following devices and services: Axon Body 3, Professional Axon Evidence Licenses, Unlimited Axon Evidence Storage, Axon Respond for Devices, Axon Evidence Third Party Storage, Axon Evidence Viewer Licenses, TASER 7 Certification, Axon Signal Sidearm.
- Sunrise Police Department - Axon provided hardware, software, and professional services for body-worn cameras and TASER energy weapons (192 Axon Body 3 cameras with Axon Respond for Devices and Auto Tagging; 192 TASER 7 energy weapons).

OUR EXPERIENCE ACROSS THE GLOBE

Axon is dedicated to providing hardware and software solutions to law enforcement agencies throughout the nation and is proud to work with the following clients to implement the technology used to help increase workflow efficiencies, reduce incidents, and protect the truth. Our largest BWC and DEMS customers include:

- London's Metropolitan Police Service is one of the largest police forces in the world. It has around 31,000 officers, 1,400 Police Community Support Officers (PCSOs), and 2,600 volunteer officers in its Special Constabulary working across 620 square miles and protecting 7.2 million people. The Metropolitan Police Service is the largest Axon body-worn customer in the world, with 42,000 cameras deployed.
- Victoria Police in Australia provides policing services to the Victorian community across 54 Police Service Areas, within 21 divisions and four regions, serving over 5.9 million people. More than 9,900 Victoria Police officers are currently utilizing Axon body-worn cameras.
- The Los Angeles Police Department is the largest user of Axon body-worn camera technology in the United States, with over 7,500 cameras deployed. The LAPD is comprised of nearly 10,000 sworn officers, serving 468 square miles.

- Charlotte-Mecklenburg, NC Police Department
- Fort Worth, TX Police Department
- Dallas, TX Police Department
- San Diego, CA Police Department
- Baltimore City, MD Police Department
- Baltimore County, MD Police Department
- Memphis, TN Police Department
- Washington, DC Metropolitan Police Department
- Denver, CO Police Department
- Cincinnati, OH Police Department
- Atlanta, GA Police Department

(B) KEY PERSONNEL:

(1) Project Manager. The proposer's project manager must have a minimum of three (3) years of experience managing the implementation of at least two (2) body worn camera projects within the last five (5) years. Proof of experience will be documented by provided a resume with references listed.

Shawn Spencer, Professional Services Manager, joined Axon in 2003 as a Customer Service Representative. Through dedication and exceptional performance, Shawn has since advanced to the roles of Regional Sales Manager, Senior Regional Sales Manager, and currently Professional Services Manager.

Shawn worked as a Regional Manager for thirteen years, where he covered eight states and helped increase the market penetration of TASER energy weapons from just over 1,700 agencies worldwide to over 18,000 agencies during that time. Now, as a Professional Services Manager, he works closely alongside agency personnel for the duration of Axon implementation projects, from planning to deployment.

Shawn has worked with more than 200 agencies in his tenure with Axon, on projects of varying size and complexity, across the country. He has been integral to deployments of up to 3,000 Axon body-worn cameras and their accompanying Axon digital evidence management systems. Notably, Shawn managed the Axon implementation projects successfully for Alabama State Police and Chattanooga PD.

Shawn is a highly skilled and proven expert in Axon products, TASER energy weapons, project management, and training, regularly exceeding customer expectations. He diligently applies best practices in project issue tracking and collaboration to minimize challenges and risks. Shawn promotes clear and continuous communication with agency project teams to ensure he readily addresses any concerns, accomplishes project milestones, and tailors training programs to the customer's needs to deliver their optimal Axon solution.

Axon's professional service team members are not required to have PMI Project Management Professional (PMP) certifications. Our focus is on recruiting professional managers directly from the industry we're serving, most having had real-world experience planning and managing Axon technology or similar projects.

Agencies implemented in the past 12 months:

- Gulfport PD
- Arlington Heights PD
- West Haven PD
- Little Rock PD
- Lexington PD
- Jonesboro PD
- Dothan PD
- Indian River County SO
- St Johns Co
- Tallahassee PD
- St Augustine PD
- Volusia County

CLIENT REFERENCES

- Gulfport, MS Police Department, Sergeant Bruce Archebelle, barchebelle@gulfport-ms.gov
- Arlington Heights, IL Police Department, Commander Andrew Flentge, aflentge@vah.com
- West Haven, CT Police Department, Captain Joseph Romano, jromano@whpd.com

Shawn Spencer

Professional Services Manager

480.326.5378
shawn@axon.com

Professional Profile

- Self-starter that learns and adapts quickly to be able to assume any role; able to grasp current sales objectives and products and formulate a business plan to achieve said company goals and objectives
- Goal oriented; creative problem solver, able to think outside the box to resolve situations
- Team player, motivator, identifies what is key to success for customer

Professional Experience

Axon Enterprise, Scottsdale, AZ **3/2003 – Present**
Professional Services Manager

- Providing subject matter expertise to Law Enforcement agencies in regards to their on-officer camera program and TASER CEW programs
- Provide recommendations and best practices for the development of TASER AXON and CEW programs
- Trusted advisor to Law Enforcement agencies, visit operational environments to conduct trainings and implement best practices
- Provide ongoing support and technical services to resolve issues related to TASER AXON and CEW products

Axon Enterprise, Scottsdale, AZ
Senior Regional Manager

- Responsible for sales and maintenance of Southern US Region (OK, TX, AR, LA, MS, AL, KY, TN), increased sales an average of 20% each year and recorded largest ever single sale for company
- Performed numerous customer service visits to give product demonstrations and promote sales as well as resolve customer issues to regain their confidence and belief in the company and its products
- Attended many trade shows and sponsorships to promote sales as well as being an ambassador for the company
- Responsible for managing and working with product distributors to further sales as well as provide the best possible customer service for the company's products
- Performed various media interviews on a variety of topics related to our current products

Axon Enterprise, Scottsdale, AZ
Customer Service Representative

- Responsible for answering phones and fulfilling customer requests to promote sales and deliver top quality customer service
- Performed job duties of trade show manager by planning and organizing various trade shows and conference sponsorships
- Responsible for reviewing use of force reports and then calling and discussing any reports that were returned with a non-satisfactory result

Restaurants of America **2000 – 2003**

Assistant Manager

- Tasked with overseeing the day to day operations by following the company guidelines to promote business and customer service
- Lead 15 to 20 employees on a daily basis to make sure they performed according to company guidelines to also promote sales and customer service
- Awarded catering coordinator position to make sure each event was planned out and executed according to the customer's expectations
- Responsible for maintaining the company's food costs and keeping them within the designated range in order to increase profitability as well as keep the store on track to achieve their quarterly bonus

Additional Skills

Completed Baker Communications "Essential Sales and Negotiations" training

The following represent the qualification(s) required by the successful Proposer prior to final award or contract execution:

(1) Provide proof of active status or documentation evidencing Proposer is currently seeking active status with the Florida Department of State, Division of Corporation. Submittals: Current Florida Department of State, Division of Corporation certificate or equivalent document.

See the following pages for Axon's Florida business authorization certifications.

State of Florida
Department of State

I certify from the records of this office that AXON ENTERPRISE, INC. is a Delaware corporation authorized to transact business in the State of Florida, qualified on March 25, 2010.

The document number of this corporation is F10000001499.

I further certify that said corporation has paid all fees due this office through December 31, 2017, that its most recent annual report/uniform business report was filed on January 10, 2017, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

Given under my hand and the Great Seal of the State of Florida at Tallahassee, the Capital, this the Eleventh day of May, 2017

Ken Detzner

Secretary of State

Tracking Number: CU3507182584

To authenticate this certificate,visit the following site,enter this number, and then follow the instructions displayed.

https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication

Sunbiz.org DIVISION of CORPORATIONS an official State of Florida website

Department of State / Division of Corporations / Search Records / Search by Entity Name /

Detail by Entity Name

Foreign Profit Corporation
AXON ENTERPRISE, INC.

Filing Information

Document Number	F10000001499
FEI/EIN Number	86-0741227
Date Filed	03/25/2010
State	DE
Status	ACTIVE
Last Event	NAME CHANGE AMENDMENT
Event Date Filed	05/09/2017
Event Effective Date	NONE

Principal Address

17800 N. 85TH STREET
SCOTTSDALE, AZ 85255

Mailing Address

17800 N. 85TH STREET
SCOTTSDALE, AZ 85255

Registered Agent Name & Address

CORPORATION SERVICE COMPANY
1201 HAYS STREET
TALLAHASSEE, FL 32301-2525

Name Changed: 11/21/2018

Address Changed: 11/21/2018

Officer/Director Detail

Name & Address

Title President

Larson, Luke
17800 N. 85TH STREET
SCOTTSDALE, AZ 85255

Title Secretary

Fields , Isaiah
17800 N. 85TH STREET
SCOTTSDALE, AZ 85255

Title VP

Driscoll , Robert E., Jr.
17800 N. 85th Streeet
Scottsdale, AZ 85255-6311

Annual Reports

Report Year	Filed Date
2019	02/06/2019
2020	02/17/2020
2021	04/27/2021

Document Images

04/27/2021 -- ANNUAL REPORT	View image in PDF format
02/17/2020 -- ANNUAL REPORT	View image in PDF format
02/06/2019 -- ANNUAL REPORT	View image in PDF format
11/21/2018 -- Reg. Agent Change	View image in PDF format
02/22/2018 -- ANNUAL REPORT	View image in PDF format
05/09/2017 -- Name Change	View image in PDF format
01/10/2017 -- ANNUAL REPORT	View image in PDF format
01/15/2016 -- ANNUAL REPORT	View image in PDF format
01/28/2015 -- ANNUAL REPORT	View image in PDF format
03/18/2014 -- ANNUAL REPORT	View image in PDF format
03/20/2013 -- ANNUAL REPORT	View image in PDF format
07/09/2012 -- Reg. Agent Change	View image in PDF format
01/05/2012 -- ANNUAL REPORT	View image in PDF format
03/17/2011 -- ANNUAL REPORT	View image in PDF format
03/25/2010 -- Foreign Profit	View image in PDF format

Florida Department of State, Division of Corporations

(2) The Firm or principals shall have no record of judgements, pending lawsuits against the city or criminal activities involving moral turpitude and not have any conflicts of interest that have not been waived by the city commission.

Complies.

(3) Neither firm nor any principal, officer or stockholder shall be in arrears or default of any debt or contract involving the city, (as a party to a contract, or otherwise); nor have failed to perform faithfully on any previous contract with the city.

Complies.

(4) Proposer, its employees, agents and subcontractors must be able to undergo and successfully pass security background checks, if awarded the contract for access to city facilities and information.

Complies. Axon acknowledges and abides by all aspects of the CJIS Security Addendum. CJIS Security Addendum Certification pages are maintained for each authorized Axon employee and are available to customers. Authorized Axon employees are available for state of residence and national fingerprint-based record checks at either the state or local level and are available to complete state-specific security awareness training. Additionally, Axon adheres to the audit requirements of the FBI CJIS Security Policy. Any additional screening beyond the items listed above can be addressed during contract negotiation if Axon is selected as the vendor for the project.

Exhibit H

CITY OF CORAL GABLES
FINANCE DEPARTMENT/PROCUREMENT DIVISION
LOBBYIST REGISTRATION FORM

SOLICITATION NAME/NUMBER: RFP 2021-050 Body Worn Cameras

The Bidder/Proposer certifies that it understands if it has retained a lobbyist(s) to lobby in connection with this specific competitive solicitation that each lobbyist retained has timely filed the registration or amended registration required under the City of Coral Gables Lobbyist Registration requirement pursuant to Ordinance 2021-24 as outlined below:

Lobbyist means an individual, firm, corporation, partnership, or other legal entity employed or retained, whether paid or not, by a principal, or that contracts with a third-party for economic consideration to perform lobbying activities on behalf of a principal.

Lobbying activity means any attempt to influence or encourage the passage or defeat of, or modification to, governmental actions, including, but not limited to, ordinances, resolutions, rules, regulations, executive orders, and procurement actions or decisions of the city commission, the mayor, any city board or committee, or any city personnel. The term "lobbying activity" encompasses all forms of communication, whether oral, written, or electronic, during the entire decision-making process on actions, decisions, or recommendations which foreseeably will be heard or reviewed by city personnel. This definition shall be subject to the exceptions stated below.

Procurement matter means the city's processes for the purchase of goods and services, including, but not limited to, processes related to the acquisition of: technology; public works; design services; construction, professional architecture, engineering, landscape architecture, land surveying, and mapping services; the purchase, lease or sale of real property; and the acquisition, granting, or other interest in real property.

City personnel means those city officials, officers and employees who are entrusted with the day-to-day policy setting, operation, and management of certain defined city functions or areas of responsibility, even though ultimate responsibility for such functions or areas rests with the city commission, with the exception of the City Attorney, Deputy City Attorney, and Assistant City Attorneys, advisory personnel (members of city advisory boards and agencies whose sole or primary responsibility is to recommend legislation or give advice to the city commission); and any employee of a city department or division with the authority to participate in procurement matters, when the communication involves such procurement.

Affidavit requirement. The following provisions shall apply to certain individuals who, in procurement matters participate in oral presentations or recorded negotiation meetings and sessions:

a. The principal shall list on an affidavit form, provided by the City, all technical experts or employees of the principal whose normal scope of employment does not include lobbying activities and whose sole participation in the city procurement matter involves an appearance and participation in a city procurement matter involves an appearance and participation in an oral presentation before a city certification, evaluation, selection, technical review or similar committee, or recorded negotiation meetings or sessions.

b. No person shall appear before any procurement committee or at any procurement negotiation meeting or session on behalf of a principal unless he/she has been listed as part of the principal's presentation or negotiation team or has registered as a lobbyist. For purposes of this subsection only, the listed members of the oral presentation or negotiation team shall not be required to separately register as lobbyists or pay any registration fees. The affidavit will be filed by the city procurement staff with the city clerk at the after the proposal is submitted or prior to the recorded negotiation meeting or session. Notwithstanding the foregoing, any person who engages in lobbying activities in addition to appearing before a procurement committee to make an oral presentation, or at a recorded procurement negotiation meeting or session, shall comply with all lobbyist registration requirements.

The Bidder/Proposer hereby certifies that: (select one)
_x_ It has not retained a lobbyist(s) to lobby in connection with this competitive solicitation; however, if one is retained anytime during the competitive process and prior to contract execution for this project, the lobbyist will properly register with the City Clerk's Office within two (2) business days of being retained with copy to the city procurement staff.

_____ It has retained a lobbyist(s) to lobby in connection with this competitive solicitation and certified that each lobbyist retained has timely filed the registration or amended registration required under the City of Coral Gables

CITY OF CORAL GABLES
FINANCE DEPARTMENT/PROCUREMENT DIVISION

LOBBBYIST REGISTRATION FORM

Lobbyist Registration requirement pursuant to Ordinance 2021-24 Section and that the required affidavit has been properly filed

It is a requirement of this solicitation that the following information be provided for all lobbyists retained to lobby in connection with this solicitation be listed below:

Name of Lobbyist: _____
Lobbyist's Firm (if applicable): _____
Phone: _____
E-mail: _____

Name of Lobbyist: _____
Lobbyist's Firm (if applicable): _____
Phone: _____
E-mail: _____

Name of Lobbyist: _____
Lobbyist's Firm (if applicable): _____
Phone: _____
E-mail: _____

Name of Lobbyist: _____
Lobbyist's Firm (if applicable): _____
Phone: _____
E-mail: _____

Authorized Signature: _____
Printed Name: Robert E. Driscoll, Jr.
Date: 3/29/22
Title: VP, Assoc. General Counsel
Bidder/Proposer Name: Axon Enterprise, Inc.

CITY OF CORAL GABLES
FINANCE DEPARTMENT/PROCUREMENT DIVISION

LOBBYIST AFFIDAVIT

Solicitation Name/Number: RFP 2021-050 Body Worn Cameras

The following provisions shall apply to certain individuals who, in procurement matters participate in oral presentations or recorded responsiveness, responsibility or negotiation meetings and sessions:

a. The principal shall list below all technical experts or employees of the principal whose normal scope of employment does not include lobbying activities and whose sole participation in the city procurement matter involves an appearance and participation in an oral presentation before an evaluation, selection, technical review or similar committee, or recorded responsiveness, responsibility or negotiation meetings or sessions.

b. No person shall appear before any procurement committee or at any procurement responsiveness, responsibility or negotiation meeting or session on behalf of a principal unless he/she has been listed as part of the principal's team pursuant to this affidavit or has registered as a lobbyist. For purposes affidavit only, the listed members of the oral presentation or negotiation team shall not be required to separately register as lobbyists or pay any registration fees.

This affidavit will be provided by the city procurement staff to the city clerk after the proposal is submitted or prior to the oral presentation. Any changes after the original affidavit is submitted by the proposer and prior to the oral presentations, an updated copy shall be presented to the Procurement Division and the City Clerk at least twenty-four (24) hours prior scheduled time for the oral presentation session. Notwithstanding the foregoing, any person who engages in lobbying activities in addition to appearing before a procurement committee to make an oral presentation, or at a recorded procurement negotiation meeting or session, shall comply with all lobbyist registration requirements.

List of employees & technical experts:

NAME	TITLE	ROLE	COMPANY/FIRM
Trey Wade	Sr. Account Executive	Sales	Axon Enterprise, Inc.
Stacey Chadderton	Director, Sales	Sales	Axon Enterprise, Inc.
Ashlyn Frahm	Inside Sales Engineer	Subject Matter Expert	Axon Enterprise, Inc.
Alyssa Payne	Strategic Account Executive	Sales	Axon Enterprise, Inc.

CITY OF CORAL GABLES
FINANCE DEPARTMENT/PROCUREMENT DIVISION

LOBBYIST AFFIDAVIT

I do solemnly swear that all of the foregoing information is true and correct and I will fully comply with requirements of this affidavit and the associated City of Coral Gables Lobbyist Registration requirement pursuant to Ordinance 2021-24 Section.

Authorized Signature: _____

Printed Name: Robert E. Driscoll, Jr. Title: VP, Assoc. General Counsel

Date: 3/29/22

Bidder/Proposer's Name: Axon Enterprise, Inc.

NOTARY PUBLIC

STATE OF Arizona

COUNTY OF Maricopa

On this _____day of _____, 20____, before me the undersigned Notary Public of the State of AZ, personally appeared Robert E. Driscoll (Name(s) of individual(s) who appeared before Notary

And whose name(s) is/are subscribes to within the instrument(s), and acknowledges it's execution.

_____

NOTARY PUBLIC, STATE OF Arizona

Elizabeth Luna (Name of notary Public; Print, Stamp or Type as Commissioned.

SEAL OF OFFICE:

Personally know to me, or Produced

Identification:

Personally Known

(Type of Identification Produced)

ELIZABETH LUNA
Notary Public - Arizona
Maricopa County
Commission # 578489
My Comm. Expires Mar 25, 2024

Request for Proposal (RFP) No. 2021-050					
Body Worn Cameras					
Revised Technical Requirements Qualification Checklist					
		Proposed solution complies w/Requirement		**Comments/Explanation**	**Corresponding Pg in Specifications. Provide Supporting documentation**
Specification Section	**Requirement**	**Yes**	**No**		
Section 2.3 Device Requirements					
2.3.1	Be a device dedicated solely to be used as a BWC	☑	☐	The Axon Body 3 functions solely as a BWC.	Function Guide, page 59-60
2.3.2	Be a secure and tamper-proof device	☑	☐	While on the device, evidentiary video is protected from manipulation with AES 128 XTS full disk encryption.	Specifications sheet, page 58
2.3.3	Be of size and weight that is practical and comfortable for all day wear. ***Provide the weight of the device in the comments***	☑	☐	6.9 oz [196 grams]	Specifications sheet, page 58
2.3.4	Be black in color	☑	☐	The device is black in color.	Specifications sheet, page 58
2.3.5	Meet Military specifications (MIL-STD-810G) or equivalent for the following				
2.3.5.1	Storage Temperature Range. ***Provide range in comments***	☑	☐	The storage temperature range is−4 °F to 95 ° F (−20 °C to 35 °C).	Specifications sheet, page 58
2.3.5.2	Vibration	☑	☐	The Axon Body 3 is tested to and passes MIL-STD-810G Test Methods for vibration.	Specifications sheet, page 58
2.3.5.3	Thermal Shock	☑	☐	The Axon Body 3 is extremely rugged, securely sealed, and water and shock resistant.	Specifications sheet, page 58
2.3.5.4	Dust	☑	☐	The Axon Body 3 is tested to and passes MIL-STD-810G Test Methods for vibration, salt fog, and blowing dust resistance.	Specifications sheet, page 58
2.3.5.5	Solar Radiation	☑	☐	Prior to manufacture, devices are subjected to environmental testing including but not limited to, solar chambers.	Specifications sheet, page 58

Request for Proposal (RFP) No. 2021-050					
Body Worn Cameras					
Technical Requirements Qualification Checklist					
		Proposed solution complies w/Requirement		**Comments/Explanation**	**Corresponding Pg in Specifications. Provide Supporting documentation**
Specification Section	**Requirement**	**Yes**	**No**		
2.3.6	Operate within temperature range between -5° F to 120° F.	☑	☐	The Axon Body 3 cameras have an operating temperature range of -4°–122°F [-20°–50°C].	Specifications sheet, page 58
2.3.7	Pass a Drop Test rating of at least 6 ft. in accordance with military standards	☑	☐	The Axon Body 3 is impact certified from a height of 6 feet when in normal temperature ranges (ambient).	Specifications sheet, page 58
2.3.8	Be waterproof to at least IP67 rating	☑	☐	The Axon Body 3 has an IEC 60529 IP67 ingress protection (IP) rating. This IP rating means the device is dust-tight and highly resistant to water ingress when submerged at a depth of up to 1 meter for 30 minutes.	Specifications sheet, page 58
2.3.9	Offer multiple mounting options on the officer's uniform with a forward-facing field of view	☑	☐	Whether your officers decide to mount their devices on a shirt, patrol vest, jacket, or belt, our easy-to-use mounting system is built into the back of the device.	Mount Specifications, page 61-63
2.3.10	Have a minimum Video Recording Definition of 720p (30FPS)	☑	☐	The camera has four video quality settings with a minimum video resolution of 480p and a maximum video resolution of 1080p. The device records 30 FPS.	Specifications sheet, page 58
2.3.11	Be able to record at least 4 hours uninterrupted of continuous recording	☑	☐	In Event mode, the camera will continuously record until stopped. The maximum length of an Axon camera recording is 4 hours.	Specifications sheet, page 58
2.3.12	Be able to store at least 8 hours of video	☑	☐	At the highest resolution setting, the camera can store approximately 11 hours of video.	Specifications sheet, page 58
2.3.13	Have minimum 64GB of internal memory	☑	☐	The device has 64 GB of non-removable storage to house captured video files and the camera's operating system.	Specifications sheet, page 58
2.3.14	Have a battery life of at least 12 hours	☑	☐	Under normal usage, the Axon Body 3 camera is capable of providing approximately 12 hours of battery life.	Specifications sheet, page 58
2.3.15	Synchronize time to the selected vendor's external time server	☑	☐	When docked, the camera's dates and timestamps sync with the atomic clocks at the National Institute of Standards and Technology (NIST).	Function Guide, page 59-60

Request for Proposal (RFP) No. 2021-050					
Body Worn Cameras					
Technical Requirements Qualification Checklist					
		Proposed solution complies w/Requirement		**Comments/Explanation**	**Corresponding Pg in Specifications. Provide Supporting documentation**
Specification Section	**Requirement**	**Yes**	**No**		
2.3.16	Record in color	☑	☐	The Axon Body 3 records in color.	Specifications sheet, page 58
2.3.17	Have a minimum field of view of 140 degrees	☑	☐	The Axon Body 3 has a 146.4° diagonal field of view (FOV), a 125.2° horizontal FOV, and a 68.6° FOV.	Specifications sheet, page 58
2.3.18	Be compatible with Windows 10 and maintain compatibility with future versions of Windows	☑	☐	Not applicable. The camera is connected to Axon Evidence, a cloud-based DEMS via the docking station and requires no installation on a PC.	Function Guide, page 59-60
2.3.19	Have a wired or wireless connection to allow for charging and uploading while in a vehicle. A wireless option would need to be reliable and automatically connect to the designated City device.	☑	☐	Cameras are equipped with a USB 3.0, Type C interface for charging and include a USB charging cable suitable for use with a standard USB charger or in-car USB outlet. Cameras can be charged by electrical chargers with a USB connector, whether outfitted for a standard wall outlet or car charger.	Function Guide, page 59-60
2.3.20	Have multiple microphones	☑	☐	The camera has four (4) built-in microphones on different planes of the camera (two on the front and two on the bottom.	Function Guide, page 59-60
2.3.21	Have a dedicated ON/OFF button switch	☑	☐	The camera has a power button (on/off) on the top of the device.	Function Guide, page 59-60
2.3.22	Have a dedicated, sole use button for activation and deactivation of recordings	☑	☐	The Event button on the front of the device is used to activate and deactivate recordings.	Function Guide, page 59-60
2.3.23	Have a button that can disable lighting and sounds of the device to enable a “tactical mode	☑	☐	To enter stealth mode, hold the volume down button for three seconds; to exit, hold the volume up button for three seconds.	Function Guide, page 59-60
2.3.24	Have a button that bookmarks or flags video is it is being recorded for evidentiary purposes	☑	☐	Bookmarks can be captured by pressing the Select button on the camera.	Function Guide, page 59-60
2.3.25	Have a battery life gauge that is visible to the user while wearing the device.	☑	☐	The battery capacity is displayed to the user from the status bar on top of device.	Function Guide, page 59-60

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Body Worn Cameras					
Technical Requirements Qualification Checklist					
		Proposed solution complies w/Requirement		**Comments/Explanation**	**Corresponding Pg in Specifications. Provide Supporting documentation**
Specification Section	**Requirement**	**Yes**	**No**		
2.3.26	Have a recording indicator that is visible and audible to the user while wearing the device	☑	☐	The camera has a recording indicator that is visible and audible to the user while wearing the device.	Function Guide, page 59-60
2.3.27	Have a programable indicator that is visible by the person being recorded, when recording is enabled	☑	☐	The camera has a programable indicator that is visible by the person being recorded, when recording is enabled.	Function Guide, page 59-60
2.3.28	Have configurable audio, vibrating alert, and visual indicator to confirm when the device is powered on	☑	☐	The camera has a configurable audio, vibrating alert, and visual indicators to confirm when the device is powered on.	Function Guide, page 59-60
2.3.29	Have configurable audio, vibrating alert, and visual indicator to confirm when the device is recording	☑	☐	The camera has configurable audio, vibrating alert, and visual indicators to confirm when the device is recording.	Function Guide, page 59-60
2.3.30	Have configurable audio, vibrating alert, and visual indicator to confirm when the device is finished recording	☑	☐	The camera has configurable audio, vibrating alert, and visual indicators to confirm when the device is finished recording.	Function Guide, page 59-60
2.3.31	Have configurable audio, vibrating alert, and visual indicator to confirm when the device is powered off	☑	☐	The camera has configurable audio, vibrating alert, and visual indicators to confirm when the device is powered off.	Function Guide, page 59-60
2.3.32	Be configurable to have image quality and low-light capability equivalent to that of the human eye	☑	☐	The Axon Body 3 utilizes advanced low-light technology and has a lux rating of < 0.1 lux to mimic the human eye in low light environments.	Specifications sheet, page 58
2.3.33	Be configurable to have audio quality and capability equivalent to that of the human ear	☑	☐	The Axon Body 3 has four microphones and a minimum audio resolution bit depth of 16 bits.	Specifications sheet, page 58
2.3.34	Have its own unique ID that can be registered to a specific Officer (i.e., by employee name, ID number, etc.)	☑	☐	You assign devices to individuals using the unique serial number (device ID) of each camera.	Supported Upload Methods, Page 139-140
Section 2.4 Mobile Laptop Application					
2.4.1	Be able to connect with BWC device through a wired connection for charging and communication	☑	☐	Direct USB connection of the camera to an LTE-enabled Windows computer uti lizing Axon View XL application in standalone mode allows the user to review evidence from the field.	Supported Upload Methods, Page 139-140

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Body Worn Cameras					
Technical Requirements Qualification Checklist					
		Proposed solution complies w/Requirement		**Comments/Explanation**	**Corresponding Pg in Specifications. Provide Supporting documentation**
Specification Section	**Requirement**	**Yes**	**No**		
2.4.2	Be able to connect via Bluetooth and / or Wi-Fi to the BWC for communication	☑	☐	The Axon Body 3 supports wireless upload (via Wi-Fi) by utilizing the in-car MDC.	Supported Upload Methods, Page 139-140
2.4.3	Be able to run in the latest Windows environment	☑	☐	Windows Operating Systems: Windows 7 or Windows 10 Axon View XL is compatible with both 32-bit and 64-bit operating systems.	Axon View XL Standalone Mode, page 170
2.4.4	Be able to connect to the Active Directory for authentication	☑	☐	Enter your Axon Evidence Username and Password to sign in to Axon View XL.	Axon View XL Standalone Mode, page 170
2.4.5	Be able to provide access to videos for the purpose of tagging files	☑	☐	Videos can be tagged from the Axon View XL application.	Evidence categories and retention periods, Page 122 - 124
2.4.6	Be able to have integration with CAD for the purpose of tagging files	☑	☐	Integrating your CAD system with Axon Evidence automatically tags videos based on the correlated event metadata captured by the respective system.	See Auto-Tagging, page 168-169
Section 2.5 Fixed Docking Station					
2.5.1	Be able to accommodate BWC devices in banks (individual docks and multi docks) of fixed amounts	☑	☐	Insert the Axon Body 3 camera into an Axon Body 3 Dock bay to upload videos and charge the camera's battery. Eight and single bay docks are available.	Function Guide, page 59-60
2.5.2	Be able to connect to an individual's personal internet service provider for upload of video.	☑	☐	Single-bay docks can be provided for home use from an individual's Internet service provider for uploads.	Function Guide, page 59-60
2.5.3	Be able to upload video to Backend System automatically	☑	☐	Insert the Axon Body 3 camera into an Axon Body 3 Dock bay to upload videos and charge the camera's battery.	Function Guide, page 59-60
2.5.4	Be able to charge BWC device	☑	☐	Insert the Axon Body 3 camera into an Axon Body 3 Dock bay to upload videos and charge the camera's battery.	Function Guide, page 59-60
2.5.5	Be able to download any updates and device setting changes and apply them to the BWC devices.	☑	☐	Firmware updates and device setting changes are applied to cameras while docked.	Function Guide, page 59-60

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Body Worn Cameras					
Technical Requirements Qualification Checklist					
		Proposed solution complies w/Requirement		**Comments/Explanation**	**Corresponding Pg in Specifications. Provide Supporting documentation**
Specification Section	**Requirement**	**Yes**	**No**		
Section 2.6 Backend System					
2.6.1	Be capable of handling a minimum 300 user accounts	☑	☐	An unlimited number of user accounts can be supported.	See pricing for # of licenses purchased, page 262
2.6.2	Be capable of utilizing individual user accounts with varying degrees of access to include, but not be limited to the following:				
2.6.2.1	Administrator accounts	☑	☐	Admins define security settings, creates roles and permissions, adds users, assigns devices, creates categories and retention policies, and configures other administrative features.	Roles and Permissions, page 76-96
2.6.2.2	Basic user accounts	☑	☐	Each user is assigned a role, which determines user permissions. Permissions control levels of access to features and functions in Axon Evidence.	Roles and Permissions, page 76-96
2.6.2.3	Supervisor accounts	☑	☐	Each user is assigned a role, which determines user permissions. Permissions control levels of access to features and functions in Axon Evidence.	Roles and Permissions, page 76-96
2.6.2.4	State Attorney accounts	☑	☐	Each user is assigned a role, which determines user permissions. Permissions control levels of access to features and functions in Axon Evidence.	Roles and Permissions, page 76-96
2.6.3	Feature accountability and auditing logs that are maintained for the life of the video footage	☑	☐	Every evidence file within Axon Evidence is complemented by a detailed, tamper-proof audit trail, which is maintained to provide chain of custody reporting.	Audit Trails, page 97-103
2.6.4	Display the following metadata on each digital evidence media file:				
2.6.4.1	Date	☑	☐	Videos feature an embedded visual watermark containing metadata including DATE VIEWED – (Day/Month/Year) & DATE AND TIME RECORDED – (yyyy/mm/dd - hrs:mins:secs GMT.	Metadata Watermark Overlay, page 104
2.6.4.2	Time	☑	☐	Videos feature an embedded visual watermark containing metadata including DATE AND TIME RECORDED – (yyyy/mm/dd - hrs:mins:secs GMT	Metadata Watermark Overlay, page 104
2.6.4.3	GPS coordinates and accompanying GPS data	☑	☐	During video playback, the location that appears on the interactive map changes as the GPS position of the camera updates.	See GPS Tracking, page 105-106

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Body Worn Cameras					
Technical Requirements Qualification Checklist					
		Proposed solution complies w/Requirement		Comments/Explanation	Corresponding Pg in Specifications. Provide Supporting documentation
Specification Section	Requirement	Yes	No		
2.6.4.4	A unique device identifier, i.e officer name or ID number	☑	☐	Metadata fields displayed as a watermark (or overlay) during playback include CAMERA MODEL – (Axon Body 3) & CAMERA SERIAL NUMBER – (i.e. X8000000).	Metadata Watermark Overlay, page 104
2.6.5	Have industry standard security in place which is equal to or greater than the current CJIS standards.	☑	☐	Axon Evidence security exceeds this requirement.	Axon Evidence Cloud Security, Page 107- 115
2.6.6	Be able to download and store videos in accordance with latest CJIS policy.	☑	☐	Axon Evidence security exceeds this requirement.	Axon Evidence Cloud Security, Page 107- 115
2.6.7	Be able to upload videos to vendor cloud in accordance with latest CJIS policy.	☑	☐	Axon Evidence security exceeds this requirement.	Axon Evidence Cloud Security, Page 107- 115
2.6.8	Have Vendor supported and maintained audio format.	☑	☐	Video and audio are recorded and exported in a standard, open, and non-proprietary format (including both codec and container). Audio and video are recorded as the same MP4 encoded file, ensuring perfect synchronization.	Specifications sheet, page 58
2.6.9	Allow for external videos (non BWC) to be imported into the portal for digital evidence management	☑	☐	CGPD can ingest and files, and data from other mediums and store them in Axon Evidence, which can house virtually any video and audio file type 93% of available codecs), & most digital document types.	Housing Other File Types, page 116-120
2.6.10	Allow user to initiate video file transfer	☑	☐	The permission to share, download video, etc. is configurable.	Roles and Permissions, page 76-96
2.6.11	Be able to integrate with Active Directory.	☑	☐	Axon Evidence supports integration with Active Directory and Single Sign-On (SSO) allowing users to log in with their agency credentials and uses your network to authenticate users.	Active Directory, page 121
2.6.12	Be capable of categorizing a call for service or field activity categories.	☑	☐	Custom retention categories can be assigned to any piece of evidence. Categories not only associate an agency's desired retention period to the file, but they also help to improve search functionality, reporting capabilities, and overall access control.	Evidence categories and retention periods, Page 122-124
2.6.13	Be customizable to allow for the minimum number of days that a recording shall be retained in the system.	☑	☐	Axon Evidence administrators can create custom retention categories that determine how long a piece of evidence remains in the system before being permanently deleted.	Evidence categories and retention periods, Page 122 - 124

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Body Worn Cameras					
Technical Requirements Qualification Checklist					
		Proposed solution complies w/Requirement		**Comments/Explanation**	**Corresponding Pg in Specifications. Provide Supporting documentation**
Specification Section	**Requirement**	**Yes**	**No**		
2.6.14	Have capability of at least 120 seconds (configurable to our specific agency need) of Pre-Event video buffering.	☑	☐	The pre-event buffer can capture up to two minutes (120 seconds) of video immediately preceding event recording and is configurable in 30-second increments.	Specifications sheet, page 58
2.6.15	Have self-contained memory that cannot be modified or altered upon view and that cannot be otherwise extracted.	☑	☐	While on the device, evidentiary video is protected from manipulation with AES 128 XTS full disk encryption. Officers cannot delete or edit video footage while it is stored on the Axon Body 3 camera.	Specifications sheet, page 58
2.6.16	Have access control that requires security permission for viewing and copying a video file.	☑	☐	The permission to view and copy a video is configurable.	Roles and Permissions, page 76-96
2.6.17	Provide safeguards to ensure that the camera cannot record over or delete video files.	☑	☐	If the camera's memory reaches capacity during recording, the officer will hear three beeps before the unit stops recording and additional footage will not be captured.	Function Guide, page 59-60
2.6.18	Be able to export videos.	☑	☐	Videos can be exported from Axon Evidence based on a user's permissions.	Roles and Permissions, page 76-96
2.6.19	Have standard software allowing for an officer to enter additional information/notes to an existing video recording.	☑	☐	An officer's ability to add metadata, notes, etc. is based on a roles & permissions.	Roles and Permissions, page 76-96
2.6.20	Be FIPS 140-2 compliant	☑	☐	The Axon Cryptographic Module is FIPS 140-2 certified. Encryption at rest uses cryptography approved on NSA's Suite B.	Axon Evidence Cloud Security, Page 107- 115
2.6.21	Be encrypted at rest and in transit with an FDLE approved cypher and encryption strength.	☑	☐	CJIS-compliant cryptography has been implemented for Axon Evidence (FIPS 140-2 validated for data in transit and AES-256 of NSA's Suite B for data at rest).	Axon Evidence Cloud Security, Page 107- 115
2.6.22	Ensure an unalterable chain-of-custody that records all access and activity of the system and video.	☑	☐	Tamper-proof audit trails are created upon ingestion of any evidence file. Audit trails are stored in a highly secure database in a read-only format, by agency users with the appropriate permissions.	Audit Trails, page 97-103
2.6.23	Feature accountability and auditing logs that are maintained for the life of the video footage	☑	☐	Audit trails are never deleted, even after the video file is deleted. The method of deletion will be displayed in the audit trail.	Audit Trails, page 97-103

Request for Proposal (RFP) No. 2021-050					
Body Worn Cameras					
Technical Requirements Qualification Checklist					
		Proposed solution complies w/Requirement		Comments/Explanation	Corresponding Pg in Specifications. Provide Supporting documentation
Specification Section	Requirement	Yes	No		
2.6.24	Be customizable to allow for Department retention schedules.	☑	☐	Custom retention categories can be assigned to any piece of evidence. Categories associate an agency's custom retention period to the file.	Roles and Permissions, page 76-96
2.6.25	Have import, export, share, and record functions for dedicated users to manage and share digital evidence.	☑	☐	Ability to import, export, share, an d available recording functions are configurable based on roles and permissions.	Roles and Permissions, page 76-96
2.6.26	Have a single platform for all digital evidence management	☑	☐	Axon Evidence is a central repository for digital evidences storage and management. The application is delivered as Software as a Service (SaaS) and is accessible via standard web browsers.	Please see Axon's MSPA, Page 246-261
2.6.27	Include video editing software that will:				
2.6.27.1	Allow for unlimited automated video redaction of digital media within the vendor's portal for all data captured on the body worn camera.	☑	☐	Within Axon Evidence, users can leverage our built-in redaction suite—which includes our full-featured Redaction Studio, automatic Redaction Assistant tools, and basic redaction capabilities.	Redaction Suite Overview, page 125-134
2.6.27.2	Allow for unlimited audio redaction of digital media within the vendor's portal for all data captured on the body worn camera.	☑	☐	Axon's redaction suite includes audio redaction.	Redaction Suite Overview, page 125-134
2.6.27.3	Allow for importing and redaction of non BWC videos within the vendor's portal.	☑	☐	Non-BWC videos can be imported and redacted (if the file type is supported).	Redaction Suite Overview, page 125-134
2.6.27.4	Provide audio transcription (in both English and Spanish) within the vendor's portal.	☑	☐	The Axon Auto-Transcribe service allows users to order transcriptions of any video or audio stored in Axon Evidence in English or Spanish.	On-Demand Transcription, page 135-137
2.6.27.5	Create event timelines and flags in digital media	☑	☐	Markers bookmark a key moment and highlight important aspects of an event from any frame in a video.	Event Timelines and Flags, page 138
2.6.28	Be capable of Automatic Video transfers from Body Worn Camera Unit into Vendor Hosted Cloud Storage Solution	☑	☐	Axon Body 3 supports automatic video transfers from the camera to the cloud hosted solution.	Supported Upload Methods, Page 139-140

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Body Worn Cameras					
Technical Requirements Qualification Checklist					
		Proposed solution complies w/Requirement		**Comments/Explanation**	**Corresponding Pg in Specifications. Provide Supporting documentation**
Specification Section	**Requirement**	**Yes**	**No**		
2.6.29	Be capable of Automatic Video transfers performed via multi-charging/docking stations and/or USB cable to an individual computer.	☑	☐	Yes, via direct USB connection of the camera to an LTE-enabled Windows computer utilizing Axon View XL (Standalone).	Supported Upload Methods, Page 139-140
2.6.30	USB/Multi-docking station software must have throttle control capability when connected to network to not overload network pipe and allow for seamless upload and charging of captured media and battery.	☑	☐	The Apply Rate-Limiting To Camera Upload Speed setting. This setting determines if a camera's evidence upload speed is throttled when docked.	See Throttle Setting, page 141
2.6.31	Has a Video Playback Backend System with the following feature:				
2.6.31.1	Fast forward and rewind.	☑	☐	The player incorporates tools for a simple review of evidence (e.g., fast forward, rewind).	Video Playback Functionality, page 142-144
2.6.31.2	Fast forward slow and rewind Slow.	☑	☐	Click the playback speed selector to choose from standard speed (1X), double speed (2X), or quadruple speed (4X).	Video Playback Functionality, page 142-144
2.6.31.3	Advance forward and backward frame by frame.	☑	☐	The player has the capability for frame-by-frame playback (forwards and backward).	Video Playback Functionality, page 142-144
2.6.31.4	Video Screen Capture capability.	☑	☐	This can be accomplished using the record and share feature, screen capture functionality on the user's device or via markers.	Screen Capture and Markers, page 145-146
2.6.31.5	Videos must be able to be shared (internally and externally) and played within the vendor's portal. Video sharing permissions and restrictions should be individually customizable.	☑	☐	Users can share videos internally in the agency and externally, (based on user permissions) from Axon Evidence.	Sharing Evidence, page 147-154
2.6.31.6	The ability to digitally enhance a captured image/video without altering the original.	☑	☐	Original data associated with a file is never changed; all modifications are handled by creating new, derivative files.	Audit Trails, page 97-103

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Technical Requirements Qualification Checklist					
		Proposed solution complies w/Requirement		**Comments/Explanation**	**Corresponding Pg in Specifications. Provide Supporting documentation**
Specification Section	**Requirement**	**Yes**	**No**		
2.6.32	Be able to be hosted in the Cloud	☑	☐	All data is hosted in Axon Evidence, a secure cloud-based evidence management system.	Please see Axon's MSPA, Page 246-261
2.6.33	Be able to update hardware and settings globally, without having to manually touch each device.	☑	☐	Hardware settings can be updated globally. settings are either “enabled” or “disabled” which either allows or disallows a user to self-configure certain features	Camera Settings, page 155
Section 2.7 Disaster Recovery & System Administration					
2.7.1	Guaranteed Availability. The proposed solution must ensure the availability of video footage no less than 99.999% of the time	☑	☐	Axon guarantees a minimum of 99.9% uptime for Axon Evidence.	Please see Axon's MSPA, Page 246-261
2.7.2	All primary servers and / or failover sites shall be located in the United States	☑	☐	Axon will ensure all Agency Content stored in Axon Cloud Services remains within the United States.	Please see Axon's MSPA, Page 246-261
2.7.3	The primary and secondary hosting locations should be in different regions of the United States, and the secondary location should be located outside the southeastern region of the United States or in a different region than the primary server if the primary server is not located in the Southeastern United States	☑	☐	Data centers are located in TX and WV. Axon ensures that all Customer Content in Axon Cloud Services remains within the selected economic area, including, without limitation, all backup data, replication sites, and disaster recovery sites.	Server and Data Location, page 156
Section 2.8 Storage Options					
2.8	Storage Options should include but not be limited to the following:				
2.8.1	Data network infrastructure for the uploading and retrieval of video data	☑	☐	Upload and retrieval of video are conducted via a cloud network infrastructure.	Please see Axon's MSPA, Page 246-261
2.8.2	Provide Cloud storage solution	☑	☐	All data is stored in Axon Evidence, a secure cloud-based evidence management system.	Please see Axon's MSPA, Page 246-261

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Body Worn Cameras					
Technical Requirements Qualification Checklist					
		Proposed solution complies w/Requirement		Comments/Explanation	Corresponding Pg in Specifications. Provide Supporting documentation
Specification Section	Requirement	Yes	No		
2.8.3	Original captured media file must not be able to be deleted or altered upon capture and upload to Hosted Cloud Storage	☑	☐	Original data associated with a file is never changed. The MP4 video files are saved securely on Axon Evidence in their original state, as verified by the SHA-2 hash tree function.	Audit Trails, page 97-103
2.8.4	Include management software allowing the Department to digitally manage all uploaded evidence	☑	☐	Axon Evidence is Axon's secure, centralized digital evidence management system designed to organize, view, and share all types of digital evidence in one single place.	Digital Evidence Management, page 157-167
2.8.5	Include scalable storage for users to upload and download	☑	☐	Axon Evidence utilizes cloud architecture to provide highly available, redundant storage with no limit to storage capacity.	See pricing for # of licenses purchased, page 262
2.8.6	Allow for the sole ownership of digital media and associated entries to reside with the Department. Contract must stipulate that all data generated by the agency belongs to the agency and will not be shared with any third parties or provided to any third parties. All data must be provided to the agency within thirty (30) days of contract termination.	☑	☐	All digital evidence stored on Axon Evidence is owned by CGPD. Contracts are constructed to ensure that you retain all ownership of your data.	Please see Axon's MSPA, Page 246-261

Axon Body 3 Camera Specifications

MODEL	MODEL NO.	COLOR
Axon Body 3 Camera	AX1023	Black

SPECIFICATIONS

1. Operating temperature range: –4 °F to 122 °F (–20 °C to 50 °C).
2. Storage temperature range:[1] –4 °F to 95 °F (–20 °C to 35 °C).
3. Charging temperature range: 41 °F to 95 °F (5 °C to 35 °C)
4. Humidity: 95 percent non-condensing.
5. Drop test: 4-foot (1.2-meter): Ambient (25 °C) and Cold (-20 °C) 6-foot (1.8 meter): Ambient (25 °C)
6. IP Code: IEC 60529 IP67 (6 dust, 7 water), IPX4 (splashing water).
7. Salt fog: MIL-STD-810G.
8. Up to 30 frames per second.
9. Settings:[2]

Resolution	File size/1 hour	Storage
480p (848 x 480)	0.9 GB	~46 h
720L (1280 x 720)	1.2 GB	~38 h
720H (1280 x 720) (default)	2.0 GB	~25 h
1080H (1920 x 1080)	4.5 GB	~11 h

10. Specific absorption rate (SAR): 0.94 W/kg.
11. Rechargeable, replaceable lithium-ion polymer battery. 3440 mAh capacity. [4, 5]
12. Bluetooth 4.2.
13. USB 3.0, Type-C receptacle.
14. Wi-Fi 802.11ac/b/g/n at 5 GHz and 2.4 GHz.
15. 12 hours of battery life (1 hour recording 11 hours buffering) under normal operation. [4, 5]
16. Video format: MPEG-4 (.MP4).
17. Video compression: H.264.
18. Storage: 64 gigabyte solid-state non-removable embedded Multimedia Card (eMMC).
19. Encryption: XTS-AES-128 full disk encryption.

FEATURES

- EVENT button to start and stop recording.
- Pre-event buffer of 0–120 seconds, configurable by agency in 30-second increments.
- LCD screen indicates battery remaining, recording status, and mute/stealth state. When device is docked, additional indications show number of videos on the device when uploading and when the device is receiving performance updates.
- Operation LED on the top of the housing indicates camera status.
- Four digital microphones record stereo quality (dual-channel) audio.
- Haptic notification: Vibration feedback to accompany tones.
- Near field communication (NFC) tag.
- Full color audio/visual camera.
- Image field of view: 146.4° diagonal, 125.2° horizontal, and 68.6° vertical.
- Improved Low-Light capability, less than 0.1 lux.
- Embedded GPS, accelerometer, and gyroscope – allowing for user location when recording, real-time alerts, and notifications.
- Automatic motion blur correction.
- Livestream audio/video capability.
- WWAN Frequencies:[3]

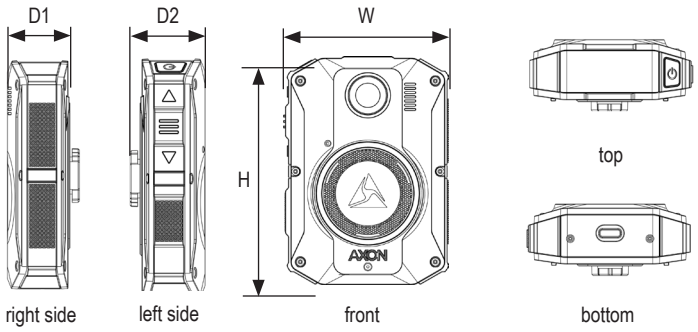
  LTE: B2, B4, B5, B12, B13, B14, B17, and B66 - Aware+ Services (Livestreaming).

  3G: B2, B4, and B5 - Aware Services (telemetry only).
- LTE certifications achieved: FirstNet, AT&T, Verizon, Telus, and PTCRB.
- Automatic gunshot detection capability.
- Upload speed throttling.
- Watermark: Local or UTC date and time can be embedded into the video.[2]
- Compatible with the Axon Signal technology.
- Several mounts are available.

PHYSICAL CHARACTERISTICS [6, 7]

DIMENSIONS AND WEIGHT

Depth 1 (D1)	1.03 in [2.6 cm]
Depth 2 (D2)	1.19 in [3.0 cm]
Width (W)	2.6 in [6.6 cm]
Height (H)	3.8 in [9.7 cm]
Weight	6.9 oz [196 grams]



1. Device integrity may be affected if stored for more than 1 month at the high temperature. Long-term storage should be in a climate-controlled environment.
2. Resolution and Watermark settings are agency-configurable.
3. LTE feature availability subject to LTE coverage.
4. Rechargeable lithium-ion polymer batteries have a limited life. With age, batteries will gradually lose their capacity to hold a charge. This loss of capacity (aging) is irreversible. As the battery loses capacity, the length of time it will power your device (run time) decreases. Additionally, lithium-ion polymer batteries continue to slowly discharge (self-discharge) when not in use or while in storage. It is advised that you routinely check the battery's charge status. The device should be recharged regularly to maintain the internal chemistry of the battery. Axon product user manuals summarize how to check battery status as well as battery charging instructions. The latest product manuals are available at www.axon.com.
5. Temperature, other ambient conditions, and usage can affect battery life.
6. Product specification may change without notice; actual product may vary from picture.
7. Dimensions and weights are for reference only.

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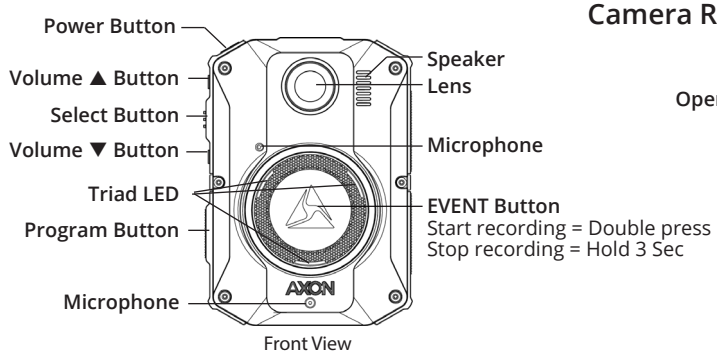
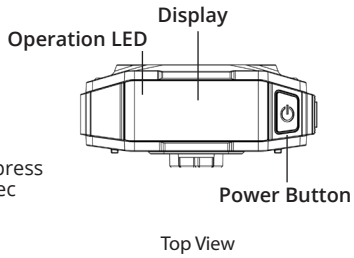
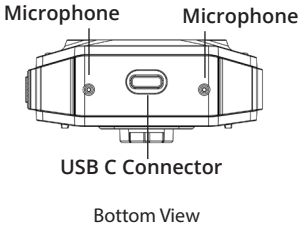
Axon Body 3 Function Guide

IMPORTANT: Before using an Axon Body 3 camera, ensure it is registered to your agency, assigned, and fully charged. Refer to the Axon Body 3 Registration Guide or online instructions for more information.

Camera Reference







Read, understand, and follow all current instructions, warnings, and relevant Axon training materials before using any Axon system. The most up-to-date warnings and instructions are available at www.axon.com. See the Axon Body 3 Product Guide page (www.my.axon.com/axon-body-3) for registration information, operating instruction, training videos, and manuals.

Operating Button Actions

The Axon Body 3 camera button actions associated with each user action are described below.

Action	Button Actions
Power On	Press **Power** button until short vibration. Camera starts and enters Ready (Buffering) mode.
Power Off	Press and hold **Power** button for 3 seconds.
Start recording	Double-press **Event** button.
End recording	Press and hold **Event** button for 3 seconds.
Add marker to recording	While recording, press **Select** button.
Increase speaker volume	Press **Volume** ▲ button.
Decrease speaker volume	Press **Volume** ▼ button.
Turn lights on or off	Press and hold **Volume** ▲ button for 3 seconds.
Enter Stealth mode	Press and hold **Volume** ▼ button for 3 seconds.
Exit Stealth mode	Press and hold **Volume** ▲ or **Volume** ▼ button for 3 seconds*.
Enter or exit Mute mode	While recording, press and hold **Select** button for 3 seconds.
Enter Sleep mode	Press **Power** button and then press **Select** button
Exit Sleep mode	Press **Power** button or double-press **Event** Button
Activate display backlight	Double-press **Select** button. Display backlight turns on for 5 seconds.
Pairing	Simultaneously press **Event** and **Program** buttons, then release.

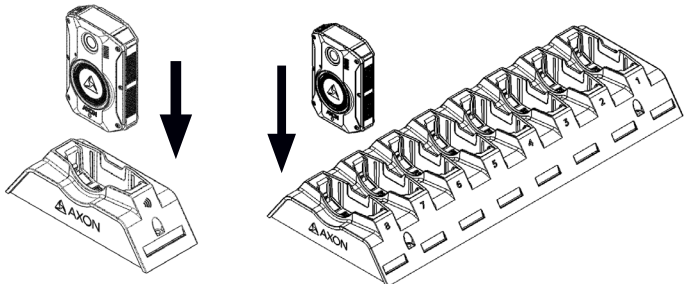
* - The camera remembers volume and light settings when exiting Stealth mode.

Uploading Videos and Charging Axon Body 3 Cameras

IMPORTANT: Ensure the camera USB port is dry and free of dirt or debris before placing the camera in a Dock or connecting a USB-C cable.

Insert the Axon Body 3 camera into an Axon Body 3 Dock bay to upload videos and charge the camera's battery.

DO NOT unplug the Axon Dock power supply while Axon devices are inserted in the bays.



Examples: Axon Body 3 camera inserted into a 1-Bay dock (left) and an 8-Bay dock (right)

Using Axon View

The Axon View application enables you to replay video and add metadata (GPS, title, case ID, and category) to your videos using a smart phone or other smart device. **Note:** Videos are not stored on your smart device

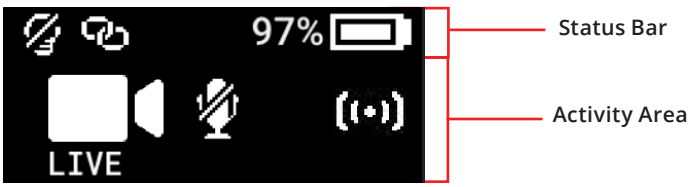
1. Using your smart device, search for, download, and install the Axon View application from the Play Store or the App Store.
2. Open Axon View, select a Axon Body 3 camera and tap **Initiate Pairing**. You may need to sign in to your Axon Evidence.com account.
3. Turn on your Axon Body 3 camera. On the Axon Body 3 camera, press the **Program** and **Event** buttons at the same time.

   You will hear three short rising-pitch tones, the Operation LED will blink blue, and PAIRING is shown on the display.
4. Follow the Axon View on-screen instructions.

Camera Display

The Axon Body 3 camera display, on top of the camera, shows camera status and activity information. The display is divided into a Status Bar and Activity Area. Different information is shown in the field and dock. See the other side of this guide for additional camera display information.

Note: Some icons may not be active or displayed at your agency.



Status Bar Icons	Description
58%	Battery capacity
	Camera paired
	Lights off
S	Stealth mode on
!	Battery low warning (right of battery capacity)

Axon Body 3 Camera Display and Notifications in the Field

The Axon Body 3 camera display, on top of the camera, shows information on camera status and activity. The camera also emits sounds called audio prompts to notify you of the device status or when you take an action. The audio prompts can be accompanied by a haptic notification (vibration) that matches the audio.

Operating Mode or Action	Camera Display (Activity Area)	Operation LED	Audio Notification	Haptic Notification (Vibration)
Power on	then READY	Solid red	Two short rising-pitch tones	One - long duration
Power off		Solid red	Three short lowering-pitch tones	One - long duration
Recording started by Event button double-press	STARTING then	Blinking red	Two short tones	Two - short duration
Recording started by Axon Signal		Blinking red	Two short tones	Two - short duration
Recording started by gunshot detection		Blinking red	Two short tones	Two - short duration
Recording reminder		Blinking red	Two short tones every 2 minutes	Two - short duration every 2 minutes
Stop recording, return to Ready	SAVING then READY	Blinking green	One long tone	One - long duration
Volume up or down		Blinking green or red	One short tone at new volume level	One - short duration
Axon Respond Livestreaming	LIVE	Blinking purple	Three short rising-pitch tones	One - long duration
Enter or Exit Mute mode (microphone off)		Blinking blue in Mute mode	One short tone	Two - long duration
Enter Stealth mode	STEALTH	Off	None	None
Exit Stealth mode	No change	Blinking green or red	None	Two - short duration
Event marker captured		Blinking red	None	One - short duration
Sleep mode		Enter = off, Exit = blinking	One short tone	One - long duration
Low battery notifications: At 10% and 5% battery capacity.	BATTERY LOW	Blinking yellow	Four quick high-pitch tones	Four - short duration
Camera enters Pairing mode	PAIRING	Blinking blue	Three short rising-pitch tones	None

Axon Body 3 Camera Display and Triad LED Status Information in the Dock

When you plug an Axon Body 3 camera into an Axon Body 3 Dock, the Triad LED on the front of the camera shows the device status and battery capacity. The Axon Body 3 camera display, on top of the camera, shows information on camera status and activity.

Device Status	Camera Display		Triad LED
	Activity Area	Status Bar	
Uploading data	UPLOADING 1/10		Spinning yellow (cycling on each Triad LED)
Downloading data or applying device settings	UPDATING		Spinning yellow (cycling on each Triad LED)
Applying firmware update	UPDATING		Spinning white (cycling on each Triad LED)
Possible network error. Check network connection and refer to Troubleshooting section of the Axon Body 3 User Manual or go to help.axon.com.	NETWORK ERROR		Blinking red and green
Device error. Refer to device page in Axon Evidence.	DEVICE ERROR		Blinking red
Assigned user ID - shown when no other activity, other than charging, and for 10 secods after removing from dock	USERID123		Battery capacity
Battery capacity. The charge indicator ( ) is shown to the right of battery capacity during charge	Any of the above	50%	Solid green (fully charged, 90% or more)
			Solid yellow (mid-range, 11% to 89%)
			Solid red (low-range, 10% or less)

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BODY-WORN CAMERA MOUNTING OPTIONS

As you build your body-worn camera program, a variety of mounting options allow you the flexibility to choose the model that's right for you.

From low-retention mounts for easy maneuverability and breakaway options, to high-retention models that become an integral part of your uniform, the mounts you select ensure that your Axon body-worn cameras securely capture truth.

MINI MOLLE MOUNT

Retention Force: **HIGH**

The Mini Molle mount is a smaller version of the Axon Single Molle mount. Axon has worked closely with Blauer Manufacturing, a leading supplier of law enforcement uniforms, to ensure the Mini Molle has an exact fit with their sew-on nylon molle loop. This Axon-specific offering may be requested as an option with new Blauer uniform purchases or professionally installed on most other uniforms. *Note: this mount will require the Blauer Molle nylon loop, whether on a Blauer uniform or installed on another uniform.*

SINGLE MOLLE MOUNT

Retention Force: **HIGH**

The body camera Single Molle Mount integrates seamlessly with Molle strap and offers a high-retention-force camera mount solution.

DOUBLE MOLLE MOUNT

Retention Force: **HIGH**

The body camera Double Molle Mount integrates seamlessly with Molle strap and offers a high-retention-force camera mount solution.

ANCHOR MOUNT

Retention Force: **HIGH**

The body camera Anchor Mount is an easy to install, high-retention-force mount that is designed to support outerwear or ballistic vests that offers versatile mounting locations. This semi-permanent mount is best worn on outerwear or a ballistic vest, requiring holes for installation.

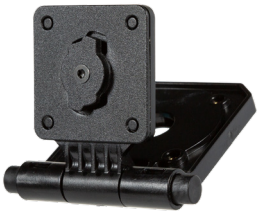
BODY-WORN CAMERA MOUNTING OPTIONS

AXON

ACTION CAMERA MOUNT

Retention Force: **HIGH**

The Action Camera Mount is a GoPro style mount adapter for use with Body 3 and Body 2 cameras. The use cases are wide and varied: attach to a helmet using a night vision goggles (NVG) mount, view down tunnels or over walls with a third-party selfie stick, set up surveillance on a tripod, etc. Compatible with most GoPro style third-party "action camera" mounts. *Note: Third-party mounts are sold separately.*



TILT MOUNT

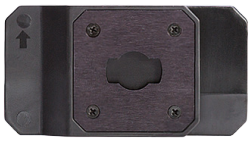
Retention Force: **MEDIUM/HIGH**

The body camera Tilt Mount has a tilt angle that can be easily adjusted when the camera is attached. Note: it requires a primary Rapidlock mount, such as the Wing Clip or Molle Mount.

VELCRO MOUNT

Retention Force: **MEDIUM**

The Velcro Mount allows you to wear the body-worn camera with versatile mounting locations when there is existing Velcro on your uniforms. *Note: this mount requires existing velcro on your uniform.*



Z-BRACKET (MEN'S AND WOMEN'S)

Retention Force: **MEDIUM**

The Z-bracket medium-retention-force mount allows you to wear the body-worn camera at the center of mass easily when wearing a buttoned shirt. *Note: this mount requires a buttoned shirt.*

WING CLIP

Retention Force: **MEDIUM**

The body camera Wing Clip mount is easy to install and offers versatile mounting locations. *Note: this mount may not be the best fit for particularly thick or taut material.*

BODY-WORN CAMERA MOUNTING OPTIONS

POCKET MOUNT (SMALL AND LARGE)

Retention Force: **MEDIUM**

The Pocket Mount is a medium-retention-force mount that is easy to install.

REINFORCED FLEXIBLE MAGNET MOUNT

Retention Force: **LOW**

The body camera Reinforced Flexible Magnet Mount is the reinforced version of the Flexible Magnet Mount that is easy to install, offering versatile mounting locations and breakaway options.

FLEXIBLE MAGNET MOUNT

Retention Force: **LOW**

The body camera Flexible Magnet Mount is an easy-to-install mount with versatile mounting locations.

BELT CLIP

Retention Force: **LOW**

The Belt Clip allows the customer to wear the body-worn camera anywhere on the belt easily and comfortably.

OUTERWEAR MAGNET MOUNT

Retention Force: **LOW**

The body camera Outerwear Magnet Mount is easy to install, offering versatile mounting locations and breakaway options.
Note: not recommended for Axon Body 3 cameras with Aware and Aware+ since the large amount of metal may impact LTE performance in areas of low coverage

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Button, Notification, and Display Reference Tables

This section has consolidated lists of the Axon Body 3 camera button actions, notifications, camera display icons, and LED indications.

