

Flock Safety Professional Services

Implementation Services

Statement of Work For Redmond Police Department, WA FlockOS Advanced

Effective Date: September 25, 2024

Revision: 1

Drafted by: Kevin Jung

Introduction

This Statement of Work ("SOW") is between the Redmond Police Department ("Customer") and Flock Group Inc ("Flock Safety"). This Statement of Work is governed by the Master Service Agreement with Flock Safety and Customer. This SOW defines the scope of the services that Flock Safety will provide to the Customer. This Statement of Work provides definitions and mutual understanding of the work to be completed.

Project Summary

Flock Safety will implement FlockOS Advanced for the Redmond Police Department to include:

- Integration of Axon Body Worn Cameras (BWC) and Fleet 3 for live AVL tracking
 - Active subscription to Axon Respond is required for live GPS tracking
- Creation of a Camera Registry Website to facilitate public/private partnership for camera sharing
- Custom ESRI map layers to overlay on FlockOS map
- Integration of Single Sign-On (SSO) with Azure Active Directory
 - Identity Provider must support SAML/OpenID Connect (OIDC)
- Map Attachments for redirection from FlockOS to desired web resource

Descriptions of Services

The following services will be provided as part of this Statement of Work. Any Services not described herein will require a Project Change Request (PCR).

Project Readiness Services

Flock Safety will provide a Technical Project Manager for engagement that will be responsible for the following tasks:

- Reviewing Statement of Work and contractual responsibilities of both parties with the Customer's lead point of contact.
- Providing project plans to the Customer and updating the plan during the length of the engagement.
- Measurement and evaluation of the progress.
- Handoff upon project completion.

Configuration and Validation

Flock Safety Implementation technicians will:

- Configure ESRI Based map interface
- Implement Video Management System
- Integrate existing Flock Hardware
- Enable Unlimited Users
- Enable Axon BWC and Fleet Locations
- Enable Map Attachments
- Implement Single Sign-On (SSO) for FlockOS
- Plot registrations on FlockOS map for the Camera Registry Program

Out of Scope:

- Physical installation of any product not supplied by Flock.
- Software changes/configurations outside of FlockOS.
- Network configurations outside of Flock standards.

Project Conditions

- Project Timeline is dependent upon the information supplied by the customer. All information that is asked by Flock Safety, is required to be completed prior to Flock Employee onsite.
- Streams will be available within 5 business days of Flock product installation.
- A completed statement of work will include the FlockOS Advanced package. All streams and products purchased will be installed or implemented via Flock Safety. Third Party cameras integrated will be available on the Flock Safety network. This may exclude change orders and or individual stream troubleshooting.
- Flock Safety will develop a community partnership website for camera registrations and additions in accordance with Flock Standard Templates unless otherwise stated in this SOW.

Work Breakdown	Resource	Onsite	Remote
FlockOS Advanced Package	Sales Engineer, Integration Manager	X	X
Upgrades/Enhancements			

Payment Terms

Services will be invoiced as per the terms on your Flock Safety quote and contract. Flock Safety Professional Services labor rate is \$250 per hour for all services above and beyond those purchased and outlined in this statement of work.

Acknowledgement and Approvals

Upon completion of this SOW, no additional services are due to the Customer under this SOW.

The parties, through their authorized representatives signed below, hereby agree to the terms of this Statement of Work as of the Effective Date.

Flock Safety	
Name	Nikki Bailey
Title	Manager, Solutions Engineering
Signature	
Date	

Customer Name	
Name	
Title	
Signature	
Date	