

## Standard Evidence Search Fields

The screenshot shows a web application interface for evidence search. At the top, there is a navigation bar with links for CASES, DEVICES, REPORTS, ADMIN, and HELP. Below this is a sub-navigation bar with tabs for ALL EVIDENCE, MY EVIDENCE, EVIDENCE MAP, SHARED EVIDENCE, and IMPORT EVIDENCE. The main search area contains several input fields: ID, TITLE, USER OR GROUP, DATE (with sub-fields for Start and End), CATEGORY, and TAG. There are also buttons for RESET FILTERS and SEARCH, and a link for SHOW ADVANCED SEARCH.

- **ID** — Limits search results to evidence whose ID includes the characters you enter in the ID box.
- **Title** — Limits search results to evidence whose title includes the characters you enter in the Title box.
- **User or Group** — Limits search results to evidence owned by a user or members of a group specified. If the user clicks **My Evidence**, then their name is automatically entered in the **User or Group** filter.
  - To specify the group, click in the Group box, start typing the name of the group, wait for the system to show the matching groups, and then click the group you want.
- **Date** — Limits search results by either the recorded, uploaded, or deletion date of evidence, as selected. You must also specify a date range by using the From and To boxes, else the search is not limited by date range. Search results are inclusive of the dates specified.
  - **From** — The start of the date range. If the From box is empty, the date range begins with the earliest possible date.
  - **To** — The end of the date range. If the To box is empty, the date range ends with today.
- **Category** — Limits search results to evidence that is assigned to the category that you select. By default, search results include evidence assigned to any category, including uncategorized evidence.
- **Tag** — Limits search results to evidence whose tags includes the characters you enter in the Tag box.

## Search Results

The search results only show evidence files that match *all* the search filters that you set. When the search is completed, users can select how the search results are shown and sorted.

503 ITEMS FOUND

UPDATE ID | ADD CATEGORY | REASSIGN | REDACT | DOWNLOAD | SHARE | DELETE | RESTORE | EXPORT

VIEW TYPE: GALLERY | TABLE

SORT BY: Recorded On

SORT ORDER: A-Z | Z-A

Search results can be shown in a table view (default) or a gallery view, as shown below. The table view shows the results as a list, while the gallery view shows images for the results.

### Table View

102 ITEMS FOUND

VIEW TYPE: GALLERY | TABLE

SORT BY: UPLOADED ON

SORT ORDER: A-Z | Z-A

<input type="checkbox"/>	ID	TITLE	RECORDED BY	OWNER	UPLOADED ON ↑	RECORDED ON	CATEGORY	STATUS	
<input type="checkbox"/>	2016100915355	Recp 1 of AXON Body 2	Madeline Eisen (2501)	Madeline Eisen (2501)	03 Nov 2015 22:14:52	03 Nov 2015 22:14:52	2m 1s	DUI	Active
<input type="checkbox"/>	2016100915355	AXON Body 2 Video 20	Madeline Eisen (2501)	Madeline Eisen (2501)	03 Nov 2015 22:14:52	03 Nov 2015 22:14:52	37m	Officer Training	Active
<input type="checkbox"/>	2016100910211	Screen Shot 2016-10-20	Ambhiman Srivastava (31)	Ambhiman Srivastava (31)	03 Nov 2015 22:14:52	03 Nov 2015 22:14:52		DUI, Officer Training	Active
<input type="checkbox"/>	2016100910323	AXON Body 2 Video 20	Josh Harper (4834)	Josh Harper (4834)	03 Nov 2015 22:14:52	03 Nov 2015 22:14:52	1h 32m	Officer Training	Active
<input type="checkbox"/>	2016100904034	Extraction 1 21 Screen	Dan Bellis (2804)	Dan Bellis (2804)	03 Nov 2015 22:14:52	03 Nov 2015 22:14:52		DUI	Active

### Grid View

102 ITEMS FOUND

VIEW TYPE: GALLERY | TABLE

SORT BY: TITLE

SORT ORDER: A-Z | Z-A

SELECT 20 ITEMS ON PAGE

Video-10-20-4354358.mp4 36s  
Michelle Guarnio (2901)  
ID 49290192-891289  
RECORDED ON 05/20/2016 12:21:20  
CATEGORY DUI, Training officer, a...