Button Actions

The Axon Body 3 camera has six buttons. The button actions associated with user action are described below.

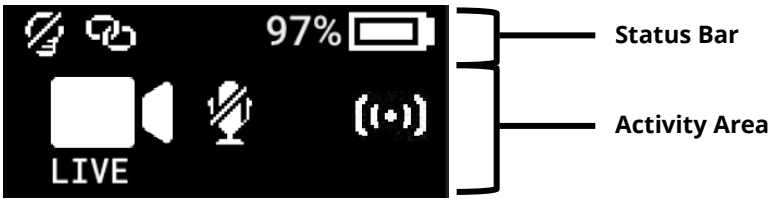
Action	Button Actions
Power On	Press **Power** button until short vibration. Camera starts and enters Ready (Buffering) mode.
Power Off	Press and hold **Power** button for 3 seconds.
Start Recording	Double-press **Event** button
End Recording	Press and hold **Event** button for 3 seconds
Add Marker	While recording, press **Select** button
Increase speaker volume	Press **Volume** ▲ button
Decrease speaker volume	Press **Volume** ▼ button
Turn on or off lights	Press and hold **Volume** ▲ button for 3 seconds
Enter Stealth mode	Press and hold **Volume** ▼ button for 3 seconds
Exit Stealth mode	Press and hold **Volume** ▲ or **Volume** ▼ button for 3 seconds*
Enter or exit Mute mode	While recording, press and hold **Select** button for 3 seconds.
Enter Sleep mode	Press **Power** button and then press **Select** button.
Exit Sleep mode	Press **Power** button or double-press **Event** button.
Activate display backlight	Double-press **Select** button. Display backlight is on for 5 seconds.
Pairing	Simultaneously press the **Event** and **Program** buttons and then release

* The camera remembers the previous volume and light settings when exiting Stealth mode.

Camera Display

The display is divided into a Status Bar and Activity Area. Different information is shown when the Axon Body 3 camera is in the field and in an Axon Dock.

Note that some icons may not be active or displayed at your agency.



In the Field

Status Bar Icon	Description
58%	Battery capacity
	Camera paired
	Lights off
S	Stealth mode on
!	Battery low warning (to the right of the battery capacity icon)

Activity Area Icon	Description
READY	Ready (Buffering) mode
	Recording
	Recording started by Axon Signal broadcast*
LIVE	Axon Respond Livestreaming*
	Recording started by gunshot detection*
	Microphone off (mute mode)
	Sleep Mode*

* May not be enabled for your agency.

In an Axon Dock

Status Bar Icon	Description
	Battery capacity
	Charging (to the right of the battery capacity icon)
	Update in progress

Activity Area Icon	Description
	Upload in progress
	Updating firmware or settings
	Possible network error. Check network connection and refer to device profile page in Axon Evidence.
	Assigned user ID - shown when no other activity is in progress and for 10 seconds after removing from the dock

Notifications

The Axon Body 3 camera emits sounds called audio prompts to notify you of the device status. The audio prompts are accompanied by a vibration that matches the audio. These prompts usually occur after you perform an action with the body camera.

Operating Mode or Action	Audio Notification	Haptic Notification (vibration)
Power on	Two short rising-pitch tones	One - long duration
Power off	Three short lowering-pitch tones	One - long duration
Start recording	Two short tones	Two - short duration
Recording reminder	Two short tones every 2 minutes	Two - short duration every 2 minutes
Stop recording, return to Ready mode	One long tone	One - long duration
Volume up or down	One short tone at new volume level	One – short duration
Axon Respond Livestreaming connected	Three short rising-pitch tones	One – long duration
Enter or Exit Mute mode (microphone off)	One short tone	Two - long duration
Exit Stealth mode	None	two - short duration
Event marker captured	None	One - short duration
Enter or Exit Sleep mode	One short tone	One – long duration
Low battery notifications at 10% and 5% battery capacity.	Four quick high-pitch tones	Four - short duration
Camera enters Pairing mode	Three short rising-pitch tones	None

LED Status

Operation LED

The operation LED shows information about the camera's current operating mode.

Operating Mode	Operation LED
Recording	Blinking red
Ready (Buffering)	Blinking green
Booting up/powering down	Solid red
Mute enabled or Pairing mode	Blinking blue
Axon Respond Livestreaming (may not be enabled at your agency)	Blinking purple
Low battery or error	Blinking yellow
In a Dock (no other action)	Battery capacity color
Firmware update (while in an Axon Dock)	Solid white

Triad LED (in the field)

In the field, the Triad LED on the front of the camera can be configured to display the camera's operating mode.

Operating Mode	Triad LED
Ready (Buffering)	Blinking green
Recording	Blinking red

Triad LED (in an Axon Dock)

In the Axon Dock, the Triad LED on the front of the camera shows the device status and battery capacity. See the camera display for additional information.

Device Status	Triad LED
Battery is fully charged (90% or more)	Solid green
Battery capacity is at mid-range (11% to 89%)	Solid yellow
Battery capacity is at low-range (10% or less)	Solid red
Uploading data, downloading data, or applying device settings	Spinning yellow (cycling yellow on each Triad LED)
Applying a firmware update	Spinning white (cycling white on each Triad LED)
Possible network error. Refer to Troubleshooting section of the manual or Axon Body Product Guide.	Blinking red and green
Device error. Refer to device page in Axon Evidence.	Blinking red

CONFIGURING THE CAMERA

During normal operation an Axon Body 3 camera uses lights, sounds (audio prompts), and vibrations (haptic feedback) to notify you of the camera status. These indicators and notifications are normally managed by your organization but can be configured to allow you to change the setting for your assigned camera. Check with your organization's Axon administrator to learn which configuration settings you can change.

Adjusting Audio Prompt Volume

During normal operation, Axon Body 3 cameras emit beeping sounds, called audio prompts, to notify you of the camera status.

If allowed by your organization, there are several ways you can adjust camera audio prompt volume.

Using Camera Controls

Use the Volume ▲ and Volume ▼ buttons to adjust the volume. The camera provides audio feedback and indicates the volume setting on the Camera Display as the volume changes.

Using Axon View

Go to help.axon.com or see the *Axon View for Android Devices User Manual* or the *Axon View for iOS Devices User Manual* for detailed information about using Axon View.

Your Axon Body 3 camera must be turned on and paired with your mobile device. Open Axon View app on your mobile device and go to Settings. Tap Volume and select the volume level. The camera beeps once at the volume that you tapped, or if you tapped Off, the camera does not beep.

Turning On or Off Camera Lights

During normal operation, Axon Body 3 cameras use the LED lights to show the camera status.

For some situations, you may wish to turn off the LED lights for your camera. If allowed by your organization, there are several ways you can turn off and on the camera lights.

Using Camera Controls

- To turn off the camera lights - Press and hold Volume ▲ for 3 seconds, the lights will turn off and the Lights Out icon is shown on Camera Display.

- To turn on the camera lights - Press and hold Volume ▲ for 3 seconds, the lights will turn on and the Lights Out icon is no longer shown on Camera Display.

Using Axon View:

Go to the Axon View Product Guide page or see the *Axon View for Android Devices User Manual* or the *Axon View for iOS Devices User Manual* for detailed information about using Axon View.

Your Axon Body 3 camera must be turned on and paired with your mobile device. Open Axon View app on your mobile device and go to Settings. Tap the switch to the right of the **Indicator Lights** to change the setting.

Using Axon Evidence:

Go to the Edit Device Setting Product Guide page or see the *Axon Evidence User and Administrator Reference Guide* for detailed information about changing device settings.

Note: The updated settings will not take effect until the next time the camera is docked.

Sign in to your Axon Evidence account and go to the Device Profile page for your Axon Body 3 camera. In the Device Settings section, Use the **Indicator Lights** toggle switch to turn the light off or on. Save the new setting.

Setting Camera Automatic LED Brightness

The Automatic Brightness feature automatically adjusts the brightness of the camera's front and top LED lights based on ambient light conditions.

Agency Axon Evidence administrators can enable the Automatic Brightness setting in the Lights section on the Axon Body 3 Settings page and users must have permission to adjust indicator lights to enable Auto Brightness mode from the camera or Axon applications.

Using Camera Controls

- To enter Auto Brightness mode - Press and hold Volume ▲ for 3 seconds to cycle through the camera light options until the display shows LIGHTS AUTO.
- To exit Auto Brightness mode, press and hold the Volume Up button for 3 seconds to cycle through the camera light options until the display shows LIGHTS DIM. In this mode, the camera LED lights maintain the dim brightness level.
- To switch the lights off, press and hold the Volume Up button for 3 seconds to cycle through the camera light options until the display shows LIGHTS OFF. In this mode all camera LED lights are off.

Using Axon View:

Go to the Axon View Product Guide page or see the *Axon View for Android Devices User Manual* or the *Axon View for iOS Devices User Manual* for detailed information about using Axon View.

Your Axon Body 3 camera must be turned on and paired with your mobile device. Open Axon View app on your mobile device and go to Settings. Tap the switch to the right of the **Auto Brightness** to change the setting.

Using Axon Evidence:

Go to the Edit Device Setting Product Guide page or see the *Axon Evidence User and Administrator Reference Guide* for detailed information about changing device settings.

Note: The updated settings will not take effect until the next time the camera is docked.

Sign in to your Axon Evidence account and go to the Device Profile page for your Axon Body 3 camera. In the Device Settings section, Use the **Automatic Brightness** toggle switch to turn on or off the feature. Save the new setting.

Turning On or Off Camera Vibrations

During normal operation, Axon Body 3 cameras use vibrations (haptic feedback) to notify you of the camera status.

For some situations, you may wish to turn off the vibrations for your camera. If allowed by your organization, there are several ways you can turn off and on the camera vibrations.

Using Axon View:

Go to the Axon View Product Guide page or see the *Axon View for Android Devices User Manual* or the *Axon View for iOS Devices User Manual* for detailed information about using Axon View.

Your Axon Body 3 camera must be turned on and paired with your mobile device. Open Axon View app on your mobile device and go to Settings. Tap the switch to the right of the **Vibration** to change the setting.

Using Axon Evidence:

Go to the Edit Device Setting Product Guide page or see the *Axon Evidence User and Administrator Reference Guide* for detailed information about changing device settings.

Note: The updated settings will not take effect until the next time the camera is docked.

Sign in to your Axon Evidence account and go to the Device Profile page for your Axon Body 3 camera. In the Device Settings section, Use the **Vibration** toggle switch to turn the light off or on. Save the new setting.

Stealth Mode

For some situations, you may wish to turn off the LED lights, sounds (audio prompts), and vibrations (haptic feedback) on your Axon camera. Turning off all the indicators and notifications is also known as stealth mode.

If allowed by your organization, there are several ways you can enter and exit stealth mode.

Using Camera Controls

- To enter Stealth mode - Press and hold Volume ▼ for 3 seconds. The word STEALTH is briefly shown in camera display activity area and an S icon is shown in the camera display status bar.
- To exit Stealth mode - Press and hold Volume ▼ or Volume ▲ for 3 seconds. The S icon is no longer shown on Camera Display status bar.

Using Axon View:

Go to the Axon View Product Guide page or see the *Axon View for Android Devices User Manual* or the *Axon View for iOS Devices User Manual* for detailed information about using Axon View.

Your Axon Body 3 camera must be turned on and paired with your mobile device. Open Axon View app on your mobile device and go to Settings. Tap the switch to the right of the **Stealth Mode** to change the setting.

Using Axon Evidence:

Go to the Edit Device Setting Product Guide page or see the *Axon Evidence User and Administrator Reference Guide* for detailed information about changing device settings.

Note: The updated settings will not take effect until the next time the camera is docked.

Sign in to your Axon Evidence account and go to the Device Profile page for your Axon Body 3 camera. In the Device Settings section, Use the **Stealth** toggle switch to turn the light off or on. Save the new setting.

ASSIGNING A DEVICE

Axon Body 3 cameras must be registered by your agency before they can be assigned to users. Additionally, it is recommended that you adjust the agency-wide Axon Body 3 Camera Settings in Axon Evidence before assigning cameras to users.

Note: Cameras with firmware v1.10 or greater can be registered using View XL in Standalone mode. The camera's display will show **DOCK DEVICE OR CONNECT VIEWXL** if you can use View XL Standalone mode to register the camera. Cameras using older firmware will show **DOCK DEVICE** and must be registered with Axon Device Manager. See the *Axon Body 3 Camera and View XL Standalone Mode Guide* or Axon Help Camera Registration article for more information on using View XL to register cameras.

Axon Body 3 Camera Registration with Axon Device Manager

This section provides information about the out-of-the-box registration process for Axon Body 3 cameras. Camera registration requires the use of Axon Device Manager (ADM) and an Axon Body 3 Dock.

Prerequisites: In addition to an Axon Body 3 camera, registration requires:

- Axon Device Manager (ADM) installed on an appropriate device - If you already have ADM installed, ensure you have v3.0.3 (Android) or v2.0.3 (iOS) or higher.

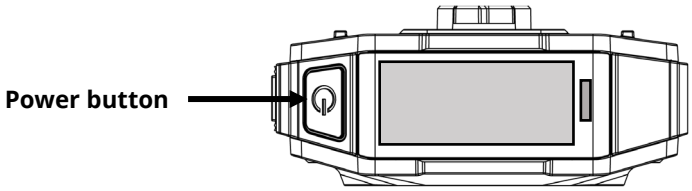
  Note: You must have device management permissions to use ADM. If you aren't sure if you have permissions to use ADM, contact an Axon Evidence administrator for your agency to check on your permissions.

- An Axon Body 3 Dock connected to power and the Internet (green LED visible on the WAN port). See the *Axon Body 3 Dock Installation Manual* for information on installing a dock.

Before starting, Axon recommends that you familiarize yourself with the camera buttons by reviewing the information in the Getting to Know Your Axon Body 3 Camera section.

You can register multiple cameras, up to 100, at once if you have an Axon Dock bay for each camera. You must keep your mobile device with ADM within 30 feet of all the cameras you are registering.

1. Un-box the Axon Body 3 camera. Power on the camera by pressing the **Power** button, on top of the camera, until you feel short vibration.

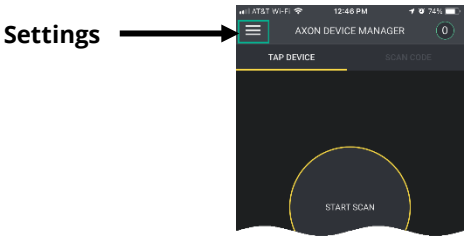


   The camera starts and the camera display, on top of the camera, shows **DOCK DEVICE** or **DOCK DEVICE OR CONNECT VIEWXL.**

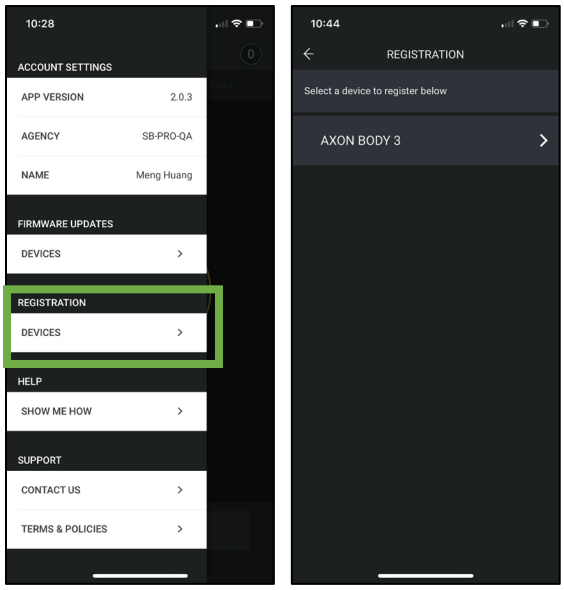
2. Place the camera in the Axon Body 3 Dock.

   The camera display shows Register Device, the Operation and Triad LEDs are solid blue.

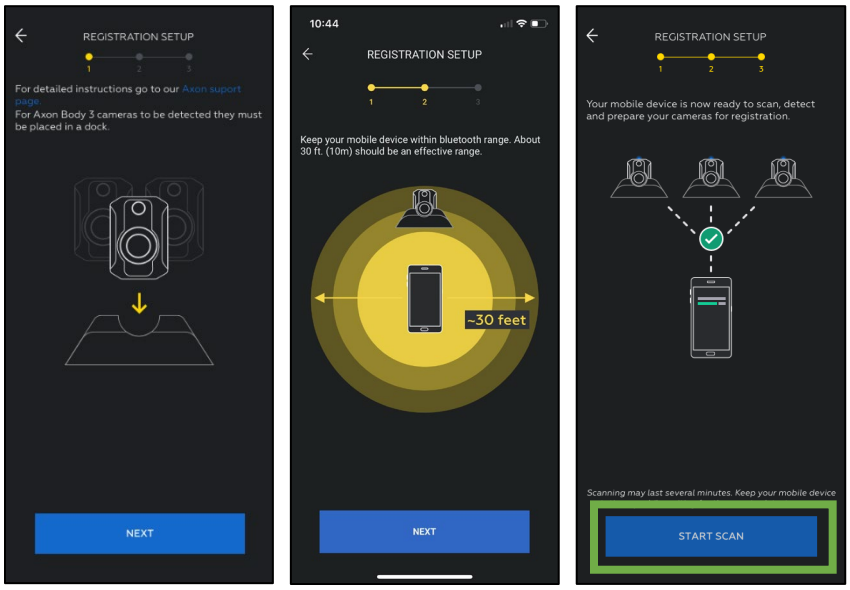
3. Open ADM and tap the Settings icon (☰) in the upper left.



4. Under the Registration heading, tap **Devices** and then tap **Axon Body 3**.

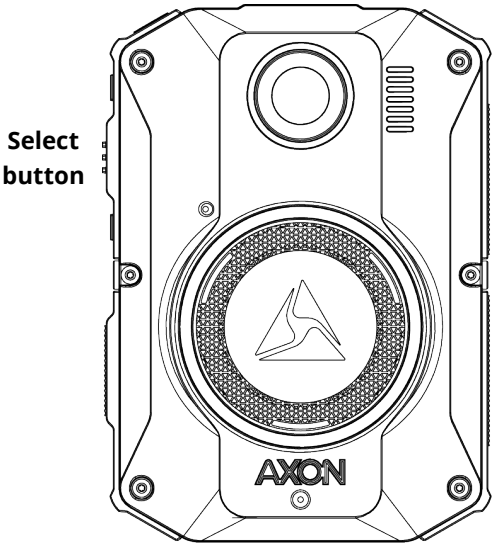


5. Review the device registration setup and tap **Next** to move to the next screen. Tap **Start Scan** when you are ready to start the registration process.

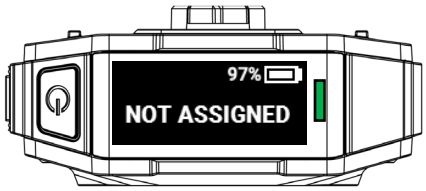


6. ADM detects and prepares unregistered cameras. The number of detected and prepared cameras appears at the top of the ADM screen.

   - When a camera is prepared, the Operation and Triad LEDs blink green.
   - Go to the camera and press the **Select** button (located between the volume buttons). You must confirm the registration by pressing the **Select** button.



- If successful, the display will change to show **NOT ASSIGNED** to indicate the camera is ready to be assigned to a user.



7. When you have registered all the detected cameras, tap **Finish**. ADM shows a list of camera serial numbers that have been registered at your agency during this session.

   Cameras that are successfully registered can be charged and assigned to users.

Roles and Permissions

Each Evidence.com user is assigned a role.

Administrators and users whose role has the Edit Agency Settings permission set to Allowed can create and edit roles. Administrators and users whose role has the User Administration permission set to Allowed can assign roles to users.

By default, Evidence.com provides all agencies with pre-configured roles and locked roles. Locked roles cannot be changed by your agency.

Pre-Configured Role	Locked or Configurable	Required License Tier
Admin	Locked	Pro
User	Configurable	Basic (Pro if a Pro license permission is allowed)
Investigator	Configurable	Pro
Armorer	Configurable	Basic (Pro if a Pro license permission is allowed)
Lite User	Locked	N/A
Lite Armorer	Locked	N/A

The Lite User and Lite Armorer roles are designed for users that only work with TASER Conducted Electrical Weapons (CEW) logs and TASER CAM videos. The Lite Armorer role acts as a CEW administrator and can reassign agency CEW devices, change CEW settings, and upload any CEW logs.

For more information about the permissions associated with each pre-configured role, see the Pre-Configured Roles section.

Permission Reference

The following table provides information about each permission supported by Evidence.com. The Unlocked By column indicates if other permissions must be allowed in order for a permission to be available for you to configure.

Permission	Requires Pro License?	Unlocked By:	Description
Login Access			
Evidence.com	No	—	Allows a user to log in to their agency's Evidence.com agency.
Evidence Sync	No	—	Allows a user to log in to Evidence Sync in Online mode. This permission also allows access to Axon Interview, if installed at the agency.
Axon Capture	No	—	Allows a user to log in to and upload files from the Axon Capture mobile application.
Axon View XL and Axon Fleet Dashboard	No	—	Allows a user to log in to Axon View XL and Axon Fleet Dashboard applications.
Axon Performance	No	—	Allows a user to log in to Axon Performance. Only visible if Axon Performance is enabled for your agency.
User Access			
Edit Account Information	No	—	Allows a user to change their own account information, including their Name, Badge ID, Phone, Email Address, Password, Security Questions, or Email Settings. If you change the User Administration permission to Allowed, this permission is automatically set to Allowed.
View Message Center	No	User Search	Allows a user to read messages sent from Evidence.com.
Download Sync Software	No	—	Allows a user to download Sync software from their Evidence.com agency.
Create/Edit Group	No	User Search	Allows a user to create a group and edit its monitors and members.
Group Audit Trail PDF	No	—	Allows a user to view an audit trail of the activities related to a group.
Admin Access			
Configure Agency Security Settings	No	—	Allows a user to edit the agency's IP Restrictions, authentication method, password configurations, partner agencies, and transcription accounts. For agencies with Single Sign-On (SSO) enabled, a user can bypass SSO to sign in with their Evidence.com credentials for troubleshooting. This permission is also used for the Axon Device Manager SSO bypass for third-party apps.
Edit Agency Settings	No	—	Allows a user to configure agency-wide settings including Field Validation, Retention Categories, Video and Camera Settings, CEW Setting, Roles and Permissions, and Password Configuration requirements.

Permission	Requires Pro License?	Unlocked By:	Description
Edit Device Offline & Microphone Settings	No	Edit Agency Settings	Allows a user to configure the agency-wide settings for the Axon cameras default Microphone Setting and whether or not they can be turned to Offline Mode.
CEW Administration (manage and reassign CEWs)	No	User Search, Inventory Search	Allows a user to search for reassign agency CEW and TASER CAM devices.
CEW Logs Administration (manage CEW logs)	No	User Search, Inventory Search, View CEW Firing Logs	Allows a user to view CEW logs, extract evidence from CEW logs, reassign log events and share logs with Axon.
Device Administration (manage non-CEW devices, reassign devices)	No	User Search and Inventory Search	Allows a user to reassign all agency non-CEW devices and change their settings.
User Administration	No	User Search	Allows a user to add, remove and edit the accounts of other users, including their role, personal information, contact information, and reset their credentials (password and security questions). **Important:** Users with this permission can create users with full administrative privileges.
Category Administration	No	—	Allows a user to add a Category to the agency's list or edit an existing Category. It also allows a user to use the Extend option for extending the retention date for evidence.
Return Administration	No	User Search and Inventory Search	Allows a user to initiate, manage, and track device returns within Evidence.com.
Custom Metadata	No	—	Allows a user to create and update the configuration for custom metadata fields.
Search & Reporting Access			
User Search	No	—	Allows a user to see what users are in the agency. If disabled the user will be unable to see any evidence or devices assigned to others, assign devices or evidence to others, share evidence or cases, or send messages to others.
Partner Contact Search	No	—	Allows a user to view members of partner agencies that have been added to your agency's contact list.

Permission	Requires Pro License?	Unlocked By:	Description
List Unrestricted Evidence	No	User Search	Allows a user to search for unrestricted evidence in the agency. Can be set to allow access to any evidence or only the user's evidence. **Note:** The user can only access the Evidence specified under the Evidence Management permissions.
List Restricted Evidence	No	User Search	Allows a user to search for restricted evidence in the agency. Can be set to allow access to any evidence or only the user's evidence. **Note:** The user can only access the Evidence specified under the Evidence Management permissions.
List Confidential Evidence	No	User Search	Allows a user to search for confidential evidence in the agency. Can be set to allow access to any evidence or only the user's evidence. **Note:** The user can only access the Evidence specified under the Evidence Management permissions.
Inventory Search	No	User Search	Allows a user to search for all of the Devices in the agency.
List Unrestricted Cases	No	User Search and Evidence Search	Allows a user to search for unrestricted Cases in an agency. Can be set to allow access to any case or only the user's cases. **Note:** Their ability to access a Case is determined by the Case Management Permissions.
List Restricted Cases	Yes	User Search and Evidence Search	Allows a user to search for restricted cases in the agency. Can be set to allow access to any case or only the user's cases. **Note:** Their ability to access a Case is determined by the Case Management Permissions.
List Confidential Cases	Yes	User Search and Evidence Search	Allows a user to search for confidential cases in the agency. Can be set to allow access to any case or only the user's cases. **Note:** Their ability to access a Case is determined by the Case Management Permissions.
Generate Reports	Yes	—	Allows a user to generate reports.
Generate User Audit Trail Report	Yes	Generate Reports	Allows a user to generate User Audit Trails from the Reports page.

Permission	Requires Pro License?	Unlocked By:	Description
Command Hierarchy			
Manage Command Hierarchy	No	Create/Edit Group	Allows a user to add, edit, or remove groups from the Command Hierarchy. This includes importing groups using a CSV file.
Evidence Creation			
Upload External Files	No	—	Allows a user to upload files through Evidence Sync, the Import Evidence feature, and Evidence Upload XT. This does not affect the ability to upload through Axon Dock.
Configure Automatic Upload through Evidence Sync	No	Upload External Files	Allows a user to configure Automatic Upload through Evidence Sync.
Evidence Management			
View Unrestricted Evidence	No	List Unrestricted Evidence	Allows a user to access unrestricted evidence, except for weapon firing logs. Can be set to allow access to any evidence, their group's evidence, or only the user's evidence.
View Restricted Evidence	Yes	List Restricted Evidence	Allows a user to access restricted evidence, except for weapon firing logs. Can be set to allow access to any evidence, their group's evidence, or only the user's evidence.
View Confidential Evidence	Yes	List Confidential Evidence	Allows a user to access confidential evidence, except for weapon firing logs. Can be set to allow access to any evidence, their group's evidence, or only the user's evidence.
View CEW Firing Logs	No	List Unrestricted Evidence	Allows a user to access, edit, and download weapon firing logs and TASER CAM videos. It also allows a user to view and download the audit trail for the weapon firing logs. This can be set to allow access to any weapon logs or only the user's weapon logs. Evidence Search must be set to Allowed to allow the user to access any weapons logs.
Edit	No	Evidence Management View Evidence	Allows a user to change the Title, ID, Flag, Assignment, Category, Tags, Location, Clips, and Markers. Can be set to allow access to any evidence or only the user's evidence.
Add/Remove Pending Review Category	No	Evidence Management Edit	Allows a user to add or remove the Pending Review Category from a piece of Evidence. Can be set to allow access to any evidence or only the user's evidence.

Permission	Requires Pro License?	Unlocked By:	Description
Edit Evidence Group	No	Evidence Management Edit	Allows a user to modify the evidence group for a piece of evidence.
Redact	Yes	Evidence Management Edit	Allows a user access to the tools in the redaction suite, such as manual redaction, bulk redactions and Smart tracker technology. Can be set to allow access to any evidence or only the user's evidence.
Order Human Transcript	Yes	Evidence Management View Evidence	Allows a user to order transcripts.
Auto-Transcribe	Yes	Evidence Management View Evidence	Allows the user to request an auto-transcript. This can be set to allow the user to request an auto-transcript for any evidence or only evidence belonging to the user or the user's groups.
Edit Auto-Transcript	Yes	Evidence Management View Evidence	Allows the user to access and use the Transcription Assistant to edit an auto-transcript. This can be set to allow the user to edit the auto-transcript for any evidence or only evidence belonging to the user or the user's groups.
Verify & Unverify Transcript	Yes	Evidence Management View Evidence and Evidence Management Edit Auto-Transcript	Allows the user to verify and unverify an auto-transcript. This can be set to allow the user to verify and unverify the auto-transcript for any evidence or only evidence belonging to the user or the user's groups.
Reassign	No	User Search and Evidence Management View Evidence	Allows a user to change the owner of a piece of evidence. Can be set to allow access to any evidence or only the user's evidence.
Delete Evidence & Edit Date Recorded	No	Evidence Management View Evidence	Allows a user to manually initiate the deletion of Evidence before its Category determined date. Can be set to allow access to any evidence or only the user's evidence.
Download	No	Evidence Management View Evidence	Allows a user to download Evidence. Can be set to allow access to any evidence or only the user's evidence.
Download Infected Files	No	Evidence Management Download	Allows a user to download Evidence that either failed a malware scan or is currently being scanned.
Share	No	User Search and Evidence Management View Evidence	Allows a user to add other users to the access list for evidence. Can be set to allow this action for any evidence or only the user's evidence.

Permission	Requires Pro License?	Unlocked By:	Description
Publish to Social Media	No	Evidence Management View Evidence	Allows a user to publish content directly to approved social media platforms.
Apply Access Class – Restricted	No	Evidence Management View and Evidence Management Share	Allows users to apply the Restricted access class to evidence. Can be set to allow this action for any evidence, the user's group, or only the user's evidence. **Note:** If a user does not have permission to apply the Restricted or Confidential access class, then the user will not be able to assign evidence to a category that applies the access class change in Axon Evidence. Users applying categories using Axon mobile or desktop apps are not restricted from assigning categories.
Remove Access Class – Restricted	No	Evidence Management View Evidence	Allows users to remove the Restricted access class from evidence. Can be set to allow this action for any evidence, the user's group, or only the user's evidence.
Apply Access Class – Confidential	Yes	Evidence Management View Evidence and Evidence Management Share	Allows users to apply the Confidential access class to evidence. Can be set to allow this action for any evidence, the user's group, or only the user's evidence. **Note:** If a user does not have permission to apply the Restricted or Confidential access class, then the user will not be able to assign evidence to a category that applies the access class change in Axon Evidence. Users applying categories using Axon mobile or desktop apps are not restricted from assigning categories.
Remove Access Class – Confidential	Yes	Evidence Management View	Allows users to remove the Confidential access class from evidence. Can be set to allow this action for any evidence, the user's group, or only the user's evidence.
Share Externally to Authenticated Users	No	Partner Contact Search, Evidence and Management Share	Allows users to provide individuals outside of your agency with access to evidence. These external users are required to sign in to their Evidence.com account to view the shared evidence, and their actions are shown in your agency's audit trails. If they do not have an Evidence.com account, they can create a free guest account on my.evidence.com.

Permission	Requires Pro License?	Unlocked By:	Description
Share External Download Links	No	Evidence Management Share and Evidence Management Download	Allows users to send an email containing a download link to individuals outside of your agency. This link does not require the recipient to sign in to an Evidence.com account or even to have an Evidence.com account. Only the apparent IP address of the computer downloading the file appears in your agency's audit trails.
Add & Edit Notes	No	Evidence Management View Evidence	Allows a user to add messages to Evidence, edit messages, and delete their own messages Can be set to allow access to any evidence or only the user's evidence.
Audit Trail PDF	No	Evidence Management View	Allows a user to view and download the record of who has Viewed or Edited Evidence. Can be set to allow access to any evidence or only the user's evidence.
Access Video Recall Files	No	Evidence Management View Evidence	Allows a user to view a list of Video Recall files on a camera and choose which ones to upload.
Access evidence in their Command	No	Appropriate Evidence Management permissions set to Their group and their own.	Allows a user to perform an action (view, edit, etc.) on evidence where the Evidence Group is set to their Command Hierarchy Group or a subordinate (child) group. **Note:** This permission requires that the role has the appropriate Evidence Management permissions (View Unrestricted Evidence, View Restricted Evidence, View Confidential Evidence, Apply and Remove Access Class, Edit and Edit Evidence Group) set to Their group and their own.
Access evidence uploaded by Users in the Command	No	Appropriate Evidence Management permissions set to Their group and their own.	Allows a user to perform an action (view, edit, etc.) on evidence that was uploaded by users in their Command Hierarchy Group and subordinate (child) groups. **Note:** This permission requires that the role has the appropriate Evidence Management permissions (View Unrestricted Evidence, View Restricted Evidence, View Confidential Evidence, Apply and Remove Access Class, Edit and Edit Evidence Group) set to Their group and their own

Permission	Requires Pro License?	Unlocked By:	Description
Case Management			
View Unrestricted Cases	No	List Unrestricted Cases	Allows a user to access an unrestricted Case. Can be set to allow access to any case or only the user's cases.
View Restricted Cases	No	List Restricted Cases	Allows a user to access a restricted Case. Can be set to allow access to any case or only the user's cases.
View Confidential Cases	No	List Confidential Cases	Allows a user to access a confidential Case. Can be set to allow access to any case or only the user's cases.
Edit	No	Case Management View Cases	Allows a user to Edit Case ID, Description, Categories, Tags, and Folder Structure. Can be set to allow access to any case or only the user's cases.
Reassign	No	User Search, Case Management View Cases and Case Management Edit,	Allows a user to change the Owner of a Case. Can be set to allow access to any case or only the user's cases.
Share	No	User Search and Case Management View, Evidence Management Share	Allows a user to add members to a Case, giving them access to the associated Evidence. Can be set to allow access to any case or only the user's cases.
Apply Access Class – Restricted	No	Evidence Management Apply Access Class - Restricted, Case Management View, and Case Management Share	Allows users to apply the Restricted access class to a case. Can be set to allow access to any case or only the user's cases
Remove Access Class – Restricted	No	Evidence Management Remove Access Class - Restricted, Case Management View	Allows users to remove the Restricted access class from a case. Can be set to allow access to any case or only the user's cases

Permission	Requires Pro License?	Unlocked By:	Description
Apply Access Class – Confidential	No	Evidence Management Restrict, Case Management View, Case Management Share	Allows users to apply the Confidential access class to a case. Can be set to allow access to any case or only the user's cases
Remove Access Class – Confidential	No	Evidence Management Restrict, Case Management View, Case Management Share	Allows users to remove the Confidential access class from a case. Can be set to allow access to any case or only the user's cases
Share with Partner Agencies	No	Partner Contact Search, Case Management Share, and Evidence Management Share Externally to Authenticated Users	Allows users to send cases to a partner agency. After the partner agency accepts the case, the evidence in the case is copied to the partner agency and no further actions by the partner agency are shown in your agency's audit trails.
Share External Download Links	No	Case Management Share and Evidence Management Share External Download Links	Allows users to send an email containing a download link to individuals outside of your agency. This link allows recipients to download all of the evidence in the case. Using the link does not require recipients to sign in to an Evidence.com account or even to have an Evidence.com account. Only the apparent IP address of the computer downloading the file appears in your agency's audit trails.
Audit Trail PDF	No	Case Management View Cases	Allows a user to view and download the record of who has Viewed or Edited a Case. Can be set to allow access to any case or only the user's cases.
Add & Edit Notes	No	Case Management Edit	Allows a user to add messages to a Case, edit messages, and delete their own messages. Can be set to allow access to any case or only the user's cases.
Edit Case Retention	No	Case Management Edit	Allows a user to update the retention policy for cases. Can be set to allow access to any case or only the user's cases.

Permission	Requires Pro License?	Unlocked By:	Description
Create Case	No	Evidence Management Search, Case Management Search, Case Management Edit	Allows a user to create a Case.
Citizen Management			
View Portals (Individual and Public)	No	—	Allows a user to view information about a portal, but not edit the information or view triage submissions.
Invite Individual	No	Citizen Management View Portals	Allows a user to create an individual portal for an individual citizen.
Create Public Portal	No	—	Allows a user to create a public portal that can be used by the community to upload items.
Edit and Close Public Portal	No	Citizen Management View Portals	Allows a user to edit and close (make inactive) a public portal. This can be set to allow the user to edit or close any portal or only the portals created by the user.
Triage Submissions	No	Evidence Management View Citizen Management View Portals	Allows a user to accept or decline items from individual invites and public portal submissions. This can be set to allow the user to triage submissions from any portal or only from portals created by the user. Requires: View Portals and View Evidence.
Audit Trail PDF	No	Citizen Management View Portals	Allows a user to view and download a PDF record of who has viewed, edited or triaged portals.
Axon Performance (Only visible if Axon Performance is enabled for the agency)			
Configure Performance Settings	No	—	Allows users to configure Axon Performance in accordance with agency policies.
View Squad Performance	No	—	Allows users to view squad performance information. This can be set to allow the user to view information for any squad or only those where the user is assigned as the supervisor.
View Video Review	No	View Squad Performance	Allows users to view the results of random video reviews. This can be set to allow the user to view information for any officer or only those where the user is assigned as the supervisor. To allow the user to view information for any squad, the View Squad Performance permission must be set to Any.

Permission	Requires Pro License?	Unlocked By:	Description
Initiate Video Review	No	View Video Review	Allows users to conduct random video reviews. This can be set to allow the user to review any officer video or only those where the user is assigned as the supervisor. To allow the user to review any officer video, the View Video Review permission must be set to Any.
View Policy Review	No	View Squad Performance	Allows users to view officer policy reviews. This can be set to allow the user to view information for any officer or only those where the user is assigned as the supervisor. To allow the user to view information for any squad, the View Squad Performance permission must be set to Any.
Initiate Policy Review	No	View Policy Review	Allows users to conduct officer policy reviews. This can be set to allow the user to review any officer or only those where the user is assigned as the supervisor. To allow the user to view information for any officer, the View Policy Review permission must be set to Any.
Axon Respond (Only visible if Axon Respond for Devices is enabled for the agency)			
View Location Map	No	—	Allows the user to access the Respond map and view camera locations.
Live Stream	No	View Location Map	Allows the user to view camera livestreams for the Respond map.
View Respond Audit Log	No	—	Allows a user to view and download the record of all Axon Respond for Devices activity.
Mark Alert as False or Resolved	No	View Location Map	Allows the user to mark an alert (gunshot or CEW) as false or resolved in Axon Respond.
Email Notification Preferences			
Account Lockout Notification	No	User Administration	Determines whether or not a user can receive Account Lockout Notifications when any user in the agency is locked out, External Agency Collaboration Notifications for collaborating with and sharing evidence to other agencies. and Category Assignment Notifications when evidence is assigned to at least one category that is being deleted. These emails can be disabled by the user from the user's User Profile – Notifications page.
Upcoming Evidence Deletion Notification	No	User Administration	Determines whether or not a user can receive weekly notifications of any upcoming evidence deletions in the agency. This email can be disabled by the user from the user's User Profile – Notifications page.

Permission	Requires Pro License?	Unlocked By:	Description
Evidence Timestamp Notification	No	User Administration or Edit Account Information	Determines whether or not a user can receive weekly notifications of evidence whose timestamp indicates it is older than 14 days. This email can be disabled by the user from the user's User Profile – Notifications page.
Axon Evidence and Performance Service Impact Notification	No	User Administration	Determines whether or not a user will receive email notifications of service outages or degradation for Axon Evidence and Axon Performance.
Axon Respond for Devices Service Impact Notification	No	User Administration	Determines whether or not a user will receive email notifications of service outages or degradation for Axon Respond for Devices.
Axon Respond for Dispatch Service Impact Notification	No	User Administration	Determines whether or not a user will receive email notifications of service outages or degradation for Axon Respond for Dispatch.
Axon Records and Standards Service Impact Notification	No	User Administration	Determines whether or not a user will receive email notifications of service outages or degradation for Axon Records and Standards.
Axon Product Release Notes Notification	No	User Administration	Determines whether or not a user will receive release note emails for Axon Evidence, Axon Body-Worn Cameras, Axon Fleet, and other Axon products.
System Status			
View Status Page	No	—	Allows a user to view the Axon System Status Page.
ALPR			
Read/Hit Record Search	No	—	Allows a user to search and view any agency ALPR.
Hotlist Management	No	—	Allows a user to search, modify, and create agency hotlists.
ALPR System Administration	No	—	Allows a user to modify agency-level ALPR settings, such as record retention and alert categories.

Pre-Configured Roles and Default Permissions

The following table provides the default permissions for the pre-configured roles in Evidence.com. The settings for configurable roles can be changed by any user that has the Edit Agency Settings permission set to Allowed.

Permission	Admin	User	Investigator	Armorer
Login Access				
Evidence.com	Allowed	Allowed	Allowed	Allowed
Evidence Sync	Allowed	Allowed	Allowed	Allowed
Axon Capture	Allowed	Allowed	Allowed	Prohibited
Axon View XL and Axon Fleet Dashboard	Allowed		Allowed	Prohibited
Axon Performance	Allowed	Prohibited	Prohibited	Prohibited
User Access				
Edit Account Information	Allowed	Allowed	Allowed	Allowed
View Message Center	Allowed	Allowed	Allowed	Prohibited
Download Sync Software	Allowed	Allowed	Allowed	Allowed
Create/Edit Group	Allowed	Prohibited	Prohibited	Prohibited
Group Audit Trail PDF	Allowed	Prohibited	Prohibited	Prohibited
Admin Access				
Configure Agency Security Settings	Allowed	Prohibited	Prohibited	Prohibited
Edit Agency Settings	Allowed	Prohibited	Prohibited	Prohibited
Edit Device Offline & Microphone Settings	Allowed	Prohibited	Prohibited	Prohibited
CEW Administration	Allowed	Prohibited	Prohibited	Allowed
CEW Logs Administration	Allowed	Prohibited	Prohibited	Allowed
Device Administration	Allowed	Prohibited	Prohibited	Allowed
User Administration	Allowed	Prohibited	Allowed	Prohibited
Category Administration	Allowed	Prohibited	Allowed	Prohibited
Return Administration	Allowed	Prohibited	Prohibited	Allowed
Custom Metadata	Allowed	Prohibited	Prohibited	Prohibited
Search & Reporting Access				
User Search	Allowed	Allowed	Allowed	Allowed
Partner Contact Search	Allowed	Allowed	Prohibited	Prohibited
List Unrestricted Evidence	Any Evidence	Any Evidence	Any Evidence	Any Evidence

Permission	Admin	User	Investigator	Armorer
List Restricted Evidence	Any Evidence	Any Evidence	Any Evidence	Any Evidence
List Confidential Evidence	Prohibited	Prohibited	Prohibited	Prohibited
Inventory Search	Allowed	Allowed	Allowed	Allowed
List Unrestricted Cases	Any Case	Any Case	Any Case	Any Case
List Restricted Cases	Any Case	Any Case	Any Case	Any Case
List Confidential Cases	Prohibited	Prohibited	Prohibited	Prohibited
Generate Reports	Allowed	Prohibited	Allowed	Prohibited
Generate User Audit Trail Report	Allowed	Prohibited	Prohibited	Prohibited
Command Hierarchy				
Manage Command Hierarchy	Allowed	Prohibited	Prohibited	Prohibited
Evidence Creation				
Upload External Files	Allowed	Allowed	Allowed	Prohibited
Configure Automatic Upload through Evidence Sync	Allowed	Prohibited	Prohibited	Prohibited
Evidence Management				
View Unrestricted Evidence	Any Evidence	Only Their Own	Only Their Own	Only Their Own
View Restricted Evidence	Prohibited	Prohibited	Prohibited	Prohibited
View Confidential Evidence	Prohibited	Prohibited	Prohibited	Prohibited
View CEW Firing Logs	Any Evidence	Only Their Own	Only Their Own	Only Their Own
Edit	Any Evidence	Only Their Own	Only Their Own	Prohibited
Add/Remove Pending Review Category	Any Evidence	Only Their Own	Prohibited	Prohibited
Edit Evidence Group	Any Evidence	Prohibited	Prohibited	Prohibited
Redact	Any Evidence	Only Their Own	Only Their Own	Prohibited
Order Human Transcript	Allowed	Prohibited	Prohibited	Prohibited
Auto-Transcribe	Any Evidence	Prohibited	Prohibited	Prohibited
Edit Auto-Transcript	Any Evidence	Prohibited	Prohibited	Prohibited
Verify & Unverify Transcript	Any Evidence	Prohibited	Prohibited	Prohibited
Reassign	Any Evidence	Only Their Own	Only Their Own	Prohibited
Delete Evidence & Edit Date Recorded	Any Evidence	Prohibited	Prohibited	Prohibited
Download	Any Evidence	Only Their Own	Only Their Own	Prohibited
Download Infected Files	Allowed	Prohibited	Prohibited	Prohibited

Permission	Admin	User	Investigator	Armorer
Share	Any Evidence	Only Their Own	Only Their Own	Prohibited
Publish to Social Media	Allowed	Prohibited	Prohibited	Prohibited
Apply Access Class – Restrict	Any Evidence	Prohibited	Prohibited	Prohibited
Remove Access Class – Restrict	Any Evidence	Prohibited	Prohibited	Prohibited
Apply Access Class – Confidential	Prohibited	Prohibited	Prohibited	Prohibited
Remove Access Class – Confidential	Prohibited	Prohibited	Prohibited	Prohibited
Share Externally to Authenticated Users	Allowed	Allowed	Prohibited	Prohibited
Share External Download Links	Allowed	Prohibited	Prohibited	Prohibited
Add & Edit Notes	Any Evidence	Only Their Own	Only Their Own	Prohibited
Audit Trail PDF	Any Evidence	Only Their Own	Only Their Own	Prohibited
Access Video Recall Files	Allowed	Prohibited	Prohibited	Prohibited
Access evidence in their Command	Allowed	Prohibited	Prohibited	Prohibited
Access evidence uploaded by Users in their Command	Allowed	Prohibited	Prohibited	Prohibited
Case Management				
View Unrestricted Cases	Any Case	Only Their Own	Any Case	Only Their Own
View Restricted Cases	Prohibited	Prohibited	Prohibited	Prohibited
View Confidential Cases	Prohibited	Prohibited	Prohibited	Prohibited
Edit	Any Case	Only Their Own	Any Case	Prohibited
Reassign	Any Case	Only Their Own	Any Case	Prohibited
Share	Any Case	Only Their Own	Only Their Own	Prohibited
Apply Access Class – Restrict	Any Case	Prohibited	Prohibited	Prohibited
Remove Access Class – Restrict	Any Case	Prohibited	Prohibited	Prohibited
Apply Access Class – Confidential	Prohibited	Prohibited	Prohibited	Prohibited
Remove Access Class – Confidential	Prohibited	Prohibited	Prohibited	Prohibited
Share with Partner Agencies	Allowed	Prohibited	Prohibited	Prohibited
Share External Download Links	Allowed	Prohibited	Prohibited	Prohibited
Audit Trail PDF	Any Case	Only Their Own	Any Case	Prohibited
Add & Edit Notes	Any Case	Only Their Own	Any Case	Prohibited
Edit Case Retention	Any Case	Prohibited	Prohibited	Prohibited

Permission	Admin	User	Investigator	Armorer
Create Case	Allowed	Allowed	Allowed	Prohibited
Citizen Management				
View Portals (Individual and Public)	Any Portal	Prohibited	Prohibited	Prohibited
Invite Individual	Allowed	Prohibited	Prohibited	Prohibited
Create Public Portal	Allowed	Prohibited	Prohibited	Prohibited
Edit and Close Public Portal	Any Portal	Prohibited	Prohibited	Prohibited
Triage Submissions	Any Portal	Prohibited	Prohibited	Prohibited
Audit Trail PDF	Any Portal	Prohibited	Prohibited	Prohibited
Axon Performance				
Configure Performance Settings	Allowed	Prohibited	Prohibited	Prohibited
View Squad Performance	Any	Prohibited	Prohibited	Prohibited
View Video Review	Any	Prohibited	Prohibited	Prohibited
Initiate Video Review	Any	Prohibited	Prohibited	Prohibited
View Policy Review	Any	Prohibited	Prohibited	Prohibited
Initiate Policy Review	Any	Prohibited	Prohibited	Prohibited
Axon Respond				
View Location Map	Allowed	Prohibited	Prohibited	Prohibited
Live Stream	Allowed	Prohibited	Prohibited	Prohibited
View Respond Audit Log	Allowed	Prohibited	Prohibited	Prohibited
Mark Alert as False or Resolved	Allowed	Prohibited	Prohibited	Prohibited
Email Notification Preferences				
Account Lockout Notification	Allowed	Prohibited	Allowed	Prohibited
Upcoming Evidence Deletion Notification	Allowed	Prohibited	Allowed	Prohibited
Evidence Timestamp Notification	Allowed	Prohibited	Allowed	Prohibited
Axon Evidence and Performance Service Impact Notification	Allowed	Prohibited	Prohibited	Prohibited
Axon Respond for Devices Service Impact Notification	Allowed	Prohibited	Prohibited	Prohibited
Axon Respond for Dispatch Service Impact Notification	Allowed	Prohibited	Prohibited	Prohibited
Axon Records and Standards Service Impact Notification	Allowed	Prohibited	Prohibited	Prohibited
Axon Product Release Notes Notification	Allowed	Prohibited	Prohibited	Prohibited
System Status				
View Status Page	Allowed	Prohibited	Prohibited	Prohibited
ALPR				
Read/Hit Record Search	Allowed	Prohibited	Prohibited	Prohibited

Permission	Admin	User	Investigator	Armorer
Hotlist Management	Allowed	Prohibited	Prohibited	Prohibited
ALPR System Administration	Allowed	Prohibited	Prohibited	Prohibited

Pre-Configured Lite Roles and Default Permissions

The following table provides the default permissions for the preconfigured roles of Lite User and Lite Armorer. The Lite User and Lite Armorer roles are designed for users that only work with TASER Conducted Electrical Weapons (CEW) logs and TASER CAM videos. The Lite Armorer role acts as a CEW administrator and can reassign agency CEW devices, change CEW settings, and upload any CEW logs.

Permission	Lite User	Lite Armorer
Login Access		
Evidence.com	Allowed	Allowed
Evidence Sync	Allowed	Allowed
Axon Capture	Prohibited	Prohibited
Axon View XL and Axon Fleet Dashboard	Prohibited	Prohibited
Axon Performance	Prohibited	Prohibited
User Access		
Edit Account Information	Allowed	Allowed
View Message Center	Allowed	Allowed
Download Sync Software	Allowed	Allowed
Create/Edit Group	Prohibited	Prohibited
Group Audit Trail PDF	Prohibited	Prohibited
Admin Access		
Configure Agency Security Settings	Prohibited	Prohibited
Edit Agency Settings	Prohibited	Prohibited
Edit Device Offline & Microphone Settings	Prohibited	Prohibited
Device Administration	Prohibited	Prohibited
CEW Administration	Prohibited	Allowed
CEW Logs Administration	Prohibited	Allowed
User Administration	Prohibited	Prohibited
Category Administration	Prohibited	Prohibited
Return Administration	Prohibited	Allowed
Custom Metadata	Prohibited	Prohibited
Search & Reporting Access		
User Search	Prohibited	Allowed
Partner Contact Search	Prohibited	Prohibited

Permission	Lite User	Lite Armorer
List Unrestricted Evidence	Only Their Own	Prohibited
List Restricted Evidence	Prohibited	Prohibited
List Confidential Evidence	Prohibited	Prohibited
Inventory Search	Prohibited	Allowed
List Unrestricted Cases	Prohibited	Prohibited
List Restricted Cases	Prohibited	Prohibited
List Confidential Cases	Prohibited	Prohibited
Generate Reports	Prohibited	Prohibited
Generate User Audit Trail Report	Prohibited	Prohibited
Command Hierarchy		
Manage Command Hierarchy	Prohibited	Prohibited
Evidence Creation		
Upload External Files	Prohibited	Prohibited
Configure Automatic Upload through Evidence Sync	Prohibited	Prohibited
Evidence Management		
View Unrestricted Evidence	Prohibited	Prohibited
View Restricted Evidence	Prohibited	Prohibited
View Confidential Evidence	Prohibited	Prohibited
View CEW Firing Logs	Only Their Own	Only Their Own
Edit	Prohibited	Prohibited
Add/Remove Pending Review Category	Prohibited	Prohibited
Edit Evidence Group	Prohibited	Prohibited
Redact	Prohibited	Prohibited
Order Human Transcript	Prohibited	Prohibited
Auto-Transcribe	Prohibited	Prohibited
Edit Auto-Transcript	Prohibited	Prohibited
Verify & Unverify Transcript	Prohibited	Prohibited
Reassign	Prohibited	Prohibited
Delete Evidence & Edit Date Recorded	Prohibited	Prohibited
Download	Prohibited	Prohibited
Download Infected Files	Prohibited	Prohibited
Share	Prohibited	Prohibited
Publish to Social Media	Prohibited	Prohibited
Apply Access Class – Restricted	Prohibited	Prohibited
Remove Access Class – Restricted	Prohibited	Prohibited
Apply Access Class – Confidential	Prohibited	Prohibited

Permission	Lite User	Lite Armorer
Remove Access Class – Confidential	Prohibited	Prohibited
Share Externally to Authenticated Users	Prohibited	Prohibited
Share External Download Links	Prohibited	Prohibited
Add & Edit Notes	Prohibited	Prohibited
Audit Trail PDF	Prohibited	Prohibited
Access Video Recall Files	Prohibited	Prohibited
Access evidence in their Command	Prohibited	Prohibited
Access evidence uploaded by Users in their Command	Prohibited	Prohibited
Case Management		
View Unrestricted Cases	Prohibited	Prohibited
View Restricted Cases	Prohibited	Prohibited
View Confidential Cases	Prohibited	Prohibited
Edit	Prohibited	Prohibited
Reassign	Prohibited	Prohibited
Share	Prohibited	Prohibited
Apply Access Class – Restricted	Prohibited	Prohibited
Remove Access Class – Restricted	Prohibited	Prohibited
Apply Access Class – Confidential	Prohibited	Prohibited
Remove Access Class – Confidential	Prohibited	Prohibited
Share with Partner Agencies	Prohibited	Prohibited
Share External Download Links	Prohibited	Prohibited
Audit Trail PDF	Prohibited	Prohibited
Add & Edit Notes	Prohibited	Prohibited
Edit Case Retention	Prohibited	Prohibited
Create Case	Prohibited	Prohibited
Citizen Management		
View Portals (Individual and Public)	Prohibited	Prohibited
Invite Individual	Prohibited	Prohibited
Create Public Portal	Prohibited	Prohibited
Edit and Close Public Portal	Prohibited	Prohibited
Triage Submissions	Prohibited	Prohibited
Audit Trail PDF	Prohibited	Prohibited
Axon Performance		
Configure Performance Settings	Prohibited	Prohibited
View Squad Performance	Prohibited	Prohibited
View Video Review	Prohibited	Prohibited

Permission	Lite User	Lite Armorer
Initiate Video Review	Prohibited	Prohibited
View Policy Review	Prohibited	Prohibited
Initiate Policy Review	Prohibited	Prohibited
Axon Respond		
View Location Map	Prohibited	Prohibited
Live Stream	Prohibited	Prohibited
View Respond Audit Log	Prohibited	Prohibited
Mark Alerts as False or Resolved	Prohibited	Prohibited
Email Notification Preferences		
Account Lockout Notification	Prohibited	Allowed
Upcoming Evidence Deletion Notification	Prohibited	Prohibited
Evidence Timestamp Notification	Prohibited	Prohibited
Axon Evidence and Performance Service Impact Notification	Prohibited	Prohibited
Axon Respond for Devices Service Impact Notification	Prohibited	Prohibited
Axon Respond for Dispatch Service Impact Notification	Prohibited	Prohibited
Axon Records and Standards Service Impact Notification	Prohibited	Prohibited
Axon Product Release Notes Notification	Prohibited	Prohibited
System Status		
View Status Page	Prohibited	Prohibited
ALPR		
Read/Hit Record Search	Prohibited	Prohibited
Hotlist Management	Prohibited	Prohibited
ALPR System Administration	Prohibited	Prohibited

AUDIT TRAILS

Detailed audit logs track all evidence access and activity. Each audit trail entry shows the date, time, user, and details of each action. You can view the entire audit log or a portion of an audit trail, limiting the report to actions that occurred between a specified timeframe. Audit Trails are available in PDF format, except the User Audit Trail and Device Audit Trail, which are available in both PDF and comma-separated values (CSV) format.

EVIDENCE AUDIT TRAIL

Evidence audit trails are created for every evidence file and list all related actions, as well as associated metadata. All changes made to videos and associated metadata (including, but not limited to, reassigning a video, sharing a video, renaming a video, redactions, and deletions) are logged in the evidence audit trail (including information about the date, time, and user who made the change). You can generate an audit trail for the entire history of the file or view a portion of an audit trail, limiting the report to actions that occurred within a specified timeframe.

The original data associated with a video is never changed; all modifications are handled by creating new, derivative files. To ensure chain of custody, evidentiary files can be verified for authenticity by matching the SHA-2 hash of the original file ingested in Axon Evidence to that of any copy created.

Audit trails are never deleted, even after the video file is deleted. The method of deletion (e.g., system-initiated based on retention policy versus manual deletion by a user with the appropriate permission) will be displayed in the audit trail.

Various actions are shown below as they appear in the evidence audit trail.

SHARING EVIDENCE

15	17 Aug 2017	14:27:43 (-04:00)	**Hassan, Adam (Badge ID: ahassan)** Username: ahassan@taser.com User ID: 5bcf5c0cd7cf4e66afe2684c2c4a6b30	Evidence Record Downloaded; Internal Record ID: FILE:01ADE429A1464A0195A641EE0DF449EE@2827B6323C434D9F92F138143DCE6C6C Client IP Address: 209.115.232.249
16	17 Aug 2017	14:32:16 (-04:00)	**Hassan, Adam (Badge ID: ahassan)** Username: ahassan@taser.com User ID: 5bcf5c0cd7cf4e66afe2684c2c4a6b30	Shared with Barker, Matt (Badge ID: mbarker, Agency: TASER Demo Site) with permissions to View, Download, View Audit Trail, Post Notes and Re-Share. Share expires on 15 Nov 2017 13:32:15 (-05:00)
17	17 Aug 2017	14:32:17 (-04:00)	**Hassan, Adam (Badge ID: ahassan)** Username: ahassan@taser.com User ID: 5bcf5c0cd7cf4e66afe2684c2c4a6b30	Shared with Cooper, Randall (Badge ID: 9897709987, Agency: TASER Prosecutor) with permissions to View, Download, View Audit Trail and Re-Share. Share expires on 15 Nov 2017 13:32:15 (-05:00)
18	17 Aug 2017	14:32:17 (-04:00)	**Hassan, Adam (Badge ID: ahassan)** Username: ahassan@taser.com User ID: 5bcf5c0cd7cf4e66afe2684c2c4a6b30	Shared with Hassan, Adam (Badge ID: 029990ddb90f, Agency: my.evidence.com) with permissions to View. Share expires on 15 Nov 2017 13:32:15 (-05:00)
19	17 Aug 2017	14:32:48 (-04:00)	**Hassan, Adam (Badge ID: ahassan)** Username: ahassan@taser.com User ID: 5bcf5c0cd7cf4e66afe2684c2c4a6b30	Shared with Hassan, Adam (Badge ID: 029990ddb90f, Agency: my.evidence.com) with permissions to View. Share expires on 24 Aug 2017 14:32:15 (-04:00)
20	17 Aug 2017	14:32:58 (-04:00)	**Hassan, Adam (Badge ID: ahassan)** Username: ahassan@taser.com User ID: 5bcf5c0cd7cf4e66afe2684c2c4a6b30	Removed sharing with Barker, Matt (Badge ID: mbarker, Agency: TASER Demo Site)

UPDATING NAME/TITLE

17	18 Aug 2017	11:46:20 (-07:00)	**Smith, Joe (Badge ID: 265465464)** Username: jsmith User ID: 93106c61e5414e34b39ec306f52d9baf	Evidence title updated to 'Test Rename'

REASSIGNING EVIDENCE

13	18 Aug 2017	11:40:11 (-07:00)	**Harris, Tom (Badge ID: 265465464)** Username: tharris User ID: 93106c61e5414e34b39ec306f52d9baf	Reassigned to Smith, John Badge ID: 212365464, Agency: Demo Site)

CREATING A REDACTION

22	11 Aug 2017	11:27:55 (-07:00)	**Kimble, Richard (Badge ID: dougs)** Username: dougs User ID: 8f25be2b2a0d48748450e5c66cfe4ead	Video Clip Edited "(Redaction 1) 05_Redaction_Flex2_02.mp4" (00:00:00 to 00:00:28)

DELETION OF EVIDENCE (AND METHOD OF DELETION)

6	27 Jul 2017	09:03:22 (-07:00)	**Uribe, Bryan (Badge ID: buribe)** Username: buribe User ID: 26183731e1f941229bf44a37c27663a7	Delete Request Received
7	27 Jul 2017	09:03:22 (-07:00)	**Uribe, Bryan (Badge ID: buribe)** Username: buribe User ID: 26183731e1f941229bf44a37c27663a7	Queued for Deletion Comment: demo Deletion is now scheduled for 03 Aug 2017 09:03:22 (-07:00)
8	28 Jul 2017	11:13:25 (-07:00)	**South, Jason (Badge ID: 9900)** Username: jsouth User ID: 3b87519db5814dc39ead8e7e98dd882b	Evidence Record Accessed. Client IP Address: 74.206.119.243
9	03 Aug 2017	09:42:06 (-07:00)	**System**	Deleted

AGENCY AUDIT TRAIL

The Agency Audit Trail shows agency-wide changes to your Axon Evidence account. This report helps provide transparency on administrative actions across Axon Evidence. By displaying each action in detail, your agency is able to review who changed a setting, to understand the purpose and provide better accountability to each user.

Agency URL: Demo.evidence.com
Agency Timezone: US Mountain Standard Time
Address: 17800 North 85th St, Scottsdale, AZ, 85255 US
Primary number: 800-978-2737
Email: llarson@taser.com

#	Date	Time	Agency User or Axon Admin	Activity
1	20 Jan 2019	16:17:56 (-07:00)	**South, Jason (Badge ID: 9900)** Username: jsouth ID: 0DAE949501104F5A981B341C7E07D606	Vehicle Wi-Fi Settings Changed
2	16 Jan 2019	16:21:46 (-07:00)	**Hassan, Adam (Badge ID: ahassan)** Username: ahassan@taser.com ID: 5bcf5c0cd7cf4e66afe2684c2c4a6b30	Category 'Colombia' Edited
3	11 Jan 2019	11:31:18 (-07:00)	**Shah@axon.com, Kevin (Badge ID: 08083)** Username: kshah ID: 51dd55ed09b846ca919ad0e943f3c3cb	User invited: Huang, Meng - Badge ID: mh001 Email: mhuang@axon.com Role: Admin
4	10 Jan 2019	16:05:04 (-07:00)	**Baker, Chris (Badge ID: 2323232323)** Username: cbaker ID: c17e0ec4122046d883c9d825dba47a44	User invited: Knopf, Elizabeth - Badge ID: 43123 Email: eknopf@axon.com Role: Admin
5	10 Jan 2019	16:03:08 (-07:00)	**Baker, Chris (Badge ID: 2323232323)** Username: cbaker ID: c17e0ec4122046d883c9d825dba47a44	User invited: Harlow, Jared - Badge ID: 6788990 Email: jharlow@axon.com Role: Admin

CASE AUDIT LOG

The audit trail entry for Cases shared with a partner agency group use the same audit trail format as Evidence that is shared with a partner agency group. When a Case is shared with a partner agency group, the Activity column of the audit trail will show the group name and agency (instead of listing each member of the group).

GROUP AUDIT TRAIL

The Group Audit Trail allows administrators to monitor the activity of groups within Axon Evidence and logs actions such as creating a group, adding or removing users from a group, changing permissions of a group, etc.

Action #1below shows Sally Smith created the Team Canada group and she disabled the receive share invites from partner agencies permission. #2 shows that Sally added Tom Roberts to the group.

