

Flock Safety Professional Services

Implementation Services

Statement of Work For Las Cruces Police Department FlockOS Elite

Effective Date: September 5, 2024

Revision: 1

Drafted by: Kevin Jung

Introduction

This Statement of Work ("SOW") is between Las Cruces 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 Elite for the Las Cruces Police Department to include:

- (7) 128-channel Wing gateway to integrate IP cameras across Traffic Engineering, School Districts, and various third party locations
- (10) 8-channel Wing gateways to for the integration of 8 current and 2 new ESI trailers (camera type: Honeywell)
 - 4 camera streams per trailer, ~40 total trailer streams
- Custom ESRI map layers to overlay on FlockOS map
- Integration of Axon Body Worn Cameras and Fleet 3 for live location tracking
 - Axon Respond is subscribed by Las Cruces PD
- Map Attachments to allow redirection from FlockOS to desired web resource

- Evaluation for integrating Peregrine data into FlockOS map. This integration will take place once generally available with the Flock Safety application and contingent on available endpoints on Peregrine's API.
- Integration with Tyler New World CAD (managed by MVRDA). The integration will be supported in one of the methods chosen by Las Cruces PD:
 - Tyler Technologies sFTP XML Export API
 - Flock provides a standard integration with Tyler Technologies' CAD system in order to integrate active CAD calls that have been updated in the last 48 hrs into FlockOS.
 - The standard integration provided by Flock uses a standard XML export API from Tyler Technologies.
 - The XML Export API from Tyler Technologies may incur a cost from Tyler Technologies to the customer. This cost is not included in this FlockOS quote.
 - The standard integration provided by Flock will leverage Tyler Tech's exporter functionality to upload the XML files into an SFTP server provided by Flock; authentication is done via private/public SSH keys.
 - Flock provides a Flock standard Windows SQL CAD/AVL service for Tyler New World CAD that can be installed on-premise on a Windows-based CAD database server, with access to the CAD database server where the CAD events are replicated.
 - The Flock standard windows SQL CAD/AVL service utilizes standard SQL queries to query the data from the windows database server.
 - A user on the Windows CAD database must be provided by the customer or vendor to Flock in order for the Flock standard Windows SQL CAD/AVL service to be granted access to query the CAD database.
 - The data is fetched by the Flock standard Windows SQL CAD/AVL service every 10s in order to provide a real-time experience for the display of CAD events within FlockOS.
 - The CAD Windows database is recommended to be a replicated database from the production CAD database environment but is it not necessary to utilize the Flock standard windows SQL CAD/AVL service.

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 Real-Time Routing
- Enable Axon BWC and Fleet Locations
- Enable Map Attachments
- Test CAD connectivity and verify active call queries within FlockOS

Video Feeds

- Configure up to 976 video feeds within Flock OS package
- Enable Live view and Replay on all video feeds. Flock Safety Wing Gateway includes 14 days on edge storage.

Wing Gateway NVR's

- Configure (7) 128-channel wing gateways to facilitate Traffic engineering and third party streams
- Configure (10) 8-channel wing gateways to facilitate ESI trailer streams

Out of Scope:

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

Flock Gateway Configuration**Customer Responsibilities to be completed prior to Flock Safety Site Visit:**

- Customer Networking rules (port forwarding)
- Camera information including IP address, Port forwarding, Camera Login and manufacturer, Lat and Long,
- Open HTTP access and RTSP (UDP and TCP) to the Gateway.
- Onsite IT representative with networking access available
- Power for NVR
- Available physical ethernet port to interface with cameras via ONVIF

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 Elite 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.
- Wing gateway install requests will be completed according to a rolling 90 day schedule.
- Flock Safety will be onsite quarterly to install Wing Gateways. There will be 4 install visits that will be planned with Flock and the Customer.

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

Implementation Services Purchased	Number of Gateways
128-Channel Wing Gateway	(7)
8-Channel Wing Gateway	(10)

Payment Terms

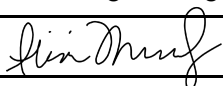
Services will be invoiced as per the terms on your Flock Safety quote and contract. Flock Safety Professional Services labor rate is \$250 per hour for all services above and beyond those purchased and outlined in this statement of work.

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	9/24/2024

Customer Name	City of Las Cruces
Name	Alicia Hernandez
Title	Purchasing Manager
Signature	
Date	9/23/2024

Approved as to Form:


for BD 9/17/24
CITY ATTORNEY