Video-10-20-4354358.mp4 36s  
Michelle Guarnio (2901)  
ID 49290192-891289  
RECORDED ON 05/20/2016 12:21:20  
CATEGORY DUI, Training officer, a...

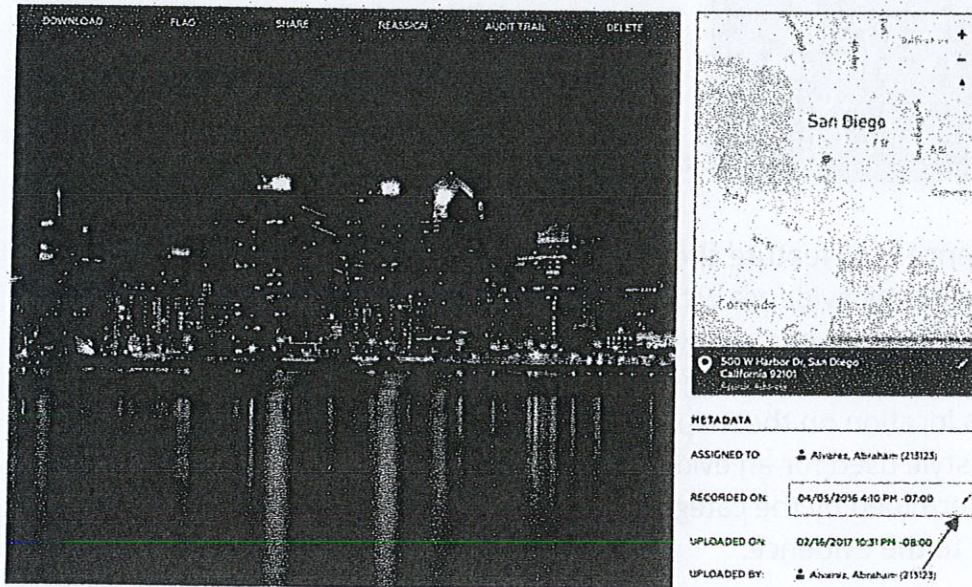
Video-10-20-4354358.mp4 36s  
Michelle Guarnio (2901)  
ID 49290192-891289  
RECORDED ON 05/20/2016 12:21:20  
CATEGORY DUI, Training officer, a...

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ID 49290192-891289  
RECORDED ON 05/20/2016 12:21:20  
CATEGORY DUI, Training officer, a...

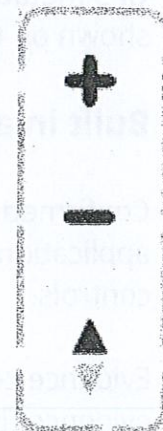
## Evidence Map Search Feature

GPS tagging is available via CAD/RMS integration or, using TASER's free mobile application Axon View, on a device paired to an officer's Axon camera via a Bluetooth connection. The location metadata is stored with the file in Evidence.com.



A user can also click on the *location edit* icon to manually add a location to the evidence. The updated map location view includes the option to zoom in or out and rotate the map.

- Click + to zoom-in on the map
- Click - to zoom-out on the map
- Click and hold on the compass, then drag cursor to rotate map.
- Clicking on the compass again will re-orient the map.