TASER Demo Site

Scottsdale, AZ, US

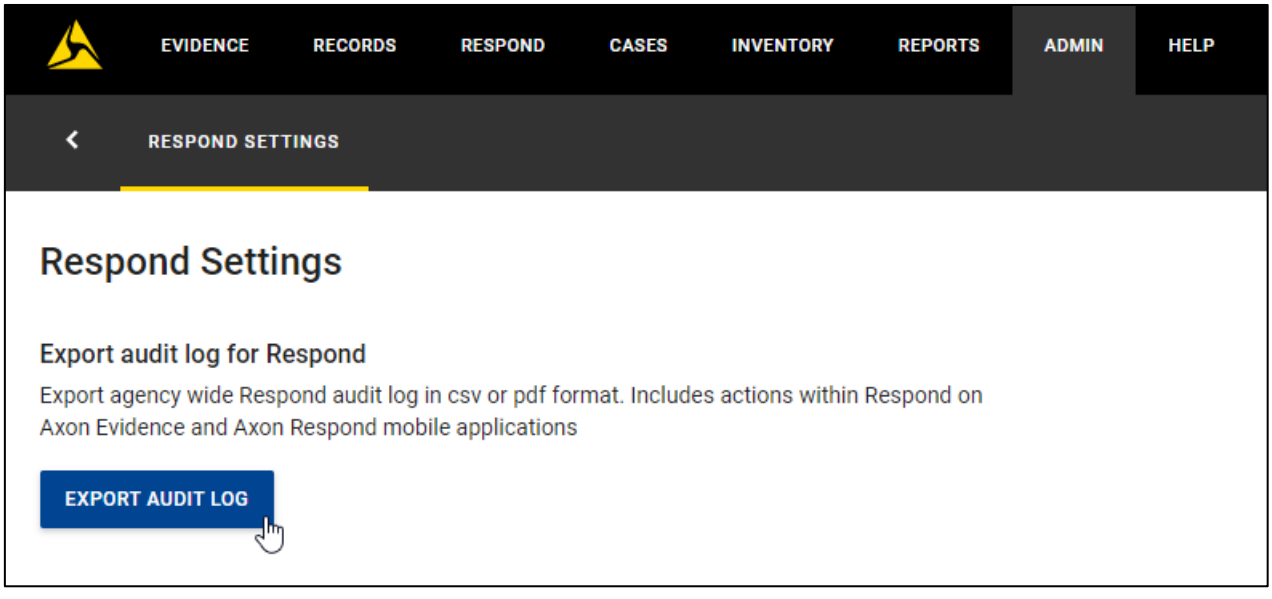
Document generated: 28 Mar 2018 - 11:21:23 -07:00 by Doe, Joe (265465464)

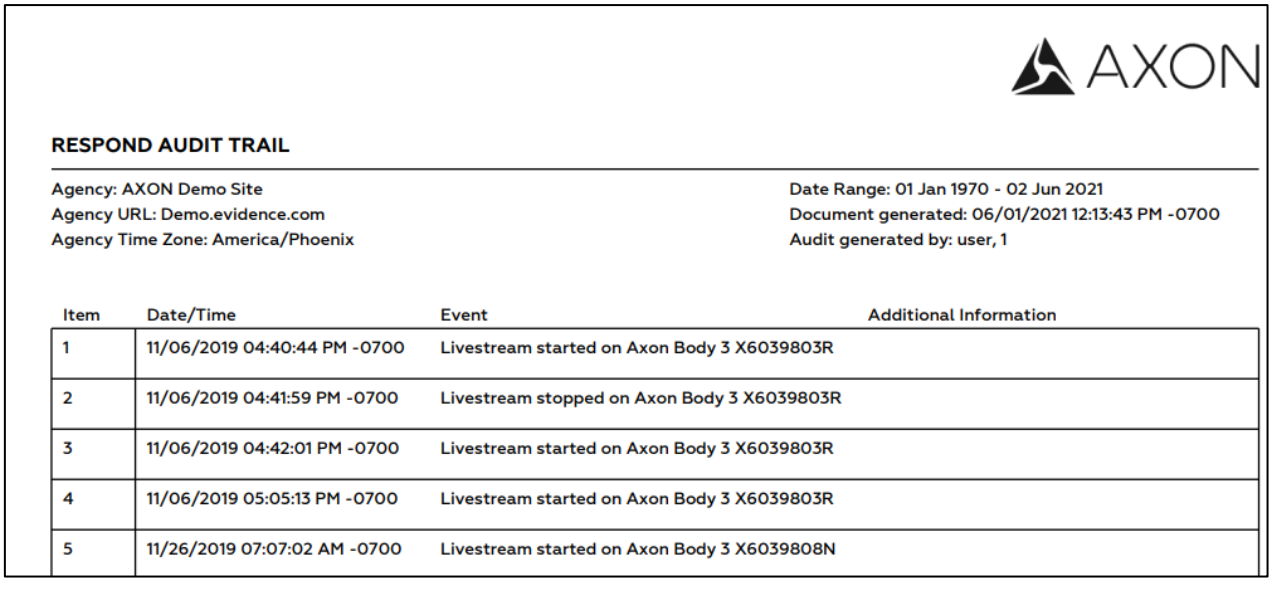
GROUP AUDIT TRAIL

#	Date	Time	User	Activity
1	07 Feb 2017	12:45:52 (-07:00)	**Smith, Sally (Badge ID: ssmith)** Username: ssmith	Group 'Team Canada' created Receive share invites from partner agencies disabled
2	07 Feb 2017	12:46:21 (-07:00)	**Smith, Sally (Badge ID: ssmith)** Username: ssmith	User 'Roberts, Tom (Badge ID: troberts)' added to the group as 'Member'

AXON RESPOND AUDIT TRAIL

The Axon Respond audit trail consolidates all Axon Respond information—such as which users accessed the Axon Respond map, viewed a livestream, or confirmed a notification—into a single audit trail. The audit trail can be accessed via the **Respond Settings** page within Axon Evidence and generated for specific periods of time. Only users with the appropriate permissions will be able to access and download the audit trail.





AXON

RESPOND AUDIT TRAIL

Agency: AXON Demo Site
Agency URL: Demo.evidence.com
Agency Time Zone: America/Phoenix

Date Range: 01 Jan 1970 - 02 Jun 2021
Document generated: 06/01/2021 12:13:43 PM -0700
Audit generated by: user, 1

Item	Date/Time	Event	Additional Information
1	11/06/2019 04:40:44 PM -0700	Livestream started on Axon Body 3 X6039803R	
2	11/06/2019 04:41:59 PM -0700	Livestream stopped on Axon Body 3 X6039803R	
3	11/06/2019 04:42:01 PM -0700	Livestream started on Axon Body 3 X6039803R	
4	11/06/2019 05:05:13 PM -0700	Livestream started on Axon Body 3 X6039803R	
5	11/26/2019 07:07:02 AM -0700	Livestream started on Axon Body 3 X6039808N	

Please note, Axon Respond-specific information, events, and actions information will be logged in the following audit trails:

- Axon Respond Audit Trail
- Device Audit Trail
- User Audit Trail

DEVICE AUDIT TRAIL

The Device Audit Trail shows events, actions, and changes for the selected camera. The audit information can be filtered to a particular date range or show the entire life of the camera. The audit is available in both PDF and comma-separated values (CSV) format.

The Device Audit Trail can be used to audit actions performed on video while the file is still on the device (prior to upload).

THE DEVICE AUDIT TRAIL LOGS THE FOLLOWING CAMERA EVENTS, ACTIONS, AND CHANGES		
Camera registered	Video accessed or streamed in the field	Stealth mode enabled or disabled
Camera status change	Category updated in the field	Indicator lights enabled or disabled
Power on or off	ID update in the field	Marker added
Event button press or hold	Title updated in the field	GPS coordinates added
Recording start or end	Function button press or hold	Date/Time sync
Audio recording disabled or enabled	Battery status button press or hold	Camera assignment
Camera docked or undocked	Volume mute, low, medium, or high	Operating system updated

The Device audit trail is generated from the Device Summary page.

DEVICE AUDIT TRAIL

Model: Axon Flex 2
Serial Number: X83010683

Date Range: 01 Jul 2017 - 31 Jul 2017
Document generated: 16 Aug 2017 Audit generated by: Smith, John

Item	Date/Time	Event	Additional Information
1	07/24/2017 07:32:15.810 AM	Video file created	Unique ID a71b122895494f1092e6cdf9f3b5049b
2	07/24/2017 11:00:50.214 AM	Video file created	Unique ID c4e6299826b34046a3bf325020001ef0
3	07/24/2017 11:30:07.049 AM	Vibrate enabled	
4	07/24/2017 11:30:07.049 AM	Stealth mode disabled	
5	07/24/2017 11:30:07.049 AM	Indicator lights enabled	
6	07/24/2017 11:30:07.065 AM	Volume changed from medium to medium	
7	07/24/2017 11:30:07.065 AM	Front camera light enabled for recording only	
8	07/24/2017 11:30:32.235 AM	Video successfully uploaded using Evidence Sync by Smith, John (0012)	Unique ID c4e6299826b34046a3bf325020001ef0

User Audit Trail

A user audit trail shows many of the activities taken by the user in addition to changes to the user account. User audit trails are available in two formats:

- PDF format — Well suited for use in court.
- Comma-separated values (CSV) format — Supported by spreadsheet applications such as Microsoft Excel and helpful for simplifying reporting and integration with other systems.

Evidence-related user actions that appear in user audit trails include the following:

- View evidence
- Watch video evidence
- Initiate evidence deletion
- Restore deleted evidence
- Upload evidence
- Add or edit evidence title
- Add or edit evidence ID
- Add or edit categories assigned to evidence
- Add or edit evidence location
- Edit evidence recorded date and time
- Flag or un-flag evidence
- Share evidence internally (with users in your Evidence.com agency)
- Share evidence externally (with users outside your Evidence.com agency)
- Add or edit evidence tags
- Add or edit evidence description
- Add, edit, or remove evidence notes
- Reassign evidence
- Add evidence to a case
- Add a marker

- Download a marker
- Add a video clip
- Add video redaction

Case-related user actions that appear in user audit trails include the following:

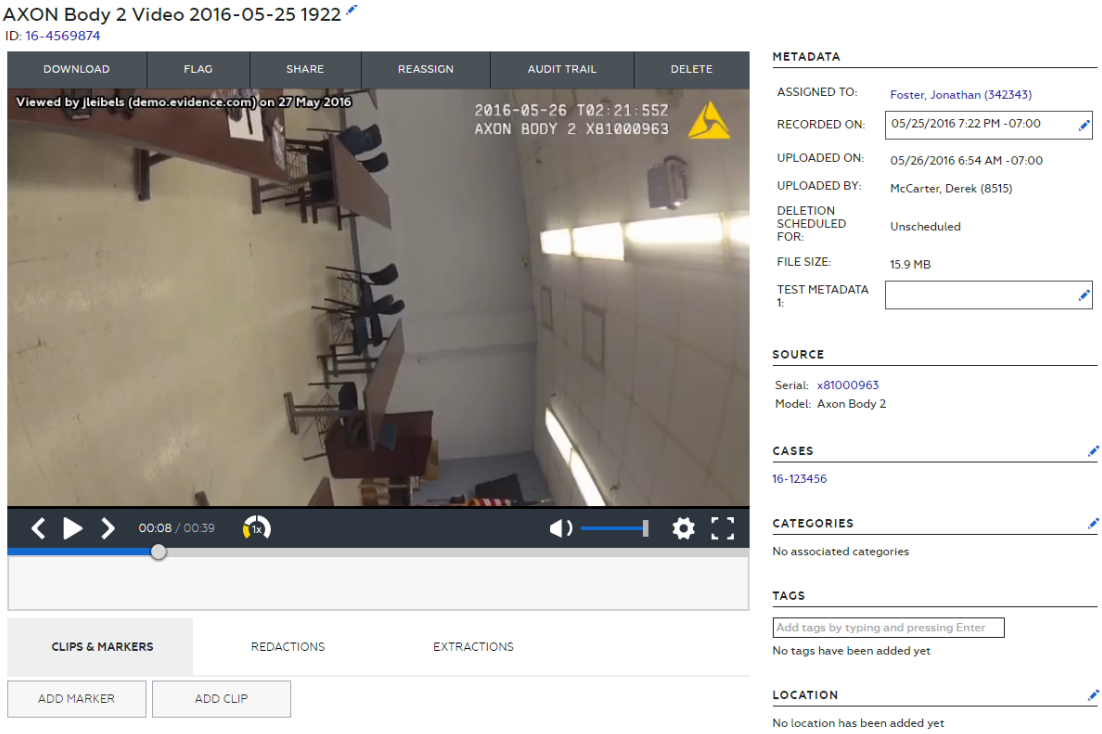
- Create case
- Viewed case
- Add evidence to a case
- Remove evidence from a case
- Share case by download link
- Share case with partner agency
- Share case with user in your agency (add member to case)
- Download case
- Add or remove folder
- Add or edit categories assigned to case
- Edit case title
- Add or edit case description
- Add, edit, or delete case notes
- Add or remove case tags

METADATA WATERMARK OVERLAY

All Axon videos feature an embedded visual watermark containing metadata (displayed at the top of the video). Metadata fields displayed as a watermark (or overlay) during playback include:

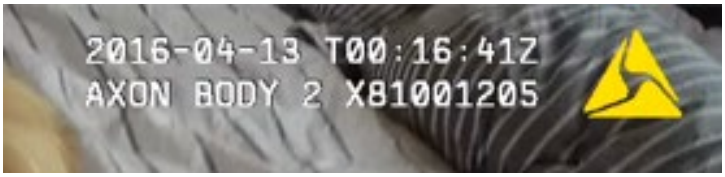
- **VIEWED BY** – (Username – Agency Axon Evidence Account)
- **DATE VIEWED** – (Day/Month/Year)
- **DATE AND TIME RECORDED** – (yyyy/mm/dd - hrs:mins:secs GMT)
- **CAMERA MODEL** – (Axon Body, Axon Body 2, Axon Flex)
- **CAMERA SERIAL NUMBER** – (i.e. X8000000)

Additional metadata fields are displayed on the right-hand side of the media player.



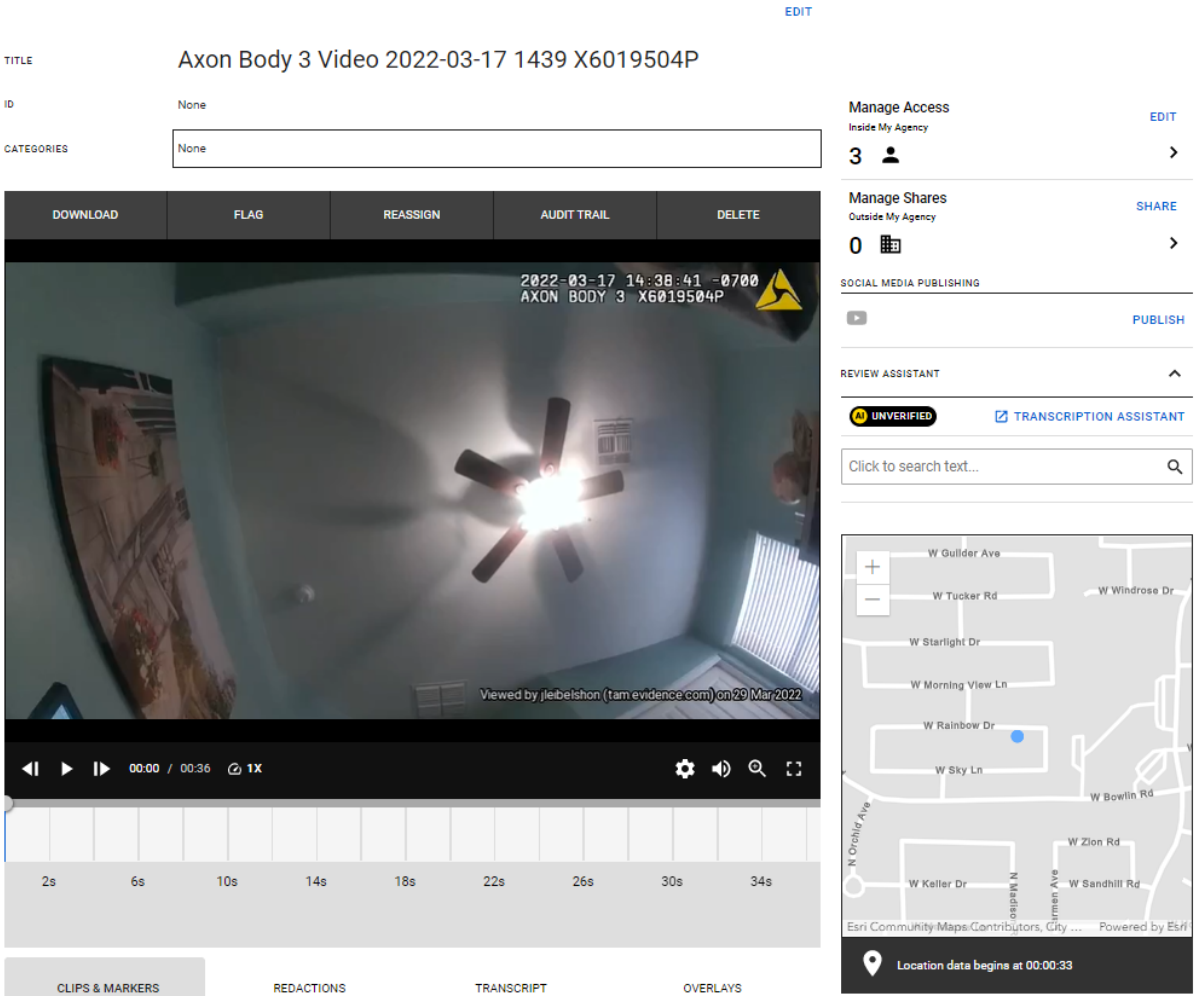
CGPD can turn on/off a permanent watermark (metadata overlay). This information is embedded into the video at the time of recording and will remain visible on the video when viewing, exporting, or sharing. These include:

- Date
- Time
- Type of Device
- Device ID



GPS TRACKING

Axon Evidence includes a Map Tracking feature that works with Axon Body 3 videos containing GPS data. During video playback, the location that appears on the interactive map changes as the GPS position of the camera updates. Pausing the video will show the approximate address in the location field below the map. Additionally, markers added to the video will appear as additional pins on the location map. Viewers can click on a pin to jump to that marker position in the video for easier navigation.

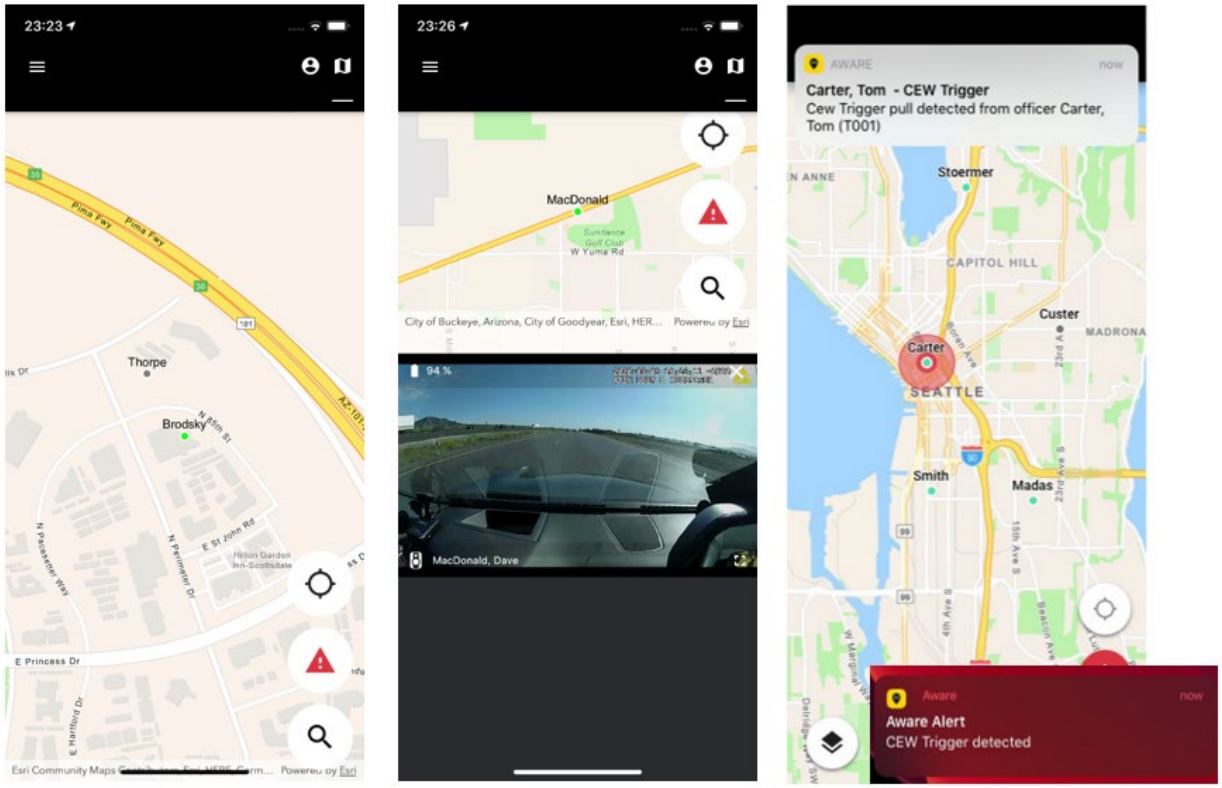


AXON RESPOND MOBILE APP

Axon's new Axon Respond mobile app was built to interface with our real-time technology, Axon Respond. The Axon Respond mobile app can provide CGPD with a secure and powerful tool to help your commanders and supervisors stay involved wherever they are. The mobile app can run on both iOS and Android devices, including tablets.

Some of the key features of the Axon Respond mobile app include:

- **AXON RESPOND MAP WITH LOCATION REPORTING DURING RECORDING** – While recording, Axon Body 3 cameras are shown on the map with green indicators. The camera sends location updates every five seconds using the GPS sensor in the camera. Location updates stop being sent when a camera stops recording, and the map indicator turns gray. The gray marker remains on the map for four hours.
- **VIEW LIVESTREAMS** – While an Axon Body 3 camera is recording, application users can start/end the livestream. The livestream shows the full name of the camera user, the camera's battery capacity, and an option to watch the stream in full screen mode. The latest alerts associated with the camera are displayed below the livestream window.
- **REAL-TIME ALERTS** – Axon Respond mobile app users will receive in-application and push notifications for alerts from the system.



AXON EVIDENCE CLOUD SECURITY

Axon's compliance demonstrates our commitment to providing a trustworthy platform and offers CGPD a way to understand the controls put in place to secure Axon Evidence and the data you store in it.

SECURITY COMPLIANCE CERTIFICATIONS

Axon deploys a comprehensive Information Security Program (ISP) to ensure the confidentiality, integrity, and availability of all customer data in Axon Evidence. Security is integrated throughout Axon products, development processes, and corporate culture to ensure the security of data and maintain trust with customers.

ISO/IEC 27001:2013 CERTIFIED - INFORMATION SECURITY MANAGEMENT STANDARDS

The ISO/IEC 27001:2013 certificate validates that Axon has implemented the internationally recognized information security controls defined in this standard, including guidelines and general principles for initiating, implementing, maintaining, and improving information security management within an organization.

ISO/IEC 27017:2015 CERTIFIED - CODE OF PRACTICE FOR INFORMATION SECURITY CONTROLS

The ISO/IEC 27017:2015 certificate validates that Axon has implemented additional controls that enhance and refine those found in the ISO 27002 standard. ISO 27002 provides best practices and guidance for implementing the controls found in ISO 27001. ISO 27017 controls address cloud-specific concerns and detail the responsibilities of cloud service customers and cloud service providers, two categories into which Axon alternately falls depending on the specific control.

ISO/IEC 27018:2019 CERTIFIED - CODE OF PRACTICE FOR PROTECTING PERSONAL DATA IN THE CLOUD

The ISO/IEC 27018:2019 certificate validates that Axon has implemented the internationally recognized control objectives, controls, and guidelines related to the protection of Personally Identifiable Information (PII) in accordance with the privacy principles in ISO/IEC 29100 for a cloud computing environment.

CJIS COMPLIANCE

Axon Evidence was designed and is operated to ensure that it is compliant with the FBI CJIS Security Policy. Customers can be assured that their digital data is protected by a robust information security program that is designed to exceed the CJIS security requirements as well as provide protection against current and emerging threats.

Axon acknowledges and abides by all aspects of the CJIS Security Addendum, and we are contractually committed to meeting CJIS, as the CJIS Security Addendum is included by reference into the Axon Master Services and Purchasing Agreement.

All Axon CJIS-authorized personnel are required to complete CJIS security training in compliance with the CJIS Security Policy. Axon uses 'CJIS Online' from Peak Performance Solutions to conduct and coordinate CJIS-specific security training. Axon personnel training records are available to customers within the CJIS Online System. Any additional CGPD-specific security awareness training can be conducted as required.

In addition to security awareness training, Axon CJIS-authorized personnel have undergone state and federal fingerprint-based checks in certain states. Axon is prepared to coordinate with CGPD to ensure that all Axon CJIS-authorized personnel undergo checks in alignment with the requirements of CGPD.

Axon's CJIS compliance status has been validated independently by CJIS ACE and the underlying security program is audited on at least an annual basis by an additional third party as part of Axon's ISO 27001 program.

CALEA STANDARD 17.5.4 COMPLIANCE

Axon Evidence is aligned with the Commission on Accreditation for Law Enforcement Agencies (CALEA) standard related to Electronic Data Storage in the context of utilizing a service provider (17.5.4). Determining conformity with CALEA standards is a requirement for customers to make individually.

SOC 2+ AND SOC 3 REPORTS

Axon Cloud Services and the Axon AI Training Center have achieved AICPA SOC 2 Type 2 reporting. Axon's SOC 2 audit gauges the effectiveness of the services based on the AICPA Trust Service Principles and Criteria, as well as the Cloud Security Alliance Cloud Controls Matrix†, FBI Criminal Justice Information Services Security Policy, and the UK National Cyber Security Centre Cloud Security Principles†. The Axon SOC 2+ reports include a comprehensive description of the Axon Cloud Services and AI Training Center environments in addition to an assessment of the fairness of Axon's description of its controls. The SOC 2+ evaluates whether controls are designed appropriately, were in operation on a specified date, and were operating effectively over a specified time period. Axon is audited annually by independent third-party auditors against the SOC criteria and additional frameworks listed above.

For organizations who need assurance over the security, availability, and confidentiality of Axon Cloud Services, but do not need a detailed system description or comprehensive list of system controls, Axon also makes available a SOC 3 report. This report is provided by the third-party auditing firm and is intended as an summary of the audit engagement, and consists of the independent service auditor's report, an assertion of Axon management, brief system description, and an overview of the applicable service commitments selected for the audit.

† Criteria apply to Axon Cloud Services only.

Please note that sharing SOC+2 report results requires an executed non-disclosure agreement between Axon and CGPD.

CLOUD SECURITY ALLIANCE - CSA STAR ATTESTATION (LEVEL TWO)

Axon has been awarded CSA STAR Attestation. STAR Attestation consists of a rigorous third-party independent assessment of Axon Evidence against the CSA's Cloud Controls Matrix (CCM). Detailed results of the STAR Attestation testing are included in the Axon SOC 2+ report.

CLOUD SECURITY ALLIANCE - CSA STAR SELF-ASSESSMENT (LEVEL ONE)

Axon's Cloud Security Alliance (CSA) Cloud Controls Matrix (CCM) response provides detailed information about how Axon fulfills the security, privacy, compliance, and risk management requirements defined in the CCM and Consensus Assessments Initiative Questionnaire (CAIQ) version 3.0.1.

ACCESSIBILITY CONFORMANCE REPORT - WCAG 2.0 & VPAT/SECTION 508

Axon has created the Axon Evidence Accessibility Conformance Report for the purpose of assessing Axon Evidence compliance with the Web Content Accessibility Guidelines (WCAG) 2.0. The report covers the degree of conformance for WCAG 2.0 and U.S. Section 508 Standards.

FEDERAL RISK AND AUTHORIZATION MANAGEMENT PROGRAM (FEDRAMP)

Axon has achieved a FedRAMP Joint Authorization Board (JAB) Provisional Authority to Operate (P-ATO) at the Moderate Impact Level. The authorization confirms that Axon Evidence has been reviewed and approved by the Departments of Defense and Homeland Security, and the General Services Administration. This enables the US Federal community to streamline their own authorization processes of Axon Evidence. Axon's FedRAMP authorization is for the US Federal Region of Axon Evidence. Learn more at axon.com/fedramp. Axon has achieved a FedRAMP Joint Authorization Board (JAB) Provisional Authority to Operate (P-ATO) at the Moderate Impact Level.

ACCESS TO CLIENT DATA

All customer access to data is controlled at layer 7 of the OSI model within the web application interface over HTTPS. Additionally, Axon Evidence enables CGPD to control access at layer 4 of the OSI model by establishing IP whitelisting to define and limit the IP ranges in which a user may access Axon Evidence. Axon also protects Axon Evidence at layer 4 by blacklisting known malicious IP addresses. Axon protects and controls access on behalf of all Axon Evidence customers at layer 3 of the OSI model. Customer data is uniquely identified and marked to ensure appropriate segregation of customer data.

To protect the web application, Axon deploys a web application firewall (WAF) to actively protect against threats in real-time. Additionally, Axon performs frequent

penetration testing of Axon Evidence. Penetration testing includes testing to ensure customer data segregation is maintained and not commingled.

ENCRYPTION

All evidence data is encrypted at rest and in transit. Robust SSL/TLS is implemented for data in transit using TLS 1.2 with a 256-bit connection and Perfect Forward Secrecy. Evidence data stored at rest is encrypted with at least 256-bit AES.

DISASTER RECOVERY AND CONTINUITY PLAN

Axon has designed Axon Evidence to be highly scalable and extremely resilient. Axon Evidence customer data is stored within data centers located in the continental United States. All data centers offer world-class security and system protection. All data centers employ backup power, climate control, alarms, and seismic bracing.

In the event of a major disaster that results in a full loss of a Microsoft Azure region, Axon has created the Axon Evidence Information System Contingency Plan (ISCP). The ISCP focuses on the recovery of Axon Evidence to a secondary Microsoft Azure region. Axon is confident, that in the event of the complete destruction of a primary Microsoft Azure region, Axon Evidence can be recovered and restored in the secondary Microsoft Azure region within, at most, a 24-hour window. However, Axon views the likelihood of such an occurrence as negligible given the architecture of the underlying Microsoft Azure services.

The application's highly resilient architecture and application delivery is supported by the Service Level Agreement established with Axon's customer base.

Axon maintains a Business Continuity Plan that encompasses Axon Evidence operations and resiliency capabilities. This plan is reviewed periodically and is ISO 27001 certified.

SECURE DEVELOPMENT

Design, development, and maintenance of Axon Evidence are performed by Axon personnel within authorized facilities. These facilities are included in the scope of Axon's International Information Security Program. CGPD data stored within Axon Evidence will remain in the United States.

Axon has developed and operates secure software development lifecycle procedures (SDLC). Execution within the SDLC ensures security is evaluated at every phase of development and that quality measures are met. Axon does not outsource the development of Axon Evidence and development resources are assigned and dedicated to the on-going development, quality, and security of the product.

RISK DETECTION

Axon Evidence employs advanced detection and analysis capabilities of system events. This includes automated detection and alerts for unusual activity or attacks.

Axon maintains a robust information security program designed to provide a high level of protection against current and emerging threats. This includes logging all

access to evidence data and systems, and robust evidence audit reports within Axon Evidence.

The Axon Evidence infrastructure utilizes a multi-tier design that segregates the database tier from web and application tiers using firewalls and network ACLs. Axon Evidence utilizes host-based firewalls on all applicable systems. Host-based IDS and AV are deployed on applicable systems.

COALFIRE ISO

Certificate Number: 2020-071101

CERTIFICATE OF REGISTRATION

INFORMATION SECURITY MANAGEMENT SYSTEM – ISO/IEC 27001:2013

Coalfire ISO, Inc. certifies that the following organization operates an Information Security Management System (ISMS) that conforms to the requirements of ISO/IEC 27001:2013 per the scope and boundaries statement detailed below:

Company	Axon Enterprise, Inc.	**Address**	17800 North 85th Street Scottsdale, AZ 85255 United States	**State**	Arizona
				Country	United States

SCOPE

The certificate scope comprises the Information Security Management System (ISMS) supporting the operations underlying the Axon Cloud Services and Axon AI Training Center. The organizational scope includes the Engineering (Production Support, Developers, Annotators), Customer Support, Information Security, and Information Technology teams affecting the ISMS. The ISMS is limited to the controls and supporting justifications described within the organization's Statement of Applicability, which further extends to the additional objectives detailed within ISO/IEC 27017:2015 and ISO/IEC 27018:2019.

Statement of Applicability: Version: 6.0 Date: November 23, 2020

Original Registration Date: November 20, 2015

Certification Issuance Date: March 11, 2021

Expiration Date: October 21, 2021

On behalf of Coalfire ISO, Inc.

Print Name: David Forman

Director of Coalfire ISO

COALFIRE ISO 27001 CERTIFIED ISO

ANAB ANSI National Accreditation Board ACCREDITED ISO/IEC 17021 MANAGEMENT SYSTEMS CERTIFICATION BODY

UKAS MANAGEMENT SYSTEMS 9224

This certificate relates to the Information Security Management System, and not to the products or services of the certified organization. The certification reference number, the mark of the certification body and/or the accreditation mark may not be shown on products or stated in documents regarding products or services. Promotional material, advertisements or other documents showing or referring to this certificate, the trademark of the certification body, or the accreditation mark, must comply with the intention of the certificate.

ADDRESS	SITE CATEGORIZATION
Central Location 17800 North 85th Street Scottsdale, AZ 85255 United States	Top management personnel report to this location and facilitate centralized management activities from this site.
Satellite Office #1 Metropolitan Park West Tower 1100 Olive Way #1300 Seattle, WA 98101 United States	Satellite office personnel report from this physical location into the top management structure sited at the central location.

CERTIFICATE OF REGISTRATION

Information Security Management System – ISO/IEC 27001:2013

Coalfire ISO, Inc. certifies that the following organization operates an Information Security Management System (ISMS) that conforms to the requirements of ISO/IEC 27001:2013 per the scope and boundaries statement detailed below:

COMPANY:	Axon Enterprise, Inc.	**ADDRESS:**	17800 North 85th Street Scottsdale, AZ 85255 United States

Scope:

The certificate scope comprises the Information Security Management System (ISMS) and Privacy Information Management System (PIMS) for the Axon AI Training Center and the Axon Cloud Services computing environments: Southeast Asia-AU, South America-BR, Canada-CA, European Union-EU, European Union-NL, United Kingdom-UK, United States, US Axon FedCloud-US, and Enterprise-ENT. The organizational scope includes the Engineering (Production Support, Developers, Annotators), Customer Support, Information Security, and Information Technology teams affecting the ISMS and PIMS. Teams are organized under Axon Enterprise, Inc. and the following direct or indirectly wholly owned subsidiaries: Axon Public Safety Australia Pty Ltd, Axon Public Safety Canada Inc., Axon Public Safety UK Limited, Axon Public Safety Germany SE, Axon Public Safety India Pvt Ltd, Axon Enterprise Italia, S.R.L., Axon Public Safety B.V., and TASER Holland B.V.. The ISMS and PIMS are limited to the controls and supporting justifications described within the organization's Statement of Applicability, which further extends to the Processor and Controller controls within ISO/IEC 27701:2019 and the additional controls detailed within ISO/IEC 27017:2015 and ISO/IEC 27018:2019.

STATEMENT OF APPLICABILITY:

VERSION: 7.0

DATE: June 10, 2021

Original Registration Date:

November 20, 2015

Certificate Issuance Date:

October 20, 2021

Expiration Date:

October 21, 2024

ON BEHALF OF COALFIRE ISO:

David Forman, Director of Coalfire ISO

COALFIRE ISO 27001 CERTIFIED ISO

ANAB ANSI National Accreditation Board ACCREDITED ISO/IEC 17021-1 MANAGEMENT SYSTEMS CERTIFICATION BODY

UKAS MANAGEMENT SYSTEMS 9224

Address:	Key Processes and Activities:
Central Office 17800 North 85th Street Scottsdale, AZ, 85255 United States	• Top management personnel report to this location and facilitate centralized management activities from this site.
Satellite Office #1 Metropolitan Park West Tower 1100 Olive Way #1300 Seattle, WA 98101 United States	• Satellite office personnel report from this physical location into the top management structure sited at the Central Office.

HOUSING OTHER FILE TYPES

CGPD can ingest and store video, photos, files, and data from other mediums and store them independently or group them around a larger case. When you import an evidence file, Axon Evidence classifies the file by its file-type extension, such as .jpg, .mp3, and .docx. You can filter evidence searches by file type. If Axon Evidence does not recognize a file extension, it classifies the file as "Other."

SUPPORTED FILE TYPES

Axon Evidence is source agnostic and can house virtually any video and audio file type (approximately 93% of all available codecs), as well as most digital document types. The online preview is only supported for PDF documents and supported audio and video formats.

VIDEOS FILES

VIDEO FILE EXTENSION			VIDEO MIME TYPE	
.3gp .3g2 .asf .avi .divx	.f4v .flv .mov .mpeg .mpg	.m4v .mp4 .ts .vob .wmv	video/3gpp video/3gpp video/x-ms-asf video/avi video/vnd.divx video/x-flv video/c-flv video/quicktime	video/mpeg video/mpeg video/x-m4v video/mp4 video/MP2T video/mpeg video/x-ms-wmv

*The .avi and .m4v file formats are container file formats. Because they can contain unsupported media files, files in these formats can be valid but unsupported by the native media player.

AUDIO FILES

AUDIO FILE EXTENSION		AUDIO MIME TYPE	
aifc .au .m4a .mp2	.mp3 .mpga .wav	audio/x-aiff audio/basic audio/mp4a-latm audio/mpeg	audio/mpeg audio/mpeg audio/x-wav

PHOTOS

You can upload and store virtually any photo file type in Axon Evidence; you can view and edit ARW, BMP, CRW, DNG, GIF, HEIC, JPEG, JPG, NRW, ORF, RAF, SR2, SRF, TIF, TIFF files and RAW image extensions like NEF, CR2, and CR3 within the application. Photo editing tools for cropping, rotating, adjusting brightness and contrasts can be used on these file formats as well. Photos are exported from Axon Evidence in the format in which they were uploaded. For example, if the original photo evidence is uploaded as a JPEG, it will be downloaded from Axon Evidence as a JPEG.

THIRD-PARTY VIDEO SUPPORT

The Third-Party Video Support feature allows users to playback videos that are not supported by the Axon Evidence default video player. When the feature is enabled and a third-party video is uploaded to Axon Evidence, the system will automatically start converting the file so that it can be viewed in Axon Evidence. The video in the original format is also maintained in the system. Files that are converted will show an informational message at the top of the video player to let the viewer know the video is not presented in its original format.

Users can manually request conversion for files that were uploaded before the feature was enabled. The feature will support the most common third-party file types. It will not support file types that are supported by the default video player (mp4, avi, etc.) but require a proprietary player/codec for playback. We are working to expand support to include these file types as well. With this feature, Axon Evidence supports playback of more than 1,000 file types and their variations, which have been included in the table above.

While some proprietary and exotic files cannot be played back in Axon Evidence, the CGPD can still store, manage, and group them into cases, as well as share the files with agency partners.

PROPRIETARY AND EXOTIC VIDEO AND AUDIO FILES

Certain vendors prefer to use non-standard, proprietary video and audio formats preventing playback from any software other than the vendor's, as they require licensing for custom players. Axon Evidence supports playback for the majority of proprietary and exotic videos by creating a copy of a video file in a standard format (.mp4) that can be used for playback, transcription, redaction, and other standard functions of our DEMS. The current list of file extensions identified as third-party proprietary and exotic videos has been included below.

SUPPORTED THIRD-PARTY PROPRIETARY AND EXOTIC VIDEO EXTENSIONS

m2t, m65, max, mod, 3g2, 3gf, acsm, aira, ajp, am4, aov, arf, arv, ary, asx, avb, avc, avc1, avd, ave, ave-clean, avf, avi-clean, avi-time, avi_larger, avr, avs, awlive, ax, bdb, bes, bfs, bik, bin, bix, bk2, blk, bnp, body, box, bpv, braw, bu, bvr, bwm, bwv, camrec, car, cil, cli, cme, cpi, cvc, cx3, d, da, dad, dar, dat, data, dav, dav-clean, dav-time, dav1, dav3, dbx, dce, dga, dir, djp, dmi, dmskm, drv, dv, dv4, dv5, dvp, dvr, dvr~, dvs, dvt, dxa, edr, eds, epm, evf, ex01, exe, exe), exe-clean, exe1, exp, extract, eye, ezvp, file, fl4, fla, flm, flv, g64, g64x, gbf, gop, gxf, h263, h264, h265, h3r, h4v, h64, har, hav, hbox, hgd, hik, hkv, hldvr, hm4, hme, i8, icf, ifo, ifs, ifv, igd, imoviemobile, irf, iva, ivf, jdr, jjj, jv, kds, kvf, lfv, lrv, lvf, lwx, lxf, m1v, m2ts, m2v, m4f, matroska, media, mgv, mjp, mjpeg, mjpg, mkv, mov2, mpg2, msi, mts, mxf, mxg, n3r, noext, nvf, oml, par, psf, rf, rms, sec, strg, umv, v264, vcr, vid, video, vision, vmhrcd, vse, webm, XI1

Please note, this list is constantly growing as we work to add support for new file formats and their variations.

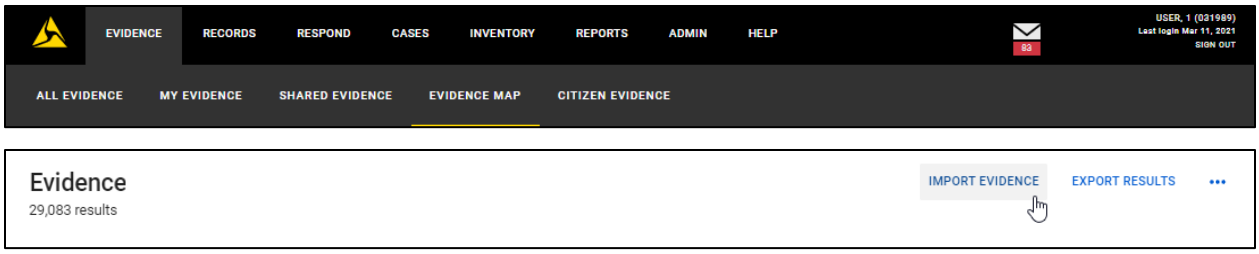
NON-SUPPORTED FILE TYPES

Documents and non-supported digital media types can be uploaded and managed in Axon Evidence; however, online preview features are not available for unsupported file types. These file types are typically proprietary formats that require custom players.

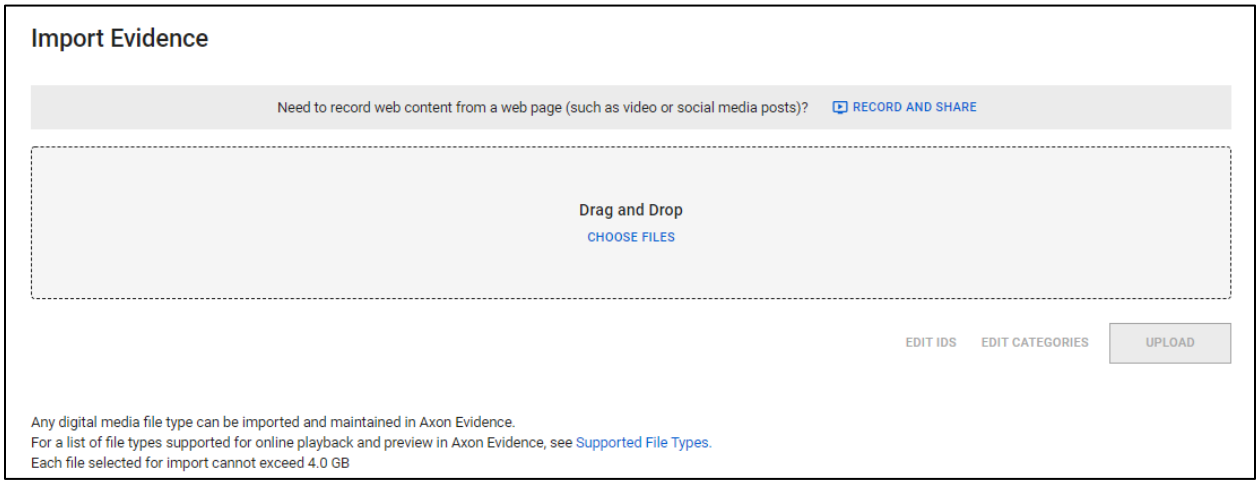
These file types can be downloaded from Axon Evidence and saved to a local drive, burned to a disc, copied to a USB drive, or saved to a PC with the required player.

IMPORTING OTHER FILE TYPES

Users with the proper permissions can import evidence files into Axon Evidence via the **Import Evidence** button, which can be found within the Evidence tabs (All Evidence, My Evidence, Shared Evidence, and Evidence Map).



After clicking **Import Evidence** button, users will have the option to upload evidence by either dragging and dropping files into the designated import area, choosing a file from their local file explorer, or by recording and sharing their screen. The **Record and Share** option allows users to upload website content as evidence, such as social media posts or YouTube videos, directly from their computer.



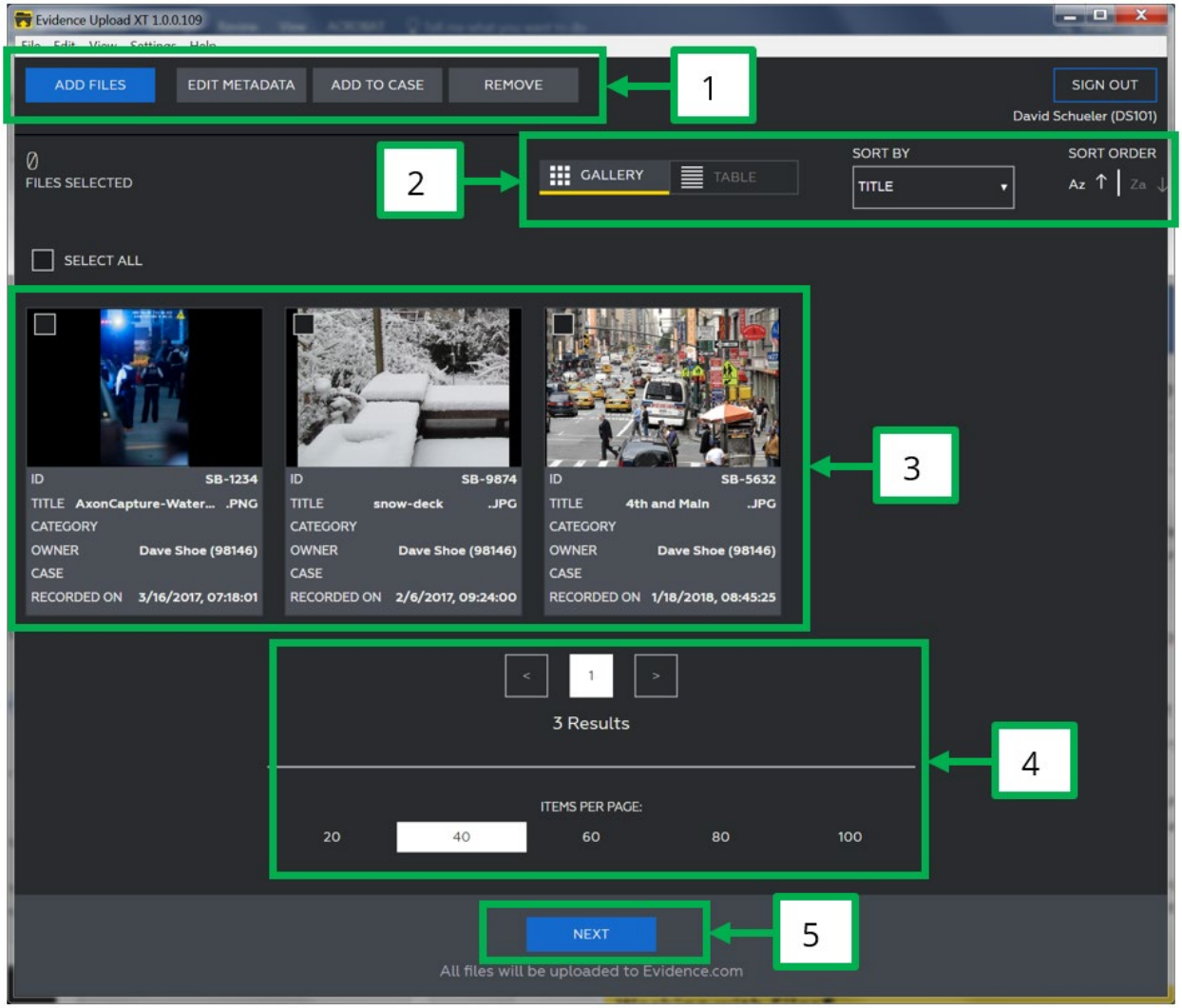
The **Import Evidence** feature is especially useful when importing evidence not recorded on an Axon device, such as images and footage captured on a smartphone or saved on a local computer. This allows users to easily manage and share evidence from third-party hardware and software.

When the import process is complete, Axon Evidence will classify the uploaded file by file type (image, video, document) based on the file extension, and the user who uploaded the evidence will be assigned as the owner.

EVIDENCE UPLOAD XT

Axon's Evidence Upload XT (Upload XT) is a Windows desktop application that enables officers to easily upload third-party digital evidence to Axon Evidence. Officers can upload evidentiary files such as crime scene photos, in-car video, and documents directly from their computers or connected storage devices. The application's simple and efficient workflow makes it easy for agencies to use Axon Evidence as their

centralized DEMS. Upload XT is intuitive and user-friendly. See below for a basic overview of the interface.

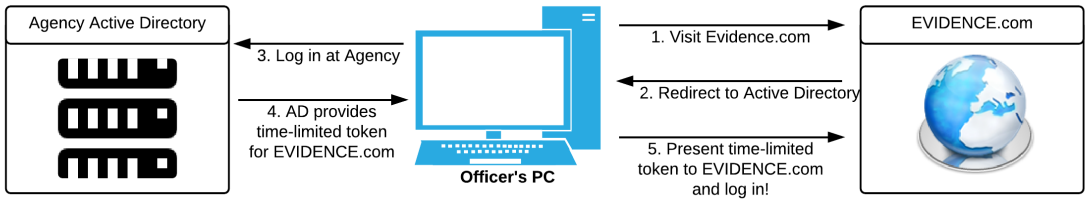


1. **ACTION BUTTONS** – These are used to add and work with the files.
2. **DISPLAY OPTIONS** – These are used to set the viewing and sorting options for the files.
3. **FILE INFORMATION** – This information displays for each added file.
4. **NAVIGATION OPTIONS** – These are used to set the number of files shown on a page and navigate to other pages.
5. **UPLOAD** – The Next button is used to start the upload process.

Active Directory—Single Sign On

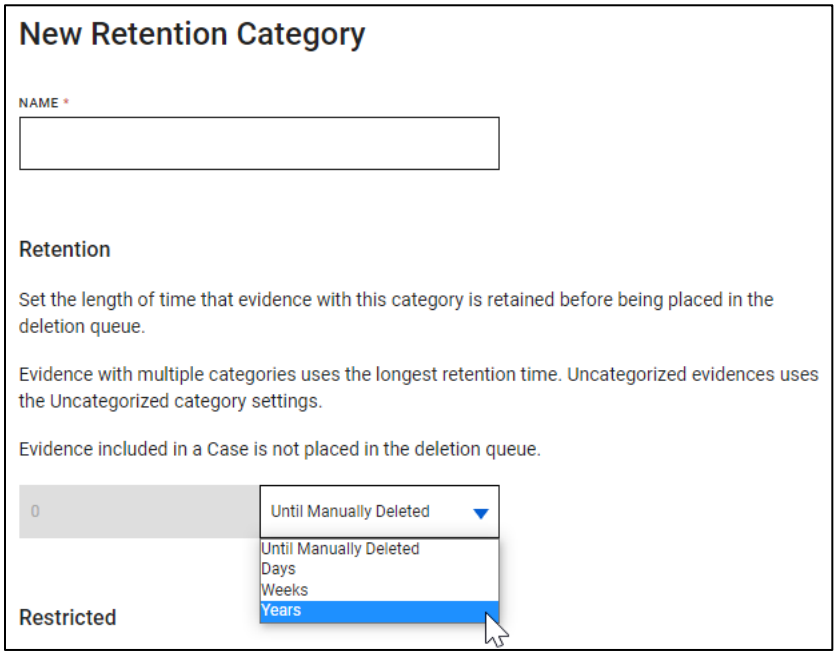
Evidence.com can interface with a federated Active Directory to allow users to log in with their agency credentials.

Using the industry-standard SAML protocol, your officers no longer need to juggle multiple usernames and passwords. With Active Directory federation, Evidence.com uses your network to authenticate users. Your agency credentials are never sent to Evidence.com.



EVIDENCE CATEGORIES AND RETENTION PERIODS

Axon Evidence administrators can create custom retention categories that determine how long a piece of evidence remains in the system before being permanently deleted. Administrators simply assign a name to indicate the charge (burglary, assault, homicide, etc.) and the desired retention period—determined by policy or state mandate—in days, weeks, years, or until manually deleted. An administrator can create an unlimited number of custom categories and will always be able to edit or delete a category after it is added to the system.



Once created, a user can then begin assigning custom retention categories to any piece of evidence they have access to. When assigned to a piece of evidence, categories not only associate an agency's desired retention period to the file, but they also help to improve search functionality, reporting capabilities, and overall access control.

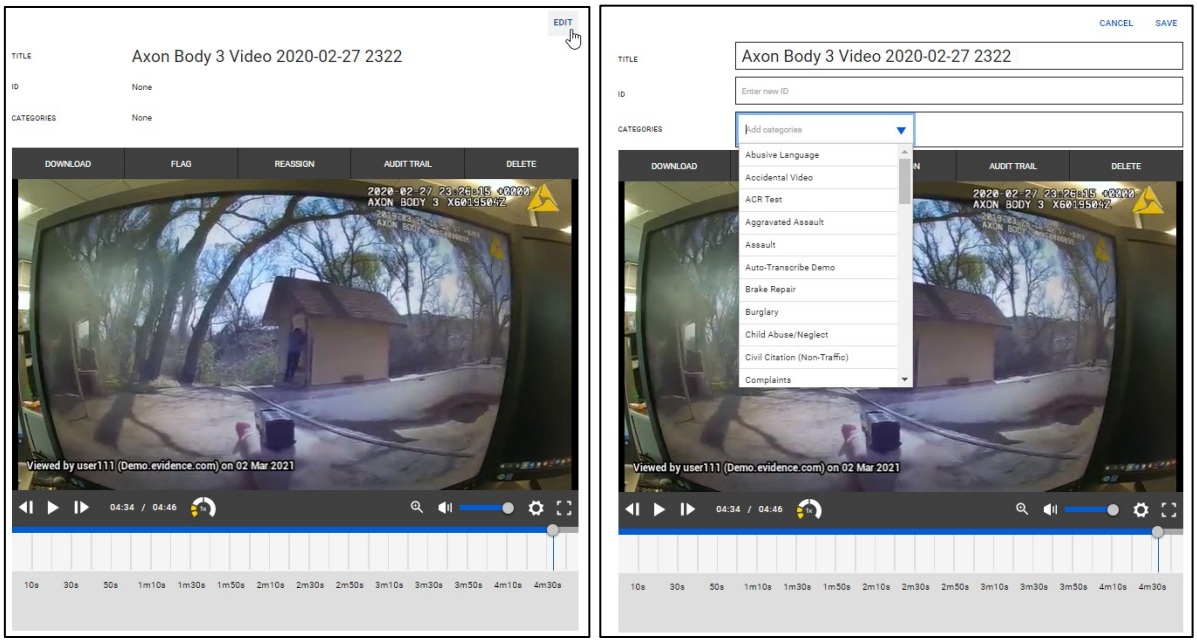
Additionally, if a piece of evidence falls under multiple incidents, *e.g.,* assault and burglary, more than one category can be assigned to the file. That file will then take on the retention period of the category with the longest duration.

At the end of a file's retention duration, Axon Evidence will initiate an automatic deletion process that includes notifications, a grace period for recovery, and restoration options. This process can help agencies manage file storage and prevent inadvertent data loss. Alternatively, evidence can also be manually deleted by authorized users, but no matter if a file is deleted by automatic or manual means, it will remain in a system queue for seven days after being marked for deletion, thus allowing the files to be retrieved if inadvertently removed.

When setting retention durations, Axon encourages agencies to reference state retention schedules or consult with prosecuting partners or other legal counsel for guidance.

EDIT THE TITLE, ID, AND ASSOCIATED CATEGORIES

From the View Evidence page, users can view and edit a piece of evidence's title, ID, and/or associated categories. These three editable text fields appear in the upper left-hand corner, above the video player. To edit these fields, a user can simply click the Edit button to the right of the evidence title, or click in the text-field box they intend to edit. If editing a category, a user can begin typing in the **Categories** text-field box to generate the auto-populated categories drop-down menu. From there, a user can either finish typing out the desired category or select a category from the drop-down menu. Once finished making edits, the user can either save or cancel the changes made by interacting with the buttons in the upper right-corner, above the video.



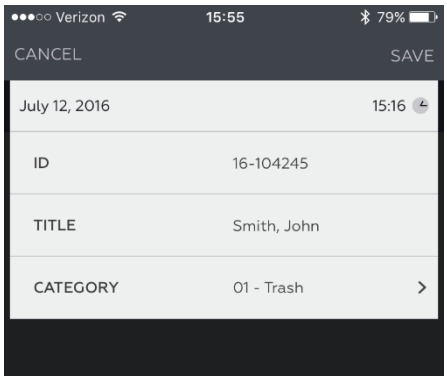
ADDING METADATA IN THE FIELD

Using the Axon View mobile application, an officer can pair the Axon camera with his or her smart device via a Bluetooth and Wi-Fi connection to review videos stored on the camera. Data is not stored on the smart device, and the officer cannot delete, alter, or edit the videos. Using Axon View, officers can annotate the following three metadata fields: ID, Title, and Category.

Users can also view videos stored on the camera by pairing the Axon camera with a smart device via a Bluetooth and Wi-Fi connection. Please note that data is not stored on the smart device and cannot be deleted, altered, or edited.

Officers can tag videos with the following metadata:

- **ID** – Case ID of incident
- **TITLE** – Titles default to the device type, date, and time of the video captured, *e.g.*, Axon Body 3 Video 2012-10-13 1447; this field can be updated by the user at the time of capture to display a more specific title, *e.g.*, suspect name or address of incident
- **CATEGORY** – Allows searching for any category type or to specify any category added by CGPD, *e.g.*, traffic violation or felony arrest



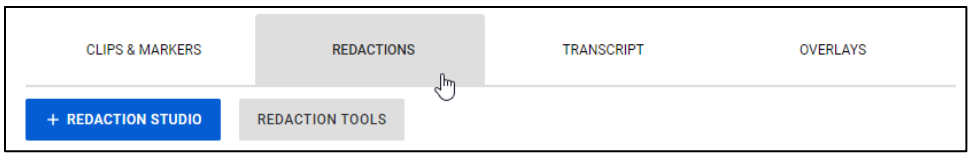
  - Users can add multiple categories to a given piece of evidence and Axon View pulls the pre-defined categories and retention criteria from CGPD's Axon Evidence account; this limits the categories assigned to a video or a bulk group of videos being assigned to one category selection.

Additionally, when viewing evidence, users can choose to display a user's ID via an optional overlay to quickly identify who captured a particular piece of evidence.

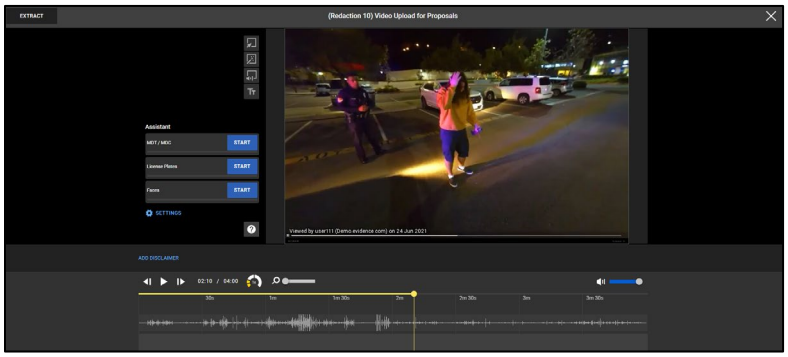
Direct USB connection of the camera to an LTE-enabled Windows computer utilizing Axon View XL application in standalone mode allows the user to review evidence from the field.

REDACTION SUITE OVERVIEW

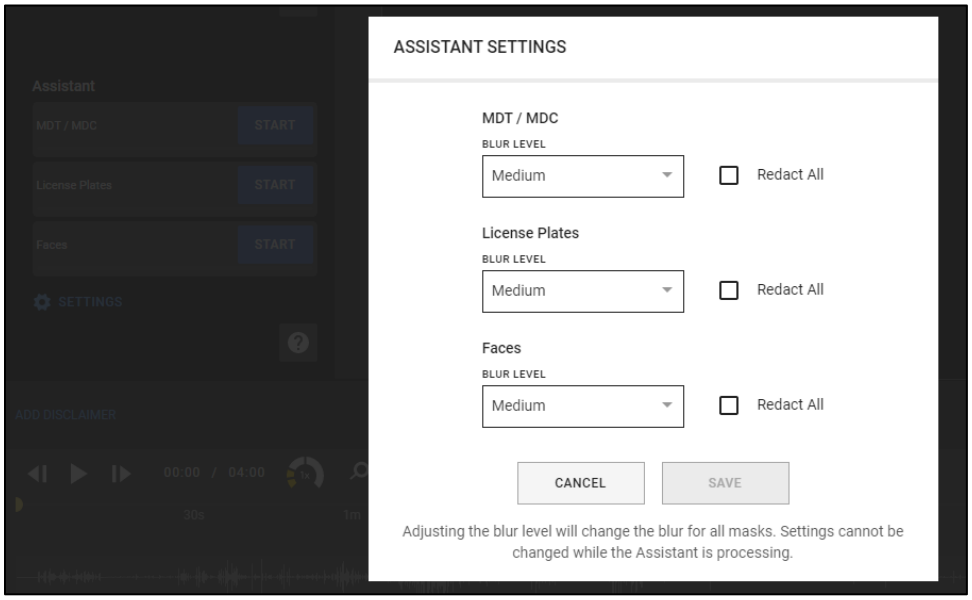
Within Axon Evidence, users can leverage our built-in redaction suite—which includes our full-featured Redaction Studio, automatic Redaction Assistant tools, and basic redaction capabilities—directly from the cloud.



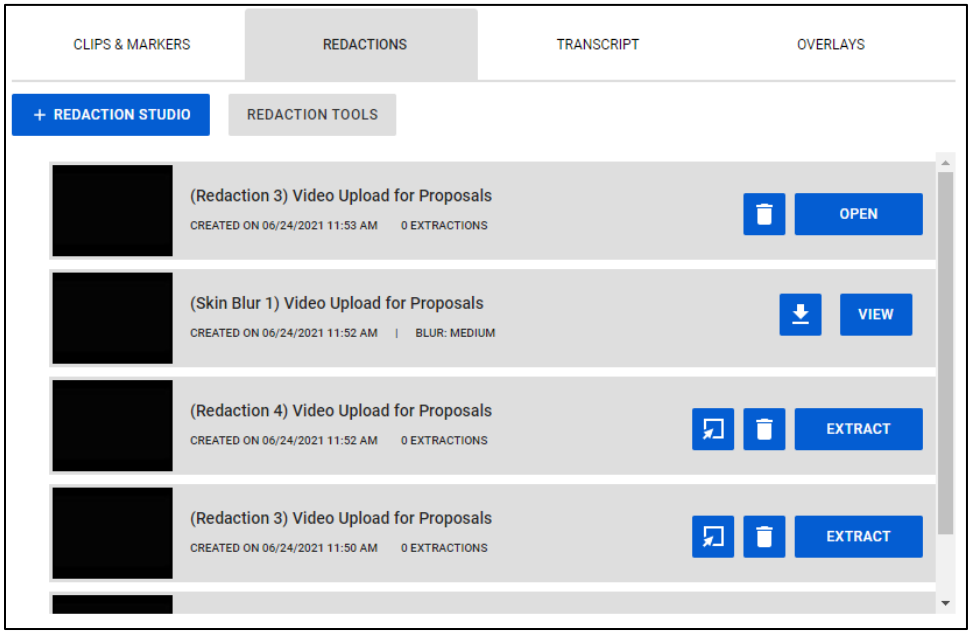
Redaction Studio allows users to review, playback, and redact an evidence file, as well as utilize redactions and annotation tools to determine what can be seen and heard when viewing a video or image.