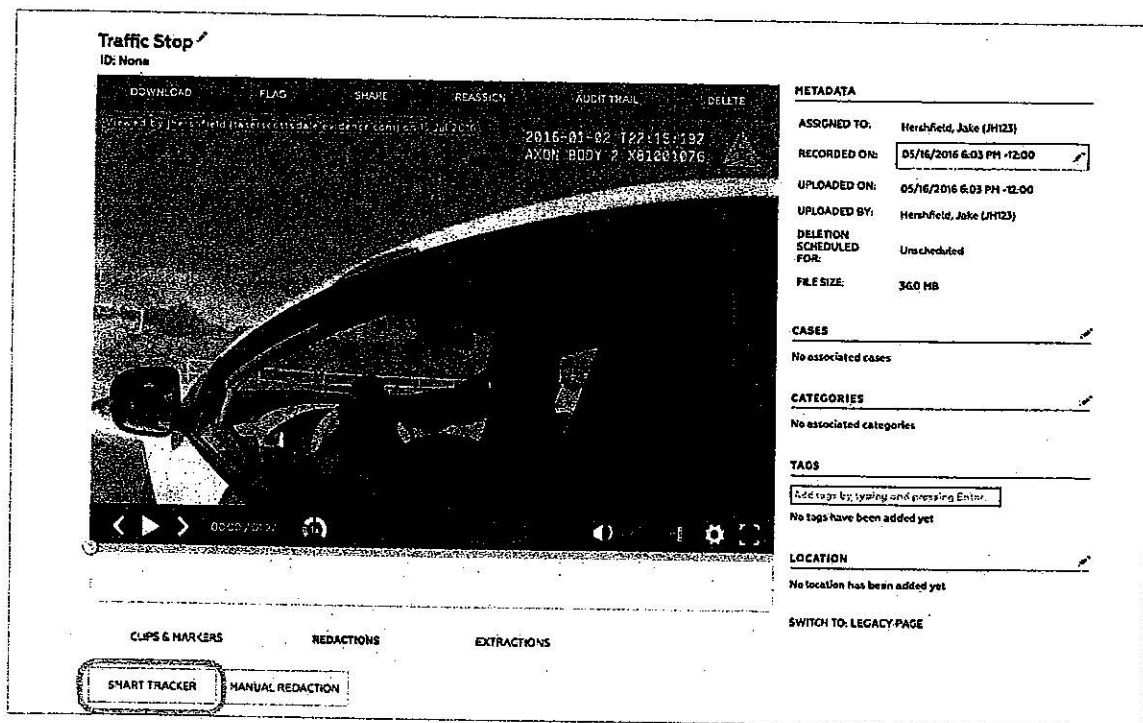
### Smart Tracker Technology Concepts

Using Smart Tracker technology to create a redaction shares many concepts with manual redaction. Because Smart Tracker technology automatically tracks objects in the video file, the Smart Tracker feature represents an object and its timeline with one control, eliminating the need to create multiple mask timelines per object.

- **Object**—Enables users to redact one actual object in the video. An assisted redaction object contains only one object timeline. Smart Tracker supports up to 10 objects.
- **Object Timeline**—Represents all frames in the video and enables users to place the mask segment precisely where it is needed. Each Smart Tracker object timeline has one mask segment.

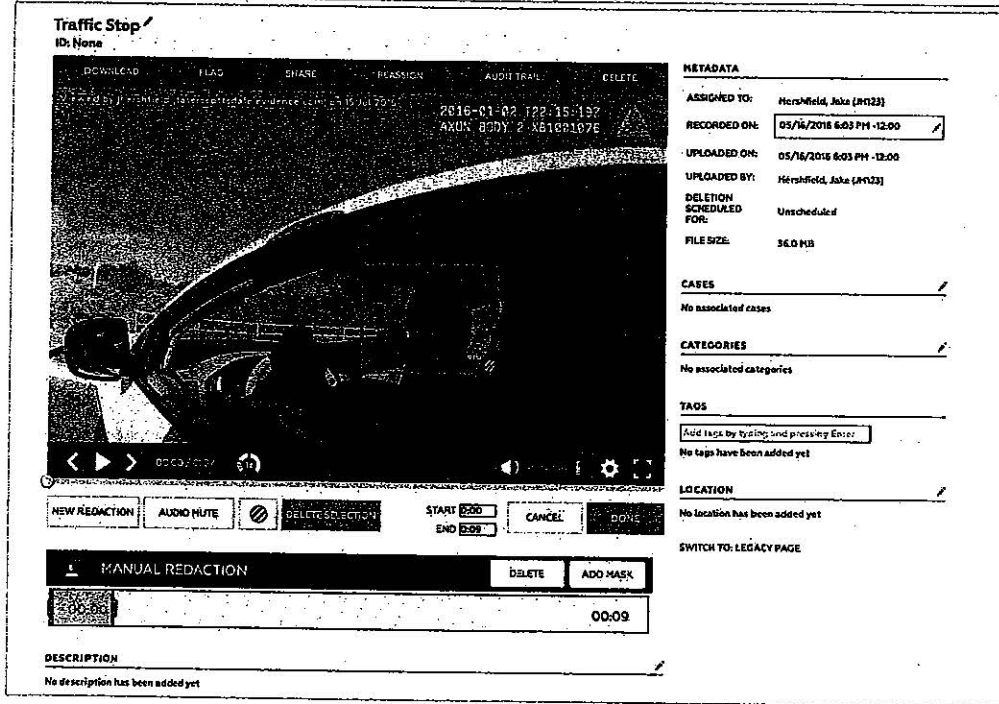
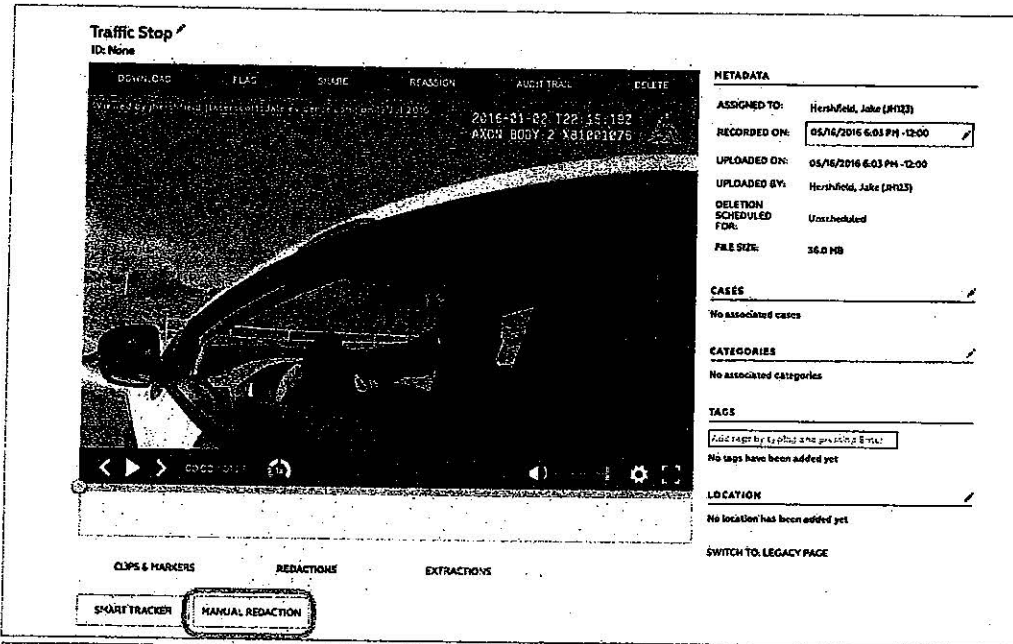
### Smart Tracker Technology Controls

On each start frame, position the redaction mask and when preparation of assisted redaction is complete, Evidence.com tracks the redacted objects automatically and notifies the user when tracking is complete. A user can then verify the redaction as closely as needed. If corrections are needed, Evidence.com allows manual adjustments.



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- **Mask Segment Handle**—Defines the start or end frames of a mask segment.
- **Mask Frame**—Defines the rectangular area redacted by a mask.
- **Mask Frame Handle**—Enables you to change the size and shape of the mask frame.



### Audio Redaction

Users can redact audio just as they redact video, resulting in a complete removal of the audio track for the duration specified. Users can also redact the audio or different portions of the same video by pressing the "Add Mask" button.