Within Redaction Studio, users can access Redaction Assistant tools if implemented as an add-on to Axon's redaction suite. The three assistant tools—including the MDT/MDC Tracker, License Plates Tracker, and Faces Tracker—can help speed up the redaction process by checking videos for common objects and automatically adding mask segments to MDT/MDCs, license plates, and faces that have been identified.



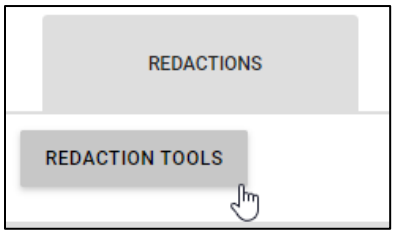
As changes are made and redactions are created, Axon Evidence never alters an original evidence file. Instead, the system generates a list of each redaction associated with the evidence file, which can be accessed from the Redaction tab under the media player on the Evidence Details page. As multiple redactions are made, this list can help users easily access their redactions and ensure evidence integrity is maintained.

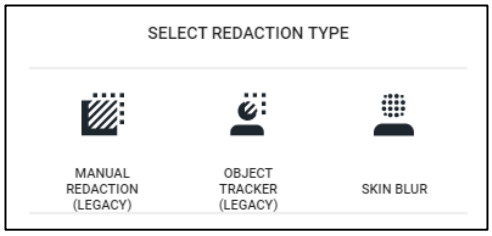


With proper permissions and licenses, users can either manually redact evidence with precision using the Redaction Studio or utilize automated Redaction Assistant tools to expedite the redaction process. These tools include:

BASIC REDACTION TOOLS

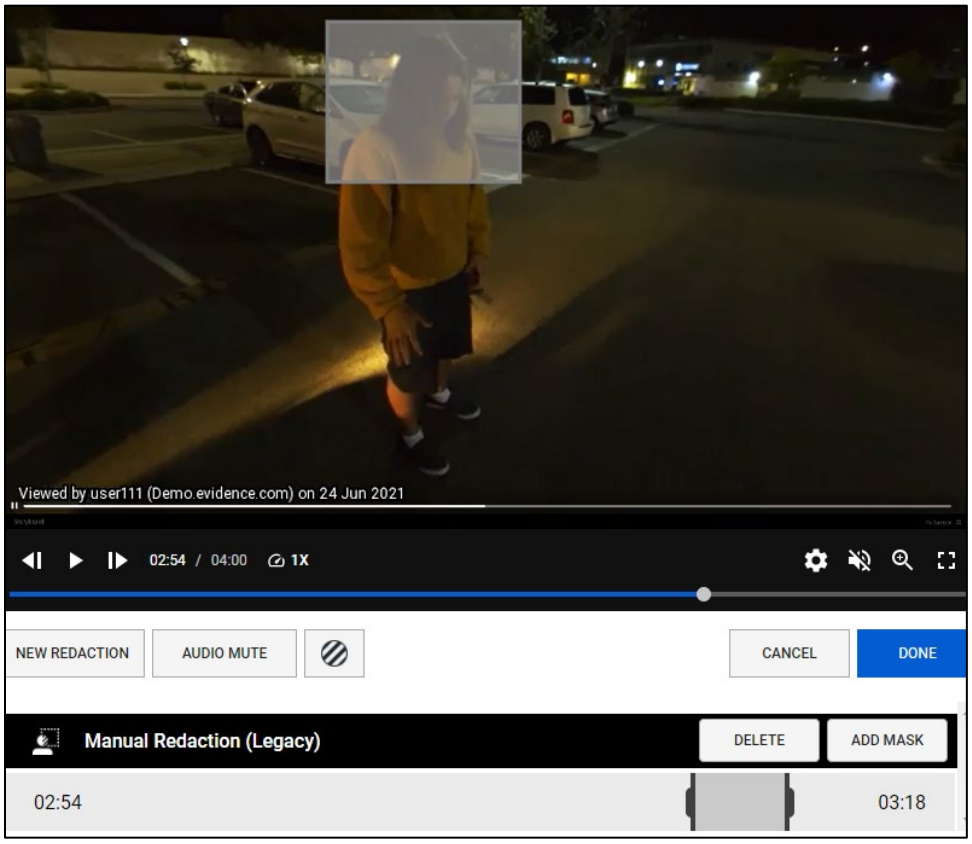
By using the Basic Redaction tools from the Evidence Details page, users can automatically generate the following redactions.





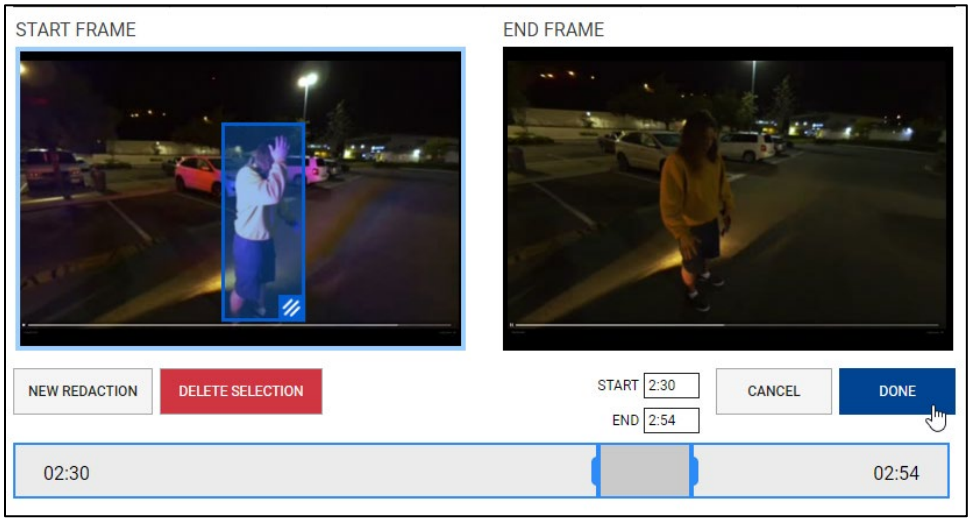
MANUAL REDACTION

The Manual Redaction tool will automatically apply static masks to a video with precision and accuracy.



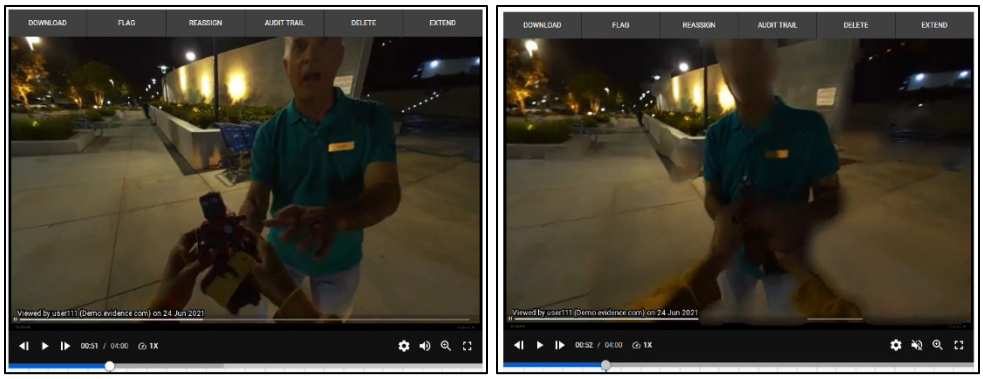
OBJECT TRACKER

The Object Tracker tool allows users to set a frame around objects in the video for the system to automatically track and redact.



SKIN BLUR REDACTION

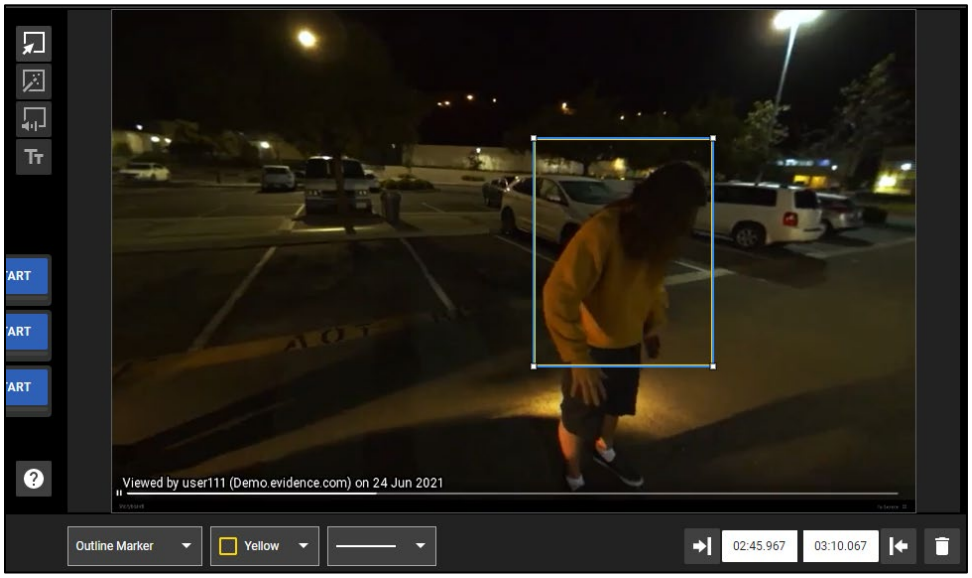
The Skin Blur tool allows users to set a frame around a person in a video so that the system can automatically search for and blur skin tones throughout the entirety of the video.



REDACTION STUDIO TOOLS

MANUAL MASK

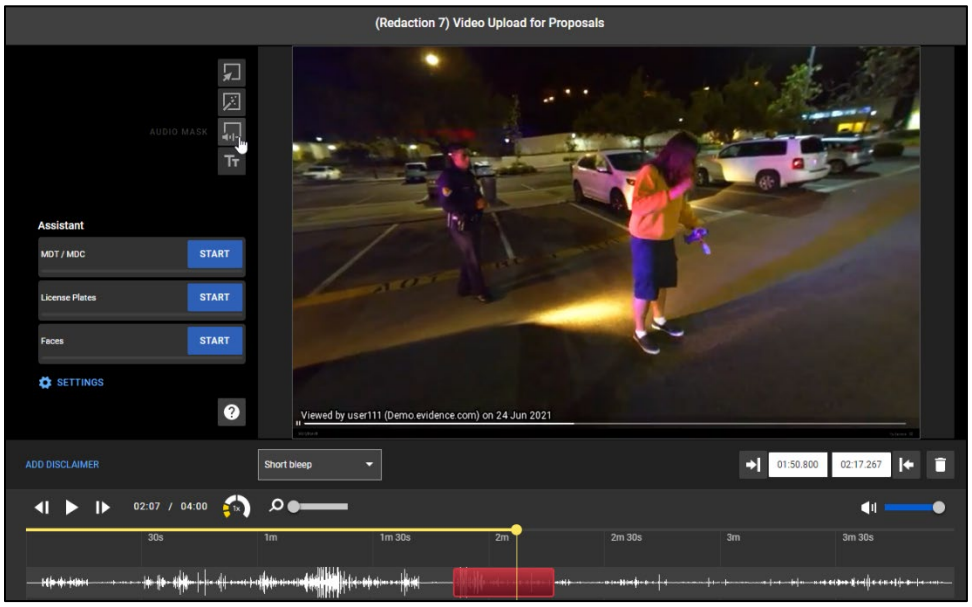
The Manual Mask or Frame-by-Frame Manual Redaction tool allows users to add a mask or outline marker to a video whether it is paused or being plated. This allows users to apply masks and outline markers to specific frames throughout the video, each of which can be extracted as a redaction.



Additionally, a user can click, drag, and resize each mask and outline marker as the video plays, which gives the user more granular control as an object moves about the frame. At Axon, this manual process is referred to as using the Spray Paint tool because users can place a manual mask covering over the desired object, click and hold on the mask, and then use the mouse to follow the object they want to redact.

AUDIO MASK

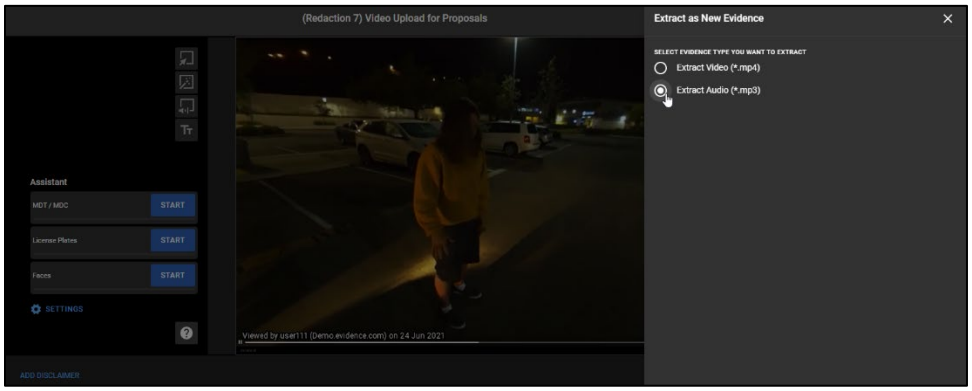
The Audio Mask tool allows users to hover over portions of audio they would like to mute, and by clicking in the waveform region, an audio mask can be placed. To extend an audio mask, a user simply clicks and drags the end of the segment they wish to adjust or they can enter the time inputs.



Additionally, users have the option to add a short bleep to a section of video where audio has been redacted. This beep can help viewers identify where and when audio has been muted in the video.

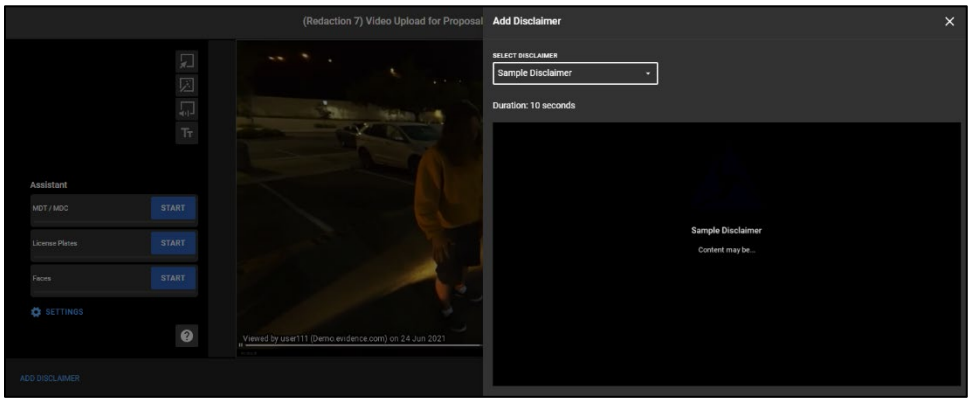
EXTRACT AUDIO

The Extract Audio option allows users to extract the audio track from a video file in an .mp3 format. This is especially useful when combining this option with the Audio Mask tool. By using the two, a user can redact audio from an evidence file, and then extract that redacted audio without video, thus adding an extra layer of privacy and reducing overall file size.



ADD DISCLAIMER

The Add Disclaimer tool allows users to select and add an agency-defined disclaimer from a drop-down list within Redaction Studio, which adds a disclaimer to the beginning of a redacted video file. This disclaimer can be used to warn viewers of violent or disturbing content.



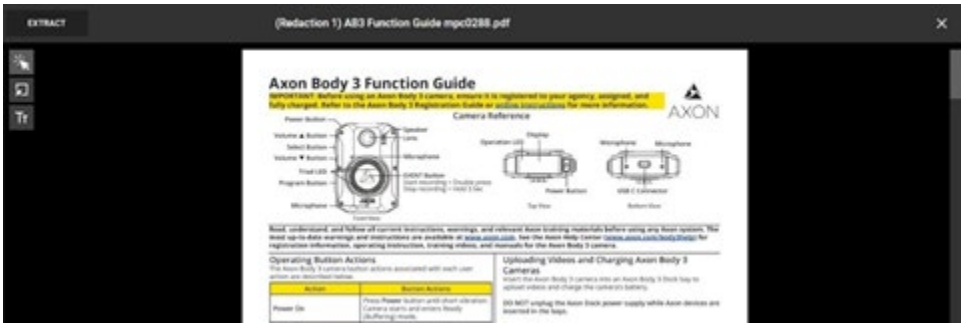
REDACT IMAGE

The Redact Image tool allows users to apply a redaction mask to an image file. The workflow for image redaction is similar to using manual masks in Redaction Studio. Users can open the image in Redaction Studio, place masks as needed on the image, and then extract the redaction. Additionally, users can change the mask blur level as needed and rotate the image.

Please note, image redaction is only supported for .jpg and .png file types; support for other file types will be added in future releases.

DOCUMENT REDACTION

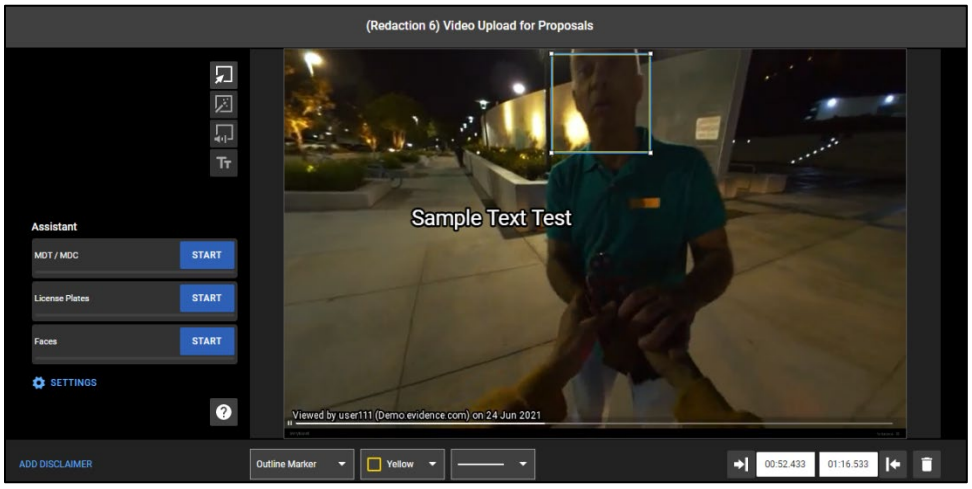
The Document Redaction tool allows users to redact text, add masks, and add text annotations to PDF files.



Additionally, agencies with Redaction Assistant enabled will also have access to the search and redact functionality. This allows users to search for keywords in the document and use masks to redact information in bulk. The search feature also supports the navigation of search results to conveniently preview information.

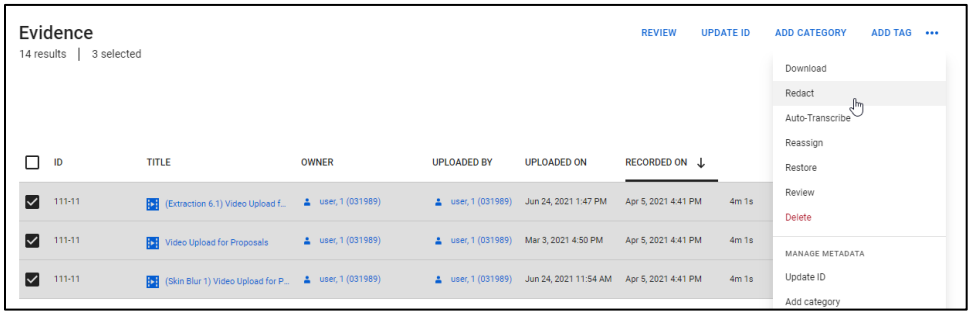
ANNOTATION TOOLS (OUTLINE MARKER AND TEXT TOOL)

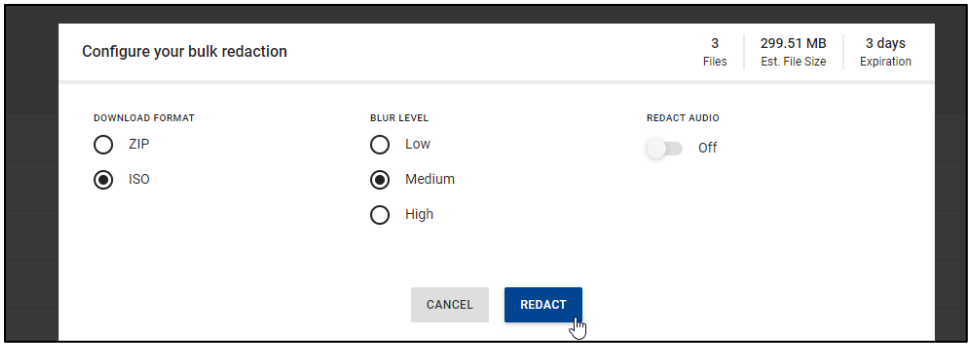
Annotation tools allow users to add outline markers and text to video redactions. The Outline Markers tool can be used to create frames that surround an object in a video to help call attention to a particular object, as well as follow the object as the video progresses. The Text tool allows users to place text in a video, adjust text positioning, and include text throughout the video. When the redaction is extracted, the outline markers and text boxes will be included in the final file.



BULK REDACTION

From the Evidence Search page, users can select multiple evidence files at once and initiate a bulk redaction. By doing so, users can quickly create copies of the original videos, and the system will automatically apply a blur filter over the entirety of every selected video and remove audio for the duration of the footage if desired. Applying a blanket blur over the entire video helps users preserve privacy and fulfill public disclosure asks, while still providing audio evidence for context.



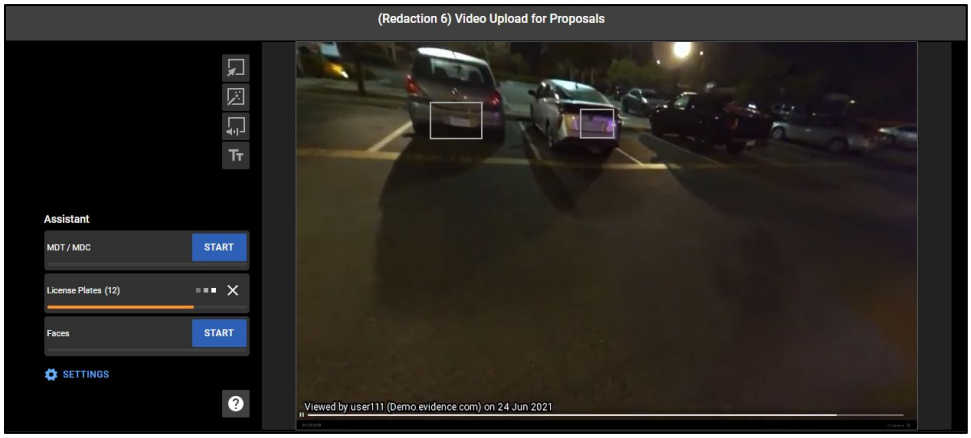


AXON REDACTION ASSISTANT TOOLS

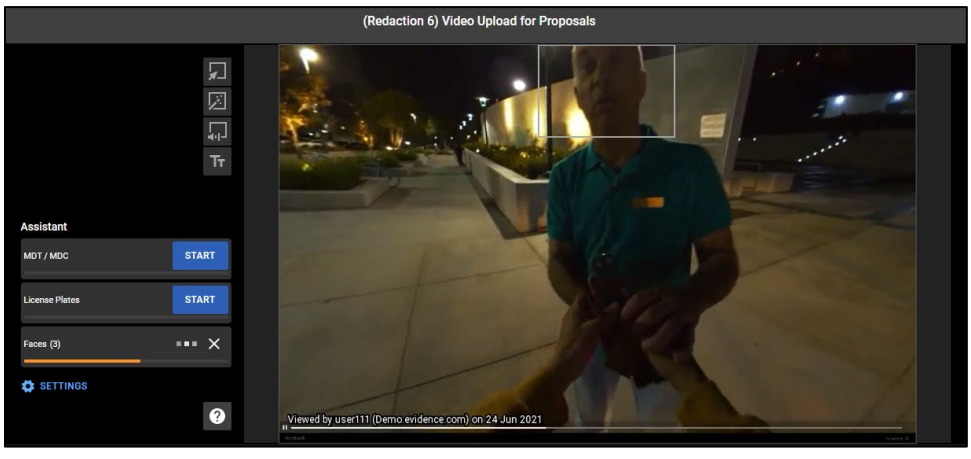
Redaction Assistant tools are an add-on to Redaction Studio and provide powerful automated processes used to track and redact common objects found in evidence files such as faces, license plates, and MDT/MDCs. By automatically tracking these objects via a single button click, the Redaction Assistant tools begin scanning the evidence file for any of the selected objects and apply masks throughout the video. Once the process is complete, users can review, approve, or discard suggested redaction masks applied by the Redaction Assistant tools, thus giving a user control over any final redactions. Not only do these tools expedite the time it takes to complete a redaction, but they also improve over time and become more and more efficient as they are used.

MDT/MDC TRACKER

LICENSE PLATE TRACKER



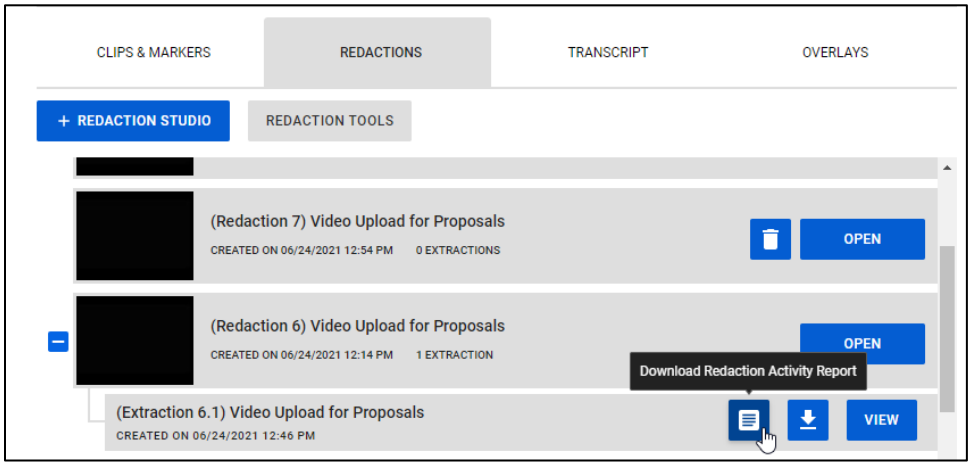
FACES TRACKER



KEEPING TRACK OF REDACTIONS

As previously mentioned, any redactions made to a piece of evidence will be logged under the **Redactions** tab on the Evidence Detail page within Axon Evidence.

Additionally, users can download a Redaction Activity Report for evidence redactions done through Redaction Studio. The Redaction Activity Report lists objects added to a piece of evidence via Redaction Assistant tools or with Redaction Studio—such as audio and video masks, outlines, and text. The downloaded report will be in a .csv file format, with each line of the report showing the object type and the start and end time for each different redaction object.



SUPPORTED BROWSERS

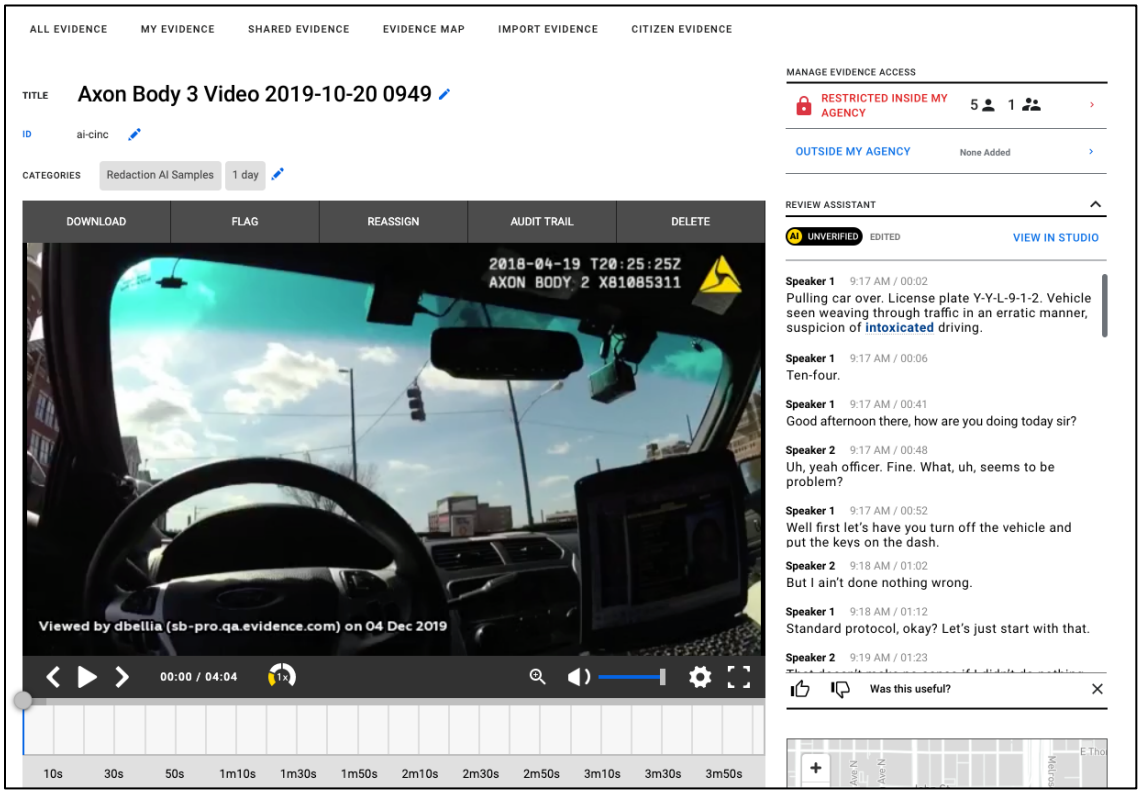
Redaction Studio is supported on Microsoft Edge, Firefox, Chrome, and Safari browsers.

ON-DEMAND TRANSCRIPTION

Axon Auto-Transcribe includes two features—Review Assistant and Transcription Assistant—to help agencies expedite evidence review and transcription processes. Review Assistant is designed to help agencies accelerate the process of reviewing evidence, while Transcription Assistant is designed to help agencies quickly produce admissible transcripts for use in court.

TRANSFORM THE WAY YOU REVIEW EVIDENCE

By implementing Review Assistant, agencies with an overwhelming amount of evidentiary data—due to the rapid adoption of body-worn cameras and other recording devices—can quickly review specific moments during an event. With Review Assistant, agencies can search a time-synched transcript generated from the evidence's audio. Instead of sifting through unnecessary footage to discover a particular conversation, agencies can click a word in the transcript, which will then take the user to that exact point in the video when the word was used. This makes identifying and reviewing key events, such as the reading of Miranda rights, easy to access and highlight.



Please note, this functionality will initially be available within Axon Evidence, and then later integrated into our Records Management System (RMS), Axon Records.

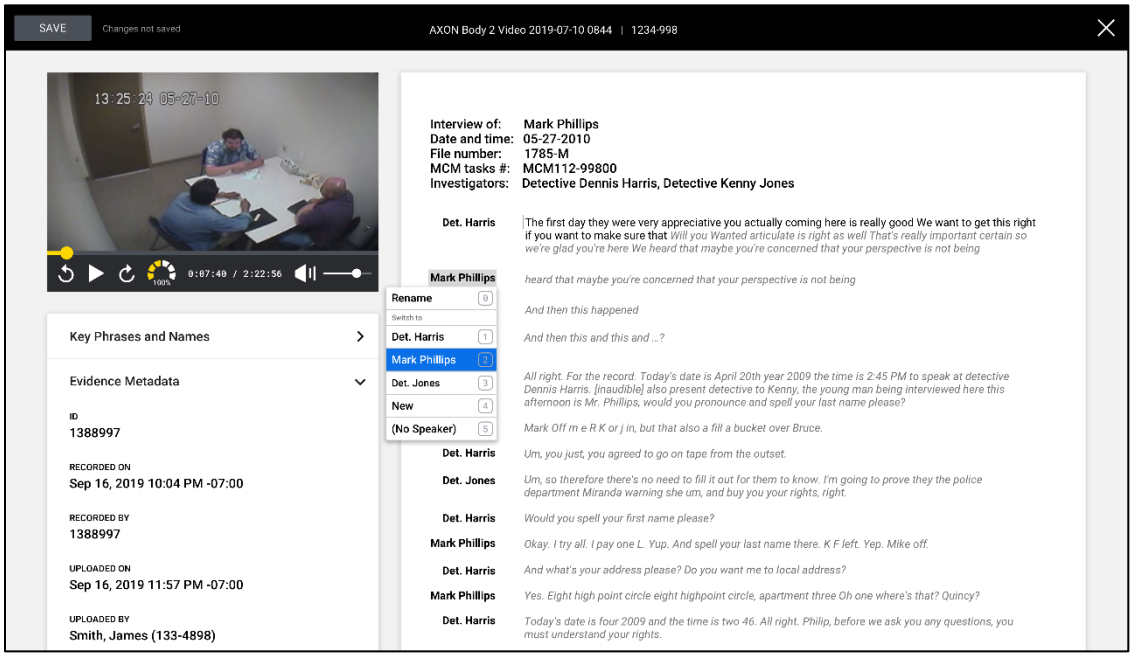
TRANSFORM THE WAY YOU TRANSCRIBE EVIDENCE

As cases make their way through the justice system, a transcript that is 100% accurate will be required at some point—and given manual transcription typically takes 4x-10x longer to produce than the length of the actual audio—agency budgets are stretched, and the process often faces lengthy backlogs, thus slowing the delivery of admissible evidence. Furthermore, during the transcription process, transcribers are forced to repeatedly listen to potentially disturbing audio to ensure accuracy. To solve these issues, Axon's Transcription Assistant offers agencies access to powerful artificial intelligence (AI), as well as a seamless user interface (UI), to help make transcribing audio faster and more efficient.

Transcription Assistant can produce a machine-generated transcript from evidentiary audio to offer users a starting point when creating a report. That way, users can focus more on making corrections, and less on documenting every second of evidence. Additionally, Transcription Assistant tools automatically delete inaccurate portions of the machine-generated transcript when a user types in the correct phrasing.

Some of the key features of Transcription Assistant include:

- Corrections made easy with our unique "TAB to confirm suggestion" design
- Alternating speaker labels
- Integration into Axon Evidence to help alleviate unnecessary email communication

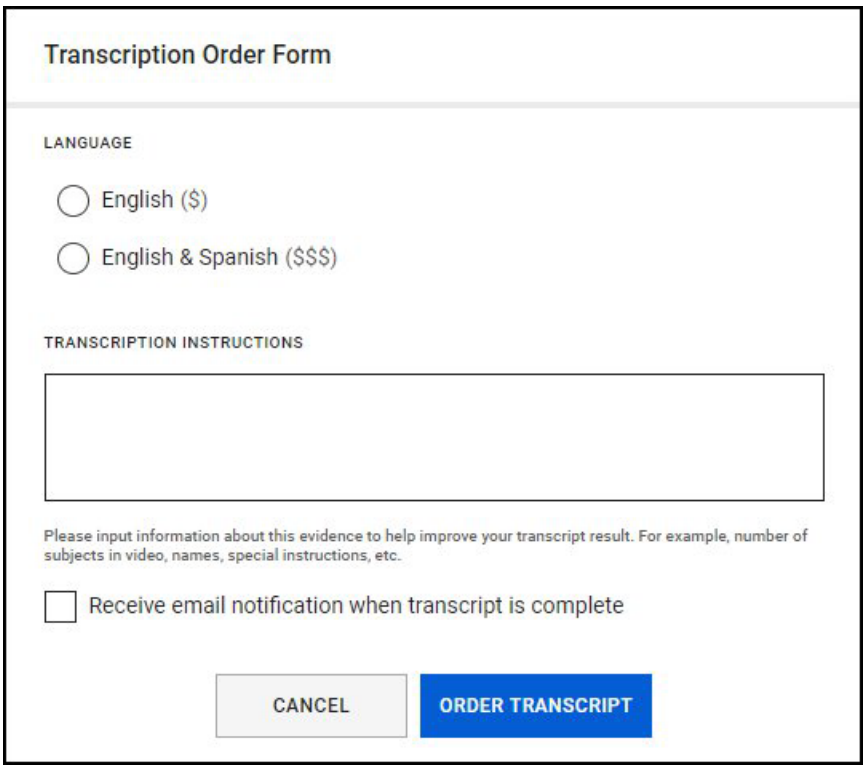


ENGLISH AND SPANISH LANGUAGE TRANSCRIPTION

The Axon Auto-Transcribe service allows users to order transcriptions of any video or audio stored in Axon Evidence on a pay-as-you-go basis.

If users have evidence that is in Spanish—or a mix of Spanish and English—they can select the **English & Spanish** transcription option when submitting audio for transcription. By selecting this option, users will receive both Spanish and English versions of the completed transcript.

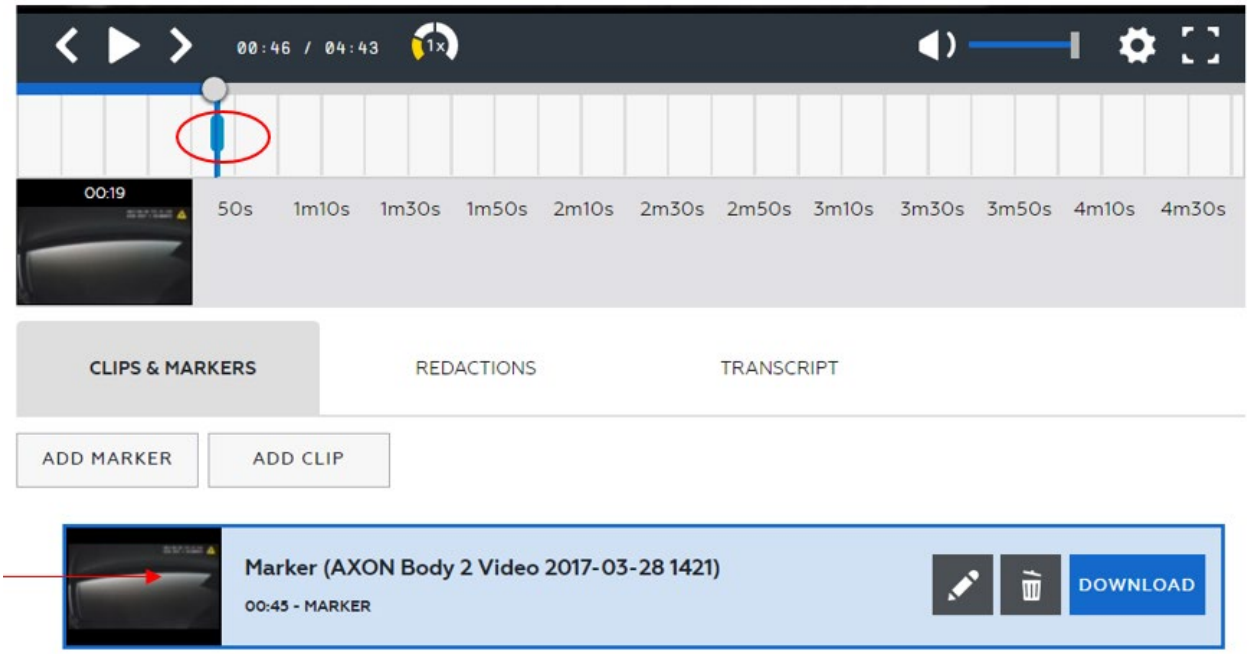
You can select the **English & Spanish** option when requesting a Transcript from the Evidence Detail Page.



EVENT TIMELINES AND FLAGS

Markers bookmark a key moment and highlight important aspects of an event from any frame in a video. For video evidence, a marker is associated with single frame of the file. Prior to downloading the marker, you can specify options such as whether the title and description appear on the downloaded image.

- You can easily find important moments when you play the evidence file later.
- Users with whom you share the evidence can easily locate moments that you have marked and read the title and description of the marker.
- For video evidence, you can download the marker as a picture file (or screenshot) and send it to others in email or by other file sharing methods. When a user downloads the marker from Axon Evidence, the image will be in a .jpg format.



ADD NOTES

You can add or edit a description of the evidence after it's uploaded to Axon Evidence. You can also post notes about evidence. In addition to the text of the note, Axon Evidence shows the author of the note and the date and time that the note was created and updated.

CASE MANAGEMENT

The intelligent Add Matching Evidence feature finds evidence files that have the same ID you specify for the case automatically, making it easy to add pertinent evidence to a case.

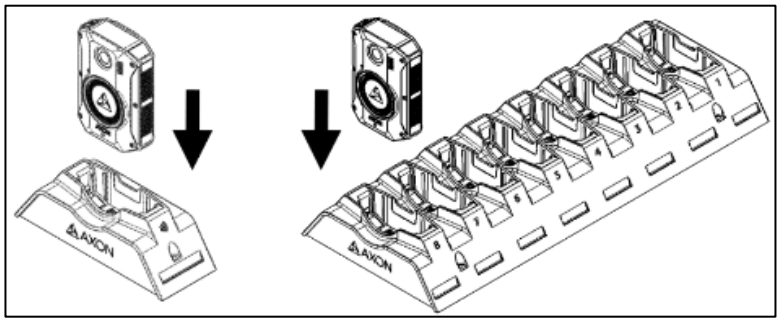
SUPPORTED BWC UPLOAD METHODS

Axon supports the following wireless Axon Body 3 video upload methods.

- **AXON DOCK UPLOAD** - All communication between the Axon Body 3 camera and Axon Evidence is conducted over 256-bit AES encryption to safeguard data during transfer.

  During offload from the camera to Axon Evidence:

- The precomputed SHA-2 cryptographic hash tree is located for each video that needs to be uploaded and each SHA-2 hash tree is computed immediately after the corresponding MP4 video finishes recording.



- The SHA-2 cryptographic hash tree and video metadata are transmitted to Axon Evidence.
- Upon completion of the upload process, the SHA-2 cryptographic hash tree values are evaluated to detect data corruption of any kind. A contiguous SHA-2 hash is computed after this verification step.

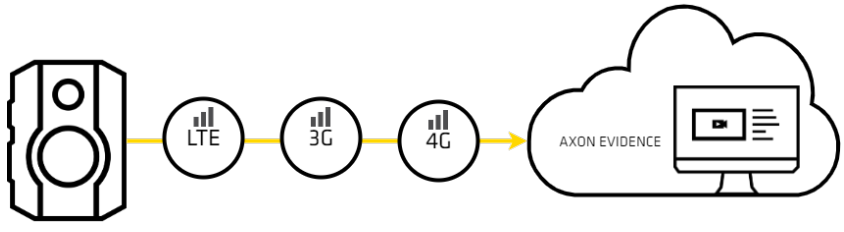
  Once the hash values and data integrity are verified, the corresponding video files are deleted from the camera.

  The MP4 video files are saved securely on Axon Evidence in their original state, as verified by the SHA-2 hash tree function.

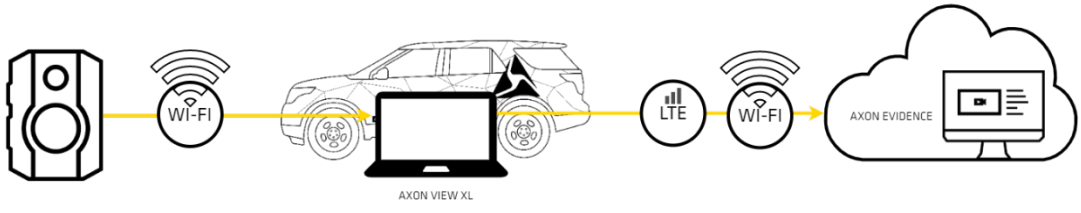
  Please note, if a camera is removed from the Axon Dock before its video files are fully uploaded, any files not completely uploaded to Axon Evidence will remain on the camera, so that upload can resume the next time the camera is docked.

- **AUTOMATIC WI-FI UPLOAD** – The Automatic Wi-Fi Upload feature enables cameras to automatically upload evidence over Wi-Fi when in proximity of a pre-configured network.

- **PRIORITY EVIDENCE UPLOAD (VIA LTE) –** By leveraging the camera's LTE connectivity, users can upload the most recently recorded piece of evidence on the camera to Axon Evidence. For example, if a camera is recording and an incident occurs that needs immediate review, a user can stop the recording, and push the footage directly to Axon Evidence. That piece of evidence can then be accessible in Axon Evidence and available to command staff for review.
  - Please note that Priority Evidence Upload is only available for Axon Respond+ agencies.



- **EVIDENCE UPLOAD VIA WI-FI WITH AXON VIEW XL –** If Axon Fleet is currently installed in an agency's patrol vehicle, the Axon Body 3 supports wireless upload (via Wi-Fi) by utilizing the in-car MDC.

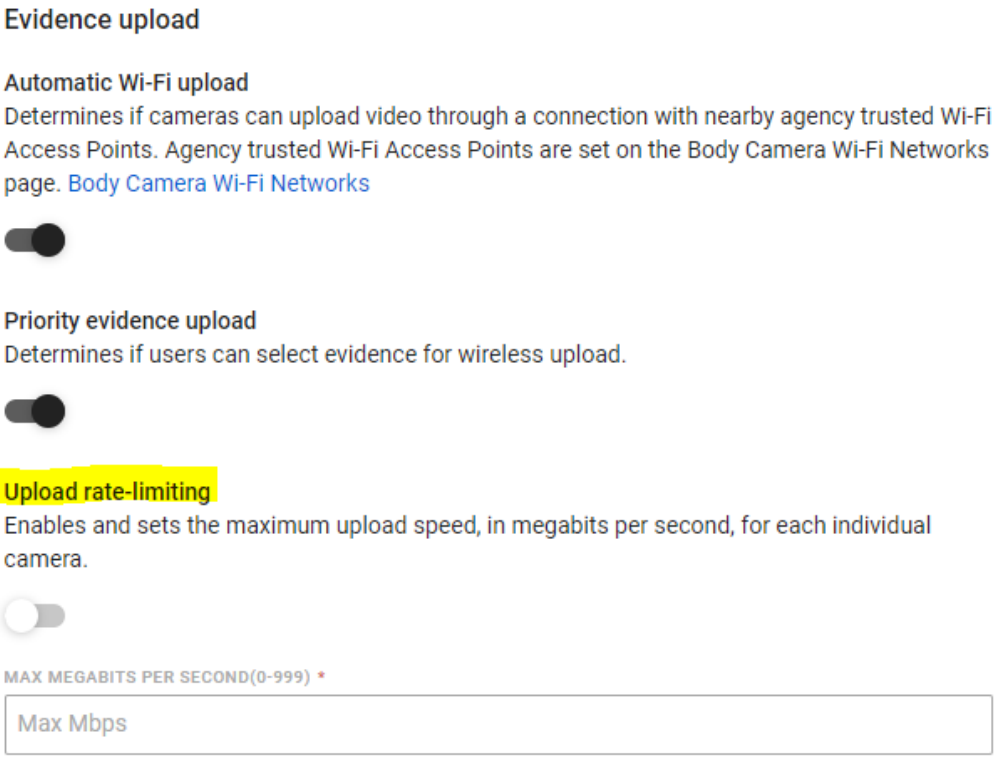


The Axon Body 3 camera can upload evidence over LTE in a variety of ways:

- Direct USB connection of the camera to an LTE-enabled Windows computer utilizing Axon View XL (Standalone).
- Wirelessly over Wi-Fi from the camera to an in-car router that is connected to the LTE cellular network.
- Direct upload from the Axon Body 3 to Axon Evidence utilizing the camera's built-in LTE modem.

THROTTLE SETTING

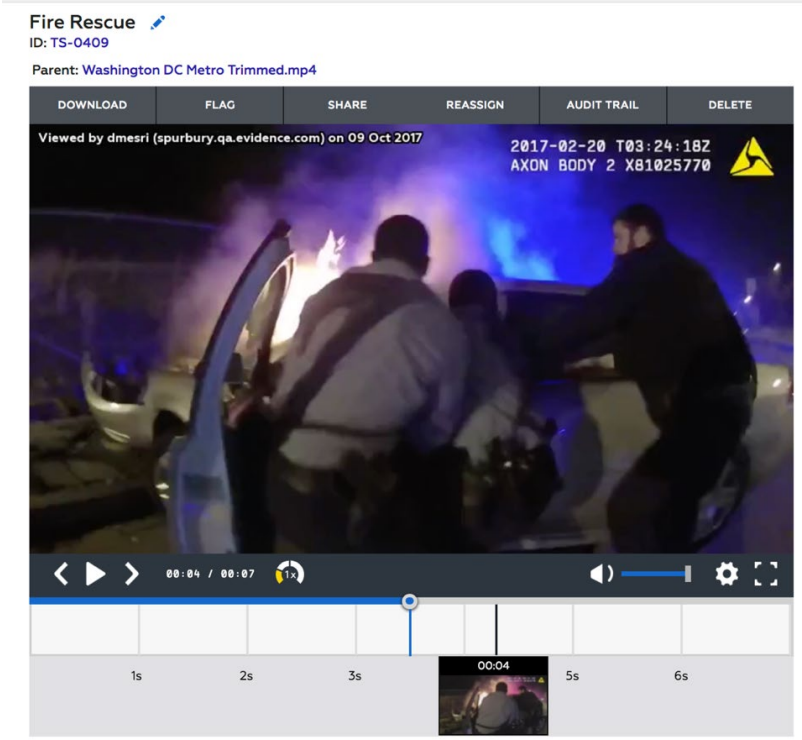
Administrators can apply rate-limiting to camera upload speed. This setting determines if a camera's evidence upload speed is throttled when docked. If enabled, the maximum MB per second limit can be entered. This limit applies to each camera individually.



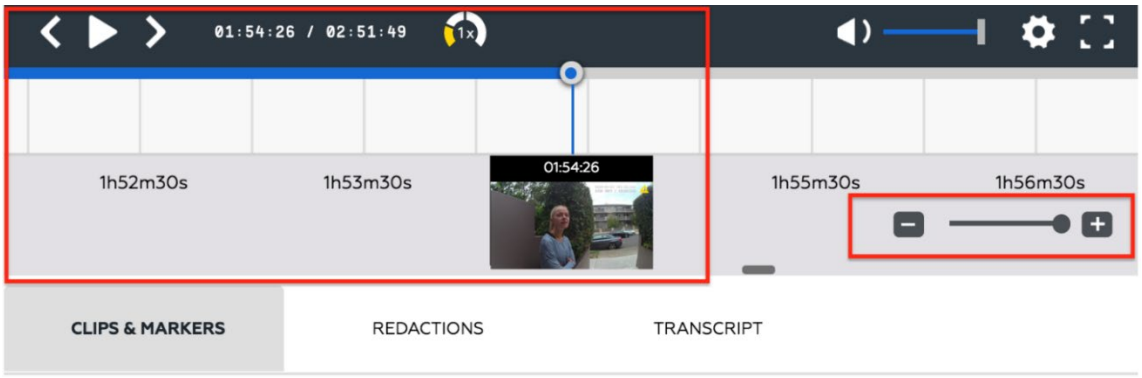
VIDEO PLAYBACK FUNCTIONALITY

Axon Evidence's media player is designed to be very intuitive, similar in many ways to the well-known YouTube player. The tools presented will adjust automatically depending on the type of evidence being viewed. For example, a slightly different toolset is shown when viewing a still image than a video.

For videos, the player incorporates tools for a simple review of evidence. The player has the capability for frame-by-frame playback (forwards and backward) as well as auto-generated thumbnails in the button scrubber bar.

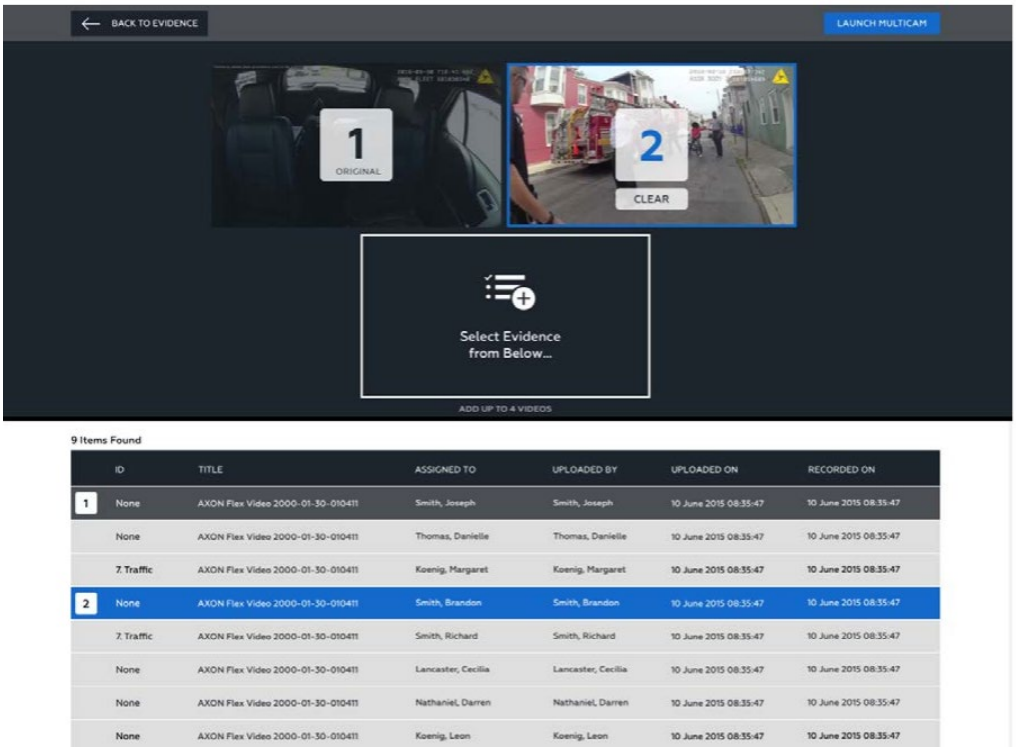


The player interface also provides a "zoom slider" on the right. This allows CGPD to adjust the increments displayed on the scrubber. Zoom out and you can see the entire video (start to finish); zoom in and focus in on specific seconds. This makes it easier for CGPD to rapidly scroll to the approximate time and then "zoom in" to place markers precisely.



Playback also supports up 1x, 2x, and 4x playback speed. Based on customer feedback, it was identified that one of the biggest inefficiencies deals with reviewing longer videos. Additionally, for in-car videos (Axon Fleet) with embedded speed metadata, the speed can be overlaid in the bottom right of the video.

- Additional View Functionality
  - **HTML 5 PLAYER** – Axon Evidence uses an HTML5 player. HTML5 facilitates playback on any mobile device, so special hardware or software is not required.
- **MULTICAM PLAYBACK*** – A unique feature of the Axon solution is the Multicam playback ability. Videos that were recorded by different Axon cameras, but in the same location and time, can be found and viewed together (with automatic time synchronization). This allows users to view an incident from different vantage points at the same time rather than reviewing each file individually and piecing together sequences of events. Up to four videos can be viewed at the same time. The player will support toggling the audio stream from any of the videos.



MEDIA PLAYER ACTIONS

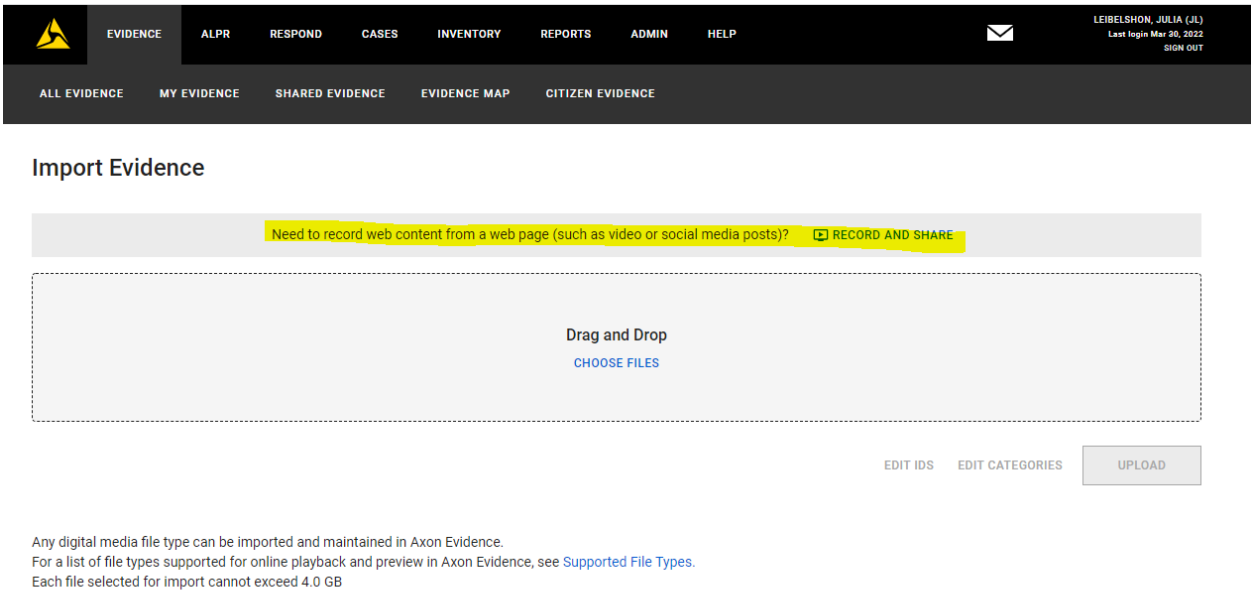
The Axon Evidence media player enables you to play audio and video evidence files that are in supported file types.

ACTION	STEPS
Play	Click ▶
Play faster or slower	Click the playback speed selector until the speed you want is selected. You can choose from standard speed (1X), double speed (2X), or quadruple speed (4X)
View Thumbnails	Over the scrub bar, hover the mouse pointer above the time for which you want to see a thumbnail A thumbnail image for the time appears
Jump Ahead or Back	On the scrub bar, click and hold the scrub handle and drag it to the time desired in the media file
Skip to Events	Click |❮ or ❯| The video jumps to the previous or next marker or clip
Pause	Click ❚❚
View Frame by Frame	Click ❮ or ❯
View Full Screen	To enter full-screen viewing mode, click ⛶ To exit full-screen viewing mode, click ✕
Rotate Screen	Click ⚙ Click ⟲
Change video quality	Click ⚙ Click the desired video quality
Mute, Unmute, or Control Volume	To mute audio, click 🔊 To unmute audio, click 🔇 To raise or lower the audio volume, click and hold the audio slider and drag it left (quieter) or right (louder), as needed.

SCREEN CAPTURE AND MARKERS

Axon Evidence's Record and Share feature allows authorized users to record website content and save it as an evidence file, which can be beneficial for securely documenting social media or web content that may be needed for investigative purposes. Users are given the option to capture computer audio during recording as well. Once the file capture is complete, users can add a Title, ID, or Category to the screen capture and then confirm that it has been reviewed and is ready for import into Axon Evidence. Once imported, the file will have an audit trail and a verified SHA-2 hash to maintain evidence integrity. Once in Axon Evidence, any Share and Capture evidence can be managed just as any other evidence file.

From the Evidence page, click Import Evidence, then select Record and Share.



SNIPPING TOOLS AND PRINT SCREEN FUNCTION

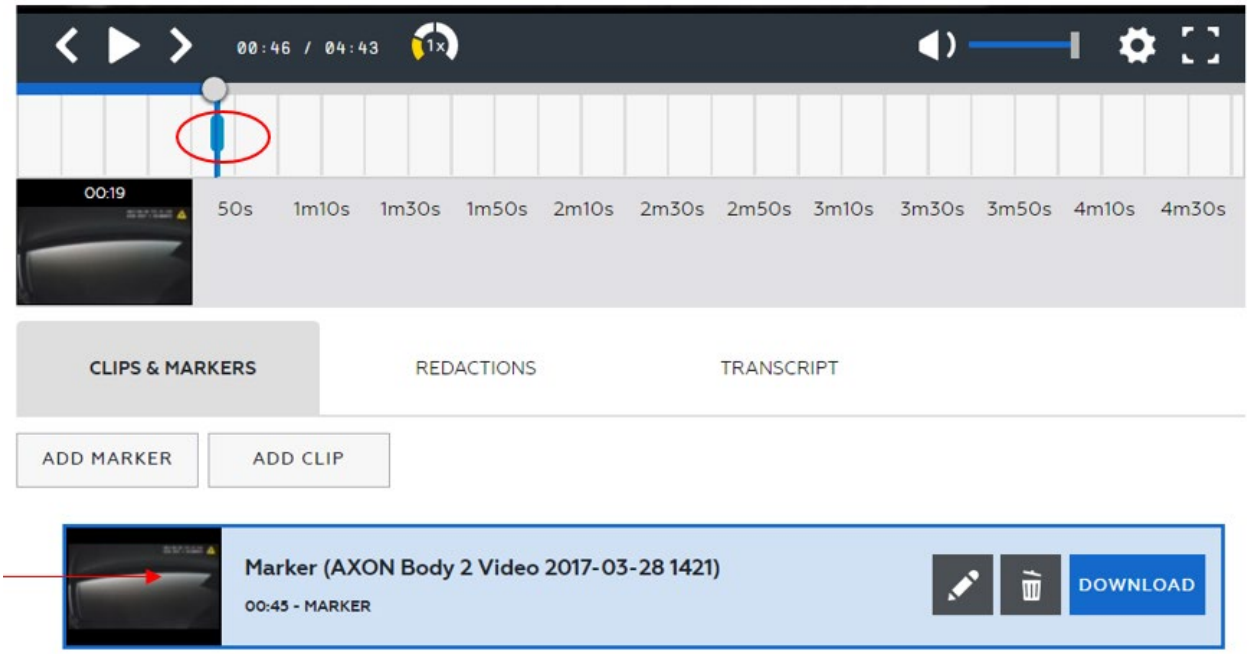
Additionally, an officer can use the native screen capture functionality on the user's device or a snipping program installed on their device.

MARKERS

Markers bookmark a key moment and highlight important aspects of an event from any frame in a video. For video evidence, a marker is associated with single frame of the file. Prior to downloading the marker, you can specify options such as whether the title and description appear on the downloaded image.

- You can easily find important moments when you play the evidence file later.
- Users with whom you share the evidence can easily locate moments that you have marked and read the title and description of the marker.

- For video evidence, you can download the marker as a picture file (or screenshot) and send it to others in email or by other file sharing methods. When a user downloads the marker from Axon Evidence, the image will be in a .jpg format.



SHARING EVIDENCE

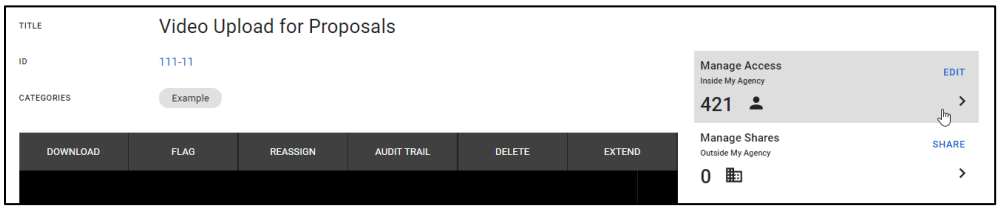
Administrators assign the roles and actions of all users and create individual user accounts with varying degrees of access. Axon Evidence uses access lists to manage the sharing of content with internal and external users and/or groups. Each piece of evidence in the system has an associated access list that allows a user to edit and manage sharing criteria. These access lists can be viewed from the View Evidence page associated with the piece of evidence.