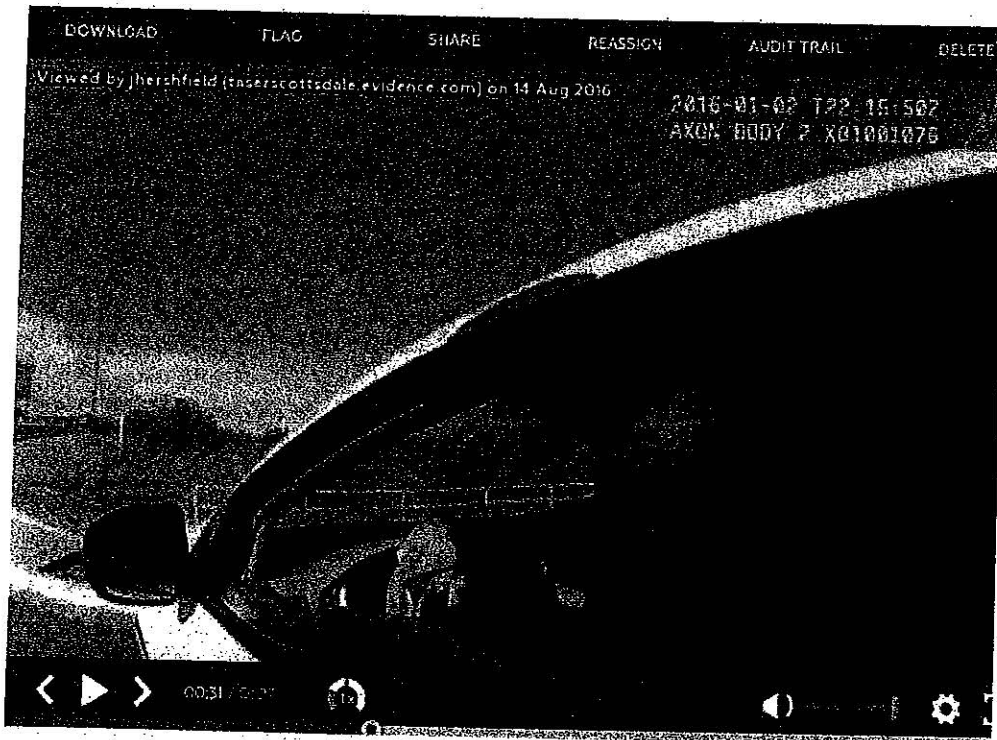
The screenshot displays the Evidence.com interface for a video titled "Traffic Stop". The video player shows a dark scene with a timestamp of 2016-01-02 12:15:04 and AXON BODY 2 X81001076. The interface includes a top navigation bar with options like DOWNLOAD, FLAG, SHARE, REASSIGN, AUDIT TRAIL, and DELETE. A right-hand sidebar contains metadata such as ASSIGNED TO (Horshfield, Jake (R1123)), RECORDED ON (05/16/2016 6:03 PM - 12:00), and FILE SIZE (36.0 MB). Below the video player, there are controls for "NEW REDACTION" (AUDIO MUTE, DELETE SELECTION), "START" (0:45), "END" (0:57), "CANCEL", and "DONE". A "MANUAL REDACTION" section shows a timeline with redacted segments and "DELETE" and "ADD MASK" buttons. An arrow points to the "ADD MASK" button with the text "To add another Audio Redaction".