Whether sharing evidence inside or outside of an agency, a user can control the **Access Class** (**Unrestricted**, **Restricted**, or **Confidential**), **Access Type** (role or view only), **Permissions** (view, download, view audit trail, post notes), **Reshare** options (never, download, all), and **Duration** of the evidence they want to share. These actions can be done either in bulk or for each piece of evidence, depending on where they are accessed.

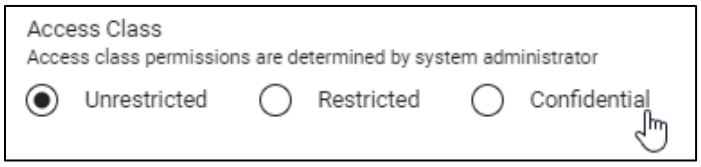
Additionally, a user can also share evidence by emailing a download link to an external email address, which can include permissions to view the evidence's **Audit Trails**, **Table of Contents**, and **Transcripts**, as well as an **Optional Message** and the **Duration** in days that the share is active.

MANAGING ACCESS INSIDE AN AGENCY

When viewing evidence on the View Evidence page, users will see the **Manage Access (Inside my Agency)** widget to the right of the video player. This widget provides an at-a-glance count of internal users/groups that currently have access to the evidence, as well as the option to edit access.



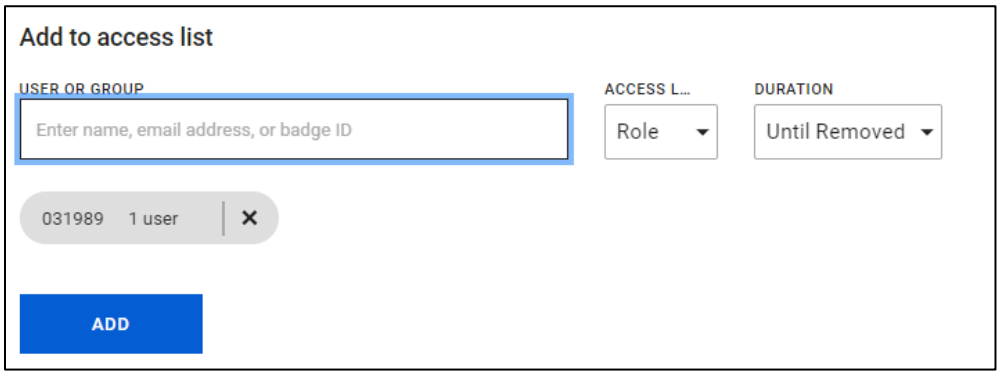
By either clicking within the widget or on the **Edit** button, users will activate the **Manage Access** drawer. Here, users can view how many users/groups have access to the piece of evidence, change the **Access Class** (**Unrestricted**, **Restricted**, or **Confidential**), add users/groups to the access list, edit current users/groups access permissions, and copy the link to the evidence by clicking the **Copy Link** button.



ADDING A NEW USER OR GROUP

To add a new external user/group to a piece of evidence's access list from the **Manage Access** drawer, a user will simply type in the name, email address, or badge ID of the user/group they want to give access to, in the **User or Group** text field. If the user/group is an existing Axon Evidence user, the **User or Group** text field will generate a list of suggested users/groups to choose from.

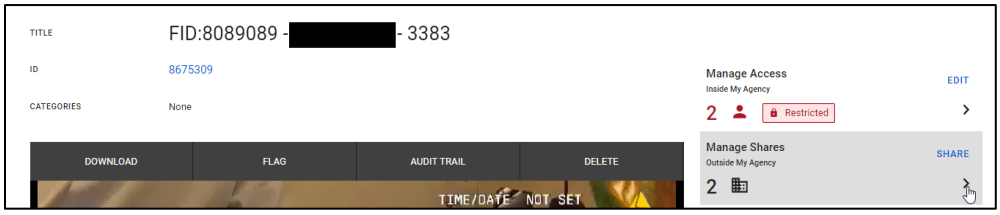
Once the user/group is located and selected, a user can then set the **Access Level** (**Role** or **View Only**) and the **Duration** of the evidence they want to share.



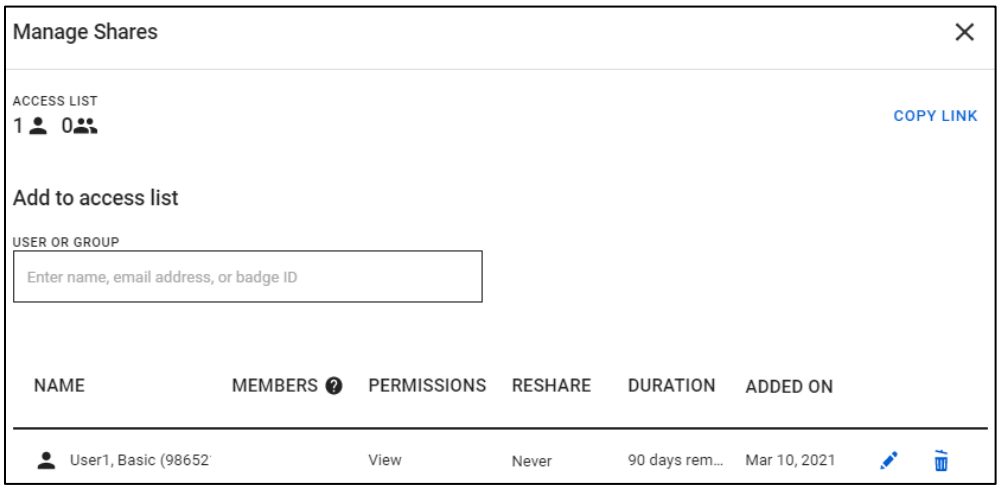
When finished, and the user/group is added to the list, an email notification will be sent to the recipient(s). From there, they can follow the provided link within the email to view the shared evidence.

MANAGING ACCESS OUTSIDE OF AN AGENCY

When viewing evidence on the View Evidence page, users will see the **Manage Shares (Outside my Agency)** widget to the right of the video player. This widget provides an at-a-glance count of external users/groups that currently have access to the evidence, as well as the option to edit access.

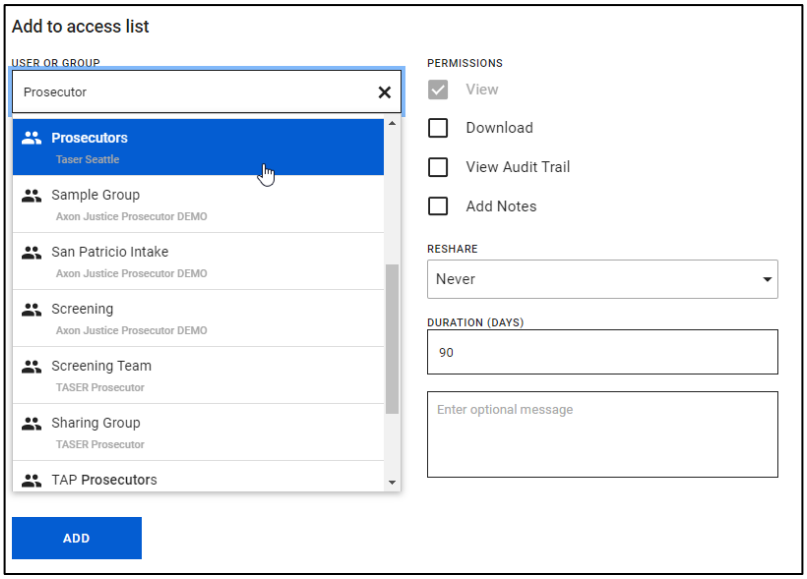


By either clicking within the widget or on the **Share** button, users will activate the **Manage Shares** drawer. Here, users can view how many users/groups have access to the piece of evidence, add users/groups to the access list, edit current user/group access permissions, and copy the link to the evidence by clicking the **Copy Link** button.



ADDING A NEW USER OR GROUP

To add a new external user/group to a piece of evidence's access list from the **Manage Shares** drawer, a user will simply type in the name, email address, or badge ID of the user/group they want to give access to, in the **User or Group** text field. If the user/group is an existing Axon Evidence user, the **User or Group** text field will generate a list of suggested users/groups to choose from.



Once the user/group is located and selected, a user can then set the **Permissions**, **Reshare** options, **Duration**, and add an optional message.

When finished, and the user/group is added to the list, an email notification will be sent to the recipient(s). From there, they can follow the provided link within the email to view the shared evidence.

SHARING WITH PARTNER AGENCIES, PROSECUTORS, AND DISTRICT ATTORNEYS

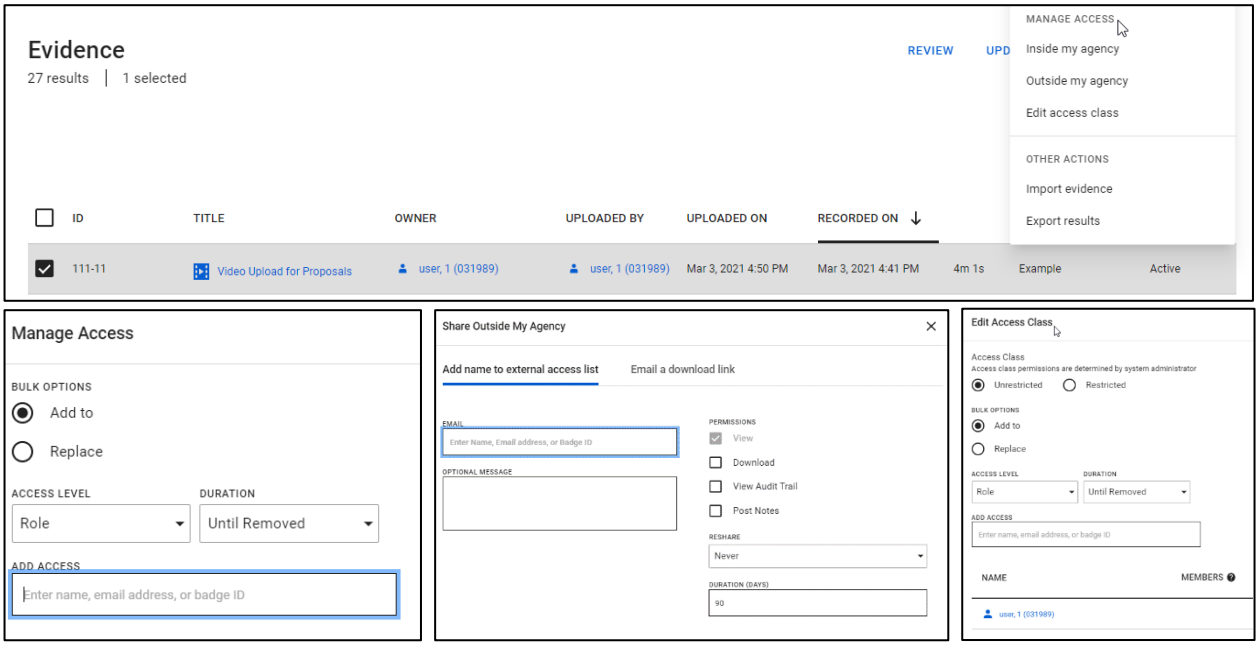
Axon Evidence makes it easy to share evidence and cases with other Axon Evidence agencies, as well as those utilizing Axon Evidence for Prosecutors and Axon Evidence for Public Defenders. Since these external users already have Axon Evidence credentials, accessing the evidence shared is as easy as logging into the application. After the evidence is added to Axon Evidence, a user can simply share the case with any of their trusted partner agencies with Axon Evidence credentials.

As users share evidence with partner agencies, the partner agencies will only have access to the data a user has chosen to share via an access list. All unshared data remains completely unavailable to partner agencies.

When files are shared with a partner agency, Axon Evidence sends a copy of the files and their associated metadata, which the partner agency can manage independently without affecting the original evidence. Any evidence that is shared is preserved in its original form in the sharer's instance of Axon Evidence.

BULK ACCESS LIST ACTIONS

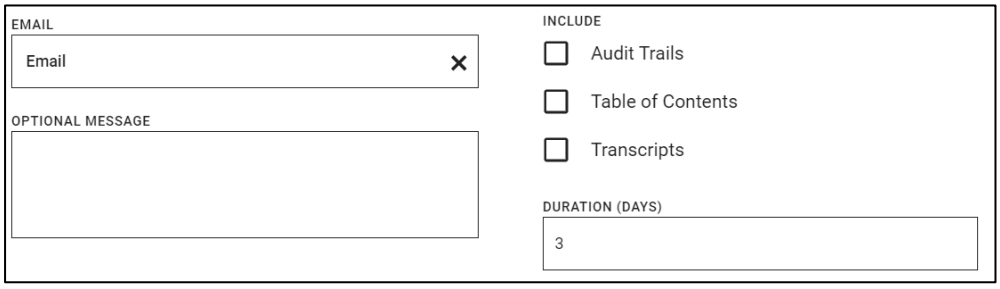
Though a user can manage access control for a piece of evidence on an individual level by accessing the associated View Evidence page, Axon Evidence also allows users to bulk edit access permissions from the Evidence Search page. Here, users can select multiple pieces of evidence at once and manage their access control both inside and outside of an agency, determine the access class of the selected evidence, or send download links in bulk.



EMAIL AN UNAUTHENTICATED DOWNLOAD LINK

When committing bulk actions to evidence on the View Evidence page, users can choose to **Manage Access** to **Outside my Agency**, which will make the **Email a Download Link** option available from the **Share Outside my Agency** drawer.

From here, users can type in an external email address, an optional message, include documents (**Audit Trails**, **Table of Contents**, and **Transcripts**), and set the **Duration** of the share.



When finished, a download link will be sent to the recipient(s) in the form of an email. All included documents will then be made available via a ZIP folder, which a recipient can access without having to sign into an Axon Evidence account. Please note that when sharing via a download link, access can no longer be controlled once it is downloaded locally.

RESTRICTING ACCESS TO SENSITIVE MATERIALS

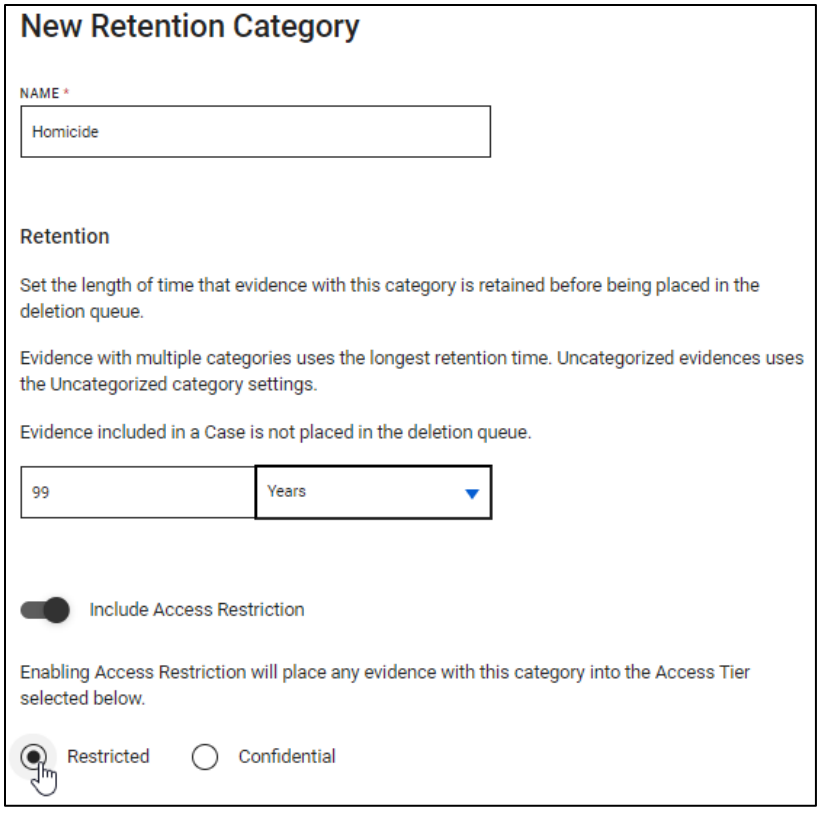
Axon Evidence supports comprehensive access workflows to protect the privacy of information. By default, user access is based on the permissions associated with their role.

EVIDENCE CATEGORIES

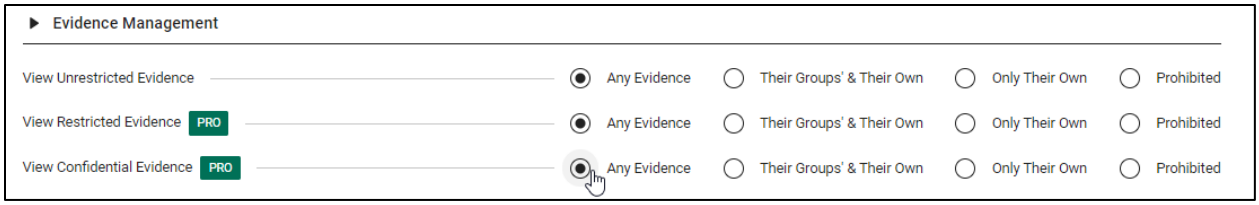
Retention categories allow or restrict a user's ability to access certain files based on role. Administrators can implement the restricted evidence feature for sensitive content, which will restrict access for all users (including the evidence owner and administrators) except those belonging to one particular.

RESTRICTED CATEGORY

CGPD administrators can implement the Restricted Category Access for highly sensitive material like homicides or sex crimes.



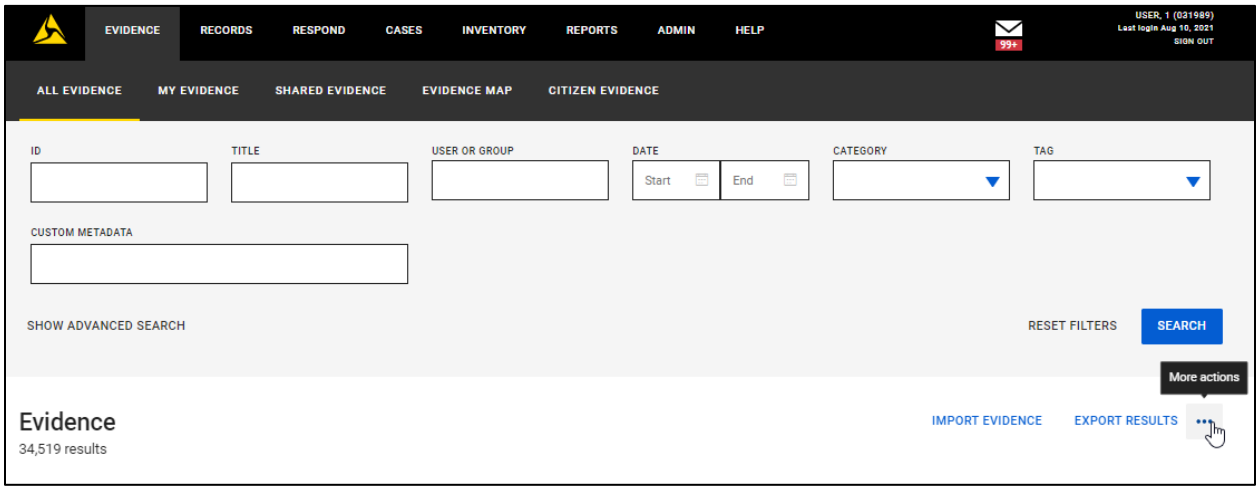
Evidence that is assigned to a **Restricted** or **Confidential** category is locked down and can only be accessed by users in a role with the **View Restricted/Confidential Evidence** permission.

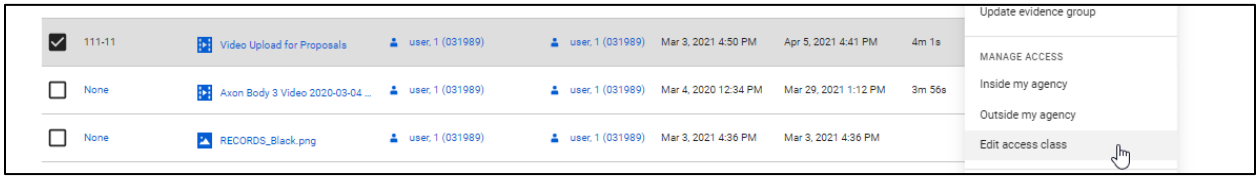


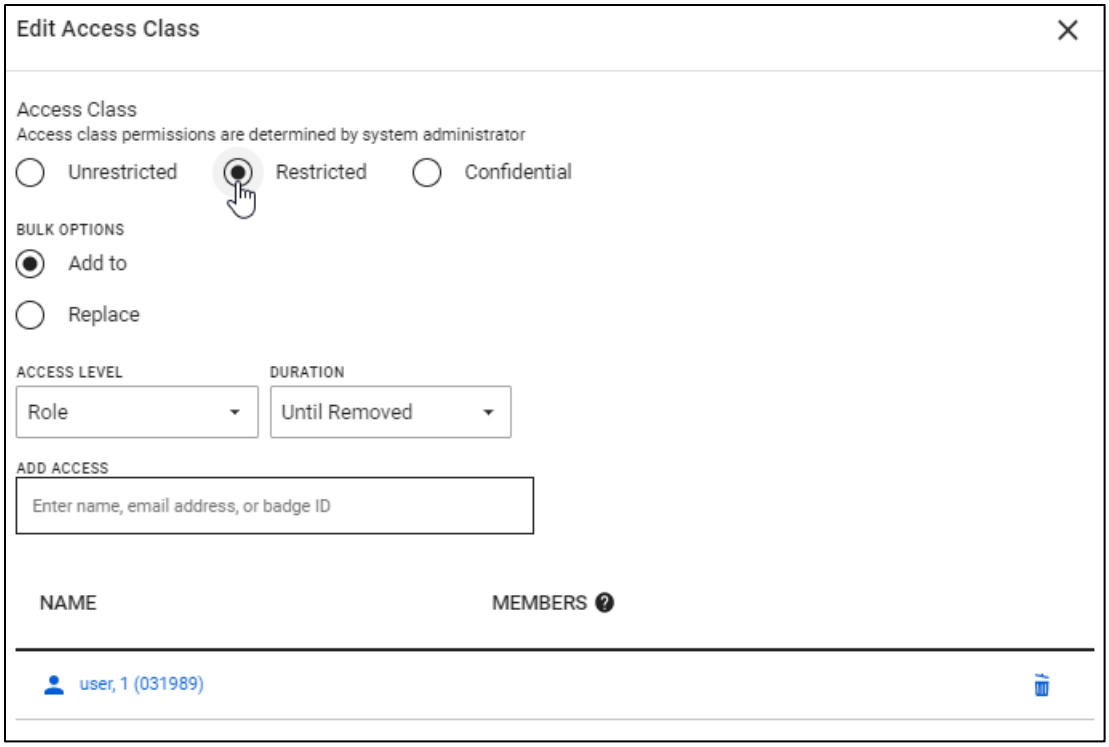
ACCESS LISTS

Each piece of evidence has its own access list, which allows users to granularly manage access to specific files. For sensitive material, users can restrict a piece of evidence by managing its access lists or by updating the access class. Adding a **Restricted** or **Confidential** access class to a piece of evidence will prohibit users from accessing files that would normally be able to view the file by default. This can also include removing the specific pieces of evidence from a search result if the **List Unrestricted/Confidential** setting is prohibited.

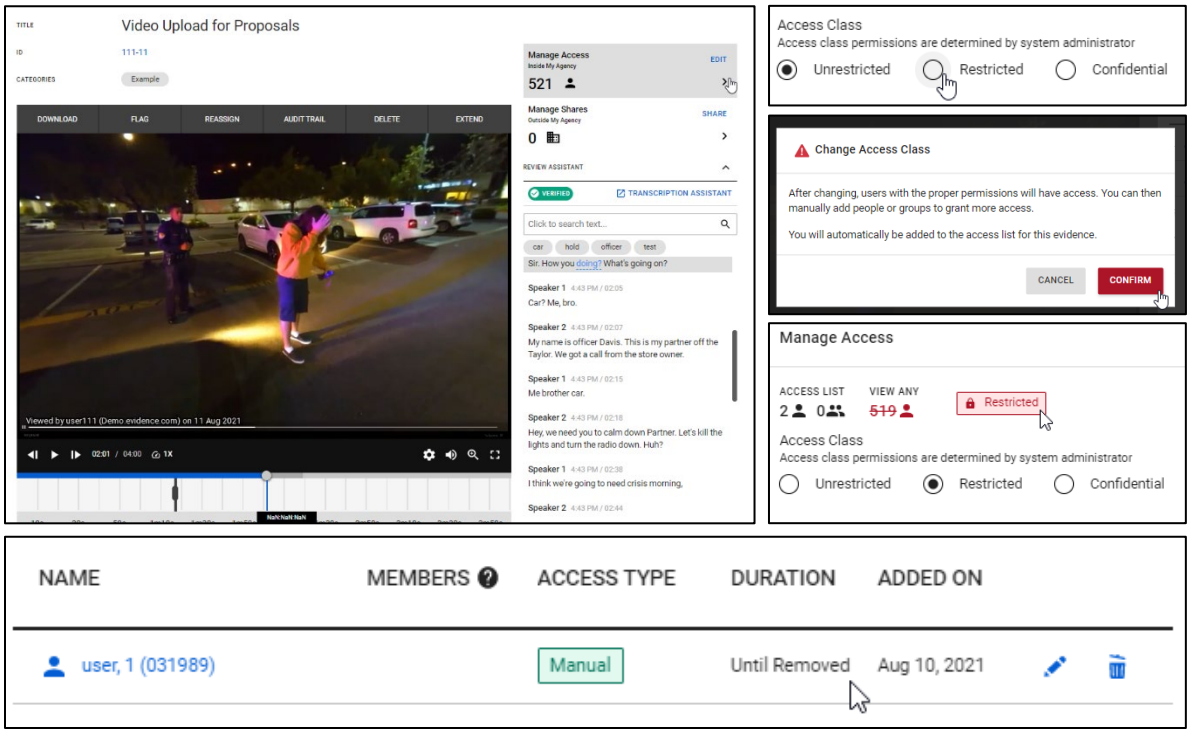
From the Evidence Search page, users can restrict access to individual files or bulk apply an access class to multiple files at once.







Users can also add the **Restricted** or **Confidential** access class to a single piece of evidence via the Evidence Details page. By clicking the **Manage Access** arrow icon, a user can simply add or remove an access class and permissible users from the evidence access list as needed.



CAMERA SETTINGS

Global settings for body-worn cameras include the following. Please note all other device settings are either “enabled” or “disabled” which either allows or disallows a user to self-configure certain features, e.g., adjust the settings for the indicator lights of their camera, whether users can go into sleep mode on their cameras, whether users can mute audio while recording an event., etc.

VIDEO QUALITY

- Video resolution / recording quality Settings
- Pre-event buffer duration

AUDIO SETTINGS

- Camera audio recording determines if audio is captured while cameras are video
- Toggle camera audio recording (user’s ability to enable/disable audio while recording)
- Pre-Event Buffering Audio Recording

USER CONFIGURABLE MODES

- Stealth mode (all user to enable or disable stealth mode)
- Show visible recording status led

WATERMARK

- Enable or disable a permanent watermark that appears in the upper right corner of all Axon videos

FIRMWARE UPDATES

Operating system updates are released on an as-needed basis on average, every 2-3 months. The Axon Body 3 Dock provides a network connection for Axon Body 3 cameras to Axon Evidence, so the cameras can upload evidence and download camera updates.

SERVER AND DATA LOCATION

CUSTOMER CONTENT

Axon offers Axon Cloud Services in numerous geographic regions. Before creating an account in Axon Cloud Services, Customer determines where Axon will store Customer Content by designating an economic area.

Axon ensures that all Customer Content in Axon Cloud Services remains within the selected economic area, including, without limitation, all backup data, replication sites, and disaster recovery sites.

REGION CODE	ECONOMIC AREA	3RD PARTY INFRASTRUCTURE SUB-PROCESSORS	DATA CENTER LOCATION(S)
AU	Southeast Asia	Microsoft Azure	Canberra, ACT
LA	South America	Microsoft Azure	Sao Paulo, Brazil & Texas, United States
CA	Canada	Microsoft Azure	Toronto, ON & Quebec City, QC
EU	European Union	Amazon Web Services	Ireland *Starting Q2 2021, new customers will not be added to this region
EUR	European Union	Microsoft Azure	Netherlands, Ireland
UK	United Kingdom	Microsoft Azure and Amazon Web Services	London, England & Cardiff, Wales
US	United States	Microsoft Azure and Amazon Web Services	Texas & Virginia, United States
US	United States (Federal Region)	Microsoft Azure	Texas & Virginia, United States
ENT	Global	Microsoft Azure	Washington & Wyoming, United States

DIGITAL EVIDENCE MANAGEMENT

Axon Evidence is Axon's secure, centralized digital evidence management system designed to organize, view, and share all types of digital evidence in one single place. With easy-to-use search features and dynamic playback capabilities, CGPD can find and review the vital pieces of evidence needed to build a case or review an officer's performance, which can then be shared internally or with external prosecuting partners or agencies.

Built-in tools such as automated redaction and Axon Performance's metrics review dashboards can help speed up workflows, improve policy compliance, and protect privacy, which can all lead to lessening your agency's administrative burden.

Robust evidence, device, and user audit trails help protect chain of custody within the system, while our advanced report generation allows administrators to review your agency's utilization of Axon Evidence features.

Within Axon Evidence, access to stored information is governed by agency-defined access control settings and configurations. Administrators will create roles for different users that dictate levels of access. Each Axon Evidence user will then be assigned one of these roles, which determine if they do or do not have access to particular DEMS features and functions. Agencies can also leverage the system to create cases and groups to control evidence access lists and improve sharing workflows.

Additionally, Axon Evidence provides many security features to secure digital evidence, including password complexity requirements, failed login limits, and enforced timeout settings. Multi-factor authentication options are also available to allow a user to access the system without the need for an administrator's approval.

KEY FEATURE OVERVIEW

- **FILE SUPPORT** – Manage all types of data, including body-worn, in-car and interview video, CCTV footage, photographs, audio, documents, and more
- **AUTOMATED REDACTION** – Redaction Assistant speeds up your redaction times by leveraging AI to detect and mask common objects, such as license plates, MDC screens, and faces
- **AUDIT TRAILS** – Prove chain of custody for evidence and review actions taken by users across Axon Evidence
- **AUTO-TAGGING** – Increase user compliance while saving time and money with automatic metadata tagging and automated retention schedules based on your CAD/RMS
- **PROSECUTOR AND PUBLIC DEFENDER EDITIONS** – Seamlessly share evidence using our scalable solution for justice system collaborators

- **AUTO-TRANSCRIPTION** – Leverage the power of AI to accelerate the review and transcription process via a feature that combines viewing video, audio, and text into one "hypermedia player" to assist in the creation of reports and court-ready transcripts
- **TRANSCRIPTION SERVICES** – Streamline the process of providing video and audio transcriptions for court use and report-writing; select files and receive transcripts within 24 hours from our CJIS-compliant third-party provider
- **UPLOAD XT DESKTOP TRANSFER APP** – Upload evidence in any format from your desktop and schedule hard drive and desktop folders to automatically sync and continue to upload even after you log out
- **EVIDENCE LITE FOR TASER ENERGY WEAPON PROGRAM MANAGEMENT** – Evidence Lite is a complimentary app that helps agencies maintain their TASER devices in a centralized location, assign or remove weapons, instantly install the latest software to your weapons, and manage weapon data from the cloud
- **ONE-CLICK SEARCH** – Search by embedded metadata such as an officer name, incident ID, location, and other customized tags to quickly find files
- **CONFIGURABLE RETENTION CATEGORIES** – Schedule automatic retention periods based on incident type or crime severity
- **MOBILE INTEGRATION** – Store and manage files captured with mobile devices in the field
- **AXON PERFORMANCE ADD-ON** – Streamline supervisor review of body-worn camera video and reduce the time it takes to ensure teams are operating within agency guidelines and policies
- **ANALYTICS AND AUDIT TOOLS** – Monitor system usage, from total videos uploaded to who has reviewed, shared, and deleted files
- **CJIS-COMPLIANCE** – Axon Evidence is fully CJIS compliant
- **CUSTOMIZABLE USER PERMISSIONS** – Administrators can determine what files can be viewed by users and groups of users
- **DATA ENCRYPTION** – All information is fully encrypted in transit and at rest

SEARCHING FOR EVIDENCE

The search functionality in Axon Evidence is designed to minimize the time spent by a user trying to locate a video file. The search interface consists of a simple layout, while still providing advanced searching capabilities and additional controls for how search results are displayed. Search results are automatically updated as users enter filter information.

To filter search results, a user enters specific information or metadata—such as an evidence ID, owner, or date. Those entries will help reduce an agency's entire catalog of evidence down to a condensed list of relevant evidence. In addition to standard metadata filters, the Evidence Search page supports filtering evidence by agency-specific custom metadata fields within the advanced search section to narrow the results further.

EVIDENCE SEARCH FILTERS

A user can start a search from any of the following search pages:

- **ALL EVIDENCE** – Populates all evidence in an agency's instance of Axon Evidence, regardless of ownership or permissions
- **MY EVIDENCE** – Populates only the evidence associated with the user
- **SHARED EVIDENCE** – Populates evidence that has been shared
- **EVIDENCE MAP** – Populates evidence with location data attached
- **CITIZEN EVIDENCE** – Populates evidence that has been submitted via a Citizen public portal or invite

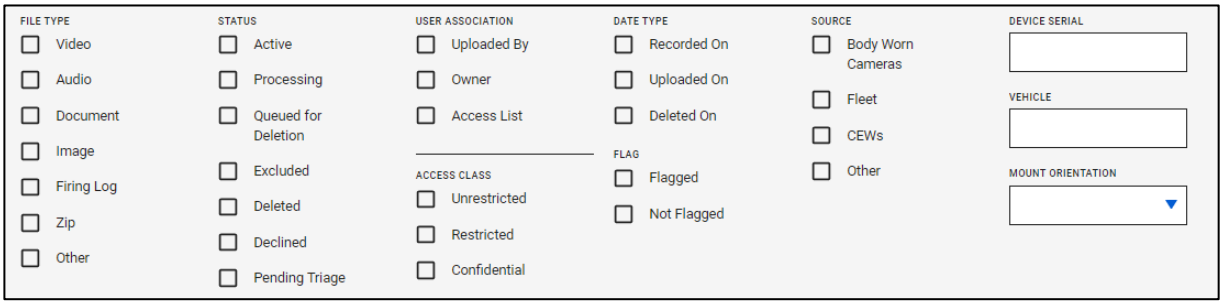
STANDARD EVIDENCE SEARCH FIELDS

- **ID** – Limits search results to evidence with an ID that includes the characters entered in the ID field; to search for evidence without an associated ID, a user can enter "None" in the ID field
- **TITLE** – Limits search results to evidence with a title that includes the characters entered into the Title field
- **USER OR GROUP** – Limits search results to evidence owned by a user or members of a group specified; if searching from the My Evidence page, their user name will automatically populate in the User or Group field
- **DATE** – Limits search results by either the recorded, uploaded, or deletion date of evidence, as selected; users must specify dates by using the From and To boxes to populate inclusive evidence captured within the specified date range
  - **FROM** – The start of the date range. If the From box is empty, the date range begins with the earliest date
  - **TO** – The end of the date range. If the To box is empty, the date range ends with today.
  - **TIME** – Users can select the time in hour and minute increments via the Start and End parameters in the Date search filter (From and To)
  - **NOW** – Users can click the Now button within the Date search filter (From and To) to quickly search for evidence submitted to the system on the same day
- **CATEGORY** – Limits search results to evidence assigned to the category selected; by default, search results include evidence assigned to any category, including uncategorized evidence; to search for evidence without an associated category, a user can enter "None" in the ID field

- **TAG** – Limits search results to evidence with tags that include the characters you enter in the **Tag** field; To search for evidence without an associated category, a user can enter "None" in the **Tag** field
- **CUSTOM METADATA** – Limits search results to show evidence associated with custom metadata created by an agency

ADVANCED EVIDENCE SEARCH FIELDS

If a user requires more granularity in their search, they can click the **Show Advanced Search** button, which will display additional search criteria options.



- **FILE TYPE** – Limits search results to the selected file type; by default, search results include all file types
- **STATUS** – Limits search results to evidence with a specific status; by default, an evidence search will populate **Active** evidence
- **USER ASSOCIATION** – Limits search results to evidence uploaded or owned by a specific user, as well as what access lists their evidence is associated with
- **DATE TYPE** – Limits search results based on when a piece of evidence was recorded, uploaded, or deleted
- **FLAG** – Limits search results to evidence with either a **Flagged** or **Unflagged** status
- **SOURCE** – Limits search results to evidence from the selected device type that produced the evidence file; the categories include **Body Worn Cameras**, **Fleet**, **CEWs**, and **Other** (which includes evidence with no device type and evidence that has been extracted and redacted)
- **DEVICE SERIAL NUMBER** – Limits search results to evidence from a particular device, which can be useful when making bulk edits
- **VEHICLE** – Limits search results to evidence from a particular vehicle
  - This field only appears if an agency uses Axon Fleet, and the vehicle has been added to an account with the Vehicle configuration

- **MOUNT ORIENTATION** – Limits search results to evidence captured by a specific in-car camera (Front or Rear)
  - This field only appears if an agency uses Axon Fleet, and the vehicle has been added to an account with the Vehicle configuration
- **CUSTOM METADATA** – Allows users to search for evidence by custom metadata fields created by your agency and users; custom metadata fields will appear as empty entry fields labeled by custom metadata type

ADDITIONAL SEARCH FUNCTIONALITY

- **AUTO-COMPLETE** – If a user places their cursor into a certain text field or types in characters, the field will generate a short drop-down of search recommendations
- **AUTO-UPDATE** – As a user types characters into a search field, checks a box, or selects an item from a drop-down list, the search results will update in real-time
- **MULTIPLE PARAMETERS** – As part of our basic and advanced search functions, a user can search by any desired combination of the parameters available
- **SPECIFIC PARAMETER** EXCLUSIONS – As part of our basic and advanced search functions, a user can search by excluding any desired combination of the parameters available
- **DEFINED PARAMETERS USING "WILDCARD" SEARCH** – As part of our basic and advanced search functions, a user can specify certain parameters, and then add information to any free-form text field to search with more granularity
- **SPECIFIED RANGES** – Axon Evidence supports a variety of searches based on a specified range of either time or date

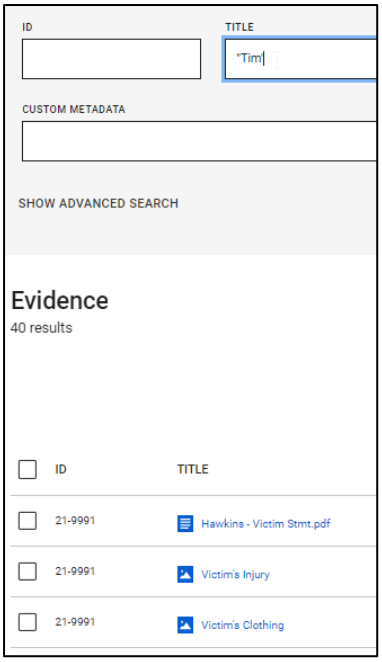
Please note that all search results are based on user access, so, if a user does not have access to certain evidence, that evidence will not be accessible from the search results.

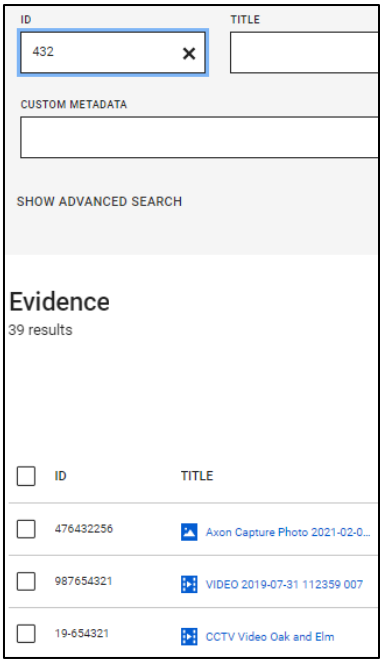
SEARCH LANGUAGE OR SYNTAX

Axon Evidence does not currently support searching for evidence via special syntax or language operators such as AND (&), OR, wildcard (* or ?), or exact match (“ ”).

However, our Axon Evidence search functions do treat all values and strings in a free-form text field as OR and wildcards instances.

For example, if a user types in **“Tim”** in the **Title** field, the search results may include pieces of evidence with words like **victim** in the title. Furthermore, if a user were to type **432** in the **ID** field, the search results may yield pieces of evidence with an ID that includes the number 432, such as **476432256**.



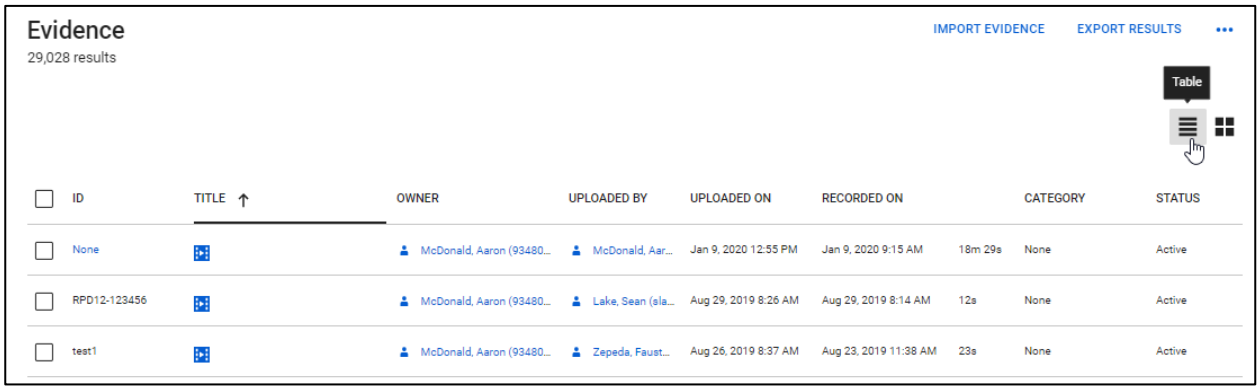


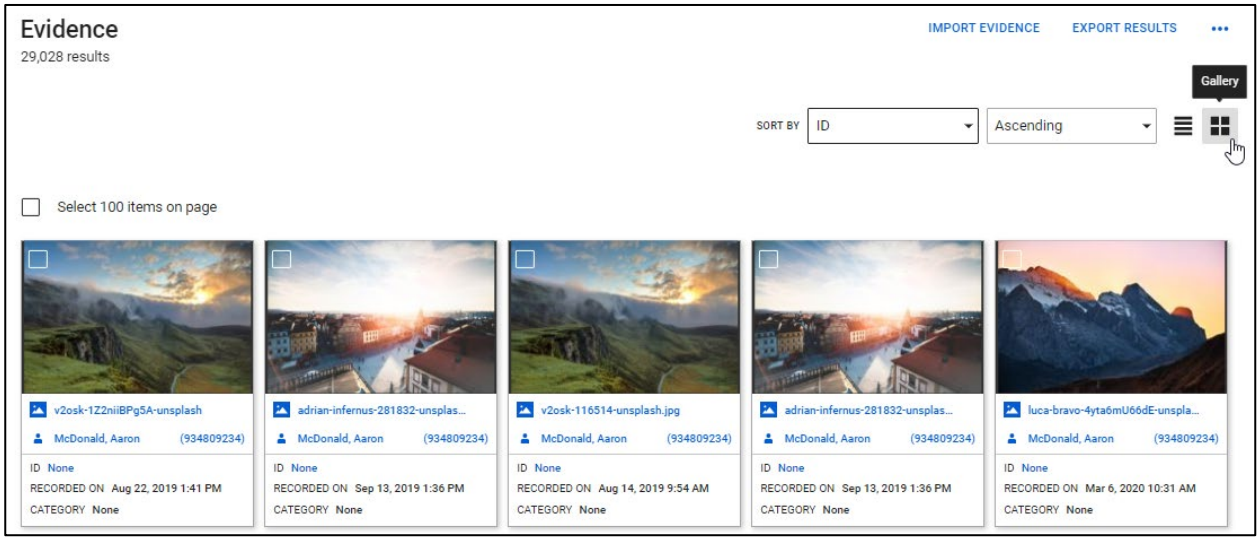
SEARCH RESULTS

When search results are populated, only evidence files that match the established search criteria of a user will be shown. When a search is complete, users can then select how they view and sort the evidence.

VIEWING SEARCH RESULTS

Search results can be shown in a table view (default) or a gallery view.





SORTING AND FILTERING SEARCH RESULTS

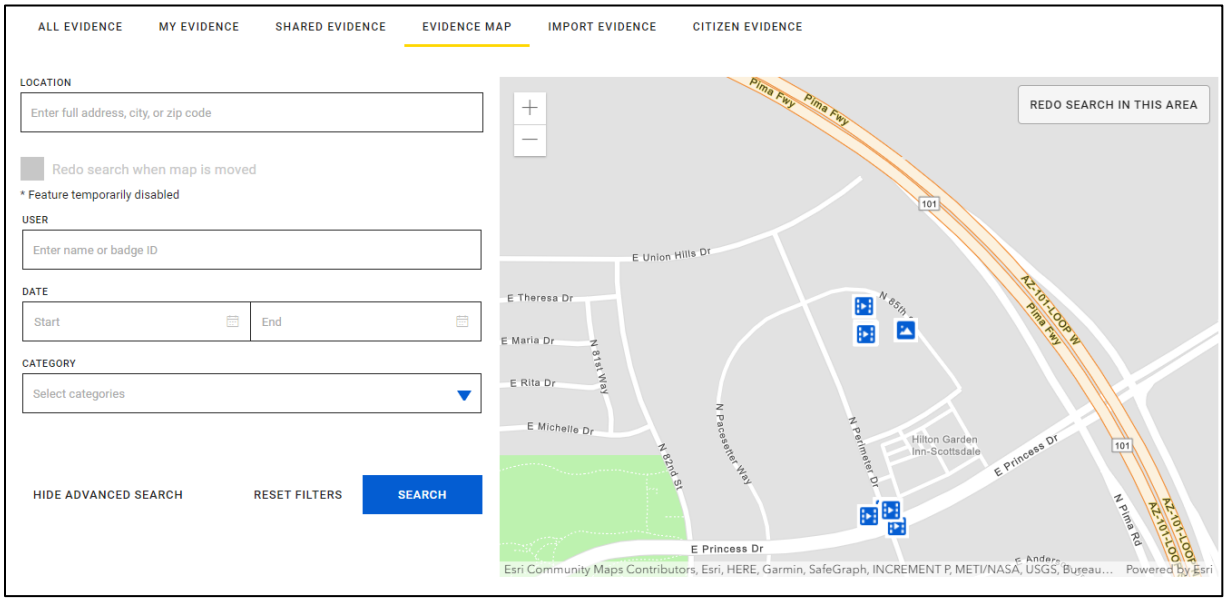
By default, search results are displayed in the order of the most recent **Recorded On** times; however, users can also filter search results by the following filter columns: **ID**, **Title**, **Uploaded On**, and **Recorded On**. By simply clicking on the desired filter column display name, the evidence list will repopulate to meet the selected filter criteria.

USING THE EVIDENCE MAP PAGE

When searching for evidence on the **Evidence Map** page, users can view evidence displayed either on the map—as a file-type icon—or via the **Table** and **Gallery** views. The map icon used for an evidence file is determined by the evidence type and corresponds with the six icons shown here.

To view the evidence in different areas on the map, a user can use their computer mouse to adjust the location by clicking and dragging within the map window. A user can also zoom in and out by clicking the **+** and **–** icons located in the top left-hand corner of the map, or by using the wheel on your mouse.

Search functionality on the Evidence Map page allows users to search for evidence by **Location**—which includes the address, city, or zip code—as well as **User**, **Date**, and **Category**.



Numerous metadata tags can be applied to evidentiary assets. These metadata fields are included in the searching interface to help you locate the evidence you need quickly and efficiently. ID, title, notes, and tags are free text, user-defined values. Custom metadata fields will also be available to narrow search results on the advanced search page.

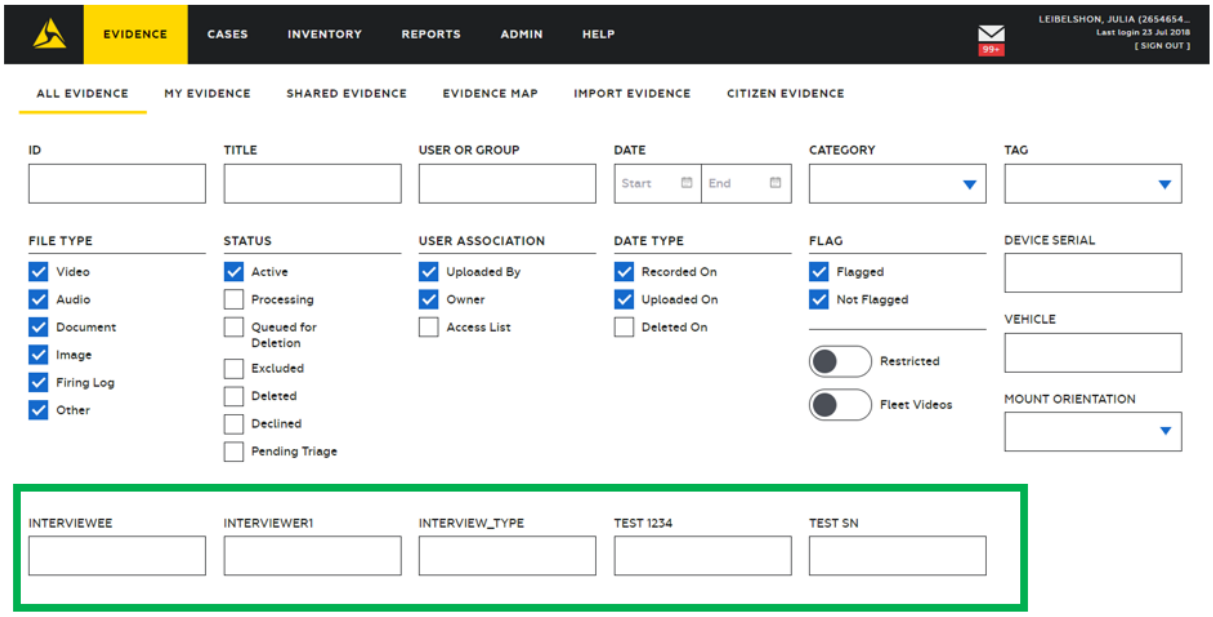


Figure 1 Custom metadata fields will populate in the advanced search field

Once a user locates a file, they can add or update the following metadata. All changes are captured in the evidentiary audit log. Users can add the following standard metadata (in addition to defining custom agency-specific metadata fields).

- **TITLE AND ID** – On the Evidence Detail page, the evidence title and ID appear in the upper-left corner.
  - An evidence title can be up to 256 alphanumeric characters. By default, the title populates with the camera type, date, and time (AXON Fleet 2 Video 2018-07-23 1654).
  - An evidence ID can be up to 75 alphanumeric characters by default. The evidence ID field can be used to associate a file with the correlating CAD/RMS or incident ID.
- **DESCRIPTION** – Descriptions of the evidence can be added or edited.
- **RECORDED ON DATE AND TIME**
- **TAGS** – Tags are labels that you can apply to evidence and cases. On the evidence search page, a dropdown appears in the Tag search field and will display all tags in the system associated with evidence. Once you perform a search, you can then sort the results by ID, Title, etc.

- **LOCATION** – The specified location for evidence determines where the pin representing the evidence appears on evidence maps.
- **NOTES** – Notes can be posted about evidence. In addition to the text of the note, Axon Evidence shows the author of the note and the date and time that the note was created and updated.
- **CATEGORIES** – The evidence category determines the following. An unlimited number of custom categories (and associated retention periods) can be created and applied to your agency's evidence.
    - Whether the system will initiate automatic deletion of evidence assigned to the category.
    - How long the system waits before initiating the deletion of evidence that is not included in a case. Axon video deletions are based on the recording date. Deletion of all other evidence is based on the upload date.
- **EXTEND RETENTION PERIOD** – If evidence is scheduled for deletion, users can extend how long the system retains the evidence before adding it to the deletion queue
- **FLAGS** – You can flag evidence that you want to find more easily in the future. Evidence searches allow you to filter the search results by the flag status of evidence.
- **REASSIGN EVIDENCE** – The user to whom the evidence is assigned becomes the owner of the evidence
- **VIEW EVIDENCE WITH SAME ID** – If multiple files have the same ID as the evidence being viewed, a paginated table of evidence with the same ID shows the title, owner, and upload date of each evidence file

CUSTOM METADATA

Custom metadata fields will appear below the standard metadata fields next to every evidentiary file. The feature supports three types of custom metadata fields:

- **FREEFORM** – This is a free-form text entry field.
- **VALIDATED** – This is a free-form entry text field, but the entry must conform to the Regular Expression (Regex) definition for the field. This field type can include a description to help users properly enter information.
- **DROP-DOWN** – The user is presented with a list and selects information.

REDACTION

Within Axon Evidence, users can leverage our built-in redaction suite—which includes our full-featured Redaction Studio, automatic Redaction Assistant tools, and basic redaction capabilities—directly from the cloud. Redaction Studio allows users to review, playback, and redact an evidence file, as well as utilize redactions and annotation tools to determine what can be seen and heard when viewing a video or image.

Within Redaction Studio, users can access Redaction Assistant tools if implemented as an add-on to Axon's redaction suite. The three assistant tools—including the MDT/MDC Tracker, License Plates Tracker, and Faces Tracker—can help speed up the redaction process by checking videos for common objects and automatically adding mask segments to MDT/MDCs, license plates, and faces that have been identified.

As changes are made and redactions are created, Axon Evidence never alters an original evidence file. Instead, the system generates a list of each redaction associated with the evidence file, which can be accessed from the Redaction tab under the media player on the Evidence Details page. As multiple redactions are made, this list can help users easily access their redactions and ensure evidence integrity is maintained.

With proper permissions and licenses, users can either manually redact evidence with precision using the Redaction Studio or utilize automated Redaction Assistant tools to expedite the redaction process. These tools include:

BASIC REDACTION TOOLS

- Manual Redaction
- Object Tracker
- Skin Blur

REDACTION STUDIO TOOLS

- Manual Mask
- Object Tracker
- Audio Mask
- Extract Audio
- Add Disclaimer
- Redact Image
- Document Redaction
- Text

REDACTION ASSISTANT TOOLS

- MDT/MDC Tracker
- License Plate Tracker
- Faces Tracker

AUTO-TAGGING

Axon's Auto-Tagging service allows CGPD to leverage CAD and RMS metadata to efficiently manage video-evidence files within Axon Evidence. To do so, the Axon Auto-Tagging service automates the extraction of critical metadata from CAD and RMS software and adds that metadata—which can include ID, retention category, and event location information —to officer recorded video-evidence files in Axon Evidence. The process includes:

EXPORTING DATABASE PRINTOUTS

On a regular schedule, CGPD's CAD and RMS software exports a database-printout file to a specific folder. The printout file format is designed to comply with Axon Evidence requirements for integration.

The database-printout file should contain the following:

- **EVENT ID**
- **EVENT TYPE**
- **OFFICER BADGE ID**
- **OFFICER DISPATCHED AND CLEARED TIMES**

Please note that our Auto-Tagging Service relies on CGPD to export the relevant event metadata from your CAD and RMS solutions and to place that metadata in a database-printout file. It is recommended the database-printout file be a comma-separated values (CSV) file.

ENCRYPTING AND TRANSMITTING PRINTOUTS

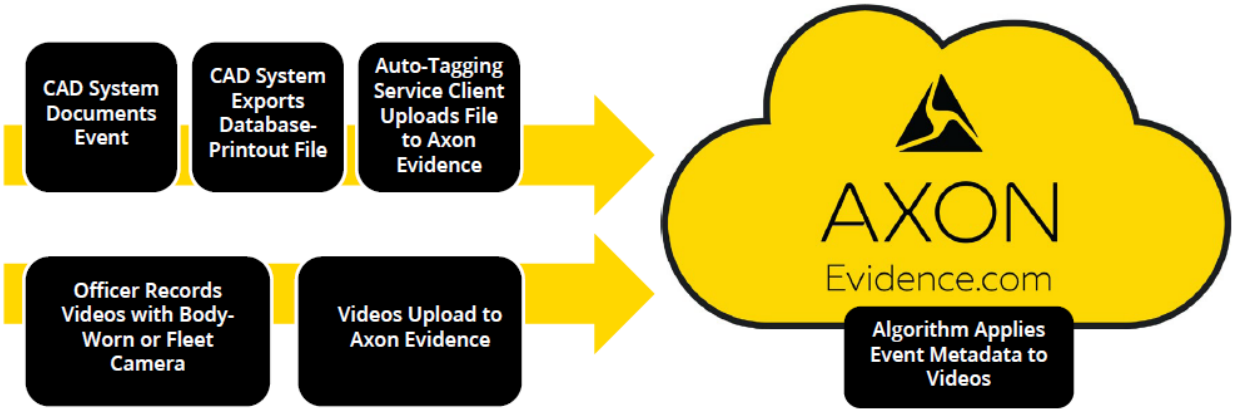
The Axon Auto-Tagging Service Client detects the presence of a printout file, encrypts the file, and sends it securely to Axon Evidence. After Axon Evidence confirms receipt of the file, the application deletes the local copy of the file.

DECRYPTING PRINTOUTS AND APPLYING DATA

Axon Evidence decrypts the printout file and parses the data found in the file. Using a simple algorithm, Axon Evidence determines which evidence file each piece of data applies to and tags those files appropriately.

USER EXPERIENCE AND DAILY OPERATIONS

After the Axon Auto-Tagging Service is fully implemented, your officers will no longer need to manually add metadata to your evidence files. They simply record videos with Axon cameras, and upload those videos using our docks or Axon Fleet offload processes, which will push relevant metadata from your CAD and RMS solutions to Axon Evidence.



When videos are uploaded to your instance of Axon Evidence, videos become managed video-evidence files. The next time your systems place a generated database-printout file in the metadata-export folder, the Auto-Tagging Service Client uploads the file to Axon Evidence.

When Axon Evidence processes the metadata in the database-printout file, it uses CGPD's custom algorithm to determine which video-evidence files to tag with the metadata.

The maximum possible time between a video-evidence file uploading to Axon Evidence—and the auto-tagging process of applying metadata to the file—depends on how frequently your systems export a database-printout file. The more frequently your systems generate printout files, the shorter the time between video-evidence file upload and the automated application of metadata.

Axon View XL Standalone Mode

The Axon Body 3 camera can be connected to a laptop or computer with Axon View XL operating in Standalone Mode to allow priority upload of videos from the camera to Axon Evidence. In Standalone Mode, Axon View XL lets users view recorded videos, add metadata to videos and upload camera videos to Axon Evidence.

Users with the appropriate permissions can also register, assign, and update the firmware on Axon Body 3 cameras.

Using Axon View XL in standalone mode is separate from using Axon View XL with Axon Fleet products.

The Axon Body 3 camera is connected to the laptop or computer with a USB A to USB C cable and uses the Axon View XL standalone mode. You can request a compatible cable from your Axon Representative.

System Requirements

The requirements for using Axon View XL in standalone mode are listed below.

Note: Using Axon View XL Standalone Mode does not require Axon Fleet. It can be used with Axon Fleet, but is different than pairing an Axon Body 3 camera with Axon View XL in an Axon Fleet installation.

Laptop/Computer:

- Windows Operating Systems: Windows 7 or Windows 10

  Axon View XL is compatible with both 32-bit and 64-bit operating systems
- Available Disk Space: 25GB or greater
- RAM/Memory: Recommended 8GB or greater
- Available USB 2.0 or 3.0 Port
- Administrative rights and privileges for software installation (only when installing the View XL application)

Other:

- Internet access to the agency's Axon Evidence account
- USB A to USB C cable (the cable can be requested directly from Axon)

SUBMITTAL II: EXPERIENCE AND QUALIFICATIONS

EXPERIENCE AND QUALIFICATIONS OF THE COMPANY

1. **Provide a complete history and description of your company, including, but not limited to, the number of years in business, size, number of employees, office location, copy of applicable licenses/certifications, credentials, capabilities and capacity to meet the City's needs.**

Since 1993, Axon Enterprise, Inc. has been committed to delivering safe, secure solutions for law enforcement, militaries, and citizens. From our humble beginning as TASER International, Inc. to now, we have worked diligently to develop a network of TASER energy weapons, body-worn and in-car cameras, and industry-leading cloud-based evidence management software to help accomplish a singular goal—to protect life. With 11 offices based in Arizona, Washington, North Carolina, Australia, Canada, Finland, Germany, India, the Netherlands, the United Kingdom, and Vietnam, Axon's team of more than 1,800 employees continues to define smarter policing through the development of industry-leading technology solutions.

Axon first incorporated on January 5, 2001, in Delaware as TASER International, Inc. In the spring of 2017, TASER International, Inc. changed our name to Axon Enterprise, Inc. to reflect our expanded technology focus. Today, Axon is an active Delaware corporation with its principal place of business in Scottsdale, Arizona. We have been providing services to law enforcement since 1993.

AXON HARDWARE & AXON EVIDENCE DEMS USAGE

Axon is dedicated to making a difference through its advanced devices and digital evidence management system. Below you'll find information on the usage, key features, and benefits of Axon's technology in the law enforcement field.

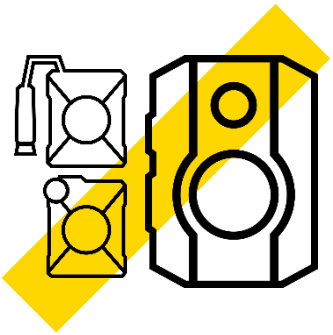
- **15,100+** active agencies worldwide in **89** countries
- **55** members of the Major Cities Chiefs Association—which represent the largest cities in the US and Canada—have deployed Axon hardware and software
- **666,000+** cumulative users on Axon Evidence
- **152,000,000+** gigabytes of data stored in Axon Evidence
- **326,000+** registered TASER energy weapons
- **564,000+** registered body-worn cameras
- **65,000+** registered in-car cameras

DIFFERENTIATORS AND BENEFITS OF AXON HARDWARE AND SOFTWARE

- Body-worn camera hardware refreshes every 2.5 and 5 years and no questions asked with the Technology Assurance Plan warranty
- Multiple body-worn mounts, including point-of-view and a range of versatile on-officer options
- Dock & Walk body-worn camera workflow with no external dependencies
- In-car camera hardware refreshes every 5 years and no questions asked with the Technology Assurance Plan warranty
- Dedicated deployment, training, and support team
- Continuous, monthly software upgrades from the leading technology platform in public safety
- Unlimited cloud-based storage plans for all video resolutions—even HD—with multiple data centers and regional redundancy
- Axon Evidence meets and exceeds CJIS compliance at application and infrastructure layers
- Video is immediately accessible (no cold storage delays); access to your data is always free
- Dedicated Prosecutor platform with no added costs to your partners
- Open and extensible cloud platform including non-proprietary file formats, API library, and proven Auto-Tagging

BODY-WORN CAMERA & DEMS EXPERIENCE

Since 2012, Axon has developed and manufactured multiple generations of body-worn cameras—including Axon Flex 2, Axon Body 2, and Axon Body 3—and currently supports more than 560,000 registered body-worn cameras worldwide. During this time, our engineers and product managers have expanded our product lines to include first-person point of view cameras designed to imitate the human eye, as well as devices equipped with real-time awareness capabilities such as access to livestreams and real-time officer location and alerts.



The Axon platform of connected video recording, cloud, and mobile technologies is built around Axon Evidence, a scalable, cloud-based system that centralizes all types of digital files. Axon Evidence has been operating at scale since 2009.

To date, the largest purchase of body-worn cameras was made by the London Metropolitan Police Service in London, UK in the amount of approximately 22,000 devices. In the U.S., the largest purchase of body-worn cameras was made by the Los Angeles Police Department in the amount of approximately 7,500 devices. Axon is responsible for the manufacturing and fulfillment of these orders, including ongoing support for each body-worn camera program after delivery and throughout the life of contracts.