### Filters

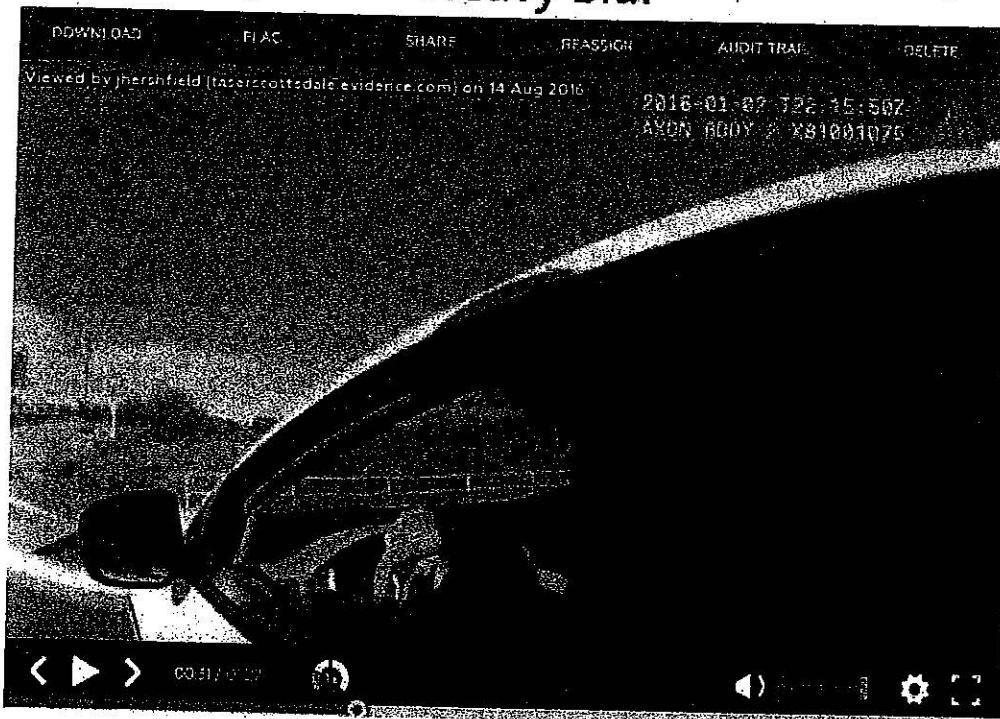
Evidence.com offers complete application of various image-processing filters for the duration specified. Optionally audio redaction can be enabled during video segments that have been blackout redacted. Examples of filters are as follows:

- Light Blur
- Normal Blur
- Heavy Blur
- Blackout

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**Heavy Blur**



**Blackout**



- **Uncategorized Evidence** — Lists users with uncategorized evidence assigned to them. A second tab on the export lists every piece of uncategorized evidence and includes the owner information, evidence title, date recorded, and link to the evidence.
- **User Summary** — Lists total files and file size in MB, broken out by owner of the evidence. The counts are further broken out by evidence type, active, and deleted evidence.
- **Axon Video Summary** — Lists usage metrics on Axon videos uploaded to your agency. The first tab is a summary of Number of videos, hours, and MB uploaded. The second tab breaks out uploads by the specified grouping: Day, Month, or Year.
- **Sharing Audit Report** — The Sharing Audit report exports a list of all user actions related to sharing evidence and cases to a CSV file. You can specify the date range for the report.

A report can take minutes to several hours to generate, depending on the size of the report. To run a report, you must be allowed the Generate Reports permission. You can download reports either by visiting the Reports page or by the download link in a notification email. Completed reports are available from the Download Queue section of the Reports page. If you have permission to run reports, you can download reports that any user has run.

Evidence.com reports are spreadsheets in an XLSX file format, which can be opened by many spreadsheet applications. Reports include all relevant metadata for the items included in the report. Using the Microsoft Excel pivot table function, you can group evidence by any of the fields, such as owner or badge ID, to get a better understanding of individual officer usage or certain category retentions over a given period of time.

### **Exporting Evidence Search Results for Reports**

You can export the results of an evidence search as a list in PDF, Excel, text, or CSV format using data from evidence search filters.

### **Export Device Search Results**

An agency administrator can easily search and manage the TASER devices assigned to their agencies. You can sort the search results based on column headings. For example, click the **Error Status** heading to sort the list based on the device's error status.

## System Warranty

- **Minimum warranty for all patches, hardware, and software with option to extend warranty to five total years.**

TASER warrants that its law enforcement hardware products are free from defects in workmanship and materials for a period of one (1) year from the date of receipt. TASER-Manufactured Accessories are covered under a limited 90-day warranty from the date of receipt. Non-TASER manufactured accessories are covered under the manufacturer's warranty.

### **Extended Warranty**

There are extended warranties available, which will cover the hardware for 3 years total (1-year manufacturer's warranty plus 2 years extended).

### **The TASER Assurance Plan (TAP)**

The TASER Assurance Plan (TAP) includes the extended warranty coverage described above, as well as spare products and upgraded models at the end of the TAP Term. The TASER Assurance Plan (TAP) is bundled into the purchase price of the Ultimate and Unlimited Plan Evidence.com licenses. The TAP includes Axon camera upgrades every 2.5 years, TASER's extended warranty and spare cameras.