LICENSES/CERTIFICATIONS

Please see copies of licenses and certifications in Appendix A. Links to online copies of certifications are included in the bulleted list below.

Axon's compliance demonstrates our commitment to providing a trustworthy platform and offers CGPD a way to understand the controls put in place to secure Axon Evidence and the data you store in it. These certifications, compliance measures, and security assurances include:

- ISO/IEC 27001:2013 Certified - The ISO/IEC 27001:2013 certificate validates that Axon has implemented the internationally recognized information security controls defined in this standard, including guidelines and general principles for initiating, implementing, maintaining, and improving information security management within an organization.
- ISO/IEC 27017:2015 Certified - The ISO/IEC 27017:2015 certificate validates that Axon has implemented additional controls that enhance and refine those found in the ISO 27002 standard. ISO 27002 provides best practices and guidance for implementing the controls found in ISO 27001. ISO 27017 controls address cloud-specific concerns and detail the responsibilities of cloud service customers and cloud service providers, two categories into which Axon alternately falls depending on the specific control.
- ISO/IEC 27018:2019 Certified - The ISO/IEC 27018:2019 certificate validates that Axon has implemented the internationally recognized control objectives, controls, and guidelines related to the protection of Personally Identifiable Information (PII) in accordance with the privacy principles in ISO/IEC 29100 for a cloud computing environment.
- CJIS Compliant - Axon Evidence was designed and is operated to ensure that it is compliant with the FBI CJIS Security Policy. Customers can be assured that their digital data is protected by a robust information security program that is designed to exceed the CJIS security requirements as well as provide protection against current and emerging threats.

  Axon acknowledges and abides by all aspects of the CJIS Security Addendum, and we are contractually committed to meeting CJIS, as the CJIS Security Addendum is included by reference into the Axon Master Services and Purchasing Agreement.

  Axon's CJIS compliance status has been validated independently by CJIS ACE and the underlying security program is audited on at least an annual basis by an additional third party as part of Axon's ISO 27001 program.

- CALEA Standard 17.5.4 Compliant - Axon Evidence is aligned with the Commission on Accreditation for Law Enforcement Agencies (CALEA) standard related to Electronic Data Storage in the context of utilizing a service provider (17.5.4). Determining conformity with CALEA standards is a requirement for customers to make individually.
- HIPAA and HITECH - Axon has implemented safeguards to adequately protect Protected Health Information (PHI) that may be captured by Axon products and stored in Axon Evidence. Axon can enter into Business Associate Agreements

with customers who are covered entities or business associates under HIPAA and expect PHI to be processed or stored within Axon Evidence.

- AICPA SOC 2 Type 2* Reporting & SOC 3 Report - Axon Cloud Services and the Axon AI Training Center have achieved AICPA SOC 2 Type 2 reporting. Axon's SOC 2 audit gauges the effectiveness of the services based on the AICPA Trust Service Principles and Criteria, as well as the Cloud Security Alliance Cloud Controls Matrix†, FBI Criminal Justice Information Services Security Policy, and the UK National Cyber Security Centre Cloud Security Principles†. The Axon SOC 2+ reports include a comprehensive description of the Axon Cloud Services and AI Training Center environments in addition to an assessment of the fairness of Axon's description of its controls. The SOC 2+ evaluates whether controls are designed appropriately, were in operation on a specified date, and were operating effectively over a specified time period. Axon is audited annually by independent third-party auditors against the SOC criteria and additional frameworks listed above.

  For organizations who need assurance over the security, availability, and confidentiality of Axon Cloud Services, but do not need a detailed system description or comprehensive list of system controls, Axon also makes available a SOC 3 report. This report is provided by the third-party auditing firm and is intended as an summary of the audit engagement, and consists of the independent service auditor's report, an assertion of Axon management, brief system description, and an overview of the applicable service commitments selected for the audit. A copy of Axon's SOC 3 report can be found here.

  † Criteria apply to Axon Cloud Services only.

*Please note that sharing SOC+2 report results requires an executed non-disclosure agreement between Axon and CGPD.

- Cloud Security Alliance - CSA STAR Attestation (Level Two) - Axon has been awarded CSA STAR Attestation. STAR Attestation consists of a rigorous third-party independent assessment of Axon Evidence against the CSA's Cloud Controls Matrix (CCM). Detailed results of the STAR Attestation testing are included in the Axon SOC 2+ report.
- Cloud Security Alliance - CSA STAR Self-Assessment (Level One) - Axon's Cloud Security Alliance (CSA) Cloud Controls Matrix (CCM) response provides detailed information about how Axon fulfills the security, privacy, compliance, and risk management requirements defined in the CCM and Consensus Assessments Initiative Questionnaire (CAIQ) version 3.0.1.
- Accessibility Conformance Report - WCAG 2.0 & VPAT/Section 508 - Axon has created the Axon Evidence Accessibility Conformance Report for the purpose of assessing Axon Evidence compliance with the Web Content Accessibility Guidelines (WCAG) 2.0. The report covers the degree of conformance for WCAG 2.0 and U.S. Section 508 Standards.
- Federal Risk And Authorization Management Program (FEDRAMP) - Axon has achieved a FedRAMP Joint Authorization Board (JAB) Provisional Authority to Operate (P-ATO) at the Moderate Impact Level. The authorization confirms that Axon Evidence has been reviewed and approved by the Departments of Defense and Homeland Security, and the General Services Administration. This enables

the US Federal community to streamline their own authorization processes of Axon Evidence. Axon's FedRAMP authorization is for the US Federal Region of Axon Evidence. Axon has achieved a FedRAMP Joint Authorization Board (JAB) Provisional Authority to Operate (P-ATO) at the Moderate Impact Level.

MANUFACTURING

- **ISO 9001** – Axon is accredited to design, develop, manufacture, distribute, and provide services for public safety solutions including, but not limited to digital video recorders and accessories used in the law enforcement industry. These products and services are manufactured and supported according to ISO standards.

FL BUSINESS LICENSES

Axon Enterprise, Inc. is registered to do business in the State of Florida Please see Appendix A.

2. **Describe the Proposer's relevant knowledge and experience in providing the services described in the "Scope of Services" to public sector agencies similar in size to the City of Coral Gables including the two (2) most recent BWC project implementations.**

In addition to the references provided below, the following Florida Law Enforcement agencies are current Axon customers. Axon performed installation and deployment of the hardware and software.

- Pinellas County Sheriff's Office - Pinellas County Sheriff's Office purchased Axon's Officer Safety Plan 7+ bundle which includes the following devices and services: Axon Body 3, Professional Axon Evidence Licenses, Unlimited Axon Evidence Storage, Axon Respond for Devices+, Axon Evidence Third Party Storage and Support, Axon Evidence Viewer Licenses, Axon Records, Axon Performance, Redaction Assistant, Citizen for Communities, Axon Auto-Tagging, TASER 7 Certification, Axon Signal Sidearm, Channel Services.
- Pinellas Park Police Department - Pinellas Park Police Department purchased Axon's Officer Safety Plan 7+ bundle which includes the following devices and services: Axon Body 3, Professional Axon Evidence Licenses, Unlimited Axon Evidence Storage, Axon Respond for Devices+, Axon Evidence Third Party Storage and Support, Axon Evidence Viewer Licenses, Axon Records, Axon Performance, Redaction Assistant, Citizen for Communities, Axon Auto-Tagging, TASER 7 Certification, Axon Signal Sidearm, Channel Services.
- Broward County Sheriff's Office - Axon provides hardware, software, and professional services for body-worn cameras and in-car camera systems (1,600 body-worn cameras on a 2 camera to 1 officer workflow and Axon Fleet 3 for all DUI Task Force vehicles).

- Hillsborough County Sheriff's Office - Hillsborough County Sheriff's Office purchased Axon's Officer Safety Plan 7+ bundle which includes the following devices and services - Axon Body 3, Professional Axon Evidence Licenses, Unlimited Axon Evidence Storage, Axon Respond for Devices+, Axon Evidence Third Party Storage and Support, Axon Evidence Viewer Licenses, Axon Records, Axon Performance, Redaction Assistant, Citizen for Communities, Axon Auto-Tagging, TASER 7 Certification, Axon Signal Sidearm, Channel Services. Axon performed installation and deployment of the hardware and software.
- Tampa Police Department - Tampa Police Department purchased Axon's Officer Safety Plan 7+ bundle which includes the following devices and services: Axon Body 3, Professional Axon Evidence Licenses, Unlimited Axon Evidence Storage, Axon Respond for Devices+, Axon Evidence Third Party Storage and Support, Axon Evidence Viewer Licenses, Axon Records, Axon Performance, Redaction Assistant, Citizen for Communities, Axon Auto-Tagging, TASER 7 Certification, Axon Signal Sidearm, Channel Services.
- North Port Police Department - North Port Police Department purchased Axon's Officer Safety Plan 7+ bundle which includes the following devices and services: Axon Body 3, Professional Axon Evidence Licenses, Unlimited Axon Evidence Storage, Axon Respond for Devices+, Axon Evidence Third Party Storage and Support, Axon Evidence Viewer Licenses, Axon Records, Axon Performance, Redaction Assistant, Citizen for Communities, Axon Auto-Tagging, TASER 7 Certification, Axon Signal Sidearm, Channel Services.
- Oviedo Police Department - Oviedo Police Department purchased Axon's Officer Safety Plan 7 bundle which includes the following devices and services: Axon Body 3, Professional Axon Evidence Licenses, Unlimited Axon Evidence Storage, Axon Respond for Devices, Axon Evidence Third Party Storage, Axon Evidence Viewer Licenses, TASER 7 Certification, Axon Signal Sidearm.
- Sunrise Police Department - Axon provided hardware, software, and professional services for body-worn cameras and TASER energy weapons (192 Axon Body 3 cameras with Axon Respond for Devices and Auto Tagging; 192 TASER 7 energy weapons).

OUR EXPERIENCE ACROSS THE GLOBE

Axon is dedicated to providing hardware and software solutions to law enforcement agencies throughout the nation and is proud to work with the following clients to implement the technology used to help increase workflow efficiencies, reduce incidents, and protect the truth. Our largest BWC and DEMS customers include:

- London's Metropolitan Police Service is one of the largest police forces in the world. It has around 31,000 officers, 1,400 Police Community Support Officers (PCSOs), and 2,600 volunteer officers in its Special Constabulary working across 620 square miles and protecting 7.2 million people. The Metropolitan Police Service is the largest Axon body-worn customer in the world, with 42,000 cameras deployed.

- **Victoria Police in Australia** provides policing services to the Victorian community across 54 Police Service Areas, within 21 divisions and four regions, serving over 5.9 million people. More than 9,900 Victoria Police officers are currently utilizing Axon body-worn cameras.
- **The Los Angeles Police Department** is the largest user of Axon body-worn camera technology in the United States, with over 7,500 cameras deployed. The LAPD is comprised of nearly 10,000 sworn officers, serving 468 square miles.
- Charlotte-Mecklenburg, NC Police Department
- Fort Worth, TX Police Department
- Dallas, TX Police Department
- San Diego, CA Police Department
- Baltimore City, MD Police Department
- Baltimore County, MD Police Department
- Memphis, TN Police Department
- Washington, DC Metropolitan Police Department
- Denver, CO Police Department
- Cincinnati, OH Police Department
- Atlanta, GA Police Department

1) MIAMI BEACH, FL POLICE DEPARTMENT

- 1100 Washington Ave Miami Beach, FL 33139
  Paul Acosta, 305-673-7776, paulacosta@miamibeachFL.gov
- Customer since 2011
- Total Contracted Amount: $6.1 Million
- Services Provided:
  - TASERs
  - Digital Evidence Management Solution
  - Body Worn Cameras
  - Interview Room Solution
  - Axon Air (drones)

2) OCOEE, FL POLICE DEPARTMENT

- 646 Ocoee Commerce Pkwy, Ocoee, FL 34761
- Chief Saina Plasencia, 407-554-7223, splasencia@ocoee.org
- Customer since 2013
- Total Contracted Amount: $2.5 Million
- Services Provided:
  - TASERs
  - Digital Evidence Management
  - Body Worn Cameras
  - Axon Fleet In-car Cameras

3) DORAL, FL POLICE DEPARTMENT

- 6100 NW 99th AveDoral, FL 33178
- Joaquin Garcia-Tunon , joaquin.garcia-tunon@doralpd.com, 305-593-6699 ext. 2118
- Customer since 2013
- Contract Amount $2.2 Million
- Services Provided:
  - Body Worn Cameras
  - TASERs
  - Digital Evidence Management

3. **Provide Secure Financial Strength Rating from AM Best, with a minimum of A-, XIV.**

AM Best is a credit rating agency focused exclusively on the worldwide insurance industry. Axon's D&B credit rating is 5A2.

Axon is a publicly-traded company; all financial information is available at investor.axon.com. Axon's NASDAQ stock ticker symbol is AXON. https://investor.axon.com/financials/sec-filings/default.aspx.

4. **Proposer will be required to submit financial statements for each of their last two (2) complete fiscal years within five (5) calendar days, upon written request. Such statements should include, at a minimum, balance sheets (statements of financial position) and statements of profit and loss (statement of net income). Statements shall be certified by an independent Certified Public Accountant.**

Axon will submit financial statements for each of their last two (2) complete fiscal years within five (5) calendar days, upon written request. Axon is a publicly-traded company; all financial information is available at investor.axon.com. Axon's NASDAQ stock ticker symbol is AXON. https://investor.axon.com/financials/sec-filings/default.aspx.

NET SALES

- Net sales were $863 million and $681 million for the years ended December 31, 2021, and 2020, respectively, an increase of $182 million.
- Net sales were $681 million and $530 million for the years ended December 31, 2020, and 2019, respectively, an increase of $151 million.

NET INCOME

- Our net income decreased by $60.0 million for the year ended December 31, 2021, compared to net income of $1.7 million in 2020. Net loss per basic and diluted share was $0.19 for 2021, compared to net income per basic and diluted share of $0.03 for 2020.
- Our net income decreased by $1.7 million for the year ended December 31, 2020, compared to net income of $0.9 million in 2019. Net loss per basic and diluted share was $0.03 for 2020, compared to net income per basic and diluted share of $0.01 for 2019.

EXPERIENCE AND QUALIFICATIONS OF KEY PERSONNEL

Provide a summary of the qualifications, copy of applicable licenses/certifications, and experience of all proposed key personnel. Include detailed resumes (listing experience, education, licenses/certifications) for your proposed key personnel and specify the role and responsibilities of each team member in providing the services outlined in the RFP. Provide an organizational chart of all key personnel that will be used. For each key team member, please describe the experience in providing the services solicited herein.

Axon acknowledges and abides by all aspects of the CJIS Security Addendum. CJIS Security Addendum Certification pages are maintained for each authorized Axon employee and are available to customers. Authorized Axon employees are available for state of residence and national fingerprint-based record checks at either the state or local level and are available to complete state-specific security awareness training. Additionally, Axon adheres to the audit requirements of the FBI CJIS Security Policy.

ROLES OF AXON PERSONNEL

SHAWN SPENCER / PROFESSIONAL SERVICES MANAGER

(PRE-PLANNING AND IMPLEMENTATION)

Shawn will work alongside CGPD to develop a project schedule and go-live checklist for your deployment of Axon cameras and docks, as well as assisting with Axon Evidence account configuration and set up. He will ensure that all integrations, configurations, and training are completed or scheduled prior to deployment. He will also assist with all aspects of your project training. If requested, Axon will align user training with officer shift schedules to minimize disruption in CGPD's daily functions. Other tasks, including equipment configurations, consultative implementation services, and administrative training will be facilitated by Shawn.

PRE-PLANNING & IMPLEMENTATION

SHAWN SPENCER
PROFESSIONAL SERVICES MANAGER

KATIE NORRIS / CUSTOMER SUCCESS MANAGER

(POST IMPLEMENTATION / ONGOING SUPPORT)

Whenever you purchase an Axon product, we want to ensure that it's easy to use and providing value to your agency. That's why we assign our customers a single point of contact to ensure you always have the tools and information you need.

POST-DEPLOYMENT

KATIE NORRIS
CUSTOMER SUCCESS MANAGER

After your initial deployment of Axon products, a Customer Success Manager (CSM) will be assigned to your account for the remainder of your contract. Your CSM's goal is to support your day-to-day needs, educate you on Axon's products, and ultimately, to ensure that you are receiving the full value from your Axon investment.

More specifically, your CSM will:

- Serve a single point of contact to answer day-to-day questions for your agency's administrative team
- Keep you updated on all Axon developments
- Monitor shipments, as needed
- Connect you with other Axon teams, such as Technical Support or Professional Services, when necessary
- Ensure that you are using best practices within Axon Evidence
- Coordinate TAP refreshment orders
- Communicate your product feedback to appropriate teams within Axon
- Facilitate customer "health check" meetings

SHAWN SPENCER

/PROFESSIONAL SERVICES MANAGER

Shawn Spencer, Professional Services Manager, joined Axon in 2003 as a Customer Service Representative. Through dedication and exceptional performance, Shawn has since advanced to the roles of Regional Sales Manager, Senior Regional Sales Manager, and currently Professional Services Manager.

Shawn worked as a Regional Manager for thirteen years, where he covered eight states and helped increase the market penetration of TASER energy weapons from just over 1,700 agencies worldwide to over 18,000 agencies during that time. Now, as a Professional Services Manager, he works closely alongside agency personnel for the duration of Axon implementation projects, from planning to deployment.

Shawn has worked with more than 200 agencies in his tenure with Axon, on projects of varying size and complexity, across the country. He has been integral to deployments of up to 3,000 Axon body-worn cameras and their accompanying Axon digital evidence management systems. Notably, Shawn managed the Axon implementation projects successfully for Alabama State Police and Chattanooga PD.

Shawn is a highly skilled and proven expert in Axon products, TASER energy weapons, project management, and training, regularly exceeding customer expectations. He diligently applies best practices in project issue tracking and collaboration to minimize challenges and risks. Shawn promotes clear and continuous communication with agency project teams to ensure he readily addresses any concerns, accomplishes project milestones, and tailors training programs to the customer's needs to deliver their optimal Axon solution. Agencies implemented in the past 12 months:

- Gulfport PD
- Arlington Heights PD
- West Haven PD
- Little Rock PD
- Lexington PD
- Jonesboro PD
- Dothan PD
- Indian River County SO
- St Johns Co
- Tallahassee PD
- St Augustine PD
- Volusia County

CLIENT REFERENCES

- Gulfport, MS PD, Sergeant Bruce Archebelle, barchebelle@gulfport-ms.gov
- Arlington Heights, IL PD, Commander Andrew Flentge, aflentge@vah.com
- West Haven, CT PD, Captain Joseph Romano, jromano@whpd.com

Shawn Spencer

Professional Services Manager

480.326.5378
shawn@axon.com

Professional Profile

- Self-starter that learns and adapts quickly to be able to assume any role; able to grasp current sales objectives and products and formulate a business plan to achieve said company goals and objectives
- Goal oriented; creative problem solver, able to think outside the box to resolve situations
- Team player, motivator, identifies what is key to success for customer

Professional Experience

Axon Enterprise, Scottsdale, AZ **3/2003 – Present**
Professional Services Manager

- Providing subject matter expertise to Law Enforcement agencies in regards to their on-officer camera program and TASER CEW programs
- Provide recommendations and best practices for the development of TASER AXON and CEW programs
- Trusted advisor to Law Enforcement agencies, visit operational environments to conduct trainings and implement best practices
- Provide ongoing support and technical services to resolve issues related to TASER AXON and CEW products

Axon Enterprise, Scottsdale, AZ
Senior Regional Manager

- Responsible for sales and maintenance of Southern US Region (OK, TX, AR, LA, MS, AL, KY, TN), increased sales an average of 20% each year and recorded largest ever single sale for company
- Performed numerous customer service visits to give product demonstrations and promote sales as well as resolve customer issues to regain their confidence and belief in the company and its products
- Attended many trade shows and sponsorships to promote sales as well as being an ambassador for the company
- Responsible for managing and working with product distributors to further sales as well as provide the best possible customer service for the company's products
- Performed various media interviews on a variety of topics related to our current products

Axon Enterprise, Scottsdale, AZ
Customer Service Representative

- Responsible for answering phones and fulfilling customer requests to promote sales and deliver top quality customer service
- Performed job duties of trade show manager by planning and organizing various trade shows and conference sponsorships
- Responsible for reviewing use of force reports and then calling and discussing any reports that were returned with a non-satisfactory result

Restaurants of America **2000 – 2003**

Assistant Manager

- Tasked with overseeing the day to day operations by following the company guidelines to promote business and customer service
- Lead 15 to 20 employees on a daily basis to make sure they performed according to company guidelines to also promote sales and customer service
- Awarded catering coordinator position to make sure each event was planned out and executed according to the customer's expectations
- Responsible for maintaining the company's food costs and keeping them within the designated range in order to increase profitability as well as keep the store on track to achieve their quarterly bonus

Additional Skills

Completed Baker Communications "Essential Sales and Negotiations" training

Contact

www.linkedin.com/in/ksnorris (LinkedIn)

Top Skills

Customer Relationship Management (CRM)
Instructional Design
Strategic Planning

Languages

Spanish
Italian
French

Certifications

Customer Advocacy
A Design Thinking Approach to Putting the Customer First

Honors-Awards

Forty Under 40 Honoree

Katie Norris

SaaS Client Management | Customer Success | Training and Development
Charleston

Summary

I am a believer in solutions-based strategies for customer success. I see my role as equal parts teacher, confidante, and advocate for clients as they navigate from new to novice, to expert software user. As an effective communicator who thinks on her feet, I am able to respond to questions in real time and explain complex concepts to clients in terms they can understand. Whether a client requires immediate intervention or long-range planning for success, I am excited to tackle the problem and emerge with a solution.

Experience

Axon
Customer Success Manager
May 2021 - Present (11 months)
United States

Engage with customers through regular calls, business reviews, and daily needs
Monitor and manage adoption metrics to ensure customers are utilizing the full Axon platform
Create success plans for customers and document customer progress toward established goals and results
Manage escalations closely, acting as the quarterback for all critical issues and ensuring multiple internal teams are aligned
Communicating major milestones and updates to Sr. Leadership on a regular basis
Work closely with Axon’s marketing and training teams to conduct regular training webinars and calls
Develop a deep understanding of Axon’s product line and ensure proper implementation in every customer’s environment
Learn and share industry best practices in order to solve customer needs

Charityproud

4 years 11 months

Senior Client Account Manager
July 2020 - May 2021 (11 months)
Charleston, South Carolina Metropolitan Area

Lead company's instructional design and thought leadership initiatives including help documentation, monthly client webinars, client tutorials, and contributions to company blog
Collaborate with other account managers to execute their client success plans and account rescue efforts
Strengthen relationships with clients as a trusted advisor who is dedicated to their overall satisfaction and organizational success
Implement software and develop success plans for new clients
Act as first line of support for client support needs via email, phone, or web meeting
Investigate client issues, which may be complex, and develop response strategies
Anticipate challenges and mitigate risks through check-in calls, trouble tickets, and escalations when required
Identify opportunities for business process improvements

Client Account Manager
July 2016 - July 2020 (4 years 1 month)
Charleston, South Carolina Area

Cultivate and maintain strong relationships with organizational stakeholders at client organizations in assigned portfolio
Implement software and develop success plans for new clients
Act as first line of support for client support needs via email, phone, or web meeting
Investigate client issues, which may be complex, and develop response strategies
Anticipate challenges and mitigate risks through check-in calls, trouble tickets, and escalations when required
Conduct rescue calls for at-risk clients
Drive renewals through overall client satisfaction
Contribute to client support documentation and learning resources

Sea Island Habitat for Humanity
Contract Consultant
January 2016 - July 2016 (7 months)
Johns Island, SC

Designed and executed logistics for large-scale fundraising events

Developed and implemented systems and initiatives for volunteer program, including: intake, orientation, retention and stewardship

Created social media strategy and workflow for development and communications programs

Charleston Habitat for Humanity

Director of Development

April 2014 - January 2016 (1 year 10 months)

Charleston, South Carolina Area

Developed and executed annual fundraising plan

Solicited financial support from individuals, foundations and corporations

Administered donor management database

Cultivated donor prospects to expand existing donor base

Developed cohesive brand identity and social media strategy

Oversaw the design and created content for organization's website

Designed concept and logistics for special events and managed support staff and volunteers responsible for logistics execution

Self-Employed

Consultant, Brand Development and Social Media Strategy

June 2012 - April 2014 (1 year 11 months)

Identified market opportunity and work with contracted clients to generate comprehensive marketing plans

Created specific brand identities with clients, implementing a dynamic marketing approach that focuses on strategic utilization of social media and web analytics

Cultivated fledgling brands by making connections with local business partners and supervising graphic design and implementation of web presence

Developed marketing materials for online and print release

Middleton Place Foundation

Director of Public Programming

July 2010 - June 2012 (2 years)

Responsible for all educational initiatives of Middleton Place Foundation

Supervised volunteer program comprised of 300+ volunteers

Developed and implemented new training materials and continuing education programs for volunteers

Worked collaboratively to manage public events

Worked in cooperation with Director of Development to cultivate membership

Promoted Middleton Place through public appearances

Created content for social media, press releases, donor solicitations, and organization publications

Education

Furman University

BA, History, Women and Gender Studies · (2002 - 2006)

FULL-SERVICE PROFESSIONAL SERVICES PACKAGE

The full-service package includes advanced remote project planning, configuration support, up to four (4) consecutive days of on-site service, and a professional services manager to work with the CGPD to assess deployment needs and determine which on-site services are appropriate.

FULL-SERVICE PACKAGE

SYSTEM SET UP AND CONFIGURATION

- Instructor-led setup of Axon View on smartphones (if applicable)
- Configure categories and custom roles based on CGPD need
- Register cameras to CGPD's domain
- Troubleshoot IT issues with Axon Evidence and Axon Dock (Dock) access
- One on-site session included

DOCK CONFIGURATION

- Work with CGPD to decide the ideal location of Docks and set Dock configurations
- Authenticate Dock with Axon Evidence using admin credentials from CGPD
- On-site assistance, not to include physical mounting of Docks

BEST PRACTICE IMPLEMENTATION PLANNING SESSION

- Provide considerations for the establishment of video policy and system operations best practices based on Axon's observations from other agencies
- Discuss the importance of entering metadata in the field for organization purposes and other best practices for digital data management
- Provide referrals of other agencies that use Axon camera devices and Axon Evidence
- Recommend rollout plan based on review of shift schedules

SYSTEM ADMIN AND TROUBLESHOOTING TRAINING SESSIONS

- Step-by-step explanation and assistance for CGPD's configuration of security, roles and permissions, categories and retention, and other specific settings for Axon Evidence

AXON INSTRUCTOR TRAINING (TRAIN THE TRAINER)

- Training for CGPD's in-house instructors who can support CGPD's Axon camera and Axon Evidence training needs after Axon has fulfilled our contractual on-site obligations

EVIDENCE SHARING TRAINING

- Tailored workflow instruction for investigative units on sharing cases and evidence with local prosecuting agencies

FULL-SERVICE PACKAGE
END USER GO-LIVE TRAINING AND SUPPORT SESSIONS ▸ Assistance with device set up and configuration ▸ Training on device use, Axon Evidence
IMPLEMENTATION DOCUMENT PACKET ▸ Axon Evidence administrator guides, camera implementation guides, network setup guide, sample policies, and categories and roles guide
POST GO-LIVE REVIEW

a. Proposers must identify all sub-contractors who will be used to provide the services outline in this RFP.

Not applicable.

SUBMITTAL III: PROJECT UNDERSTANDING, PROPOSED APPROACH AND METHODOLOGY

1) **Describe in detail, your understanding, approach and methodology to perform the services solicited herein. Include detailed information, as applicable, which addresses, but need not be limited to: understanding of the RFP scope and requirements, implementation plan, strategies for assuring assigned work is completed on time and communication with City staff. Indicate how the Proposer intends to positively and innovatively work with the City in providing the services outlined in this RFP.**

Axon's project team consists of individuals with experience in the law enforcement field, as well as experience supporting your partners worldwide. The extensive experience of our Professional Services Organization (PSO) has led us to develop Axon's Project Management Methodology (PMM). PMM provides a series of roadmaps for personnel to navigate toward a common set of goals as well as project tracking, risk, problem, communication, quality, and change management processes and tools that are key to the successful management of information technology projects. During the implementation kick-off, the Axon project manager will tailor the methodology to align with the specific objectives and requirements of the client. The resulting concepts, tools, and techniques will be shared with each member of the team. This provides the structure, focus, and discipline to successfully deliver a project of any size and complexity.

The key to the PMM's success is its use of continuous quality management, which includes two levels of quality assurance throughout the project. First is the quality assurance of project deliverables. Our project managers are responsible for verifying that each project deliverable meets the requirements of the contract and that the appropriate reviews/inspections are performed by the agency. Most importantly, our project manager will confirm that any issues are addressed in a timely and appropriate manner. The second level of quality assurance is periodic project reviews. These reviews measure compliance to sound project management practices as defined by the PMM.

In addition to our project managers, we also employ experienced professional services coordinators who are responsible for managing our staff resources assigned to projects and coordinating timelines with the agency's dedicated project manager.

The following four basic objectives are the cornerstones we use to manage and measure a successful project.

- **HIGH-QUALITY WORK** – Deliver high-quality end products, address business objectives, and meet end-user requirements.
- **ON-TIME DELIVERY** – Complete deliverables on schedule and within budget.
- **EFFECTIVE COMMUNICATION** – Maintain timely and accurate communication to project participants throughout the entire project.
- **EFFICIENT MANAGEMENT** – Identify potential problems before they develop and initiate appropriate corrective action.

RISK MANAGEMENT

Axon has a structured and coherent approach to identifying, assessing, and managing risk. The main document for recording and Managing Risk is the Risk/Issue Log controlled by the Project Manager. Updates to the Risk/Issue log will occur during three distinct times and be recorded following a risk assessment and amended following developments or actions taken.

1. As risk is identified by an individual
2. Weekly project team meetings
3. Monthly project meetings

The downgrading or removal of risks identified will only happen following approval from CGPD and Axon Project Managers. Elements which will be captured in the Risk/Issue log include:

- High-level description
- Detailed description
- Estimated impact level (high, medium, low)
- Originator
- Action Owners
- Mitigation Plan
- Contingency Plan
- Date opened
- Date closed
- Notes

SAMPLE RISKS AND ISSUES TRACKER

Risks and Issues Tracker

Serial	Description	Probability	Impact	Effect on Project	Owner	Risk Reduction Actions	Triggers & Actions
1	<<clientShort>> infrastructure not sufficient to support implementation	Low	High	Project cannot progress to live status. Delay to completion	<<clientShort>>	Site Survey with Axon and <<clientShort>> at earliest opportunity to each site to gain detailed requirements plan	Trigger: Site Survey Action: Bandwidth check
2	Pre-deployment requirements not finalized allowing for installation to be completed	Medium	Medium	Installation delayed Training suite delayed Go Live Delayed	<<clientShort>>	Requirments for Hardware and Video Management Solution finalized asap for 1st installation	Trigger: Production and Training Timeline Action: Axon to provide timeline to establish cutoff date
3	Dock connection issues with Evidence.com	Medium	Medium	Training suite delayed Go Live Delayed	<<clientShort>>	<<clientShort>> IT team to investigate internal firewall settings	Trigger: Production and Training Timeline Action: Axon to provide Whitelist support
4	Equipment delivery delay	Low	High	Hardware not available when required	Axon	<<clientShort>> to issue PO to Axon at least 4 weeks in advance of desired delivery date	Trigger: Kickoff Meeting and confirmed requirements Action: Collaboration with <<clientShort>> for confirmation ASAP

LESSONS LEARNED

Axon has extensive experience documenting and capturing lessons-learned over the past 10 years of agency deployments. After major deployments, the project management team will compile feedback from customers, as well as internal team members on the project, with the aim of continued improvement. We recognize the valuable knowledge that can be gained from conducting each client project. Our strategy is to focus on positives, with the idea of repeating these positive aspects, as well as negatives, to avoid repeating mistakes. This tool allows stakeholders to share ideas for improving work processes and helps improve management decision making and performance through every phase of future projects.

PROJECT LESSONS-LEARNED CHECKLIST

Project Name:	
Prepared by:	
Date (MM/DD/YYYY):	

#	Lesson Learned	Yes	No	N/A	Impact Low 1	2	3	4	High 5
Project Planning									
1.	Business Objectives were specific, measurable, attainable, results-focused and time-limited								
2.	Product concept was appropriate to Business Objectives								
3.	Project Plan and Schedule were well-documented, with appropriate structure and detail								
4.	Project Schedule encompassed all aspects of the project								
5.	Tasks were defined adequately								
6.	Stakeholders (e.g., Sponsor, Customer) had appropriate input into the project planning process								
7.	Requirements were gathered to sufficient detail								
8.	End of Phase Criteria were clear for all project phases								
9.	Project Plan had buy-in from the stakeholders								
10.	Stakeholders had easy access to Project Plan and Schedule								
Project Execution and Delivery									
11.	Changes in direction that did occur were of manageable frequency and magnitude								

#	Lesson Learned	Yes	No	N/A	Impact				
					Low				High
					1	2	3	4	5
12.	Project baselines (Scope, Time, Quality) were well-managed (e.g., changed through a formal Change Control Process)								
13.	Design changes were well-controlled								
14.	Basic project management processes (e.g., Risk Management, Issue Management) were adequate								
15.	Project tracked progress against baselines and reported accurate status								
16.	Stakeholders were satisfied with the information they received								
17.	The project had adequate Quality Control								
18.	Risks were manageable								
Human Factors									
19.	Project Manager reported to the appropriate part of the organization								
20.	Project Manager was effective								
21.	Project Team was properly organized and staffed								
22.	Project team worked effectively on project goals								
23.	There was good communication within the Project Team								
24.	Management gave this project adequate attention and time								
25.	Resources were not over-committed								
26.	Resources were consistently committed to project aims								
27.	Functional areas cooperated well								
28.	Authority and accountability were well defined and public								
Overall									

#	Lesson Learned	Yes	No	N/A	Impact				
					Low				High
					1	2	3	4	5
29.	Initial schedule estimates were accurate								
30.	Product was delivered within amended schedule								
31.	Overall Change Control was effective								
32.	Technology chosen was appropriate								
33.	The project was a technological success								
34.	Customer's needs/requirements were met								
35.	Customer was satisfied with the product								
36.	Project Objectives were met								
37.	Business Objectives were met								

Project Lessons-Learned Checklist – Agreement Form / Signatures			
Project Name:			
Project Manager:			
I have reviewed the information contained in this Project Lessons-Learned Checklist and agree:			
Name	Title	Signature	Date (MM/DD/YYYY)

The signatures above indicate an understanding of the purpose and content of this document by those signing it. By signing this document, they agree to this as the formal Project Lessons-Learned Checklist.

ABILITY TO QUICKLY DEPLOY CAMERAS

The Axon solution is distinctive in that it is a true Software as a service (SaaS) offering, which does not require any proprietary software or system architecture. The SaaS application combined with the hardware manufacturing capabilities offers CGPD the most adaptive and responsive deployment options.

Axon is the sole provider of our product lines; everything from manufacturing to software development, to deployment and training is conducted in-house. We are uniquely suited to provide a solution within your desired timeline.

- **SUPPLY** – As the sole manufacturer of Axon cameras and related accessories, we have substantial resources to manage the supply of cameras for this project, including scaling production. Our manufacturing staff operates four days a week and manufacturing staff are available to support full-time operation without the need to engage outside production resources.
- **DEPLOYMENT** – Axon has developed several tools to aid in the rapid deployment of large Axon programs. User and device ingestion can be accomplished with bulk .csv files. Because Axon Evidence is a cloud-based service, configuration occurs within hours and applies across the agency. We've also created a mobile application that registers and assigns cameras to end users with a simple NFC 'tap', saving many hours of initial set-up and deployment.
- **STAFFING** – Axon will assign a dedicated project manager who will be responsible for coordinating planning and executing tasks within pre-determined deadlines. Our standard approach to deployment includes a train-the-trainer track so that large agencies will have in-house resources to accommodate program growth or attrition. Axon employs contingent implementation consultants who can be called upon to assist with peak demand or the need to accelerate large deployments.
- **CONFIGURATION** – Configurations are simple and intuitive. The only hardware configuration involves the Axon Docks. The docks are configured to offload securely to your Axon Evidence account, this process is handled by the experienced implementation team who are highly skilled in managing these quickly. Once CGPD has your body-worn camera policies in place, the backend system, Axon Evidence, can be configured to reflect them. Administrative tasks such as creating user roles, evidence categories, and retention periods are quick and simple.

POSITIVE AND INNOVATIVE IMPLEMENTATION

Our extensive experience allows us to anticipate potential risks and to take corrective actions early so that project scope, schedule, and budget are not impacted. Axon will provide CGPD with a team of experienced professionals to ensure a successful deployment of Axon cameras. We will work closely with CGPD's project manager to align resources and accomplish the tasks necessary for an efficient deployment and training process. In our experience, successful programs are spearheaded by someone with a passion for technology who will promote and stimulate correct and innovative use of the technology.

The most successful BWC programs are extensively planned before deployment. Your agency's program can be as creative and ambitious as you wish with the features of Axon Body 3 and Axon Evidence, our digital evidence management system. Experience with past camera deployments and beta Axon Body 3 rollouts indicates that phased programs tend to have the most success, as they allow for agency and region-specific decision points to emerge and be addressed throughout the duration of the deployment.

REAL-LIFE EXAMPLES

Body cameras have been successfully implemented by thousands of agencies nationwide, with a number of agencies and law enforcement groups sharing policy guidelines and considerations for successful programs. Axon continues to work with partner agencies, we will share additional resources as they emerge (e.g., sample policies from other agencies, or recommendations from organizations outside of law enforcement). Example projects demonstrating positive deployment experiences and use of innovative strategies are provided below.

WEST MIDLANDS POLICE, UK

West Midlands Police (WMP) is the third largest police force in the UK with 7,600 officers. After conducting a one-year trial, the WMP was convinced of the quality of Axon's cloud solution and integrated body-worn camera hardware. The WMP project team included IT and procurement stakeholders, as well as police administrators and end-users. The project was part of a transformation towards an innovative police force applying the most modern techniques available.

The WMP deployed a total of 2,600 Axon body-worn cameras. Implementation of the first 400 cameras was finalized within 6 weeks due to a special request by WMP to support the financial goals of the force.

ALAMEDA COUNTY, CA SHERIFF'S OFFICE

In 2012, the Alameda County Sheriff's Office began looking for a partner to supply body-worn cameras, eventually selecting one of the industry's leading suppliers. Unfortunately, after deploying approximately 500 cameras, they began to encounter problems with both their hardware and software—making the challenge of integrating a new technology into day-to-day operations far more difficult for the agency. The Sheriff's Office decided it was time to test and evaluate seven other vendors, including Axon.

By making the switch to Axon body-worn cameras, the sheriff's office saved time, money, and a lot of headaches. And the customer service provided by Axon, helping the agency implement a new network of technology, made switching easy. Now, the Alameda County Sheriff's Office doesn't have to worry about the reliability of their technology. Instead, they can stay focused on protecting their community. Lt. Dan Brodie said *"[With Axon] the Sheriff's Office has had a partner in helping with purchase and implementation."*

SECTION 2. SCOPE OF SERVICES COMPLIANCE

2.1 PROJECT REQUIREMENTS/IMPLEMENTATION

The project includes the initial acquisition of approximately two hundred (200) self-contained cameras that will be worn on the outside of the officer's uniform. BWC's must utilize a backend IP based retrieval system available to multiple users. The offer must provide for a warranty for the equipment, outline the necessary maintenance, upgrades and repair services along with an estimated frequency schedule. Respondents may submit alternative solutions to the proposed system that will meet or exceed the capabilities described in the scope of services.

Axon's proposal includes 200 self-contained cameras, as well as mounts so the devoices can be worn on the outside of the officer's uniform. Axon Evidence is a cloud-based retrieval system, which can support an unlimited number of users, and will be the backend system for managing evidence.

WARRANTY

Axon warrants that our law enforcement hardware products are free from defects in workmanship and materials for a period of one (1) year from the date of receipt. Axon-manufactured accessories are covered under a limited ninety-day warranty from the date of receipt. Non-Axon manufactured accessories are covered under the manufacturer's warranty.

THE TECHNOLOGY ASSURANCE PLAN (TAP)

The Axon Technology Assurance Plan (TAP) for Axon body-worn cameras and docking stations includes Axon's extended warranty for the five-year contract term, spare cameras and mounts, and two camera and dock refreshes, at the two-and-a-half and five-year marks, free of charge.

Please see the Axon Master Services and Purchasing Agreement that outlines the full terms and conditions of the standard manufacturer warranty, extended warranty, and Technology Assurance Plan.

REFRESH PROCESS

Axon's dedicated Customer Support division tracks the Technology Assurance Plan (TAP) timelines for all subscribed agencies. When an agency is entitled to a hardware refresh under the TAP program, Axon will determine which hardware the agency is eligible to receive and contact the agency to coordinate the refreshment.

Axon will request that the agency sign a Certificate of Destruction (COD) or initiate a Return Material Authorization (RMA) process on the agency's behalf for the equipment Axon will replace, depending on the generation/model of the equipment. Then, Axon will ship the new hardware to the agency at no cost.

Axon is committed to proactively serving its customers. However, an agency may contact Axon Customer Support at any time to inquire about the initiation or progress of a TAP hardware refresh.

SOFTWARE AND FIRMWARE UPDATES

Axon releases Axon Evidence software upgrades on both a scheduled and nonscheduled basis as required. Axon will release a software update to Axon Evidence during a period of low traffic usage. Software upgrades are "pushed" to Axon Evidence and are immediately available to you as soon as you log on, eliminating the need to perform manual updates. Axon applies these upgrades remotely, so you don't have to worry about properly integrating or updating your systems.

The latest product features, enhancements and software updates, upgrades, patches and fixes, and firmware updates are included in the price of software licenses and as part of your investment in Axon Evidence.

Additional product features, enhancements, or upgrades that Axon advertises as separate add-on products may not be included.

PATCHES AND FIXES

Patches contain fixes to known issues reported by internal resources or by users at police agencies. There are no additional costs for any software patch or fix deployed. Patch deployment involves minimal or no downtime for the customer's solution.

BODY-WORN CAMERA HARDWARE OPERATING SYSTEM UPDATES

Operating system updates are released on an as-needed basis on average, every 2-3 months.

The Axon Body 3 Dock provides a network connection for Axon Body 3 cameras to Axon Evidence, so the cameras can upload evidence and download camera updates.

ROUTINE MAINTENANCE SCHEDULE

Routine maintenance is scheduled on the fourth Tuesday of each month at 21:00 - 22:00 PST.

RELEASE NOTES AND DOCUMENTATION

A detailed email is sent to system administrators when new releases, updates, or upgrades are made to Axon Evidence, software applications or Axon hardware.

The Release Notes page in Axon Evidence displays links to the release notes containing a summary of features and enhancements for the current and previous releases. The User Guides page displays links to guides that provide detailed information on Axon Evidence features. Release notes and user guides are in PDF format.

As updates and features are released, your customer success manager will troubleshoot all changes to ensure a successful experience for customers.

The equipment supplied must be of new manufacture (not used or demo units), best quality, and installed in accordance with approved recommendations of the manufacturer thereof and must conform to the equipment specifications outlined in this request.

All equipment provided to CGPD will be of new manufacture and conform to the equipment specifications outlined in this request.

Proposed Vendor must have provided BWC hardware, software, and services to other agencies in accordance with FBI/CJIS/FDLE requirements for a minimum of five (5) years.

Since 2012, Axon has developed and manufactured multiple generations of body-worn cameras, and currently supports more than 560,000 registered body-worn cameras worldwide.

The Axon platform of connected video recording, cloud, and mobile technologies is built around Axon Evidence, a CJIS-compliant, scalable, cloud-based system that centralizes all types of digital files. Axon Evidence has been operating at since 2009.

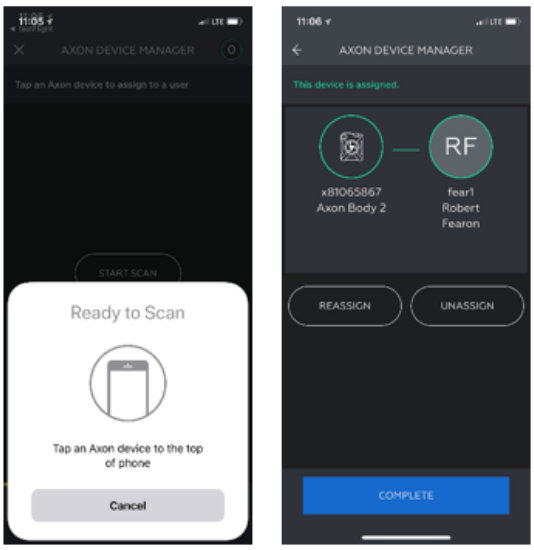
Proposed solution must provide for an all-encompassing turnkey solution that features redaction, transcription, auditing and all other aspects of digital evidence management in single pane of glass.

The Axon Evidence platform is unique in that it is a true Software as a Service (SaaS) offering and does not require any proprietary hardware, software, or system architecture. Axon Evidence is a central repository for digital evidence and enables cloud-based workflows for the management and sharing of data. The application is accessible via standard web browsers and features redaction, transcription, auditing and all other aspects of digital evidence management in single pane of glass.

Overall navigation of the system is guided by tabs at the top of the screen. All informational and functional components of the interface are clearly labeled throughout to guide users through powerful but simple workflows.

2.2 DEPLOYMENT REQUIREMENTS

2.2.1 The issuing of camera devices must be seamless and simple. The device should offer more than one solution for assignments.

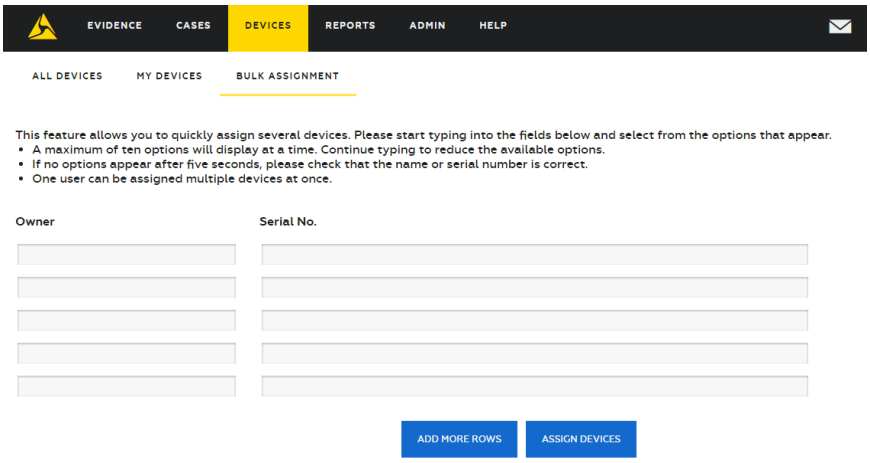


An administrator can assign body-worn devices to individuals using the unique serial number (device ID) of each camera. Officer information is not directly embedded into the video files encoded on the Axon camera; associations are made between an officer and the camera assigned to them. When files from the camera are ingested into Axon Evidence, they are automatically populated with metadata indicating to whom the camera belongs. The software will prompt the current user to change device assignment if different than the user currently assigned.

Axon recommends a policy for users to label their cameras for quick and easy identification at the beginning of each shift. While there is no dynamic visual indicator on the device itself to show the assigned officer, verification is possible using the Axon Device Manager mobile application, available for NFC-compatible iPhones and Android smartphones. The Axon Device Manager app allows an officer to tap their smartphone to a code physically printed on the camera to view the camera's assigned officer.

AXON EVIDENCE BULK ASSIGNMENT

Once logged into the Axon Evidence account, the administrator can bulk assign devices. Simply assign the owner name to the associated device's serial number and select "Assign Devices" once complete. When files from the camera are ingested into Axon Evidence, they are automatically populated with metadata indicating to whom the camera belongs.



EVIDENCE DEVICE MANAGER (LARGE DEPLOYMENT ASSISTANCE)

Designed for forces deploying hundreds or thousands of devices, Axon Device Manager simplifies the process. With Axon Device Manager, administrators can assign a device right in front of the user or double-check to make sure that the camera is assigned to the person to whom it is being handed.

With the application running, the administrator taps the back of the device running Axon Device Manager against the Axon camera and receives device type and serial number data. They then search for and selects an Axon Evidence user, completing the assignments in only a few seconds per camera.

2.3 – 2.8

Technical Requirements 2.3 – 2.8 from Section 2 of the RFP are addressed in the Technical Specification Checklist Form – Exhibit I, located in Submittal I, Section 9 on page 47-58.

2.7 DISASTER RECOVERY & SYSTEM ADMINISTRATION

a. The following are the minimum disaster recovery and system administration requirements for any proposed hosted solution:

2.7.1 Guaranteed Availability. The proposed solution must ensure the availability of video footage no less than 99.999% of the time.

Axon guarantees a minimum of 99.9% uptime for Axon Evidence. Apart from scheduled downtime, scheduled maintenance, and emergency maintenance, we will use commercially reasonable efforts to make Axon Evidence available 99.9% of the time 7 days per week on a 24-hour basis.

2.7.2 All primary servers and / or failover sites shall be located in the United States.

Axon will ensure that all content stored in Axon Evidence remains within data centers in the continental United States (including any backup data, replication sites, and disaster recovery sites).

2.7.3 The primary and secondary hosting locations should be in different regions of the United States, and the secondary location should be located outside the southeastern region of the United States or in a different region than the primary server if the primary server is not located in the Southeastern United States.

Each Axon Evidence region is spread across of multiple, isolated locations and all Axon Evidence application components are duplicated across all these locations for a fully redundant infrastructure.

Axon ensures that all Customer Content in Axon Cloud Services remains within the United States, including, without limitation, all backup data, replication sites, and disaster recovery sites.

REGION CODE	ECONOMIC AREA	3RD PARTY INFRASTRUCTURE SUB-PROCESSORS	DATA CENTER LOCATION(S)
AU	Southeast Asia	Microsoft Azure	Canberra, ACT
LA	South America	Microsoft Azure	Sao Paulo, Brazil & Texas, United States
CA	Canada	Microsoft Azure	Toronto, ON & Quebec City, QC
EU	European Union	Amazon Web Services	Ireland *Starting Q2 2021, new customers will not be added to this region
EUR	European Union	Microsoft Azure	Netherlands, Ireland
UK	United Kingdom	Microsoft Azure and Amazon Web Services	London, England & Cardiff, Wales
US	United States	Microsoft Azure and Amazon Web Services	Texas & Virginia, United States
US	United States (Federal Region)	Microsoft Azure	Texas & Virginia, United States
ENT	Global	Microsoft Azure	Washington & Wyoming, United States

2.7.4 If the Successful Proposer does not own and operate the primary or secondary hosting site(s), then the Successful Proposer should provide all required documentation and references for this subcontracted service and identify all resources accordingly.

Data centers offer world-class security, system protection, employ backup power, climate control, alarms, and seismic bracing. All data and systems are stored in the United States and are replicated between two data centers. Axon has implemented a comprehensive business continuity plan (BCP) to ensure the ongoing operation of Axon services in the event of adverse events. Included in the BCP are system resiliency and recovery plans for Axon Evidence for all global deployments. Due to the distributed nature of the application, infrastructure, and data, traditional disaster recovery tests from media are not performed as the redundant operations and geographically distributed hardware is continuously tested in the course of normal business operations.

Axon Evidence was designed and is operated as a highly available cloud application. Multiple redundant components are used throughout the system architecture which allows for the application to attain high levels of reliability with the expectation of unreliable components. Axon Evidence assumes failure of these unreliable components. This detail is covered in Axon Evidence Disaster Recovery Strategies and includes design and operational considerations to ensure operations in the presence of adverse events. The Disaster Recovery Strategies detail strategies against the loss or degradation of any redundantly architectured virtualized component managed by Axon or services leveraged and inherited as part of Microsoft Azure's services.

In the event of a major disaster that results in a full loss of a Microsoft Azure region, Axon has created the Axon Evidence Information System Contingency Plan (ISCP). The ISCP focuses on the recovery of Axon Evidence to a secondary Microsoft Azure region. Axon is confident, that in the event of the complete destruction of a primary Microsoft Azure region, Axon Evidence can be recovered and restored in the secondary Microsoft Azure region within, at most, a 24-hour window. However, Axon views the likelihood of such an occurrence as negligible given the architecture of the underlying Microsoft Azure services. Axon's BCP and ISCP program is designed in alignment with and complies with NIST Special Publication 800-34 Rev. 1 Contingency Planning Guide where applicable.

SECURITY CERTIFICATIONS

Axon and Microsoft are committed to providing CGPD with detailed information about our security compliance programs and working together with you to help you make your own regulatory assessments.

AZURE COMPLIANCE CERTIFICATIONS AND CAPABILITIES		
PROGRAM	**DESCRIPTION**	**SCOPE/STATUS**
Federal Bureau of Investigation (FBI) Criminal Justice Information Services (CJIS)	Microsoft has reviewed the Azure Government policies and procedures to verify that it meets the requirements necessary for U.S. state and local agencies to use in-scope services to store and process Criminal Justice Information.	Microsoft has contractually committed and signed the CJIS agreement with CA DOJ, which commits Azure to the same requirements that law enforcement and public safety agencies must meet.
ISO/IEC 27001:2005 Audit & Certification	Certification validating that Microsoft has implemented information security controls defined in this standard, including guidelines and general principles for initiating, implementing, maintaining, and improving information security management within an organization.	Azure features certified by the British Standards Institution (BSI): Virtual Machines, Cloud Services, Storage, Networking
SOC 1 and SOC 2 Attestations	The Service Organization Control (SOC) reporting framework is available to customers to meet a wide range of U.S. and international auditing requirements. The SOC 1 Type 2 audit report attests to the design and operating effectiveness of Azure controls and SOC 2 Type 2 includes a further examination of Azure controls related to security, availability, and confidentiality.	Azure features and the datacenters in which they operate in scope for the current SOC 1 Type 2 and SOC 2 Type 2 attestations: Virtual Machines, Cloud Services, Storage, Virtual Network
Cloud Security Alliance Cloud Controls Matrix	Cloud Controls Matrix (CCM) audit established by the Cloud	Audit completed as part of the SOC 2 Type 2 assessment

AZURE COMPLIANCE CERTIFICATIONS AND CAPABILITIES		
PROGRAM	**DESCRIPTION**	**SCOPE/STATUS**
	Security Alliance (CSA), designed to provide fundamental security principles to guide cloud vendors and to assist prospective customers in assessing the overall security risk of a cloud provider.	(details are included in that report)
FedRAMP	Mandatory U.S. government-wide program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services.	Azure features and the datacenters in which they operate in scope for the FedRAMP JAB P-ATO: Virtual Machines, Cloud Services, Storage, SQL Databases, Virtual Network
HIPAA Business Associate Agreement (BAA)	HIPAA and HITECH Act are U.S. laws that apply to healthcare entities with access to patient information. To help customers comply with these regulations, Microsoft offers a BAA to customers as a contract addendum, agreeing to adhere to certain security and privacy provisions.	Azure features in scope: Virtual Machines, Cloud Services, Storage, Virtual Network

A top concern among organizations considering public cloud services is protecting the confidentiality and security of their sensitive information. Microsoft employs robust policies, practices, and processes to help ensure data remains private, secure, and available. We are committed to helping organizations using our online services meet their unique compliance requirements.

CLOUD SECURITY YOU CAN TRUST

As you take the journey into the cloud, you need a secure and trustworthy platform from a committed partner.

TRUST THROUGH TRANSPARENCY

We believe in being transparent with our privacy practices as well as responsibly managing the data we store. By participating in industry compliance standards, providing a rich set of financially backed monthly SLAs, and providing the CGPD with real-time status of your services through a service dashboard, Microsoft Azure offers you a secure, enterprise-grade cloud platform.

RELATIONSHIP

Rather than signing up with another vendor to manage your security needs, we can support your Microsoft Azure infrastructure no differently than we do other Microsoft technologies you already own and use. Microsoft will continue to be your trusted advisor as you start your journey to the cloud.

EXPERIENCE

With more than two decades of experience in the industry, the CGPD can trust that we have deep expertise when it comes to your compliance and security needs. We have successfully run some of the largest global data center services securely and efficiently—Bing, Office 365, and Hotmail—to name a few.

Microsoft Azure security, privacy, and compliance features:

- Committed to Cloud Privacy - Microsoft leads the industry in its commitment to safeguarding the privacy of customer data in the cloud. The Azure privacy policy prohibits the use and sharing of customer data for advertising and operational audits help ensure that Microsoft personnel don't have standing access to customer data. Microsoft Azure is the first cloud computing platform to conform to ISO/IEC 27018, the only international set of privacy controls in the cloud.
- Microsoft Azure runs geographically dispersed data centers that comply with key industry standards such as HIPAA for security and reliability
- Manage, monitor, and administer online services with 24x7 continuity
- Security incident and abuse reporting is available all day, every day
- Enhance security for application developers and service administrators by incorporating security practices at the application and platform layers
- Microsoft conducts regular penetration testing to improve security controls and processes

And as part of the response, the proposer must:

2.7.5 Describe your system's uptime per month for all CGPD services hosted by the Successful Proposer; prior notice standards for any planned maintenance; and, notice standards for downtime required for high-priority and/or security issues.

Axon guarantees a minimum of 99.9% uptime for Axon Evidence.

The Axon Evidence Maintenance Schedule outlines the preferred windows in which Axon Evidence is maintained and may be unavailable to customers. During maintenance, the service is upgraded to provide customers with new features and enhancements. Additionally, maintenance windows are used to update the service to ensure its security, availability, and performance. Updates to the Axon Evidence Maintenance Schedule will be posted on this website.

SCHEDULED ROUTINE MAINTENANCE

Routine maintenance is scheduled on the fourth Tuesday of each month at 21:00 – 22:00 PST.

PLANNED MAINTENANCE

Axon may schedule and plan maintenance windows outside of the timeframes detailed in Scheduled Routine Maintenance.

EMERGENCY MAINTENANCE

Patches and emergency releases are used to deliver ad hoc application fixes and are typically seamless to customers. Whenever possible, patches and emergency releases are deployed during off-peak hours and without downtime. Emergency releases are conducted on an as-needed basis and can occur any day of the week.

AXON CAMERA OPERATING SYSTEM UPDATES

Operating system updates and enhancements to Axon devices are pushed via the Axon Docking Station and Axon View XL. Customer interaction is not required. Updates are retrieved, installed, and validated during the normal device charging and data transfer process. Operating system updates are systemically rolled out to customers in waves.

NOTIFICATION OF MAINTENANCE

Notification of upcoming routine maintenance is not provided in advance unless there has been a change to the routine maintenance schedule. Approximately one (1) week prior to the routine maintenance, release notes are provided to Axon Evidence customer administrators.

If planned maintenance is required, Axon will communicate via email to Axon Evidence customer administrators at least one (1) week in advance.

In the event of scheduled routine or planned maintenance that requires customer action (e.g., updating network settings), Axon will communicate via email at least sixty (60) days prior to the maintenance. Please Note: If emergency maintenance that requires customer action is necessary, customers may be notified less than one (1) week in advance.

2.7.6 Describe your system's real-time failover plan in the event that the primary hosting facility fails or is not operational via the internet.

Redundancy is built into the infrastructure hosting Axon Evidence, hence failover will be initiated by the hosting platform automatically. As a hosted solution, the CGPD's data is stored and protected utilizing industry best practices in security and redundancy.

Axon Evidence is hosted by an industry-leading Infrastructure as a Service (IaaS) provider. The infrastructure has been designed to provide the highest availability while putting strong safeguards in place regarding customer privacy and segregation. Failover is automatic and does not require any technical configurations by the CGPD. Furthermore, the system is remotely monitored 24/7 by a team of engineers and any fault detected is immediately handled and the failed component replaced or restored from backup as necessary.

Axon Evidence is a hosted solution built with enterprise-grade failover capabilities. With a cloud solution, the CGPD inherits all the best practices of world-class security, architecture, and operational processes built to satisfy the requirements of the most security sensitive users.

LIMITING INTERRUPTIONS

Axon Evidence will provide high-level security against data loss using industry best practices and help limit possible interruptions to service:

- **MULTIPLE LOCATIONS** – Each Axon Evidence region is comprised of multiple, isolated locations and all Axon Evidence application components are duplicated across all these locations for a fully redundant infrastructure.
- **HIGHLY AVAILABLE** – Axon Evidence is spread across isolated locations, and all components (e.g., databases, web servers) are further backed up daily to a highly available and durable storage location to support a Hot/Cold failover and recovery objective.
- **AUTOMATIC FAILOVER** – No human intervention is required in the event of a primary data center failure.
- **ACTIVE-ACTIVE TOPOLOGY** – Because the solution was designed to run as a highly-available application, it is equipped to handle a wide range of failures in the underlying infrastructure. The active-active design means that computing resources are efficiently utilized, no resources are wasted on "standby" servers.
- **COMMODITY HARDWARE** – No special systems required for high-availability.
- **LOCAL REPLICATION** – The application makes it easy, should CGPD wish, to keep local copies of certain content. Axon Evidence provides "Bulk Download" functionality.

2.8 STORAGE OPTIONS

Technical Requirements 2.3 – 2.8 from Section 2 of the RFP are addressed in the Technical Specification Checklist Form – Exhibit I, located in Submittal I, Section 9 on page 47-58.

2.9 INITIAL TRAINING PLAN

2.9.1 Ensure training is an appropriate blend of classroom instruction and hands-on practical training with the equipment to be used

Axon recommends a classroom structure along with devices for hands-on training. Training is normally conducted at the beginning of a shift so that the officer can begin using the equipment immediately. Having training coincide with deployment reinforces the material taught during training and allows any issues that arise to be addressed by training staff immediately.

The number of classes will vary depending on the size of each department The full-service professional services package includes a project manager who will create a custom project plan to fit CGPD's needs. On-site system configuration and set up along with on-site go-live training and support is also included.

There are other benefits with the Axon Professional Services offering, such as subject matter experts who consult on best practices for the set-up, configuration, policy, and overall program performance for your deployment. An agency's program success is three times greater when Professional Services has rendered on-site support, compared to when agencies don't utilize the offering.

Our experienced team can train everyone, regardless of their role.

2.9.2 Ensure course content include the theory of device; the technical knowledge required for backend software operations and actual deployment.

Course content includes all technical knowledge required to operate the device and use the backend software.

2.9.3 Supply all technical training materials to cover the training of identified persons.

In addition to on-site training, our Professional Services team will provide soft copies of User Guides, Axon Quick Start Guides and Manuals, the application Administrator Reference Guide, and any and all applicable training materials for the identified persons.

2.9.4 Provide on-site training at location designed by the City.

Training will be conducted at the location of the City's choosing. CGPD should designate a project manager and an IT point of contact to oversee the project and facilitate communication with Axon implementation staff. CGPD will also need to select an administrator who will be the starting point for defining security settings, creating custom roles and setting permissions, adding users, reassigning devices, creating categories and setting retention policies, and several of the other administrative features of the Axon Evidence services.

Axon personnel will need a room dedicated to the training process while on-site. The room will need to be equipped with sound/AV equipment, a projector, and internet connectivity. For the user and administrator training, a computer lab would be preferred if it can accommodate the equipment.

2.9.5 Provide Department defined system migration and system installation.

System migration can be performed, but may incur the City additional costs, depending on the scope.

2.9.6 Provided training to trainers in such a manner that trainers are competent in operating the recording device and applicable backend systems.

Our train-the-trainer model ensures trainees are instructed in such a manner that trainers will be competent in operating the recording device and applicable backend systems. Additionally, Axon can tailor training content to meet the needs of the audience (e.g., administrators, officers, etc.), so trainers may educate any audience.

Trainers will serve several roles, including final confirmation of system functionality and performance. They will likely provide useful feedback on any localized issues that had not been previously identified. They will provide a demonstration and information platform for their co-workers/future user officers. They typically become a resource when newer users are activated and require training or assistance.

2.9.7 For On-Site solutions, provide training to System and Application Administrators in the management and maintenance of the backend systems.

Not applicable.

2.9.8 Provide documentation that the officers and civilians have completed training and are competent in operating the recording device and backend systems. This documentation shall be turned over to the Department once completed.

Your trainer can provide documentation of training certification and/or knowledge check results.

2.9.9 Incorporate the Department Standard Operating Procedure (SOP) and Body camera policies for recording as part of the training.

Department Standard Operating Procedure (SOP) and Body camera policies for recording will be incorporated into the training.

2.10 ACCEPTANCE TESTING

All proposers must be prepared to allow for stringent acceptance testing of the proposed hardware and software for compliance.

2.10.1 A checklist will be developed by the Project Manager and CGPD/IT for final acceptance of the system and cameras

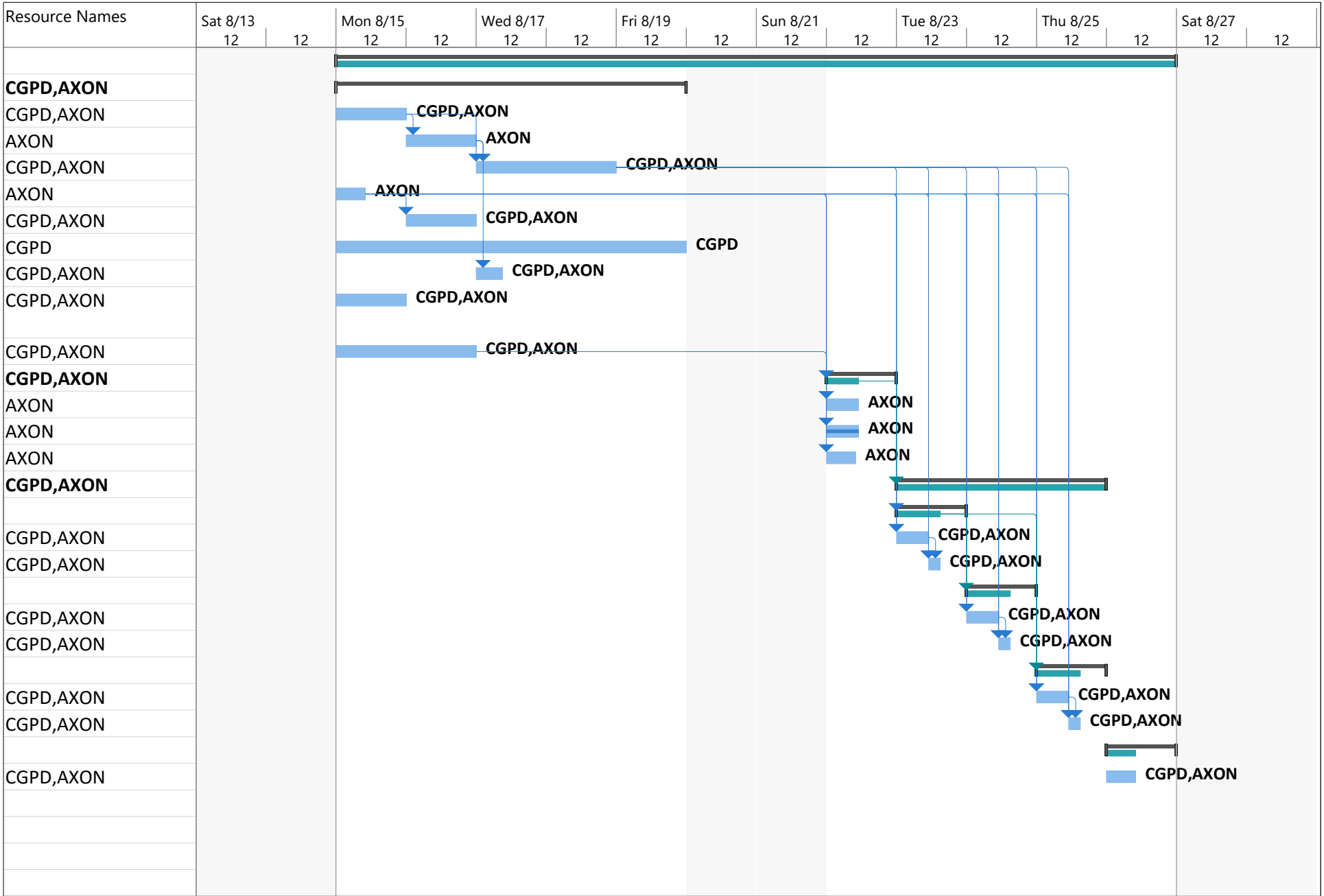
Axon has a standard acceptance checklist, however; we are happy to work with the CGPD to ensure alignment of expectations for the final acceptance.

2.11 PROJECT IMPLEMENTATION

A full project plan that is clearly outlined based on the projected award date with all deliverables, timelines, milestones, hours, required city resources must be provided.

A project plan is included on the following pages.

ID	Task Name	Duration	Start	Finish	Predecessors
1	**Coral Gables PD BWC Project**	**10 days**	**Mon 8/15/22**	**Fri 8/26/22**	
2	**Configuration Tasks**	**5 days**	**Mon 8/15/22**	**Fri 8/19/22**	
3	Site survey for Dock installation, test bandwidth	1 day	Mon 8/15/22	Mon 8/15/22	
4	Dock registration and configuration	1 day	Tue 8/16/22	Tue 8/16/22	3
5	Install and test E.com Docks	2 days	Wed 8/17/22	Thu 8/18/22	3,4
6	Create user accounts in Evidence.com	2 hrs	Mon 8/15/22	Mon 8/15/22	
7	Inventory, assign, test all Axon devices	1 day	Tue 8/16/22	Tue 8/16/22	6
8	Draft video policy created	5 days	Mon 8/15/22	Fri 8/19/22	
9	Record/upload test video	1 hr	Wed 8/17/22	Wed 8/17/22	4
10	Install AXON Mobile Apps (Done at the time of training)	1 day	Mon 8/15/22	Mon 8/15/22	
11	Draft Deployment Plan created	2 days	Mon 8/15/22	Tue 8/16/22	
12	**EVIDENCE.COM Training**	**1 day**	**Mon 8/22/22**	**Mon 8/22/22**	**11**
13	Admin Training	3 hrs	Mon 8/22/22	Mon 8/22/22	6
14	Train the Trainer	3 hrs	Mon 8/22/22	Mon 8/22/22	6
15	Evidence Tech Training	2 hrs	Mon 8/22/22	Mon 8/22/22	6
16	**Coral Gables PD Go Live Rollout**	**3 days**	**Tue 8/23/22**	**Thu 8/25/22**	**12**
17	**Wave 1 Training**	**1 day**	**Tue 8/23/22**	**Tue 8/23/22**	**6**
18	Gear Fit and Training - First Shift	3 hrs	Tue 8/23/22	Tue 8/23/22	5,6
19	Gear Fit and Training - Second Shift	3 hrs	Tue 8/23/22	Tue 8/23/22	5,6,18
20	**Wave 2 Training**	**1 day**	**Wed 8/24/22**	**Wed 8/24/22**	**17**
21	Gear Fit and Training- First Shift	3 hrs	Wed 8/24/22	Wed 8/24/22	5,6
22	Gear Fit and Training- Second Shift	3 hrs	Wed 8/24/22	Wed 8/24/22	5,6,21
23	**Wave 3 Training**	**1 day**	**Thu 8/25/22**	**Thu 8/25/22**	**17**
24	Gear Fit and Training- First Shift	3 hrs	Thu 8/25/22	Thu 8/25/22	5,6
25	Gear Fit and Training- Second Shift	3 hrs	Thu 8/25/22	Thu 8/25/22	24,5,6
26	**Coral Gables PD DOC Go Live Complete**	**1 day**	**Fri 8/26/22**	**Fri 8/26/22**	
27	Post Deployment Meeting	2 hrs	Fri 8/26/22	Fri 8/26/22	
28					
29					
30					
31	+				


Resource Names
Sat 8/13
12
12
Mon 8/15
12
12
Wed 8/17
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Fri 8/19
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Sun 8/21
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12
Tue 8/23
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Sat 8/27
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PERFORMANCE MILESTONES

Axon utilizes performance measures throughout all phases of the project. Performance measures are based on meeting goals that are detailed and agreed upon prior to implementation. When CGPD determines how it would like to design the solution, this documentation will be customized and submitted to CGPD for approval.

IMPLEMENTATION PERFORMANCE MEASURES

- CGPD accepts customized project plan
- Delivery of Hardware
- Responsiveness of Sales Representative
- Responsiveness of staff
- Axon meets all milestones by the date in the project plan

TRAINING PERFORMANCE MEASURES

- System administrators demonstrate working knowledge of the system
- System administrators demonstrate ability to configure the solution
- End users demonstrate working knowledge of the system
- End users demonstrate working knowledge of camera function

GO-LIVE PERFORMANCE MEASURES

- Integration (if applicable)
- User Acceptance Testing completed and passed
- Officers using solution in the field by “Go-Live” date specified in the Project Plan
- Support Performance Measures

AXON EVIDENCE UPTIME

- Axon meets response time indicated in the Service Level Agreement signed off on by both parties
- Axon releases Axon Evidence updates on a monthly cadence

2.11.1 The Successful Proposer should be expected to provide sufficient personnel to ensure that key activities are completed in time and to avoid delaying other steps that would impact the schedule.

During the implementation kick-off, the Axon project manager will tailor the methodology to align with the specific objectives, schedule and requirements of the CGPD.

Axon Professional Services staff employ two primary strategies to address potential scheduling overlaps or resource shortage:

- Resource sharing across service teams
- As needed part-time expert consultants

Resources specialize in various disciplines supporting product lines but are cross-trained to support surge capacity. Expert consultants are recruited from our most successful prior deployments. We engage with program managers and lead trainers who have demonstrated subject matter expertise across all elements of Axon systems. Shawn Spencer will act as the primary contact for CGPD's Axon deployment and in this role will be responsible for resource planning, resource contingencies, and all matters of execution from pre-deployment through go-live in the field.

2.11.2 City's Anticipated Implementation Schedule (immediately following award approval and during the contract execution phase)

Axon will align implementation activities with the CGPD's schedule.

Acceptance Testing and Kick-Off Meeting: approximately August – September 2022 (T.B.D.)

Axon will align implementation activities with the CGPD's schedule.

Training: Train the trainer courses to run approximately August – September 2022 (T.B.D.)

Axon will align implementation activities with the CGPD's schedule.

Deployment: Equipment deployment to run concurrent with the training phase to allow for issuance to City personnel once internal training is complete.

Axon will align implementation activities with the CGPD's schedule.

2.12 PROJECT MANAGEMENT

The Proposer shall provide a Project Manager that will be the lead in monitoring project resources and will ensure the project objectives are met. At a minimum the Proposer's Project Manager will be responsible for:

2.12.1 Oversight of the project scope and schedule in collaboration with the CGPD's Project Manager.

Your dedicated project manager will work with CGPD on all aspects of planning the Axon body-worn camera rollout. Before roll-out, the project manager will develop a project plan and checklist for the deployment of Axon camera units, Axon Docks, and Axon Evidence account training. He will also work closely with CGPD's project manager to ensure that all integrations, configurations, and training are completed or scheduled prior to deployment.

We will work closely with CGPD's project manager to align resources and accomplish the tasks necessary for an efficient deployment and training process.

CGPD'S IMPLEMENTATION RESPONSIBILITIES

Based on our experience, the success of an agency's implementation is contingent upon completing the following tasks and/or assisting Axon in the following ways.

- Provide IT and project manager points of contact to Axon personnel
- Make relevant systems available for assessment by Axon prior to arrival at the Installation Site
- Make any required modifications, upgrades, or alterations to hardware, facilities, systems, and networks related to Axon's performance of the services prior to Axon's arrival at the Installation Site
- Provide access to the building facilities and where Axon is to perform the Services, subject to safety and security restrictions imposed by an agency (including providing security passes or other necessary documentation to Axon representatives performing the services, permitting them to enter and exit the premises with personal laptop computers and any other materials needed to perform the services)
- Conduct an internet bandwidth test
- Provide all necessary infrastructure information (TCP/IP addresses, node names, and network configuration) necessary for Axon to provide the services
- Promptly install any and all software updates provided by Axon
- Provide Axon with remote access to the agency's Axon Evidence account when required for Axon to perform the Services
- Identify in advance any holidays, non-workdays, or major events that may impact the project
- Define categories and evidence retention levels

- Define roles and permissions
- Draft the on-officer camera video policy
  - Departments that do not yet have a policy governing on-officer video systems should start drafting a policy to facilitate the implementation process. It is strongly encouraged that your department has at least a draft of your video policy completed before user training begins. This allows training to simultaneously cover both how the hardware works in conjunction with how users are expected to utilize the system
- Draft the officer training schedule

2.12.2 Participating in all meetings.

Axon staff assigned to the CGPD's implementation will participate in all meetings.

REPORTING, COMMUNICATION AND DOCUMENTATION STRATEGY

CGPD should designate a project manager and an IT point of contact in charge of overseeing the project to facilitate communication with Axon during implementation. After obtaining agreement from CGPD on the project plan and rollout schedule, your strategic project manager will ensure all Axon team members and CGPD staff are continually updated on the status of the process. The reporting, documentation, and communication strategy includes the following:

- Development of a communication plan for implementation
- Weekly status meetings via conference call/webinar
- Project briefings to CGPD's management team as requested
- Configuration manuals and best practices documentation
- Project Team

COMMUNICATION MANAGEMENT STRATEGY

The following four key areas are where project reporting and communications will be focused on.

INFORMATION REQUIRED	INFORMATION PROVIDER	FREQUENCY OF COMMUNICATION	METHOD OF COMMUNICATION
Highlight Reports	Project Team Members/Project Manager	Monthly	Email
Team Meetings	Project Team/Manager	Weekly	Email/WebEx Conference
Risks and Issues	Project Team/Manager	Weekly	Email

PROJECT ASSURANCE TEAM (PAT)

INFORMATION REQUIRED	INFORMATION PROVIDER	FREQUENCY OF COMMUNICATION	METHOD OF COMMUNICATION
Highlight Reports	Project Manager	Monthly	Email
Risks and Issues	Project Manager	Update at Every Meeting	Email
Key Achievements	Project Manager	Weekly	Email/WebEx Conference
Meeting Minutes	Project Manager	Per Meeting	Email in Advance

QUALITY ASSURANCE TEAM (QAT)

INFORMATION REQUIRED	INFORMATION PROVIDER	FREQUENCY OF COMMUNICATION	METHOD OF COMMUNICATION
Issues	Project Manager	Ad Hoc, On Discovery	Email
Project Products Requiring Review	Project Manager	According to Project Plan	Email
Quality Log	Project Manager	At Stage Review and Stage End	Email

SUPPORT PROVIDERS

INFORMATION REQUIRED	INFORMATION PROVIDER	FREQUENCY OF COMMUNICATION	METHOD OF COMMUNICATION
Issues	Project Board	At Update Stage	Email
Quality Log	Project Manager	At Stage Review and Stage End	Email

2.12.3 Assisting in the coordination of the implementation, configuration, testing and use of the System.

Axon's Professional Services team will provide the following services for CGPD's Axon body-worn camera deployment.

SYSTEM SET UP AND CONFIGURATION

- Set up Axon View on smartphones (if applicable).
- Configure categories and custom roles based on agency needs.
- Troubleshoot IT issues with Axon Evidence and Axon Dock access.

AXON DOCK INSTALLATION

- Work with an agency to decide the ideal location of Axon Dock setup and set configurations on Axon Dock if necessary.
- Authenticate Axon Dock with Axon Evidence using "admin" credentials from the agency.
- Work with the agency's IT to configure its network to allow for maximum bandwidth and proper operation within the agency's network environment.

BEST PRACTICES FOR IMPLEMENTATION PLANNING

- Provide considerations for the establishment of video policy and system operations best practices based on Axon's observations with other agencies.
- Discuss the importance of entering metadata in the field for organization purposes and other best practices for digital data management.
- Provide referrals to other agencies using the Axon camera products and Axon Evidence services.
- Recommend roll-out plan based on a review of shift schedule

SYSTEM ADMINISTRATOR AND TROUBLESHOOTING TRAINING SESSIONS

- Provide a step-by-step explanation and assistance for the agency's configuration of security, roles and permissions, categories and retention, and other specific settings for Axon Evidence.

TRAIN THE TRAINER TRAINING

- Prior to general user training on Axon camera systems and Axon Evidence services, Axon's on-site professional services team will provide training to educate instructors who can support the agency's subsequent Axon camera and Axon Evidence training needs.

END USER GO-LIVE TRAINING AND SUPPORT SESSIONS

- Provide individual device set up and configuration assistance; pairing with viewers when applicable; and training on device use and Axon Evidence.

2.12.4 Assisting in the System training as the organization and departments implement, along with updating of documentation as necessary based on the changes in business practices.

Axon will align user training with officers' shift schedules, to minimize disruption in CGPD's daily functions. Other tasks, including equipment configurations, consultative implementation services, and administrative training will be scheduled around CGPD's preferences as well.

Training content is developed and maintained by Axon subject matter experts and supporting documentation is designed to provide a simple and straightforward way of learning about specific topics. The database continues to grow as our product and service offering expands.

All tutorials, documentation, and training databases shall be kept up-to-date with the current software version.

A detailed email is sent to system administrators when new releases, updates, or upgrades are made to Axon Evidence, mobile applications, or Axon hardware. As updates and features are released, your customer success manager will troubleshoot all changes to ensure a successful experience for customers. Online documentation is maintained and updated as products and features are added and updated.

2.12.5 Recommending and monitoring System site standards (layouts, security processes, etc.) with assistance from experts.

Axon Evidence is a SaaS solution, and therefore requires no monitoring on the part of the CGPD. Axon has an extensive quality assurance validation process on all software, operating system/firmware, and hardware updates. For operating system/firmware and software releases, we have a fully defined suite of tests that each version must go through, which includes functional verification and scenario testing across our ecosystem. Our test suites include manual tests run by our development team after each release as well as nightly automated ones that simulate human usage. We also perform integration testing to ensure full compatibility. Finally, we push releases in multiple phases to ensure low risk to customers. Phases are separated to monitor and safeguard effectiveness before launching the next phase. Validation and rollout take approximately one month to complete.

Axon's site reliability engineering (SRE) team is continuously monitoring the Axon Evidence platform to ensure maximum possible uptime. This includes performing regular load and resilience testing on the solution. Our security information and event management tool tracks the performance of the system and provides alerts to our SREs in the event of abnormalities. Any service disruption will be sent out as a notification to the admins of any affected tenants.

USER ACCESS

Axon Evidence uses a Role-Based Access Control (RBAC) to allow CGPD's appointed Axon Evidence administrators to configure granular, role-based permissions for users. From an access-controlled Administration page in the Axon Evidence interface, administrators assign each user a role to determine their permissions, and their permissions control levels of access to data, features, and functions within the solution. This ensures only authorized individuals can view and perform authorized actions on CGPD's data. Axon Evidence also supports customer single sign-on (SSO) and account registration over Security Assertion Markup Language (SAML) to enable integration into existing agency identity services.

Axon Evidence supports enhanced access controls including password complexity requirements, failed login limits, and enforced timeout settings. Passwords for system and application administration require nine-character passwords and contain at least three of the four-character categories (Upper Letter, Lower Letter, Number, Symbol), as well as an optional special character. Step-up authentication is performed using a one-time, 6-character code delivered out-of-band to a previously authenticated device.

Multi-factor authentication (MFA) options are also configurable for user login and prior to administrative actions. MFA can use a one-time code via SMS or phone call-back to provided phone numbers. Axon Evidence requires two-factor authentication for all system administration access and many features to provide robust access control.

EVIDENCE ACCESS LISTS AND RESTRICTIONS

Axon Evidence supports comprehensive access workflows to protect the privacy of information through restrictions. Restricting evidence will prohibit users from accessing files that would normally be able to view the file by default. Administrators can effectively enforce varying classifications of information confidentiality by applying restrictions through evidence access lists and Retention Categories (configurable categories that identify file type or content, control system retention periods, and allow or prohibit user access).

Each evidence file has its own access list, so CGPD can granularly manage access to specific files by users and groups. Based on their roles and permissions, authorized users can restrict evidence files and add and remove users and groups from the files' corresponding access lists.

Authorized users can also create and apply restricted Retention Categories to evidence files to allow or restrict users' ability to access certain files based on role. Applying these categories to files will restrict access for all users (including the evidence owner and administrators) except those belonging to a particular role.

DATA MONITORING

Axon Evidence safeguards the integrity and authenticity of digital evidence. Native features ensure evidence meets chain-of-custody requirements and authenticity can be proven in the following ways:

- All evidence data is encrypted at rest and in transit. Robust SSL/TLS is implemented for data in transit using TLS 1.2 with a 256-bit connection and Perfect Forward Secrecy. Evidence data stored at rest is encrypted with at least 256-bit AES.
- A forensic fingerprint of each evidence file is generated using the industry-standard SHA-2 hash function. Integrity is validated before and after upload to ensure no changes occurred during transmission.
- Full tamper-proof audit trails are created in real-time and available for review and monitoring (described in more details below). The audit trails capture the when, who, and what for each evidence file. These records cannot be edited or changed, even by administrators.
- Original evidence files are never altered, even when derivative works (e.g., video segments) are created.
- Deletion protection, including deletion approval workflows, deletion notification emails, and a deletion remorse period to recover accidentally deleted evidence files.

AUDIT TRAILS

Detailed audit trails track all application and evidence access (views) and activity in Axon Evidence. Each audit trail entry shows the date, time, user, and details of each action. Within the Axon Evidence interface, authorized users can generate a complete audit trail report or a portion of an audit trail, limiting the report to actions that occurred between a specified timeframe.

2.12.6 Recommending and ensuring adequate procedures and controls are in place for stable System administration.

Administrator training includes (but is not limited to) the following topics.

BODY-WORN CAMERAS, DOCKS & MOBILE APPLICATIONS

- BWC Operating Function/Nomenclature
  - Muting (Optional)
  - Markers (Optional)
- Mounting Options
- Mobile Applications
  - Axon View (Optional)
    - Pairing
    - Adding Metadata
    - Reviewing Evidence
    - Settings
  - Axon Capture (Optional)
- Axon Dock
- Axon Device Manager (Optional)

AXON EVIDENCE

Dashboard Overview

- System Alerts
- Critical Device Alerts
- Upcoming Evidence Deletions (user / system initiated)
  - System Usage
  - My Latest Uploads
  - Evidence Shared with Me

Evidence

- All Evidence/My Evidence/Shared Evidence
  - Search Functions
  - Bulk Features (Update ID, Add Category, Reassign, Redact, Download, Manage Access, Delete, Restore, Export)
- Search Results, Accessing Evidence Page

- Evidence Page
  - Editing Metadata (ID, Title, and Category)
  - Player Controls
  - Multi-cam
  - Download
  - Flag
  - Audit Trail
  - Delete
  - Extend
  - Manage Evidence Access (Inside / Outside Agency, Restrict Evidence)
  - Clips
  - Markers
  - Redaction
  - Add Evidence to Cases
  - Tags
- Import Evidence

Cases

- All Cases/My Cases/Shared Cases
  - Search Functions
  - Bulk Features (Update Category, Update Status, Reassign, Add Member, Delete, Export)
- Search Results
  - Accessing Case Page
- Case Page
  - Add Evidence
  - Share Entire Case
    - Add Agency Member
    - Send Download Link
    - Share with Partner Agency
    - View Members
    - View Audit Trail
    - Editing Metadata
    - All Evidence Folder

- Add to Folder
  - Remove from Case
- Add Folder
- Delete Folder

- Create Case

Devices

- All Devices/My Devices
  - Search Functions
  - Export
- Search Results
  - Accessing Device Page
- Device Page
  - Summary
    - Device Audit Trail
  - Settings
  - Assign Device
  - Device Evidence
- Bulk Assignment

Reports

- Overview

Administrative (User Roles and Permissions Configuration)

- Search Functions
- Bulk Features (Update Role, Reinvite Users, Deactivate Users, Reactivate Users, Reset Password, Export)
- Search Results
  - Accessing User Profile
- User Page
  - Manage User (Unlock Account, Reset Credentials, Deactivate User)
- Add User
- Import User (.csv, .txt)

- Devices
    - Body Camera Settings
    - Signal Configuration (Optional)
    - Signal Sidearm Registration (Optional)
- Agency Settings & Profile
    - Partner Agencies
    - Retention Categories
    - Roles and Permissions
    - Field Validation (Optional)
    - Citizen Settings (Optional)
- Security Settings
    - IP Address
    - IP Active Session Security
    - Multi-Factor Authentication (MFA)
- Password Configuration
- View User Audit Trail

Best practices

- Applicable terminology
- On the job uses
- Discussions on uses on the road and how they can be administered to their specific agency and agency policy
- Local and country laws as they relate to use of the cameras
- Cover all aspects of Axon Evidence

2.12.7 Managing project risks and escalating incidents as appropriate

Axon has a structured and coherent approach to identifying, assessing, and managing risk. The main document for recording and Managing Risk is the Risk/Issue Log controlled by the Project Manager. Updates to the Risk/Issue log will occur during three distinct times and be recorded following a risk assessment and amended following developments or actions taken.

- As risk is identified by an individual
- Weekly project team meetings
- Monthly project meetings

The downgrading or removal of risks identified will only happen following approval from CGPD and Axon Project Managers. Elements which will be captured in the Risk/Issue log include:

- High-level description
- Detailed description
- Estimated impact level (high, medium, low)
- Originator
- Action Owners
- Mitigation Plan
- Contingency Plan
- Date opened
- Date closed
- Notes

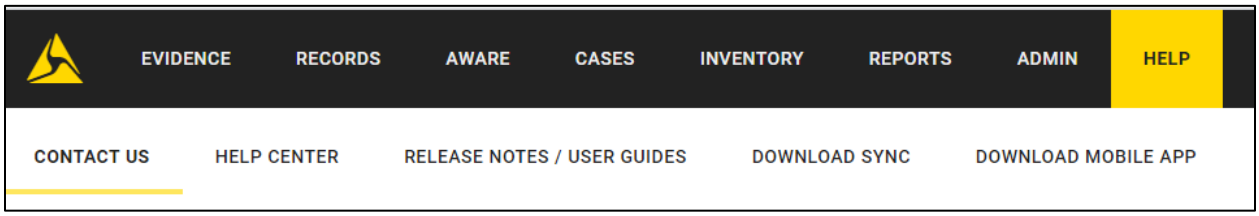
2.12.8 Continuously recommending best practices as appropriate.

The customer success manager (CSM) focuses on assisting agencies after the completion of deployment. Your CSM is a supplemental point of contact within Axon headquarters. Your CSM will monitor good standing health for your agency's Axon and Axon Evidence program by utilizing consistent communication, virtual support, and providing the resources necessary to ensure continued success.

In addition to the online, email, and telephone support provided by the Axon Customer Service and Support team, the following self-help resources exist in Axon Evidence to aid in customer support and troubleshooting.

CONTACT US

Users can contact customer support from within the application from the Help tab.



AXON EVIDENCE HELP CENTER

The Help tab in Axon Evidence allows users to access troubleshooting information, user guides, Axon Evidence Release Notes, FAQs, and a library of product help topics.

Depending on your actions within the system, users can either find information on products or download applications directly from Axon Evidence, or be redirected to MyAxon for further support and training.

From either the Help tab in Axon Evidence or the MyAxon website, users can contact customer support by submitting a ticket and track the issue through to resolution. An email will be generated and sent to our customer service team and you will be contacted by a representative either by phone or email, based on your preferred contact method.

MYAXON.COM

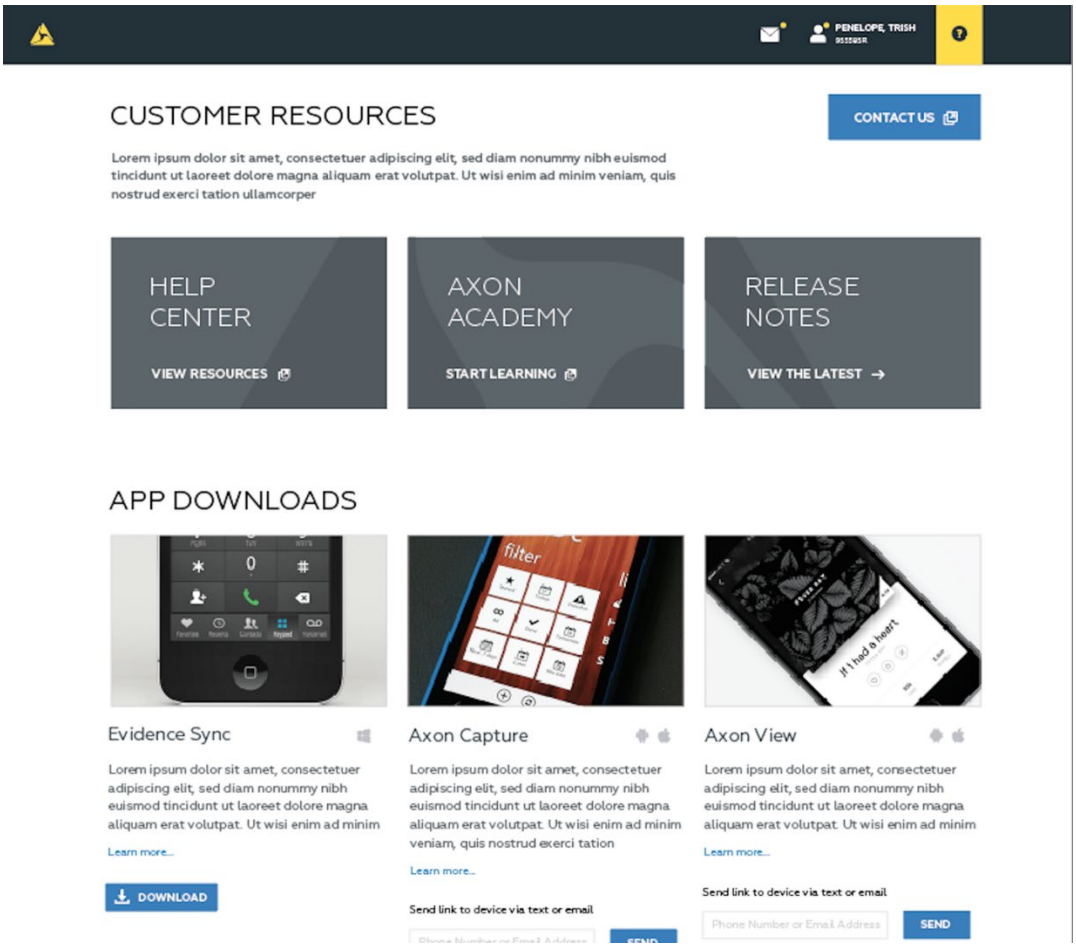
Our dedicated customer support website, MyAxon, hosts all of our searchable help articles, product guides, and troubleshooting tools that an agency may need from time to time. Whether looking for answers on how to solve a product issue or discovering more training opportunities, users can engage our community forum groups or select specific training directly from Axon Academy to improve their experience. MyAxon also allows users to contact customer support, initiate a return process, access agency information, or buy new products. MyAxon is a resource and support portal built with convenience in mind.

MyAxon offers our partner agencies intuitive and easy-to-use functionalities, which include:

- **SINGLE SIGN-ON SUPPORT** – Users simply need one user ID and password to access MyAxon, the Axon Store, and Axon Academy.
- **OMNI-CHANNEL SUPPORT** – Users can receive live chat support or request support via an online form with auto-suggested content; cases can then be tracked to resolution from MyAxon.
- **CONSOLIDATED PRODUCT SUPPORT RESOURCES** – Users can access documentation all in one place made discoverable via a unified search engine.
- **COLLABORATION WITH SMEs** – Users can communicate with developers, instructors, and peers to gain access to information and resources.
- **ACCOUNT MANAGEMENT AND SELF-SERVICE RESOURCES** – Users can access agency information updates, identify Axon points-of-contact, track order shipments, manage training vouchers and other agency users and permissions.

AXON ACADEMY TRAINING

Axon Academy is your go-to online resource for learning more about your TASER Axon cameras, Axon Evidence account, and how each of these components interface with other areas of the Axon ecosystem. Supported by the Police One web infrastructure, it's a convenient and secure way of accessing information to help agencies make the most of the Axon Ecosystem of products and digital evidence management software.



The curriculum and support materials include, but are not limited to:

- Job Aids
- E-Learning Certification Programs
- Video Training Demonstrations
- Software Simulations
- Enrollment for Virtual Classes
- Recordings of Previous Classes and Demonstrations
- Sample Lesson Plans

CENTRALIZED KNOWLEDGE RESOURCES

From Axon Academy, there are three different ways to learn:

- **ON-DEMAND E-LEARNING MODULES –** Each of these modules address a different element of the Axon Ecosystem and provide a self-paced, individual learning experience whenever is convenient for your users
- **VIRTUAL TRAINING COURSES –** these courses are offered live via the web, and give your users the ability to participate in a class and interact with the instructor
- **CERTIFICATION PROGRAMS –** Our comprehensive certification programs allow learners to pull together a specified list of resources to quantify their knowledge in a particular area (e.g., Axon Evidence, Axon cameras).

Training content is developed and maintained by Axon subject matter experts and supporting documentation is designed to provide a simple and straightforward way of learning about specific topics. The database continues to grow as our product and service offering expands.

2.13 WARRANTY

The proposer shall provide at a minimum a standard warranty covering all equipment for a period of no less than three (3) years from the date the product is received. There shall be no limit on the number of claims during this warranty period. This must also cover items lost or stolen while the user is on duty.

The Axon Technology Assurance Plan (TAP) for Axon body-worn cameras and docking stations includes Axon's extended warranty for the five-year contract term, spare cameras and mounts, and two camera and dock refreshes, at the two-and-a-half and five-year marks, free of charge.

Please see the Axon Master Services and Purchasing Agreement that outlines the full terms and conditions of the standard manufacturer warranty, extended warranty, and Technology Assurance Plan.

REFRESH PROCESS

Axon's dedicated Customer Support division tracks the Technology Assurance Plan (TAP) timelines for all subscribed agencies. When an agency is entitled to a hardware refresh under the TAP program, Axon will determine which hardware the agency is eligible to receive and contact the agency to coordinate the refreshment.

Axon will request that the agency sign a Certificate of Destruction (COD) or initiate a Return Material Authorization (RMA) process on the agency's behalf for the equipment Axon will replace, depending on the generation/model of the equipment. Then, Axon will ship the new hardware to the agency at no cost.

Axon is committed to proactively serving its customers. However, an agency may contact Axon Customer Support at any time to inquire about the initiation or progress of a TAP hardware refresh.

LOST OR STOLEN DEVICES

To report lost or stolen devices currently supported by Axon, customers should submit a return for the device, note the lost/stolen status, and email a copy of any administrative report to RMA@axon.com.

To report devices no longer supported by Axon, customers should contact their Axon representative to discuss options that meet the agency's needs. If the device requires video recovery, a return can still be submitted for that purpose.

2.14 MAINTENANCE, REPAIR AND SERVICE

2.14.1 Maintenance and support will begin upon the successful implementation and final acceptance of the system and cameras.

Axon will provide support from pre-implementation activities throughout the entire term of the contract.

2.14.2 No annual fees will be paid in advance of services being provided.

Hardware is purchased up front. Licenses and services are billed annually.

2.14.3 Maintenance and support must be included with the cost of the system and cameras for the duration of the initial contract.

Axon's proposal includes the Axon Technology Assurance Plan (TAP) for Axon body-worn cameras and docks, which includes Axon's extended warranty for the five-year contract term, spare cameras, and two camera refreshes, at the two-and-a-half and five-year marks, free of charge.

CUSTOMER SERVICE AND SUPPORT

Axon has a full customer support division; live phone support is available 24 hours a day, seven days a week. For technical or customer support assistance, you may contact a customer service representative vial phone or email. Online, email-based support and remote-location troubleshooting are included on an ongoing basis as part of your investment in the Axon Ecosystem.

ESCALATION

If at any point an issue needs to be escalated, we have a support team in place and aim to address all submitted cases within two business days.

The following describes our levels of support available by tiers (based on the nature and criticality of the issue):

TIER 1 TECHNICAL SUPPORT - GENERAL HOW-TO QUESTIONS

- Frequently asked questions (FAQs)
- Product navigation
- Feature clarification
- Standard queries
- Assistance with known solutions

TIER 2 TECHNICAL SUPPORT

- Advanced Product troubleshooting
- Advanced Axon Evidence Configuration
- Any Escalated issues from Tier 1 support

TIER 3 ENGINEERING SUPPORT

- Critical problem or recurring problems rendering the product inoperable or requiring workarounds, bug fixes, testing and/or simulation
- Senior customer support engineers with expertise in Windows server administration, computer networking, and cloud solutions will play an instrumental role in supporting critical and escalated issues

POST IMPLEMENTATION & ONGOING SUPPORT)

Whenever you purchase an Axon product, we want to ensure that it's easy to use and providing value to your agency. That's why we assign our customers a single point of contact to ensure you always have the tools and information you need.

After your initial deployment of Axon products, a Customer Success Manager (CSM) will be assigned to your account for the remainder of your contract. Your CSM's goal is to support your day-to-day needs, educate you on Axon's products, and ultimately, to ensure that you are receiving the full value from your Axon investment.

More specifically, your CSM will:

- Serve a single point of contact to answer day-to-day questions for your agency's administrative team
- Keep you updated on all Axon developments
- Monitor shipments, as needed
- Connect you with other Axon teams, such as Technical Support or Professional Services, when necessary
- Ensure that you are using best practices within Axon Evidence
- Coordinate TAP refreshment orders
- Communicate your product feedback to appropriate teams within Axon
- Facilitate customer "health check" meetings

2.14.4 All shipping/transportation costs, parts and labor shall be included during the warranty period.

All shipping/transportation costs, parts and labor shall be included during the warranty period. Additionally, the Axon Evidence Device Return Service is integrated with UPS and return shipping labels are provided at no extra charge.

2.14.5 Repair and/or replacement cost shall be covered at no cost during the warranty period for parts with manufacturing defects.

Axon's proposal includes the Axon Technology Assurance Plan (TAP) for Axon body-worn cameras and docks, which includes Axon's extended warranty for the five-year contract term, spare cameras, and two camera refreshes, at the two-and-a-half and five-year marks, free of charge.

2.14.6 Outline the necessary maintenance, upgrades and repair services along with an estimated frequency schedule

The Axon Technology Assurance Plan (TAP) for Axon body-worn cameras and docks includes Axon's extended warranty for the five-year contract term, spare cameras, and two camera refreshes, at the two-and-a-half and five-year marks, free of charge.

Please see the Axon Master Services and Purchasing Agreement that outlines the full terms and conditions of the standard manufacturer warranty, extended warranty, and Technology Assurance Plan.

The Axon Technology Assurance Plan (TAP) for Axon body-worn cameras and docks includes Axon's Extended Warranty for the five-year contract term, spare cameras, and camera and dock refreshes for body-worn cameras purchased at the beginning of the contract. Camera refreshes occur twice in the contract term, at the two-and-a-half and five-year marks, free of charge.

When an agency purchases TAP for Axon body-worn cameras, Axon will replace the cameras (and accompanying controllers, if applicable) with new body-worn cameras of the agency's choice.

When an agency purchases TAP for Axon body-worn cameras as a standalone service, Axon will replace the Axon cameras (and accompanying controllers, if applicable), with new body-worn cameras of the same or a similar model, at Axon's discretion. The agency can choose a different camera model but, if the MSRP of the agency's requested model is higher than that of the Axon-offered model at the time of the refresh, an agency must pay the difference in MSRP to receive their chosen model. Note that Axon does not provide refunds if the MSRP of the agency-requested camera happens to be less than the Axon-offered camera at the time of the refresh.

RETURN MATERIAL AUTHORIZATION (RMA) PROCESS

The Return Material Authorization (RMA) department is located at Axon Headquarters in Scottsdale, Arizona. The RMA department prioritizes returned products for analysis and/or repair on a first-in-first-out (FIFO) basis, based on the severity of the complaint (or unless otherwise requested by the agency). The general turn-around time for a full resolution is less than 30 calendar days from receipt of the returned product.

Axon provides agencies with the ability to manage RMA requests within Axon Evidence. Authorized users will be able to create, update, save, submit, and track device returns for their agency in one place. Axon Evidence Device Return Service is integrated with UPS and return shipping labels are provided at no extra charge.

Upon receipt of the item(s), the RMA department will conduct a failure analysis investigation to determine the root cause of the issue and repair the item if possible. It is at Axon's sole discretion to repair or replace a device as identified in the original manufacturer warranty and/or the extended warranty policy.

SOFTWARE AND FIRMWARE UPDATES

Axon releases Axon Evidence software upgrades on both a scheduled and nonscheduled basis as required. Axon will release a software update to Axon Evidence during a period of low traffic usage. Software upgrades are "pushed" to Axon Evidence and are immediately available to you as soon as you log on, eliminating the need to perform manual updates. Axon applies these upgrades remotely, so you don't have to worry about properly integrating or updating your systems.

The latest product features, enhancements and software updates, upgrades, patches and fixes, and firmware updates are included in the price of software licenses and as part of your investment in Axon Evidence.

Additional product features, enhancements, or upgrades that Axon advertises as separate add-on products may not be included.

BODY-WORN CAMERA HARDWARE OPERATING SYSTEM UPDATES

Operating system updates are released on an as-needed basis on average, every 2-3 months. The Axon Body 3 Dock provides a network connection for Axon Body 3 cameras to Axon Evidence, so the cameras can upload evidence and download camera updates.

PATCHES AND FIXES

Patches contain fixes to known issues reported by internal resources or by users at police agencies. There are no additional costs for any software patch or fix deployed. Patch deployment involves minimal or no downtime for the customer's solution.

ROUTINE MAINTENANCE SCHEDULE

Routine maintenance is scheduled on the fourth Tuesday of each month at 21:00 - 22:00 PST.

RELEASE NOTES AND DOCUMENTATION

A detailed email is sent to system administrators when new releases, updates, or upgrades are made to Axon Evidence, software applications or Axon hardware.

The Release Notes page in Axon Evidence displays links to the release notes containing a summary of features and enhancements for the current and previous releases. The User Guides page displays links to guides that provide detailed information on Axon Evidence features. Release notes and user guides are in PDF format. As updates and features are released, your customer success manager will troubleshoot all changes to ensure a successful experience for customers.

2.14.7 Extended warranty and support shall be offered for all equipment/devices upon the expiration of the warranty period.

The Axon Technology Assurance Plan (TAP) for Axon body-worn cameras and docks includes Axon's extended warranty for the five-year contract term, spare cameras, and two camera refreshes, at the two-and-a-half and five-year marks, free of charge.

Please see the Axon Master Services and Purchasing Agreement that outlines the full terms and conditions of the standard manufacturer warranty, extended warranty, and Technology Assurance Plan.

The Axon Technology Assurance Plan (TAP) for Axon body-worn cameras and docks includes Axon's Extended Warranty for the five-year contract term, spare cameras, and camera and dock refreshes for body-worn cameras purchased at the beginning of the contract. Camera refreshes occur twice in the contract term, at the two-and-a-half and five-year marks, free of charge.

2.14.8 A detailed plan/description of the maintenance services is required for the extended warranty period. The plan should include how repeat equipment failures will be handled and when the equipment will be replaced by the provider.

Please see the Axon Master Services and Purchasing Agreement in Submittal V, which outlines the full terms and conditions of the standard manufacturer warranty, extended warranty, and Technology Assurance Plan.

2.14.9 Provide an extra five (5) percent of all hardware ordered to have on hand for replacement due to damage or malfunction. These items will be provided at no cost to the City to ensure that there is no downtime if equipment is not operational.

Axon's proposal includes spare cameras, for replacement in the event of damage or malfunction.

2.15 EQUIPMENT MODELS

2.15.1 Equipment being offered must be the most recent model available

The Axon Body 3 is Axon's current generation camera.

2.15.2 Used or demo equipment will not be accepted. Only new equipment will be accepted

All equipment provided will be of new manufacture.

2.15.3 Newly manufactured equipment containing used or rebuilt parts, remanufactured, rebuilt, reconditioned, newly re-manufactured or prototype will not be accepted.

All equipment provided will be of new manufacture and will not contain used or rebuilt parts, remanufactured, rebuilt, reconditioned, newly re-manufactured or prototypes.

2.15.4 At a time within the contract term, identified by the City of Coral Gables, the successful proposer shall replace all BWC devices with the latest available model.

The Axon Technology Assurance Plan (TAP) for Axon body-worn cameras and docking stations includes Axon's extended warranty for the five-year contract term, spare cameras and mounts, and two camera and dock refreshes, at the two-and-a-half and five-year marks, free of charge.

Please see the Axon Master Services and Purchasing Agreement that outlines the full terms and conditions of the standard manufacturer warranty, extended warranty, and Technology Assurance Plan.

REFRESH PROCESS

Axon's dedicated Customer Support division tracks the Technology Assurance Plan (TAP) timelines for all subscribed agencies. When an agency is entitled to a hardware refresh under the TAP program, Axon will determine which hardware the agency is eligible to receive and contact the agency to coordinate the refreshment.

Axon will request that the agency sign a Certificate of Destruction (COD) or initiate a Return Material Authorization (RMA) process on the agency's behalf for the equipment Axon will replace, depending on the generation/model of the equipment. Then, Axon will ship the new hardware to the agency at no cost.

Axon is committed to proactively serving its customers. However, an agency may contact Axon Customer Support at any time to inquire about the initiation or progress of a TAP hardware refresh.

2) Provide a comprehensive description of your proposed ability to meet or exceed all of the technical requirements of the system and equipment.

Coral Gables Police Department (CGPD) knows the importance of providing your officers with the equipment and technology needed to help keep them safe. Over the course of a shift, CGPD's officers respond to situation after situation, and without a reliable body-worn camera (BWC), they can find themselves susceptible to a variety of issues such as false complaints and accusations. That is why CGPD needs a dependable body-worn camera program capable of capturing evidence and sharing it with a digital evidence management solution (DEMS) that is easy to navigate.

By choosing Axon, CGPD can have access to an ecosystem of hardware and software designed to communicate with one another during those critical moments in the field. By implementing our solutions, CGPD can expect a cost-effective approach focused on:

- Equipping your officers with high-quality Axon Body 3 cameras with multiple mounting options and docks
- Easing your administrative burden so you can have a more significant officer presence in your community
- Providing a DEMS that has tools to help you remain compliant with ever-evolving policies, laws, and mandates

PROPOSED SOLUTIONS FOR CGPD

To help bring CGPD to the forefront of technology as it relates to law enforcement, Axon is proposing a solution comprised of the following components.

- Axon Body 3 Cameras and Mounts
- Axon Docks
- Axon Mobile Applications
- Axon Evidence
- Implementation and Training

From the Field

> With Axon, it was not just a matter of deploying the cameras, it was a matter of building a relationship and getting that support and letting [officers] know that we were going to have a great, reliable product.

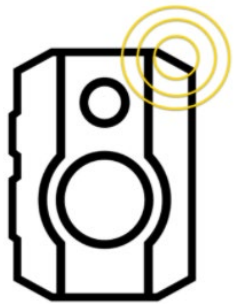
SERGIO ENRIQUEZ,
SERGEANT /
SANTA ANA PD

JOIN FORCES

AXON BODY 3

The Axon Body 3 is a rugged and durable body-worn camera that allows agencies to capture secure and admissible evidence in the field. With features like at-rest and in-transit encryption, high-quality video resolution capture with reduced motion blur, and a multi-microphone set up optimized for law enforcement scenarios, the Axon Body 3 can record clear audiovisual content during an event, while also ensuring your footage is tamperproof.

Additionally, the Axon Body 3 can be equipped with our real-time awareness technology, Axon Respond, which allows you to receive real-time alerts, livestream a camera feed if the device is actively recording, and locate officers with Wi-Fi and GPS positioning as they arrive at and navigate the scene. These capabilities offer awareness to command staff and dispatch like never before, making it possible to give tactical advice and mission-critical orders while a situation unfolds, track your officers as they pursue a suspect, or know when a weapon has been deployed or discharged.



Not only does the Axon Body 3 offer agencies a camera that implements modernized technology, but the device itself is extremely durable. Our cameras undergo Ingress Protection, MIL-STD, and Impact Certified testing and can operate and be stored in a wide spectrum of temperature ranges. This means if an altercation were to occur, or if the camera is exposed to outside elements, your officers can be confident in the device's ability to withstand impact scenarios and continue to operate in a variety of environments.

Furthermore, the camera itself has a built-in camera display that allows officers to quickly assess their camera's current status and activity, such as if the device is actively recording or how much battery life remains. With six built-in operational buttons, your officers can quickly learn to activate a recording, control volume, power the device on and off, and initiate tactical functionality. The device is designed to be easy to use and accessible during high-stress situations.

AXON BODY 3 DOCKS

The Axon Body 3 solution gives agencies flexibility when it comes to charging and storing your devices. Whether on a table in a utility room or hanging from an open wall at the station, our 1-bay and 8-bay docks allow for a flexible installation to fit the desired space. Once set up, officers can simply plug their camera into the dock, which will charge the device and provide a network connection for your camera to upload evidence and receive operating system updates.

ADDITIONAL PRODUCT INFORMATION

KEY FEATURES

- **SECURITY ENHANCEMENTS** – Signed commands, secure boot, and enhanced video authenticity and integrity validation
- **AXON SIGNAL ACTIVATION** – Customized triggers assigned to certain actions used to begin a recording
- **HIGH-SPEED EVIDENCE OFFLOAD AND CHARGING** – Offload evidence fast and recharge a depleted battery in five hours or less
- **VARIOUS MOUNTING OPTIONS** – With built-in RapidLock System
- **CRITICAL EVIDENCE OFFLOAD** – Select and prioritize critical evidence for offload over an LTE connection
- **CLEAR-FRAME PLAYBACK**

SPECIFICATIONS

- **VIDEO RESOLUTION** – 1080p, 720p L, 720p H, 480p
- **IP RATING** – IP 67/IPX4
- **VIDEO FORMAT** – MPEG-4
- **US MILITARY STANDARD** – MIL-STD-810G
- **BATTERY LIFE** – Approximately 12 hours
- **DROP TEST** – 6 feet/4 feet
- **STORAGE** – 64 GB
- **OPERATING TEMPERATURE** – -4°–122°F (-20°–50°C)
- **PRE-EVENT BUFFER** – Configurable up to 120 seconds

Full-shift battery

Configurable pre-event buffer

Axon Signal-compatible

AXON RESPOND REAL-TIME TECHNOLOGY

Picture this—an officer is in a foot chase away from their vehicle, losing certainty of their exact whereabouts during a life-or-death situation. With our new Axon Respond situational awareness technology, an officer need not worry about where a pursuit may take them because they can now stay connected wherever they are with alerts sent to Axon Evidence. These alerts can then allow supervisors to locate and provide officers support in the moment. Axon Respond focuses on providing real-time awareness and is truly a game-changing new platform that will continue to include advanced capabilities as your needs evolve.

LOOKING BEYOND THE CAMERA

Your cameras and storage mechanisms are just two smaller elements of a broader landscape. With Axon, you're buying into a connected network of solutions with a focus on future improvement. Enhanced evidence management tools—like new in-app redaction and transcription functionality, easy and secure data flow between your systems, and the use of algorithms to assist with evidence review and training—are all consolidated and available for our Axon Evidence users. Axon isn't just a collection of individual technologies, it's a comprehensive network connecting people, devices, and applications in a solution tailored for the current and future needs of CGPD.

AXON EVIDENCE

Axon Evidence is Axon's secure, centralized digital evidence management system designed to organize, view, and share all types of digital evidence in one single place. With easy-to-use search features and dynamic playback capabilities, CGPD can find and review the vital pieces of evidence needed to build a case or review an officer's performance, which can then be shared internally or with external prosecuting partners or agencies.

Built-in tools such as automated redaction and Axon Performance's metrics review dashboards can help speed up workflows, improve policy compliance, and protect privacy, which can all lead to lessening your agency's administrative burden.

Robust evidence, device, and user audit trails help protect chain of custody within the system, while our advanced report generation allows administrators to review your agency's utilization of Axon Evidence features.

Within Axon Evidence, access to stored information is governed by agency-defined access control settings and configurations. Administrators will create roles for different users that dictate levels of access. Each Axon Evidence user will then be assigned one of these roles, which determine if they do or do not have access to particular DEMS features and functions. You can also leverage the system to create cases and groups to control evidence access lists and improve sharing workflows.

Additionally, Axon Evidence provides many security features to secure digital evidence, including password complexity requirements, failed login limits, and enforced timeout settings. Multi-factor authentication options are also available to allow a user to access the system without the need for an administrator's approval.

KEY FEATURE OVERVIEW

- **FILE SUPPORT** – Manage all types of data, including body-worn, in-car and interview video, CCTV footage, photographs, audio, documents, and more
- **AUTOMATED REDACTION** – Redaction Assistant speeds up your redaction times by leveraging AI to detect and mask common objects, such as license plates, MDC screens, and faces
- **AUDIT TRAILS** – Prove chain of custody for evidence and review actions taken by users across Axon Evidence

- **AUTO-TAGGING** – Increase user compliance while saving time and money with automatic metadata tagging and automated retention schedules based on your CAD/RMS
- **PROSECUTOR AND PUBLIC DEFENDER EDITIONS** – Seamlessly share evidence using our scalable solution for justice system collaborators
- **AUTO-TRANSCRIPTION** – Leverage the power of AI to accelerate the review and transcription process via a feature that combines viewing video, audio, and text into one "hypermedia player" to assist in the creation of reports and court-ready transcripts
- **TRANSCRIPTION SERVICES** – Streamline the process of providing video and audio transcriptions for court use and report-writing; select files and receive transcripts within 24 hours from our CJIS-compliant third-party provider
- **UPLOAD XT DESKTOP TRANSFER APP** – Upload evidence in any format from your desktop and schedule hard drive and desktop folders to automatically sync and continue to upload even after you log out
- **EVIDENCE LITE FOR TASER ENERGY WEAPON PROGRAM MANAGEMENT** – Evidence Lite is a complimentary app that helps agencies maintain their TASER devices in a centralized location, assign or remove weapons, instantly install the latest software to your weapons, and manage weapon data from the cloud
- **ONE-CLICK SEARCH** – Search by embedded metadata such as an officer name, incident ID, location, and other customized tags to quickly find files
- **CONFIGURABLE RETENTION CATEGORIES** – Schedule automatic retention periods based on incident type or crime severity
- **MOBILE INTEGRATION** – Store and manage files captured with mobile devices in the field
- **AXON PERFORMANCE ADD-ON** – Streamline supervisor review of body-worn camera video and reduce the time it takes to ensure teams are operating within agency guidelines and policies
- **ANALYTICS AND AUDIT TOOLS** – Monitor system usage, from total videos uploaded to who has reviewed, shared, and deleted files
- **CJIS-COMPLIANCE** – Axon Evidence is fully CJIS compliant
- **CUSTOMIZABLE USER PERMISSIONS** – Administrators can determine what files can be viewed by users and groups of users
- **DATA ENCRYPTION** – All information is fully encrypted in transit and at rest

A SECURE AXON NETWORK

Axon's compliance demonstrates our commitment to providing a trustworthy platform and offers CGPD a way to understand the controls put in place to secure Axon Evidence and the data you store in it. These certifications, compliance measures, and security assurances include:

- ISO/IEC 27001:2013 Certified - Information Security Management Standards
- ISO/IEC 27017:2015 Certified - Code of Practice for Information Security Controls
- ISO/IEC 27018:2019 Certified - Code of Practice for Protecting Personal Data in the Cloud
- CJIS Compliant
- CALEA Standard 17.5.4 Compliant
- HIPAA and HITECH
- AICPA SOC 2 Type 2 Reporting (Applicable only to Axon Evidence)
- SOC 3 Report
- Cloud Security Alliance - CSA STAR Attestation (Level Two)
- Cloud Security Alliance - CSA STAR Self-Assessment (Level One)
- Accessibility Conformance Report - WCAG 2.0 & VPAT/Section 508
- FedRAMP Joint Authorization Board (JAB) Provisional Authority to Operate (P-ATO) at the Moderate Impact Level (Applicable only to the US Federal Region of Axon Evidence). The authorization confirms that Axon Evidence has been reviewed and approved by the US Department of Defense and Homeland Security, and the General Services Administration

DEDICATION TO CUSTOMER SUCCESS

Once a solution is delivered, most agencies are left asking, what's next? Axon has you covered. Our dedicated customer success and support managers are committed to providing CGPD with post-sales and post-deployment support.

Whether that be troubleshooting assistance, technical support, or help with exchanging and returning equipment, our Customer Success team is here to be your main point of contact and advocate. Through regular communication, our knowledgeable staff can offer CGPD the support you should expect from a service provider. This support includes:

- Notifying customers of important operating system/firmware and hardware updates, identifying bugs, and addressing general issues
- Fulfilling hardware refreshes and deployment of new equipment
- Conducting quarterly business reviews with customers
- Identifying important customer feature requests

Our goal is to provide CGPD with the necessary assistance to help make the most of the solutions you count on every day.

DEVELOPING A BENEFICIAL WORKING RELATIONSHIP

Your choice of a body-worn camera provider is an important one. The speed of technological evolution demands you partner with a provider who has made a strong commitment to thought leadership in the field. Axon believes in the power of technology to protect life and protect truth, and we've invested heavily in technologies that will help our law enforcement partners in the near- to long-term. This includes the use of machine learning and artificial intelligence to help with data analysis and predictive analytics. With Axon, you have a partner who is thinking ahead and of the bigger picture.

CONTINUING EDUCATION WITH AXON ACADEMY

We recognize the importance of providing robust training resources to supplement the use of our technologies. Axon Academy is a Web-based learning management system containing a wide variety of instructional resources and product-specific training courses broken into short, single-topic videos and tutorials. Educational opportunities for new and existing users are accessible from Axon Academy, and administrators can assign training courses to specific users based on roles. To meet different learning styles, Axon Academy offers CGPD a range of assets, including podcasts, e-learning modules, simulations, and video.

JOINING FORCES THROUGH AXON'S ECOSYSTEM

We've long made the priorities of law enforcement our own, and your challenges ours to solve. When you partner with Axon, you're partnering with a team of product experts, security professionals, engineers, technology specialists, and former law enforcement personnel. We are dedicated to pushing the boundaries of technology and are committed to delivering on those efforts, to offer law enforcement the solutions needed to help make the world a safer place. By becoming a part of the Axon Ecosystem made up of connected devices and apps, CGPD can better position itself to protect fellow officers and the communities you serve.

Our mission to protect life and truth in the field, at the station, and in the courtroom is unwavering, and we are prepared to join forces with you, to keep your officers and community safe.

SUBMITTAL IV: PAST PERFORMANCE AND REFERENCES

1) MIAMI BEACH, FL POLICE DEPARTMENT

- 1100 Washington Ave Miami Beach, FL 33139
  Paul Acosta, 305-673-7776, paulacosta@miamibeachFL.gov
- Customer since 2011
- Total Contracted Amount: $6.1 Million
- Services Provided:
  - TASERs
  - Digital Evidence Management Solution
  - Body Worn Cameras
  - Interview Room Solution
  - Axon Air (drones)

2) OCOEE, FL POLICE DEPARTMENT

- 646 Ocoee Commerce Pkwy, Ocoee, FL 34761
- Chief Saina Plasencia, 407-554-7223, splasencia@ocoee.org
- Customer since 2013
- Total Contracted Amount: $2.5 Million
- Services Provided:
  - TASERs
  - Digital Evidence Management
  - Body Worn Cameras
  - Axon Fleet In-car Cameras

3) DORAL, FL POLICE DEPARTMENT

- 6100 NW 99th AveDoral, FL 33178
- Joaquin Garcia-Tunon , joaquin.garcia-tunon@doralpd.com, 305-593-6699 ext. 2118
- Customer since 2013
- Contract Amount $2.2 Million
- Services Provided:
  - Body Worn Cameras
  - TASERs
  - Digital Evidence Management

2) **Provide a list with contact information of public sector clients, if any, that have discontinued use of Proposer's services within the past two (2) years and indicate the reasons for the same. The City reserves the right to contact any reference as part of the evaluation process.**

No agencies have discontinued use of Axon's services in the past two (2) years due to performance or breach of contract.

3) **Please identify each incident within the last five (5) years where (a) a civil, criminal, administrative, other similar proceeding was filed or is pending, if such proceeding arises from or is a dispute concerning the Proposer's rights, remedies or duties under a contract for the same or similar type services to be provided under this RFP (See Affidavit D).**

There are no outstanding liens against Axon, nor is Axon the subject of any pending or threatened litigation, investigation or other action that could adversely impact its ability to fulfill contract requirements.

As a manufacturer of weapons and other law enforcement tools used in high-risk field environments, the company is often the subject of products liability litigation on the TASER weapons side of its business. We are currently named as a defendant in two lawsuits brought by individuals alleging either wrongful death or personal injury in connection with arrests or training. None are brought by governmental entities and there are no issues of federal noncompliance.

Separately, the Federal Trade Commission ("FTC") filed an enforcement action in January 2020 regarding Axon's May 2018 acquisition of an insolvent competitor, Vievu LLC. The FTC alleges the merger was anticompetitive and adversely affected the body worn camera and digital evidence management systems market for "large metropolitan police departments," which Axon denies. The administrative hearing was stayed in October 2020 pending Axon's federal court constitutional challenges to the FTC's structure and administrative processes. On January 24, 2022, the Supreme Court granted Axon's petition for certiorari, which will be heard next term. A decision is not likely before 2023 and the FTC's administrative case will remain stayed pending resolution. Even if Axon ultimately is required to divest Vievu and other assets, any such result will not interfere with Axon's ability to meet contractual obligations or implement our solutions.

4) **Please identify in detail any incident in the last five (5) years where there was an issue with recovering data and how the situation was resolved or concluded. This response must include any incident(s) where you failed to recover data.**

Not applicable.

March 31, 2022

CITY OF CORAL GABLES, FL
FINANCE DEPARTMENT/PROCUREMENT DIVISION
405 Biltmore Way
Coral Gables, FL 33134

Re: Requested Exceptions to Request for Proposal for Body Worn Cameras, RFP No. RFP 2021-050

To whom it may concern:

Please see below for exceptions from Axon Enterprise, Inc. ("Axon") to the above-referenced solicitation. Axon is open to further discussions regarding requested changes and reserves the right to negotiate the terms and conditions attached to the solicitation.

1. **Addition of Axon's Terms and Conditions.** Axon respectfully requests that its Master Services and Purchasing Agreement ("MSPA") be incorporated as an exhibit into the final contract award. Axon agrees to negotiate with the City of Coral Gables ("City") on these terms and conditions, and if any of Axon's terms and conditions conflict with the negotiated terms and conditions of the contract documents, the City's contract document will control.
2. **Section 1 - 1.6 Agreement execution.** Axon acknowledges that by submitting a Response, Axon agrees to be bound to and execute the Agreement for this solicitation contingent upon Agency's acceptance of exceptions.
3. **Section 1 - 1.14 Performance and Payment Bond.** Axon respectfully requests that this section be removed in its entirety along with any other mentions of performance bond requirements.
4. **Section 1 - 1.16 Contract Termination**. Axon respectfully requests that this section be modified as specified in Axon's requested exceptions to Article 5 in the Services Agreement described in number 12 below.
6. **Section 2 - Scope of Services 2.8 Storage Options. 2.8.6.** Upon contract termination, Axon respectfully requests that Axon's data transfer terms apply to the agency's data as further described in Axon's MSPA.
7. **Section 2 - Scope of Services 2.13 Warranty**. Axon confirms that Axon offers a 12-month warranty on most goods supplied by Axon with optional extended warranties running from the expiration of the 1-year hardware warranty through the extended warranty term but respectfully requests that Axon's standard warranty term of 90 days apply to Axon-manufactured accessories as further described in the MSPA. Axon also requests that 2.14.2 be removed and replaced with Axon's payment terms.

8. **Section 4 - General Conditions. 4.18 Invoicing & Payment.** Axon respectfully requests that the option for the proposer to be paid in monthly installments and that payment is made according to the actual number of labor hours worked be removed and replaced with Axon's payment terms.

9. **Section 5 - Indemnification.** Axon respectfully requests that this section be modified as specified in Axon's requested exceptions to Article 6 in the Services Agreement described in number 13 below.

10. **Section 5 - 5.6.9 Waiver of Insurance Requirements.** Axon respectfully requests the second paragraph be deleted. Axon is willing to provide the insurance as outlined but changing Axon's policies due to a change after the contract is signed will cause an administrative burden to Axon.

11. **Agreement Article 4 Compensation 4.4**. Axon respectfully requests that this section be removed in its entirety.

12. **Agreement Article 5 Termination.** Axon respectfully requests that Agency provide a thirty (30) day cure period to resolve any default before contract termination, that any party provide a thirty (30) day written notice to terminate the agreement and that the following be added to the end of this section.

    Notwithstanding the foregoing, if the City purchases Bidder's goods for less than the manufacturer's suggested retail price ("MSRP") and this Agreement terminates before the end of the term of this Agreement, Bidder will invoice the City the differences between the MSRP for such goods received and amounts paid towards such goods. Only if terminating for non-appropriation, the City may return such goods to Bidder within 30 days of termination. MSRP is the standalone price of the individual good supplied by Bidder at the time of sale.

13. **Agreement Article 6 Indemnification.** Axon respectfully requests that the words defend, direct, willful, and intentional be removed, that damages be awarded only to third parties and that attorney's fees be reasonable. Axon also requests that 6.7 paragraphs a, f, d, a n d g be removed in their entirety.

14. **Agreement Article 18.** During the term of this Agreement, upon fifteen (15) days-notice and request and during regular business hours, Agency may at its own expense inspect or have its Representatives at a mutually-agreed location, audit Axon's books, records, and other documents as necessary to verify compliance with the terms and conditions of this Agreement.

15. **Submittal Opportunity Section IV - Affidavit D.** Axon elects not to disclose information related to 2, 3, and 4 due to confidentiality obligations.

16. **Utilization of Sourcewell Contract.** As an alternative approach, in order to streamline negotiations, Axon proposes that the terms and conditions of the Sourcewell Contract #010720-AXN, and not the terms and conditions contained herein or in the RFP, govern any resulting purchase.

Sincerely,

Estelle Defranchi
Associate Contracts Manager
edefranchi@axon.com

Enclosure:
Master Services and Purchasing Agreement (draft)
Sourcewell Contract: https://www.sourcewell-mn.gov/cooperative-purchasing/010720-axn#tab-pricing
Sourcewell Pricing: https://www.sourcewell-mn.gov/cooperative-purchasing/010720-axn#tab-contractdocuments

Master Services and Purchasing Agreement for Agency

This Master Services and Purchasing Agreement ("**Agreement**") is between Axon Enterprise, Inc., a Delaware corporation ("**Axon**"), and the agency listed below or, if no agency is listed below, the agency on the Quote attached hereto ("**Agency**"). This Agreement is effective as of the later of the (a) last signature date on this Agreement or (b) signature date on the Quote ("**Effective Date**"). Axon and Agency are each a "**Party**" and collectively "**Parties**". This Agreement governs Agency's purchase and use of the Axon Devices and Services detailed in the Quote Appendix ("**Quote**"). It is the intent of the Parties that this Agreement act as a master agreement governing all subsequent purchases by Agency for the same Axon Devices and Services in the Quote, and all such subsequent quotes accepted by Agency shall be also incorporated into this Agreement by reference as a Quote. The Parties agree as follows:

1. **Definitions**.

   1.1. "**Axon Cloud Services**" means Axon's web services for Axon Evidence, Axon Records, Axon Dispatch, and interactions between Axon Evidence and Axon Devices or Axon client software. Axon Cloud Service excludes third-party applications, hardware warranties, and my.evidence.com.

   1.2. "**Axon Device**" means all hardware provided by Axon under this Agreement.

   1.3. "**Quote**" means an offer to sell and is only valid for devices and services on the quote at the specified prices. Any terms within Agency's purchase order in response to a Quote will be void. Orders are subject to prior credit approval. Changes in the deployment estimated ship date may change charges in the Quote. Shipping dates are estimates only. Axon is not responsible for typographical errors in any offer by Axon, and Axon reserves the right to cancel any orders resulting from such errors.

   1.4. "**Services**" means all services provided by Axon under this Agreement, including software, Axon Cloud Services, and professional services.

2. **Term**. This Agreement begins on the Effective Date and continues until all subscriptions hereunder have expired or have been terminated ("**Term**").

   2.1. All subscriptions including Axon Evidence, Axon Fleet, Officer Safety Plans, Technology Assurance Plans, and TASER 7 plans begin on the date stated in the Quote. Each subscription term ends upon completion of the subscription stated in the Quote ("**Subscription Term**").

   2.2. Upon completion of the Subscription Term, the Subscription Term will automatically renew for an additional 5 years ("Renewal Term"). For purchase of TASER 7 as a standalone, Axon may increase pricing to its then-current list pricing for any Renewal Term. For all other purchases, Axon may increase pricing on all line items in the Quote up to 3% at the beginning of each year of the Renewal Term. New devices and services may require additional terms. Axon will not authorize services until Axon receives a signed Quote or accepts a purchase order, whichever is first.

3. **Payment**. Axon invoices upon shipment, or on the date specified within the invoicing plan in the Quote. Payment is due net 30 days from the invoice date. Payment obligations are non-cancelable. Unless otherwise prohibited by law, Agency will pay interest on all past-due sums at the lower of one-and-a-half percent (1.5%) per month or the highest rate allowed by law. Agency will pay invoices without setoff, deduction, or withholding. If Axon sends a past due account to collections, Agency is responsible for collection and attorneys' fees.

4. **Taxes**. Agency is responsible for sales and other taxes associated with the order unless Agency provides Axon a valid tax exemption certificate.

5. **Shipping**. Axon may make partial shipments and ship Axon Devices from multiple locations. All shipments are EXW (Incoterms 2020) via common carrier. Title and risk of loss pass to Agency upon Axon's delivery to the common carrier. Agency is responsible for any shipping charges in the Quote.

6. **Returns**. All sales are final. Axon does not allow refunds or exchanges, except warranty returns or as provided by state or federal law.

7. **Warranty**.

   7.1. **Limited Warranty; Disclaimer**. Axon warrants that Axon-manufactured Devices are free from defects in workmanship and materials for 1 year from the date of Agency's receipt, except Signal Sidearm and Axon-manufactured accessories, which Axon warrants for 30 months and 90 days, respectively, from the date of Agency's receipt. Used conducted energy weapon ("**CEW**") cartridges are deemed to have operated properly. Extended warranties run from the expiration of the 1-year hardware warranty through the extended warranty term. **All software and Axon Cloud Services, are provided "AS IS," without any warranty of any kind, either express or implied, including without limitation the implied warranties of merchantability, fitness for a particular purpose and non-infringement. Axon Devices, software, and services that are not manufactured, published or performed by Axon ("Third-Party Products") are not covered by Axon's**

warranty and are only subject to the warranties of the third-party provider or manufacturer.

7.2. **Claims**. If Axon receives a valid warranty claim for an Axon-manufactured Device during the warranty term, Axon's sole responsibility is to repair or replace the Axon-manufactured Device with the same or like Axon-manufactured Device, at Axon's option. A replacement Axon-manufactured Device will be new or like new. Axon will warrant the replacement Axon-manufactured Device for the longer of (a) the remaining warranty of the original Axon Manufactured Device or (b) 90-days from the date of repair or replacement.

7.2.1. If Agency exchanges a device or part, the replacement item becomes Agency's property, and the replaced item becomes Axon's property. Before delivering an Axon-manufactured Device for service, Agency must upload Axon-manufactured Device data to Axon Evidence or download it and retain a copy. Axon is not responsible for any loss of software, data, or other information contained in storage media or any part of the Axon-manufactured Device sent to Axon for service.

7.3. **Spare Axon Devices**. At Axon's reasonable discretion, Axon may provide Agency a predetermined number of spare Axon Devices as detailed in the Quote ("**Spare Axon Devices**"). Spare Axon Devices are intended to replace broken or non-functioning units while Agency submits the broken or non-functioning units, through Axon's warranty return process. Axon will repair or replace the unit with a replacement Axon Device. Title and risk of loss for all Spare Axon Devices shall pass to Agency in accordance with shipping terms under Section 5. Axon assumes no liability or obligation in the e/vent Agency does not utilize Spare Axon Devices for the intended purpose.

7.4. **Limitations**. Axon's warranty excludes damage related to: (a) failure to follow Axon Device use instructions; (b) Axon Devices used with equipment not manufactured or recommended by Axon; (c) abuse, misuse, or intentional damage to Axon Device; (d) force majeure; (e) Axon Devices repaired or modified by persons other than Axon without Axon's written permission; or (f) Axon Devices with a defaced or removed serial number. Axon's warranty will be void if Agency resells Axon Devices.

7.4.1. To the extent permitted by law, the above warranties and remedies are exclusive. Axon disclaims all other warranties, remedies, and conditions, whether oral, written, statutory, or implied. If statutory or implied warranties cannot be lawfully disclaimed, then such warranties are limited to the duration of the warranty described above and by the provisions in this Agreement.

7.4.2. Axon's cumulative liability to any Party for any loss or damage resulting from any claim, demand, or action arising out of or relating to any Axon Device or Service will not exceed the purchase price paid to Axon for the Axon Device, or if for Services, the amount paid for such Services over the 12 months preceding the claim. Neither Party will be liable for direct, special, indirect, incidental, punitive or consequential damages, however caused, whether for breach of warranty or contract, negligence, strict liability, tort or any other legal theory.

7.5. **Online Support Platforms**. Use of Axon's online support platforms (e.g., Axon Academy and MyAxon) is governed by the Axon Online Support Platforms Terms of Use Appendix available at www.axon.com/sales-terms-and-conditions.

7.6. **Third-Party Software and Services**. Use of software or services other than those provided by Axon is governed by the terms, if any, entered into between Agency and the respective third-party provider, including, without limitation, the terms applicable to such software or services located at www.axon.com/sales-terms-and-conditions, if any.

7.7. **Axon Aid**. Upon mutual agreement between Axon and Agency, Axon may provide certain products and services to Agency, as a charitable donation under the Axon Aid program. In such event, Agency expressly waives and releases any and all claims, now known or hereafter known, against Axon, and its officers, directors, employees, agents, contractors, affiliates, successors, and assigns (collectively, "Releasees"), including but not limited to, on account of injury, death, property damage, or loss of data, arising out of or attributable to the Axon Aid program whether arising out of the negligence of Axon or any Releasees or otherwise. Agency agrees not to make or bring any such claim against Axon or any other Releasee, and forever release and discharge Axon and all other Releasees from liability under such claims. Agency expressly allows Axon to publicly announce its participation in Axon Aid and use its name in marketing materials. Axon may terminate the Axon Aid program without cause immediately upon notice to the Agency.

8. **Statement of Work**. Certain Axon Devices and Services, including Axon Interview Room, Axon Channel Services, and Axon Fleet, may require a Statement of Work that details Axon's Service deliverables ("**SOW**"). In the event Axon provides an SOW to Agency, Axon is only responsible to perform Services described in the SOW. Additional 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 fees or schedule. The SOW is incorporated into this Agreement by reference.

9. **Axon Device Warnings**. See www.axon.com/legal for the most current Axon Device warnings.

10. **Design Changes**. Axon may make design changes to any Axon Device or Service without notifying Agency or making the same change to Axon Devices and Services previously purchased by Agency.

11. **Bundled Offerings**. Some offerings in bundled offerings may not be generally available at the time of Agency's purchase. Axon will not provide a refund, credit, or additional discount beyond what is in the Quote due to a delay of availability or Agency's election not to utilize any portion of an Axon bundle.

12. **Insurance**. Axon will maintain General Liability, Workers' Compensation, and Automobile Liability insurance. Upon request, Axon will supply certificates of insurance.

13. **IP Rights**. Axon owns and reserves all right, title, and interest in Axon-manufactured Devices and Services and suggestions to Axon, including all related intellectual property rights. Agency will not cause any Axon proprietary rights to be violated.

14. **IP Indemnification**. Axon will indemnify Agency Indemnitees against all claims, losses, and reasonable expenses from any third-party claim alleging that the use of Axon-manufactured Devices or Services infringes or misappropriates the third-party's intellectual property rights. Agency must promptly provide Axon with written notice of such claim, tender to Axon the defense or settlement of such claim at Axon's expense and cooperate fully with Axon in the defense or settlement of such claim. Axon's IP indemnification obligations do not apply to claims based on (a) modification of Axon-manufactured Devices or Services by Agency or a third-party not approved by Axon; (b) use of Axon-manufactured Devices and Services in combination with hardware or services not approved by Axon; (c) use of Axon Devices and Services other than as permitted in this Agreement; or (d) use of Axon software that is not the most current release provided by Axon.

15. **Agency Responsibilities**. Agency is responsible for (a) Agency's use of Axon Devices; (b) breach of this Agreement or violation of applicable law by Agency or an Agency end user; and (c) a dispute between Agency and a third-party over Agency's use of Axon Devices.

16. **Termination**.

    16.1. **For Breach**. A Party may terminate this Agreement for cause if it provides 30 days written notice of the breach to the other Party, and the breach remains uncured at the end of 30 days. If Agency terminates this Agreement due to Axon's uncured breach, Axon will refund prepaid amounts on a prorated basis based on the effective date of termination.

    16.2. **By Agency**. If sufficient funds are not appropriated or otherwise legally available to pay the fees, Agency may terminate this Agreement. Agency will deliver notice of termination under this section as soon as reasonably practicable.

    16.3. **Effect of Termination**. Upon termination of this Agreement, Agency rights immediately terminate. Agency remains responsible for all fees incurred before the effective date of termination. If Agency purchases Axon Devices for less than the manufacturer's suggested retail price ("**MSRP**") and this Agreement terminates before the end of the Term, Axon will invoice Agency the difference between the MSRP for Axon Devices received, including any Spare Axon Devices, and amounts paid towards those Axon Devices. Only if terminating for non-appropriation, Agency may return Axon Devices to Axon within 30 days of termination. MSRP is the standalone price of the individual Axon Device at the time of sale. For bundled Axon Devices, MSRP is the standalone price of all individual components.

17. **Confidentiality**. "**Confidential Information**" means nonpublic information designated as confidential or, given the nature of the information or circumstances surrounding disclosure, should reasonably be understood to be confidential. Each Party will take reasonable measures to avoid disclosure, dissemination, or unauthorized use of the other Party's Confidential Information. Unless required by law, neither Party will disclose the other Party's Confidential Information during the Term and for 5 years thereafter. To the extent permissible by law, Axon pricing is Confidential Information and competition sensitive. If Agency receives a public records request to disclose Axon Confidential Information, to the extent allowed by law, Agency will provide notice to Axon before disclosure. Axon may publicly announce information related to this Agreement.

18. **General**.

    18.1. **Force Majeure**. Neither Party will be liable for any delay or failure to perform due to a cause beyond a Party's reasonable control.

    18.2. **Independent Contractors**. The Parties are independent contractors. Neither Party has the authority to bind the other. This Agreement does not create a partnership, franchise, joint venture, agency, fiduciary, or employment relationship between the Parties.

18.3. **Third-Party Beneficiaries**. There are no third-party beneficiaries under this Agreement.

18.4. **Non-Discrimination**. Neither Party nor its employees will discriminate against any person based on race; religion; creed; color; sex; gender identity and expression; pregnancy; childbirth; breastfeeding; medical conditions related to pregnancy, childbirth, or breastfeeding; sexual orientation; marital status; age; national origin; ancestry; genetic information; disability; veteran status; or any class protected by local, state, or federal law.

18.5. **Export Compliance**. Each Party will comply with all import and export control laws and regulations.

18.6. **Assignment**. Neither Party may assign this Agreement without the other Party's prior written consent. Axon may assign this Agreement, its rights, or obligations without consent: (a) to an affiliate or subsidiary; or (b) for purposes of financing, merger, acquisition, corporate reorganization, or sale of all or substantially all its assets. This Agreement is binding upon the Parties respective successors and assigns.

18.7. **Waiver**. No waiver or delay by either Party in exercising any right under this Agreement constitutes a waiver of that right.

18.8. **Severability**. If a court of competent jurisdiction holds any portion of this Agreement invalid or unenforceable, the remaining portions of this Agreement will remain in effect.

18.9. **Survival**. The following sections will survive termination: Payment, Warranty, Axon Device Warnings, Indemnification, IP Rights, and Agency Responsibilities.

18.10. **Governing Law**. The laws of the state where Agency is physically located, without reference to conflict of law rules, govern this Agreement and any dispute arising from it. The United Nations Convention for the International Sale of Goods does not apply to this Agreement.

18.11. **Notices**. All notices must be in English. Notices posted on Agency's Axon Evidence site are effective upon posting. Notices by email are effective on the sent date of the email. Notices by personal delivery are effective immediately. Contact information for notices:

Axon: Axon Enterprise, Inc. Attn: Legal 17800 N. 85th Street Scottsdale, Arizona 85255 legal@axon.com	Agency: _____ Attn: _____ Street Address City, State, Zip Email

18.12 **Entire Agreement**. This Agreement, including the Appendices and any SOW(s), represents the entire agreement between the Parties. This Agreement supersedes all prior agreements or understandings, whether written or verbal, regarding the subject matter of this Agreement. This Agreement may only be modified or amended in a writing signed by the Parties.

Each Party, by and through its respective representative authorized to execute this Agreement, has duly executed and delivered this Agreement as of the date of signature.

AXON:	**AGENCY**:
Axon Enterprise, Inc.	_____
Signature: _____	Signature: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

Axon Cloud Services Terms of Use Appendix

1. **Definitions**.

   1.1. **"Agency Content"** is data uploaded into, ingested by, or created in Axon Cloud Services within Agency's tenant, including media or multimedia uploaded into Axon Cloud Services by Agency. Agency Content includes Evidence but excludes Non-Content Data.

   1.2. "**Evidence**" is media or multimedia uploaded into Axon Evidence as 'evidence' by an Agency. Evidence is a subset of Agency Content.

   1.3. "**Non-Content Data**" is data, configuration, and usage information about Agency's Axon Cloud Services tenant, Axon Devices and client software, and users that is transmitted or generated when using Axon Devices. Non-Content Data includes data about users captured during account management and customer support activities. Non-Content Data does not include Agency Content.

   1.4. "**Personal Data**" means any information relating to an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

2. **Access**. Upon Axon granting Agency a subscription to Axon Cloud Services, Agency may access and use Axon Cloud Services to store and manage Agency Content. Agency may not exceed more end users than the Quote specifies. Axon Air requires an Axon Evidence subscription for each drone operator. For Axon Evidence Lite, Agency may access and use Axon Evidence only to store and manage TASER CEW and TASER CAM data ("**TASER Data**"). Agency may not upload non-TASER Data to Axon Evidence Lite.

3. **Agency Owns Agency Content**. Agency controls and owns all right, title, and interest in Agency Content. Except as outlined herein, Axon obtains no interest in Agency Content, and Agency Content is not Axon's business records. Agency is solely responsible for uploading, sharing, managing, and deleting Agency Content. Axon will only have access to Agency Content for the limited purposes set forth herein. Agency agrees to allow Axon access to Agency Content to (a) perform troubleshooting, maintenance, or diagnostic screenings; and (b) enforce this Agreement or policies governing use of the Axon products.

4. **Security**. Axon will implement commercially reasonable and appropriate measures to secure Agency Content against accidental or unlawful loss, access or disclosure. Axon will maintain a comprehensive information security program to protect Axon Cloud Services and Agency Content including logical, physical access, vulnerability, risk, and configuration management; incident monitoring and response; encryption of uploaded digital evidence; security education; and data protection. Axon agrees to the Federal Bureau of Investigation Criminal Justice Information Services Security Addendum.

5. **Agency Responsibilities**. Agency is responsible for (a) ensuring Agency owns Agency Content; (b) ensuring no Agency Content or Agency end user's use of Agency Content or Axon Cloud Services violates this Agreement or applicable laws; and (c) maintaining necessary computer equipment and Internet connections for use of Axon Cloud Services. If Agency becomes aware of any violation of this Agreement by an end user, Agency will immediately terminate that end user's access to Axon Cloud Services.

   5.1. Agency will also maintain the security of end usernames and passwords and security and access by end users to Agency Content. Agency is responsible for ensuring the configuration and utilization of Axon Cloud Services meet applicable Agency regulation and standards. Agency may not sell, transfer, or sublicense access to any other entity or person. Agency shall contact Axon immediately if an unauthorized party may be using Agency's account or Agency Content, or if account information is lost or stolen.

   5.2. To the extent Agency uses the Axon Cloud Services to interact with YouTube®, such use may be governed by the YouTube Terms of Service, available at https://www.youtube.com/static?template=terms.

6. **Privacy**. Agency's use of Axon Cloud Services is subject to the Axon Cloud Services Privacy Policy, a current version of which is available at https://www.axon.com/legal/cloud-services-privacy-policy. Agency agrees to allow Axon access to Non-Content Data from Agency to (a) perform troubleshooting, maintenance, or diagnostic screenings; (b) provide, develop, improve, and support current and future Axon products and related services; and (c) enforce this Agreement or policies governing the use of Axon products.

7. **Axon Body 3 Wi-Fi Positioning**. Axon Body 3 cameras offer a feature to enhance location services where GPS/GNSS signals may not be available, for instance, within buildings or underground. Agency administrators can manage their choice to use this service within the administrative features of Axon Cloud Services. If Agency chooses to use this service, Axon must also enable the usage of the feature for Agency's Axon Cloud Services tenant. Agency will not see this option with Axon Cloud Services unless Axon has enabled Wi-Fi Positioning for Agency's Axon Cloud Services tenant. When Wi-Fi Positioning is enabled by both Axon and Agency, Non-Content and Personal Data will be sent to Skyhook Holdings, Inc. ("**Skyhook"**) to facilitate the Wi-Fi Positioning functionality. Data controlled by Skyhook is outside the scope of the Axon Cloud Services Privacy Policy and is subject to the Skyhook Services Privacy Policy.

8. **Storage**. For Axon Unlimited Device Storage subscriptions, Agency may store unlimited data in Agency's Axon Evidence account only if data originates from Axon Capture or the applicable Axon Device. Axon may charge Agency additional fees for exceeding purchased storage amounts. Axon may place Agency Content that Agency has not viewed or accessed for 6 months into archival storage. Agency Content in archival storage will not have immediate availability and may take up to 24 hours to access.

9. **Location of Storage**. Axon may transfer Agency Content to third-party subcontractors for storage. Axon will determine the locations of data centers for storage of Agency Content. For United States agencies, Axon will ensure all Agency Content stored in Axon Cloud Services remains within the United States. Ownership of Agency Content remains with Agency.

10. **Suspension**. Axon may temporarily suspend Agency's or any end user's right to access or use any portion or all of Axon Cloud Services immediately upon notice, if Agency or end user's use of or registration for Axon Cloud Services may (a) pose a security risk to Axon Cloud Services or any third-party; (b) adversely impact Axon Cloud Services , the systems, or content of any other customer; (c) subject Axon, Axon's affiliates, or any third-party to liability; or (d) be fraudulent. Agency remains responsible for all fees incurred through suspension. Axon will not delete Agency Content because of suspension, except as specified in this Agreement.

11. **Axon Cloud Services Warranty**. Axon disclaims any warranties or responsibility for data corruption or errors before Agency uploads data to Axon Cloud Services.

12. **Axon Records**. Axon Records is the software-as-a-service product that is generally available at the time Agency purchases an OSP 7 bundle. During Agency's Axon Records Subscription Term, if any, Agency will be entitled to receive Axon's Update and Upgrade releases on an if-and-when available basis.

    12.1. The Axon Records Subscription Term will end upon the competition of the Axon Records Subscription as documented in the Quote, or if purchased as part of an OSP 7 bundle, upon competition of the OSP 7 Term ("**Axon Records Subscription**")

    12.2. An "**Update**" is a generally available release of Axon Records that Axon makes available from time to time. An "**Upgrade**" includes (i) new versions of Axon Records that enhance features and functionality, as solely determined by Axon; and/or (ii) new versions of Axon Records that provide additional features or perform additional functions. Upgrades exclude new products that Axon introduces and markets as distinct products or applications.

    12.3. New or additional Axon products and applications, as well as any Axon professional services needed to configure Axon Records, are not included. If Agency purchases Axon Records as part of a bundled offering, the Axon Record subscription begins on the later of the (1) start date of that bundled offering, or (2) date Axon provisions Axon Records to Agency.

    12.4. Users of Axon Records at the agency may upload files to entities (incidents, reports, cases, etc) in Axon Records with no limit to the number of files and amount of storage. Notwithstanding the foregoing, Axon may limit usage should the Agency exceed an average rate of 100 GB per user per year of uploaded files. Axon will not bill for overages.

13. **Axon Cloud Services Restrictions**. Agency and Agency end users (including employees, contractors, agents, officers, volunteers, and directors), may not, or may not attempt to:

    13.1. copy, modify, tamper with, repair, or create derivative works of any part of Axon Cloud Services;

    13.2. reverse engineer, disassemble, or decompile Axon Cloud Services or apply any process to derive any source code included in Axon Cloud Services, or allow others to do the same;

13.3. access or use Axon Cloud Services with the intent to gain unauthorized access, avoid incurring fees or exceeding usage limits or quotas;

13.4. use trade secret information contained in Axon Cloud Services, except as expressly permitted in this Agreement;

13.5. access Axon Cloud Services to build a competitive device or service or copy any features, functions, or graphics of Axon Cloud Services;

13.6. remove, alter, or obscure any confidentiality or proprietary rights notices (including copyright and trademark notices) of Axon's or Axon's licensors on or within Axon Cloud Services; or

13.7. use Axon Cloud Services to store or transmit infringing, libelous, or other unlawful or tortious material; to store or transmit material in violation of third-party privacy rights; or to store or transmit malicious code.

14. **After Termination**. Axon will not delete Agency Content for 90 days following termination. There will be no functionality of Axon Cloud Services during these 90 days other than the ability to retrieve Agency Content. Agency will not incur additional fees if Agency downloads Agency Content from Axon Cloud Services during this time. Axon has no obligation to maintain or provide Agency Content after these 90-days and will thereafter, unless legally prohibited, delete all Agency Content. Upon request, Axon will provide written proof that Axon successfully deleted and fully removed all Agency Content from Axon Cloud Services.

15. **Post-Termination Assistance**. Axon will provide Agency with the same post-termination data retrieval assistance that Axon generally makes available to all customers. Requests for Axon to provide additional assistance in downloading or transferring Agency Content, including requests for Axon's data egress service, will result in additional fees and Axon will not warrant or guarantee data integrity or readability in the external system.

16. **U.S. Government Rights**. If Agency is a U.S. Federal department or using Axon Cloud Services on behalf of a U.S. Federal department, Axon Cloud Services is provided as a "commercial item," "commercial computer software," "commercial computer software documentation," and "technical data", as defined in the Federal Acquisition Regulation and Defense Federal Acquisition Regulation Supplement. If Agency is using Axon Cloud Services on behalf of the U.S. Government and these terms fail to meet the U.S. Government's needs or are inconsistent in any respect with federal law, Agency will immediately discontinue use of Axon Cloud Services.

17. **Survival**. Upon any termination of this Agreement, the following sections in this Appendix will survive: Agency Owns Agency Content, Privacy, Storage, Axon Cloud Services Warranty, and Axon Cloud Services Restrictions.

Axon Customer Experience Improvement Program Appendix

1. **Axon Customer Experience Improvement Program (ACEIP)**. The ACEIP is designed to accelerate Axon's development of technology, such as building and supporting automated features, to ultimately increase safety within communities and drive efficiency in public safety. To this end, subject to the limitations on Axon as described below, Axon, where allowed by law, may make limited use of Agency Content from all of its customers, to provide, develop, improve, and support current and future Axon products (collectively, "ACEIP Purposes"). However, at all times, Axon will comply with its obligations pursuant to the Axon Cloud Services Terms of Use Appendix to maintain a comprehensive data security program (including compliance with the CJIS Security Policy for Criminal Justice Information), privacy program, and data governance policy, including high industry standards of de-identifying Personal Data, to enforce its security and privacy obligations for the ACEIP. ACEIP has 2 tiers of participation, Tier 1 and Tier 2. By default, Agency will be a participant in ACEIP Tier 1. If Agency does not want to participate in ACEIP Tier 1, Agency can revoke its consent at any time. If Agency wants to participate in Tier 2, as detailed below, Agency can check the ACEIP Tier 2 box below. If Agency does not want to participate in ACEIP Tier 2, Agency should leave box unchecked. At any time, Agency may revoke its consent to ACEIP Tier 1, Tier 2, or both Tiers.

2. **ACEIP Tier 1.**

   2.1. When Axon uses Agency Content for the ACEIP Purposes, Axon will extract from Agency Content and may store separately copies of certain segments or elements of the Agency Content (collectively, "**ACEIP Content**"). When extracting ACEIP Content, Axon will use commercially reasonable efforts to aggregate, transform or de-identify Agency Content so that the extracted ACEIP Content is no longer reasonably capable of being associated with, or could reasonably be linked directly or indirectly to a particular individual ("**Privacy Preserving Technique(s)**"). For illustrative purposes, some examples are described in footnote 1[1]. For clarity, ACEIP Content will still be linked indirectly, with an attribution, to the Agency from which it was extracted. This attribution will be stored separately from the data itself, but is necessary for and will be solely used to enable Axon to identify and delete all ACEIP Content upon Agency request. Once de-identified, ACEIP Content may then be further modified, analyzed, and used to create derivative works. At any time, Agency may revoke the consent granted herein to Axon to access and use Agency Content for ACEIP Purposes. Within 30 days of receiving the Agency's request, Axon will no longer access or use Agency Content for ACEIP Purposes and will delete any and all ACEIP Content. Axon will also delete any derivative works which may reasonably be capable of being associated with, or could reasonably be linked directly or indirectly to Agency. In addition, if Axon uses Agency Content for the ACEIP Purposes, upon request, Axon will make available to Agency a list of the specific type of Agency Content being used to generate ACEIP Content, the purpose of such use, and the retention, privacy preserving extraction technique, and relevant data protection practices applicable to the Agency Content or ACEIP Content ("Use Case"). From time to time, Axon may develop and deploy new Use Cases. At least 30 days prior to authorizing the deployment of any new Use Case, Axon will provide Agency notice (by updating the list of Use Case at https://www.axon.com/aceip and providing Agency with a mechanism to obtain notice of that update or another commercially reasonable method to Agency designated contact) ("**New Use Case**").

   2.2. **Expiration of ACEIP Tier 1**. Agency consent granted herein, will expire upon termination of the Agreement. In accordance with section 1.1.1, within 30 days of receiving the Agency's request, Axon will no longer access or use Agency Content for ACEIP Purposes and will delete ACEIP Content. Axon will also delete any derivative works which may reasonably be capable of being associated with, or could reasonably be linked directly or indirectly to Agency.

3. **ACEIP Tier 2**. In addition to ACEIP Tier 1, if Agency wants to help further improve Axon's services, Agency may

[1] For example; (a) when extracting specific text to improve automated transcription capabilities, text that could be used to directly identify a particular individual would not be extracted, and extracted text would be disassociated from identifying metadata of any speakers, and the extracted text would be split into individual words and aggregated with other data sources (including publicly available data) to remove any reasonable ability to link any specific text directly or indirectly back to a particular individual; (b) when extracting license plate data to improve Automated License Plate Recognition (ALPR) capabilities, individual license plate characters would be extracted and disassociated from each other so a complete plate could not be reconstituted, and all association to other elements of the source video, such as the vehicle, location, time, and the surrounding environment would also be removed; (c) when extracting audio of potential acoustic events (such as glass breaking or gun shots), very short segments (<1 second) of audio that only contains the likely acoustic events would be extracted and all human utterances would be removed.

choose to participate in Tier 2 of the ACEIP. ACEIP Tier 2 grants Axon certain additional rights to use Agency Content, in addition to those set forth in Tier 1 above, without the guaranteed deployment of a Privacy Preserving Technique to enable product development, improvement, and support that cannot be accomplished with aggregated, transformed or de-identified data.

☐ Check this box if Agency wants to help further improve Axon's services by participating in ACEIP Tier 2 in addition to Tier 1. Axon will not enroll Agency into ACEIP Tier 2 until Axon and Agency agree to terms in writing providing for such participation in ACEIP Tier 2.

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:

System set up and configuration • Instructor-led setup of Axon View on smartphones (if applicable) • Configure categories and custom roles based on Agency need • Register cameras to Agency domain • Troubleshoot IT issues with Axon Evidence and Axon Dock ("**Dock**") access • One on-site session included
Dock configuration • Work with Agency to decide the ideal location of Docks and set configurations on Dock • Authenticate Dock with Axon Evidence using admin credentials from Agency • On-site assistance, not to include physical mounting of docks
Best practice implementation planning session • Provide considerations for the establishment of video policy and system operations best practices based on Axon's observations with other agencies • Discuss the importance of entering metadata in the field for organization purposes and other best practice for digital data management • Provide referrals of other agencies using the Axon camera devices and Axon Evidence • Recommend rollout plan based on review of shift schedules
System Admin and troubleshooting training sessions Step-by-step explanation and assistance for Agency's configuration of security, roles & permissions, categories & retention, and other specific settings for Axon Evidence
Axon instructor training (Train the Trainer) 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
Evidence sharing training Tailored workflow instruction for Investigative Units on sharing Cases and Evidence with local prosecuting agencies
End user go-live training and support sessions • Assistance with device set up and configuration • Training on device use, Axon Evidence, and Evidence Sync
Implementation document packet Axon Evidence administrator guides, camera implementation guides, network setup guide, sample policies, and categories & roles guide
Post go-live review

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:

System set up and configuration (Remote Support) • Instructor-led setup of Axon View on smartphones (if applicable) • Configure categories & custom roles based on Agency need

• Troubleshoot IT issues with Axon Evidence and Axon Dock ("**Dock**") access
/Dock configuration • Work with Agency to decide the ideal location of Dock setup and set configurations on Dock • Authenticate Dock with Axon Evidence using "Administrator" credentials from Agency • Does not include physical mounting of docks
Axon instructor training (Train the Trainer) 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
End user go-live training and support sessions • Assistance with device set up and configuration • Training on device use, Axon Evidence, and Evidence Sync
Implementation document packet 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:

System set up and configuration • Configure Axon Evidence categories & custom roles based on Agency need. • Troubleshoot IT issues with Axon Evidence. • Register users and assign roles in Axon Evidence. • **For the CEW Full Service Package**: On-site assistance included • **For the CEW Starter Package**: Virtual assistance included
Dedicated Project Manager 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
Best practice implementation planning session to include: • Provide considerations for the establishment of CEW policy and system operations best practices based on Axon's observations with other agencies • Discuss the importance of entering metadata and best practices for digital data management • Provide referrals to other agencies using TASER CEWs and Axon Evidence • **For the CEW Full Service Package:** On-site assistance included • **For the CEW Starter Package:** Virtual assistance included
System Admin and troubleshooting training sessions 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
Axon Evidence Instructor training • Provide training on the Axon Evidence to educate instructors who can support Agency's subsequent Axon Evidence training needs. • **For the CEW Full Service Package:** Training for up to 3 individuals at Agency • **For the CEW Starter Package:** Training for up to 1 individual at Agency
TASER CEW inspection and device assignment 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.
Post go-live review **For the CEW Full Service Package**: On-site assistance included. **For the CEW Starter Package**: Virtual assistance included.

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

Archival of CEW Firing Logs 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.

Return of Old Weapons
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 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.

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 change Axon Device models for the offered BWC or Dock Upgrade, Agency must pay the price difference between the MSRP for the offered BWC or Dock Upgrade and the MSRP for the model desired. 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.

SUBMITTAL VI: PROPOSAL PRICING FORM

BID PRICING SHEET
SOLICITATION # RFP 2021-050 BODY WORN CAMERAS
SOLICITATION CLOSING DATE: APRIL 4, 2022 @ 2:00 P.M (EST)

This solicitation will be awarded will be made to the highest ranked responsive and responsible proposer based on the criteria outlined in the solicitation. Proposers must provide pricing on all line items. Failure to do so will deem you as non-responsive. The City in it's sole discretion will determine if the pricing received is reasonable and if it is in the best interest of the City to move forward with the award.

VENDOR: Axon Enterprise, Inc. FEIN: 86-0741227

Item No.	Description	Unit of Measure	Quantity	Unit Price
1	Implementation of Body Worn Camera System, Digital Evidence Management System, Testing & Configuration, CAD Integration to allow for auto tagging of files, Maintenance, and Warranty (three year hardware warranty) as outlined in Section 2 within the scope of services of the RFP.	Package	1	$216,150
	Additional Items:			
2	Body Worn Camera	Each		$948.00
3	Body Worn Camera Mount	Each		Included w/Camera
4	Train the trainer Training (on-site)	Session	3	Included w/Implementation
5	Storage Fee per User (Long/Short-term data storage)	Each	200	$288 per user per year
6	Software License/Hosting/Technical Support per Body Worn Camera User	Each	200	$180 per user per year
7	Software License/Hosting/Technical Support per Administrative User (users that will access the redaction services)	Each	10	$468 per user per year
8	Individual Charging Dock	Units	150	$200.00
9	Multiple Charging Bank (8-12 Ports)	Units	25	$1539.00

NOTE: Pricing shall include, but not be limited to, full compensation for labor, supervision, personnel, materials, any and all tools and equipment used, travel and related expenses and any and all other costs to the Proposer. The City will not pay and/or reimburse any additional costs including, but not limited to, travel, mileage, lodging, meals, and other travel and subsistence expenses. Prices shall remain fixed and firm for the intial term of the contract.

Coral Gables Buy American Preference Acknowledgement. Please acknowledge if you are asserting you qualify. Yes ☐ *Please refer to Procurement Code Sec. 2-699(Ord. No. 2016-30, § 2(2-780), 5-24-2016) Documentation supporting the assertion that a product is American manufactured, assembled or produced must be provided with your bid submittal.*

Authorized Signature: _____ Title: Chief Revenue Officer

Print/Type Name: Joshua Isner Phone: 800-978-2737

E-mail: proposals@axon.com Fax: 480-991-0791

Address: 17800 N. 85th Street City: Scottsdale State: AZ Zip Code: 85255

THE EXECUTION OF THIS FORM CONSTITUTES THE UNEQUIVOCAL OFFER OF THE BIDDER TO BE BOUND BY THE TERMS OF ITS BID. FAILURE TO SIGN THIS BID PRICE FORM WHERE INDICATED ABOVE BY AN AUTHORIZED REPRESENTATIVE OR PROVIDE THE FORM AS PRESENTED MAY RENDER THE BIDDER NON-RESPONSIVE.

Appendix

PROTECT LIFE

State of Florida
Department of State

I certify from the records of this office that AXON ENTERPRISE, INC. is a Delaware corporation authorized to transact business in the State of Florida, qualified on March 25, 2010.

The document number of this corporation is F10000001499.

I further certify that said corporation has paid all fees due this office through December 31, 2017, that its most recent annual report/uniform business report was filed on January 10, 2017, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

Given under my hand and the Great Seal of the State of Florida at Tallahassee, the Capital, this the Eleventh day of May, 2017

Ken Detzner

Secretary of State

Tracking Number: CU3507182584

To authenticate this certificate,visit the following site,enter this number, and then follow the instructions displayed.

https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication

Sunbiz.org DIVISION of CORPORATIONS an official State of Florida website

Department of State / Division of Corporations / Search Records / Search by Entity Name /

Detail by Entity Name

Foreign Profit Corporation
AXON ENTERPRISE, INC.

Filing Information

Document Number	F10000001499
FEI/EIN Number	86-0741227
Date Filed	03/25/2010
State	DE
Status	ACTIVE
Last Event	NAME CHANGE AMENDMENT
Event Date Filed	05/09/2017
Event Effective Date	NONE

Principal Address

17800 N. 85TH STREET
SCOTTSDALE, AZ 85255

Mailing Address

17800 N. 85TH STREET
SCOTTSDALE, AZ 85255

Registered Agent Name & Address

CORPORATION SERVICE COMPANY
1201 HAYS STREET
TALLAHASSEE, FL 32301-2525

Name Changed: 11/21/2018

Address Changed: 11/21/2018

Officer/Director Detail

Name & Address

Title President

Larson, Luke
17800 N. 85TH STREET
SCOTTSDALE, AZ 85255

Title Secretary

Fields , Isaiah
17800 N. 85TH STREET
SCOTTSDALE, AZ 85255

Title VP

Driscoll , Robert E., Jr.
17800 N. 85th Streeet
Scottsdale, AZ 85255-6311

Annual Reports

Report Year	Filed Date
2019	02/06/2019
2020	02/17/2020
2021	04/27/2021

Document Images

04/27/2021 -- ANNUAL REPORT	View image in PDF format
02/17/2020 -- ANNUAL REPORT	View image in PDF format
02/06/2019 -- ANNUAL REPORT	View image in PDF format
11/21/2018 -- Reg. Agent Change	View image in PDF format
02/22/2018 -- ANNUAL REPORT	View image in PDF format
05/09/2017 -- Name Change	View image in PDF format
01/10/2017 -- ANNUAL REPORT	View image in PDF format
01/15/2016 -- ANNUAL REPORT	View image in PDF format
01/28/2015 -- ANNUAL REPORT	View image in PDF format
03/18/2014 -- ANNUAL REPORT	View image in PDF format
03/20/2013 -- ANNUAL REPORT	View image in PDF format
07/09/2012 -- Reg. Agent Change	View image in PDF format
01/05/2012 -- ANNUAL REPORT	View image in PDF format
03/17/2011 -- ANNUAL REPORT	View image in PDF format
03/25/2010 -- Foreign Profit	View image in PDF format

Florida Department of State, Division of Corporations

COALFIRE ISO

Certificate Number: 2020-071101

CERTIFICATE OF REGISTRATION

INFORMATION SECURITY MANAGEMENT SYSTEM – ISO/IEC 27001:2013

Coalfire ISO, Inc. certifies that the following organization operates an Information Security Management System (ISMS) that conforms to the requirements of ISO/IEC 27001:2013 per the scope and boundaries statement detailed below:

Company	Axon Enterprise, Inc.	**Address**	17800 North 85th Street Scottsdale, AZ 85255 United States	**State**	Arizona
				Country	United States

SCOPE

The certificate scope comprises the Information Security Management System (ISMS) supporting the operations underlying the Axon Cloud Services and Axon AI Training Center. The organizational scope includes the Engineering (Production Support, Developers, Annotators), Customer Support, Information Security, and Information Technology teams affecting the ISMS. The ISMS is limited to the controls and supporting justifications described within the organization's Statement of Applicability, which further extends to the additional objectives detailed within ISO/IEC 27017:2015 and ISO/IEC 27018:2019.

Statement of Applicability: Version: 6.0 Date: November 23, 2020

Original Registration Date: November 20, 2015

Certification Issuance Date: March 11, 2021

Expiration Date: October 21, 2021

On behalf of Coalfire ISO, Inc.

Print Name: David Forman

Director of Coalfire ISO

COALFIRE ISO 27001 CERTIFIED ISO

ANAB ANSI National Accreditation Board ACCREDITED ISO/IEC 17021 MANAGEMENT SYSTEMS CERTIFICATION BODY

UKAS MANAGEMENT SYSTEMS 9224

This certificate relates to the Information Security Management System, and not to the products or services of the certified organization. The certification reference number, the mark of the certification body and/or the accreditation mark may not be shown on products or stated in documents regarding products or services. Promotional material, advertisements or other documents showing or referring to this certificate, the trademark of the certification body, or the accreditation mark, must comply with the intention of the certificate.

12735 Morris Road | Suite 250 | Alpharetta, GA 30004
877.224.8077 | CoalfireISO.com

ADDRESS	SITE CATEGORIZATION
Central Location 17800 North 85th Street Scottsdale, AZ 85255 United States	Top management personnel report to this location and facilitate centralized management activities from this site.
Satellite Office #1 Metropolitan Park West Tower 1100 Olive Way #1300 Seattle, WA 98101 United States	Satellite office personnel report from this physical location into the top management structure sited at the central location.

CERTIFICATE NUMBER:
2020-071101

CERTIFICATE OF REGISTRATION

Information Security Management System – ISO/IEC 27001:2013

Coalfire ISO, Inc. certifies that the following organization operates an Information Security Management System (ISMS) that conforms to the requirements of ISO/IEC 27001:2013 per the scope and boundaries statement detailed below:

COMPANY:	Axon Enterprise, Inc.	ADDRESS:	17800 North 85th Street Scottsdale, AZ 85255 United States

Scope:

The certificate scope comprises the Information Security Management System (ISMS) and Privacy Information Management System (PIMS) for the Axon AI Training Center and the Axon Cloud Services computing environments: Southeast Asia-AU, South America-BR, Canada-CA, European Union-EU, European Union-NL, United Kingdom-UK, United States, US Axon FedCloud-US, and Enterprise-ENT. The organizational scope includes the Engineering (Production Support, Developers, Annotators), Customer Support, Information Security, and Information Technology teams affecting the ISMS and PIMS. Teams are organized under Axon Enterprise, Inc. and the following direct or indirectly wholly owned subsidiaries: Axon Public Safety Australia Pty Ltd, Axon Public Safety Canada Inc., Axon Public Safety UK Limited, Axon Public Safety Germany SE, Axon Public Safety India Pvt Ltd, Axon Enterprise Italia, S.R.L., Axon Public Safety B.V., and TASER Holland B.V.. The ISMS and PIMS are limited to the controls and supporting justifications described within the organization's Statement of Applicability, which further extends to the Processor and Controller controls within ISO/IEC 27701:2019 and the additional controls detailed within ISO/IEC 27017:2015 and ISO/IEC 27018:2019.

STATEMENT OF APPLICABILITY:
VERSION: 7.0
DATE: June 10, 2021

Original Registration Date:
November 20, 2015

Certificate Issuance Date:
October 20, 2021

Expiration Date:
October 21, 2024

ON BEHALF OF COALFIRE ISO:

David Forman, Director of Coalfire ISO

COALFIRE ISO 27001 CERTIFIED ISO

ANAB ACCREDITED ISO/IEC 27001 MANAGEMENT SYSTEMS CERTIFICATION BODY

UKAS MANAGEMENT SYSTEMS 9224

This certificate relates to the Information Security Management System, and not to the products or services of the certified organization. The certification reference number, the mark of the certification body and/or the accreditation mark may not be shown on products or stated in documents regarding products or services. Promotional material, advertisements or other documents showing or referring to this certificate, the trademark of the certification body, or the accreditation mark, must comply with the intention of the certificate.

12735 Morris Road, Suite 250 | Alpharetta, GA 30004 | 877-224-8077 | CoalfireISO.com

Address:	Key Processes and Activities:
Central Office 17800 North 85th Street Scottsdale, AZ, 85255 United States	• Top management personnel report to this location and facilitate centralized management activities from this site.
Satellite Office #1 Metropolitan Park West Tower 1100 Olive Way #1300 Seattle, WA 98101 United States	• Satellite office personnel report from this physical location into the top management structure sited at the Central Office.

B. PERSONNEL LICENSES/CERTIFICATIONS

Axon's professional service team members are not required to have PMI Project Management Professional (PMP) certifications. Our focus is on recruiting professional managers directly from the industry we're serving, most having had real-world experience planning and managing Axon technology or similar projects.

SHAWN SPENCER, PROFESSIONAL SERVICES MANAGER

Shawn Spencer, Professional Services Manager, joined Axon in 2003 as a Customer Service Representative. Through dedication and exceptional performance, Shawn has since advanced to the roles of Regional Sales Manager, Senior Regional Sales Manager, and currently Professional Services Manager.

Shawn worked as a Regional Manager for thirteen years, where he covered eight states and helped increase the market penetration of TASER energy weapons from just over 1,700 agencies worldwide to over 18,000 agencies during that time. Now, as a Professional Services Manager, he works closely alongside agency personnel for the duration of Axon implementation projects, from planning to deployment.

Shawn has worked with more than 200 agencies in his tenure with Axon, on projects of varying size and complexity, across the country. He has been integral to deployments of up to 3,000 Axon body-worn cameras and their accompanying Axon digital evidence management systems. Notably, Shawn managed the Axon implementation projects successfully for Alabama State Police and Chattanooga PD.

Shawn is a highly skilled and proven expert in Axon products, TASER energy weapons, project management, and training, regularly exceeding customer expectations. He diligently applies best practices in project issue tracking and collaboration to minimize challenges and risks. Shawn promotes clear and continuous communication with agency project teams to ensure he readily addresses any concerns, accomplishes project milestones, and tailors training programs to the customer's needs to deliver their optimal Axon solution.

Agencies implemented in the past 12 months:

- Gulfport PD
- Arlington Heights PD
- West Haven PD
- Little Rock PD
- Lexington PD
- Jonesboro PD
- Dothan PD
- Indian River County SO
- St Johns Co
- Tallahassee PD
- St Augustine PD
- Volusia County

CLIENT REFERENCES

- Gulfport, MS Police Department, Sergeant Bruce Archebelle, barchebelle@gulfport-ms.gov
- Arlington Heights, IL Police Department, Commander Andrew Flentge, aflentge@vah.com
- West Haven, CT Police Department, Captain Joseph Romano, jromano@whpd.com

Shawn Spencer

Professional Services Manager

480.326.5378
shawn@axon.com

Professional Profile

- Self-starter that learns and adapts quickly to be able to assume any role; able to grasp current sales objectives and products and formulate a business plan to achieve said company goals and objectives
- Goal oriented; creative problem solver, able to think outside the box to resolve situations
- Team player, motivator, identifies what is key to success for customer

Professional Experience

Axon Enterprise, Scottsdale, AZ **3/2003 – Present**
Professional Services Manager

- Providing subject matter expertise to Law Enforcement agencies in regards to their on-officer camera program and TASER CEW programs
- Provide recommendations and best practices for the development of TASER AXON and CEW programs
- Trusted advisor to Law Enforcement agencies, visit operational environments to conduct trainings and implement best practices
- Provide ongoing support and technical services to resolve issues related to TASER AXON and CEW products

Axon Enterprise, Scottsdale, AZ
Senior Regional Manager

- Responsible for sales and maintenance of Southern US Region (OK, TX, AR, LA, MS, AL, KY, TN), increased sales an average of 20% each year and recorded largest ever single sale for company
- Performed numerous customer service visits to give product demonstrations and promote sales as well as resolve customer issues to regain their confidence and belief in the company and its products
- Attended many trade shows and sponsorships to promote sales as well as being an ambassador for the company
- Responsible for managing and working with product distributors to further sales as well as provide the best possible customer service for the company's products
- Performed various media interviews on a variety of topics related to our current products

Axon Enterprise, Scottsdale, AZ
Customer Service Representative

17800 N 85th St, Scottsdale, AZ 85255 | www.axon.com

AXON

- Responsible for answering phones and fulfilling customer requests to promote sales and deliver top quality customer service
- Performed job duties of trade show manager by planning and organizing various trade shows and conference sponsorships
- Responsible for reviewing use of force reports and then calling and discussing any reports that were returned with a non-satisfactory result

Restaurants of America **2000 – 2003**

Assistant Manager

- Tasked with overseeing the day to day operations by following the company guidelines to promote business and customer service
- Lead 15 to 20 employees on a daily basis to make sure they performed according to company guidelines to also promote sales and customer service
- Awarded catering coordinator position to make sure each event was planned out and executed according to the customer's expectations
- Responsible for maintaining the company's food costs and keeping them within the designated range in order to increase profitability as well as keep the store on track to achieve their quarterly bonus

Additional Skills

Completed Baker Communications "Essential Sales and Negotiations" training

Contact

www.linkedin.com/in/ksnorris (LinkedIn)

Top Skills

Customer Relationship Management (CRM)
Instructional Design
Strategic Planning

Languages

Spanish
Italian
French

Certifications

Customer Advocacy
A Design Thinking Approach to Putting the Customer First

Honors-Awards

Forty Under 40 Honoree

Katie Norris

SaaS Client Management | Customer Success | Training and Development
Charleston

Summary

I am a believer in solutions-based strategies for customer success. I see my role as equal parts teacher, confidante, and advocate for clients as they navigate from new to novice, to expert software user. As an effective communicator who thinks on her feet, I am able to respond to questions in real time and explain complex concepts to clients in terms they can understand. Whether a client requires immediate intervention or long-range planning for success, I am excited to tackle the problem and emerge with a solution.

Experience

Axon

Customer Success Manager
May 2021 - Present (11 months)
United States

Engage with customers through regular calls, business reviews, and daily needs
Monitor and manage adoption metrics to ensure customers are utilizing the full Axon platform
Create success plans for customers and document customer progress toward established goals and results
Manage escalations closely, acting as the quarterback for all critical issues and ensuring multiple internal teams are aligned
Communicating major milestones and updates to Sr. Leadership on a regular basis
Work closely with Axon's marketing and training teams to conduct regular training webinars and calls
Develop a deep understanding of Axon's product line and ensure proper implementation in every customer's environment
Learn and share industry best practices in order to solve customer needs

Charityproud

4 years 11 months

Senior Client Account Manager
July 2020 - May 2021 (11 months)
Charleston, South Carolina Metropolitan Area

Lead company's instructional design and thought leadership initiatives including help documentation, monthly client webinars, client tutorials, and contributions to company blog
Collaborate with other account managers to execute their client success plans and account rescue efforts
Strengthen relationships with clients as a trusted advisor who is dedicated to their overall satisfaction and organizational success
Implement software and develop success plans for new clients
Act as first line of support for client support needs via email, phone, or web meeting
Investigate client issues, which may be complex, and develop response strategies
Anticipate challenges and mitigate risks through check-in calls, trouble tickets, and escalations when required
Identify opportunities for business process improvements

Client Account Manager
July 2016 - July 2020 (4 years 1 month)
Charleston, South Carolina Area

Cultivate and maintain strong relationships with organizational stakeholders at client organizations in assigned portfolio
Implement software and develop success plans for new clients
Act as first line of support for client support needs via email, phone, or web meeting
Investigate client issues, which may be complex, and develop response strategies
Anticipate challenges and mitigate risks through check-in calls, trouble tickets, and escalations when required
Conduct rescue calls for at-risk clients
Drive renewals through overall client satisfaction
Contribute to client support documentation and learning resources

Sea Island Habitat for Humanity
Contract Consultant
January 2016 - July 2016 (7 months)
Johns Island, SC

Designed and executed logistics for large-scale fundraising events

Developed and implemented systems and initiatives for volunteer program, including: intake, orientation, retention and stewardship
Created social media strategy and workflow for development and communications programs

Charleston Habitat for Humanity
Director of Development
April 2014 - January 2016 (1 year 10 months)
Charleston, South Carolina Area

Developed and executed annual fundraising plan
Solicited financial support from individuals, foundations and corporations
Administered donor management database
Cultivated donor prospects to expand existing donor base
Developed cohesive brand identity and social media strategy
Oversaw the design and created content for organization's website
Designed concept and logistics for special events and managed support staff and volunteers responsible for logistics execution

Self-Employed
Consultant, Brand Development and Social Media Strategy
June 2012 - April 2014 (1 year 11 months)

Identified market opportunity and work with contracted clients to generate comprehensive marketing plans
Created specific brand identities with clients, implementing a dynamic marketing approach that focuses on strategic utilization of social media and web analytics
Cultivated fledgling brands by making connections with local business partners and supervising graphic design and implementation of web presence
Developed marketing materials for online and print release

Middleton Place Foundation
Director of Public Programming
July 2010 - June 2012 (2 years)

Responsible for all educational initiatives of Middleton Place Foundation
Supervised volunteer program comprised of 300+ volunteers
Developed and implemented new training materials and continuing education programs for volunteers
Worked collaboratively to manage public events
Worked in cooperation with Director of Development to cultivate membership
Promoted Middleton Place through public appearances

Created content for social media, press releases, donor solicitations, and organization publications

Education

Furman University

BA, History, Women and Gender Studies · (2002 - 2006)

C. ELECTRONIC COPY OF BID BOND

The hard copy of bid bond was mailed directly to the City per RFP instructions.

PROPOSAL BOND

STATE OF FLORIDA }
COUNTY OF MIAMI DADE }SS.
CITY OF CORAL GABLES }

KNOWN ALL MEN BY THESE PRESENTS, That Axon Enterprise, Inc., as Principal, and United States Fire Insurance Company, as Surety, are held and firmly bonded unto the City of Coral Gables as Owner in the penal sum of Dollars ($5% of the Total Proposal Amount), lawful money of the United States, for the payment of which sum well and truly to be made, we bind ourselves, our heirs, executors, administrators, and successors, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH, that whereas the Principal has submitted to the City of Coral Gables the accompanying Bid, signed and dated April 4, 2022 for

Body Worn Cameras
RFP 2021-050
CORAL GABLES, FLORIDA

in accordance with the Plans and Specifications therefore, the call for Bids or Proposals, and the Instructions to Proposers, all of which are made a part hereof by reference as if fully set forth herein.

NOW, THEREFORE,

(a) If the Principal shall not withdraw said bid within thirty (30) days after date of opening of the same, and shall within ten (10) days after written notice being given by the City Manager or his designee, of the award of the contract, enter into a written contract with the City, in accordance with the proposal as accepted, and give bond with good and sufficient surety or sureties, as may be required for the faithful performance and proper fulfillment of such contract,

(b) in the event of the withdrawal of said bid or proposal within the period specified, or the failure to enter into such contract and give such bond within the time specified, if the Principal shall pay the City the difference between the amount specified in said bid or proposal and the amount for which the City may procure the required work and/or supplies, if the latter amount be in excess of the former, the above obligation shall be void and of no effect, otherwise to remain in full force and effect.

PROPOSAL BOND

IN WITNESS HEREOF, the above bounded parties have executed this instrument under their several seals this 4th day of April, A.D., 2022, the name and corporate seal of each corporate party being hereto affixed and these presents duly signed by its undersigned representative, pursuant to authority of its governing body.

WITNESS
(If Sole Ownership or Partnership, Two (2) Witnesses Required. If Corporation, Secretary Only will attest and affix seal).

(1) _____
Signature

_____
Name

(2) _____
Signature

_____
Name

PRINCIPAL

AXON ENTERPRISE, INC.
Name of Firm

_____ (SEAL)
Signature of Authorized Officer

_____
Name and Title

17800 N. 85th Street
Business Address

Scottsdale, AZ 85255
City, State

WITNESS:

(1) Terri L. Morrison
Signature

Terri L. Morrison
Name

(2) Lupe Tyler
Signature

Lupe Tyler
Name

SURETY:

UNITED STATES FIRE INSURANCE COMPANY
Corporate Surety

Gina A. Rodriguez (SEAL)
Attorney-In-Fact

5555 San Felipe, Suite 1500
Business Address

Houston, TX 77056
City, State

Aon Risk Services Southwest, Inc.
Name of Local Agency

POWER OF ATTORNEY
UNITED STATES FIRE INSURANCE COMPANY
PRINCIPAL OFFICE - MORRISTOWN, NEW JERSEY

KNOW ALL MEN BY THESE PRESENTS: That United States Fire Insurance Company, a corporation duly organized and existing under the laws of the state of Delaware, has made, constituted and appointed, and does hereby make, constitute and appoint: Lupe Tyler; Lisa A. Ward; Donna L. Williams; Vanessa Dominguez; Misty Wright; Terri L. Morrison; Gina A. Rodriguez; Misty Wright each, its true and lawful Attorney(s)-In-Fact, with full power and authority hereby conferred in its name, place and stead, to execute, acknowledge and deliver: Any and all bonds and undertakings of surety and other documents that the ordinary course of surety business may require, and to bind United States Fire Insurance Company thereby as fully and to the same extent as if such bonds or undertakings had been duly executed and acknowledged by the regularly elected officers of United States Fire Insurance Company at its principal office, in amounts or penalties not exceeding: **One Hundred Twenty Five Million Eight Hundred Thousand Dollars ($125,800,000)**

This Power of Attorney limits the act of those named therein to the bonds and undertakings specifically named therein, and they have no authority to bind United States Fire Insurance Company except in the manner and to the extent therein stated.

This Power of Attorney revokes all previous Powers of Attorney issued on behalf of the Attorneys-In-Fact named above and expires on January 1, 2023.

This Power of Attorney is granted pursuant to Article IV of the By-Laws of United States Fire Insurance Company as now in full force and effect, and consistent with Article III thereof, which Articles provide, in pertinent part:

> Article IV, Execution of Instruments - Except as the Board of Directors may authorize by resolution, the Chairman of the Board, President, any Vice-President, any Assistant Vice President, the Secretary, or any Assistant Secretary shall have power on behalf of the Corporation:
>
> (a) to execute, affix the corporate seal manually or by facsimile to, acknowledge, verify and deliver any contracts, obligations, instruments and documents whatsoever in connection with its business including, without limiting the foregoing, any bonds, guarantees, undertakings, recognizances, powers of attorney or revocations of any powers of attorney, stipulations, policies of insurance, deeds, leases, mortgages, releases, satisfactions and agency agreements;
> (b) to appoint, in writing, one or more persons for any or all of the purposes mentioned in the preceding paragraph (a), including affixing the seal of the Corporation.
>
> Article III, Officers, Section 3.11, Facsimile Signatures. The signature of any officer authorized by the Corporation to sign any bonds, guarantees, undertakings, recognizances, stipulations, powers of attorney or revocations of any powers of attorney and policies of insurance issued by the Corporation may be printed, facsimile, lithographed or otherwise produced. In addition, if and as authorized by the Board of Directors, dividend warrants or checks, or other numerous instruments similar to one another in form, may be signed by the facsimile signature or signatures, lithographed or otherwise produced, of such officer or officers of the Corporation as from time to time may be authorized to sign such instruments on behalf of the Corporation. The Corporation may continue to use for the purposes herein stated the facsimile signature of any person or persons who shall have been such officer or officers of the Corporation, notwithstanding the fact that he may have ceased to be such at the time when such instruments shall be issued.

IN WITNESS WHEREOF, United States Fire Insurance Company has caused these presents to be signed and attested by its appropriate officer and its corporate seal hereunto affixed this 11th day of March, 2021.

UNITED STATES FIRE INSURANCE COMPANY

Anthony R. Slimowicz, Executive Vice President

State of New Jersey}
County of Morris }

On this 11th day of March 2021, before me, a Notary public of the State of New Jersey, came the above named officer of United States Fire Insurance Company, to me personally known to be the individual and officer described herein, and acknowledged that he executed the foregoing instrument and affixed the seal of United States Fire Insurance Company thereto by the authority of his office.

SONIA SCALA
NOTARY PUBLIC OF NEW JERSEY
MY COMMISSION EXPIRES 3/25/2024
No. 2163686

Sonia Scala, (Notary Public)

I, the undersigned officer of United States Fire Insurance Company, a Delaware corporation, do hereby certify that the original Power of Attorney of which the foregoing is a full, true and correct copy is still in force and effect and has not been revoked.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the corporate seal of United States Fire Insurance Company on the 4th day of April 20 22.

UNITED STATES FIRE INSURANCE COMPANY

Daniel Sussman, Senior Vice President

*For verification of the authenticity of the Power of Attorney, please contact Pat Taber at 860-956-3424 or email: SuretyInquiries@amyntagroup.com

This tracking update has been requested by:

Company Name:	AXON Enterprise
Name:	SAMANTHA MCELMURRY
E-mail:	jleibelshon@axon.com

Our records indicate that the following shipment has been delivered:

Ship date:	Mar 31, 2022
Signed for by:	O.OLIVER
Delivery location:	Miami, FL
Delivered to:	Receptionist/Front Desk
Delivery date:	Fri, 4/1/2022 10:42 am
Service type:	FedEx Priority Overnight®
Packaging type:	FedEx® Envelope
Number of pieces:	1
Weight:	0.50 lb.
Special handling/Services	Deliver Weekday
Standard transit:	4/1/2022 by 10:30 am
Tracking number:	271516589076

Shipper Information	Recipient Information
Scottsdale	Miami
AZ	FL
US	US