The TASER Assurance Plan (TAP) includes the extended warranty coverage described in the current hardware warranty, as well as spare products and upgraded models at the end of the TAP Term. TAP does not apply to software or services offered for, by, on, or through the TASER.com or Evidence.com websites. You may not have both an optional extended warranty and TAP on Axon products.

Please see the attached Master Services and Purchasing Agreement, which outlines the full terms and conditions of the standard manufacturer warranty, extended warranty and TASER Assurance Plan.

### **Software Upgrades and Updates**

The latest product features and enhancements are included as part of your investment in Evidence.com. Software updates, patches and fixes are included in the purchase of Evidence.com licenses.

- **Maximum time allowed for replacement of inoperable equipment by the vendor.**

This depends upon the warranty selected by the APD. TASER warrants that its law enforcement hardware products are free from defects in workmanship and materials for a period of one (1) year from the date of receipt. TASER-Manufactured Accessories are covered under a limited 90-day warranty from the date of receipt. Non-TASER manufactured accessories are covered under the manufacturer's warranty.

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For items submitted for RMAs, the general turn-around-time for a full resolution is less than 30 calendar days from receipt of the returned product.

## TASER | Axon Help Center

Users may access the TASER | Axon Help Center online at help.taser.com. The Help Center provides a central location for product manuals, procedures, frequently asked questions, and troubleshooting tips for working with TASER devices, Axon devices, and Axon software and applications. Requests for assistance can be submitted via the Help Center and live chat assistance with a customer support agent is available Monday - Friday / 7 am - 4 pm AZ time.

TASER | Axon / Axon Body 2

Search



### Axon Body 2

#### Troubleshooting

- Camera not entering Stealth Mode
- No lights/LEDs showing on camera
- Unable to Mute audio on video recording
- Markers not being added to recordings

#### Configuration

- Assigning a camera
- Mounting options
- Adjusting video quality
- Configuring microphone settings
- Configuring vibration
- Adjusting audio volume
- Muting the audio
- Enabling stealth mode

#### Operation

- Operating modes
- Audio prompts and vibration guide
- Recording an event
- Checking battery status
- Pairing with a mobile device
- Previewing videos in the field
- Tagging videos in the field

#### Uploading and Charging

- Uploading and charging with the Axon Dock
- Uploading with Evidence Sync
- Charging via USB cable
- Checking camera upload status

#### Maintenance

- Cleaning the camera

## Axon Academy

TASER's Axon Academy is a web-based learning management system that contains a wide-variety of instructional resources and educational opportunities for new and existing Evidence.com, Evidence Sync and Axon Hardware users.

The screenshot displays the Axon Academy LMS interface. At the top, there's a navigation bar with 'AXON Academy' and a search box. Below that, a 'Course Content' sidebar lists 'Webinar', 'Introduction', 'Video', and 'Additional Information'. The main content area shows the course title 'All courses > Webinar - How Taser CEWs Can Reduce Use of Force and Injuries' with a 'Status 33%' indicator. Action buttons include 'Add to assignment', 'Record Course Credit', 'Lesson Plan', 'Hide', and 'Mark featured'. The text includes an introduction, a poll 'Did you like this course?', and a PDF link 'taser\_cek\_risk\_management\_slides\_rs.pdf (414.4 kB)' with 'Download' and 'Read online' options. A 'Next' button is at the bottom.

The curriculum and performance 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

## Software Updates

As part of the Axon commitment to provide our customers a true SaaS application, with unlimited scalability, automatic updates, and custom integration options, TASER takes every precaution to ensure updates are seamless enhancements to the solution.

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resolved with level 1 support which the APD will have on site in the form of their help desk services.

As a hosted service, in the unlikely event that a software update does cause configuration issues, the update can be rolled back as seamlessly as it was released. Evidence.com has been regularly updated over years of service and has never experienced major issues from updates.

- **List the proposed key members of staff to be assigned to the City's contract including their roles and estimated participation in delivering the services.**

TASER's project team is comprised of individuals with experience in law enforcement and in supporting our law enforcement partners worldwide. Our most experienced and skilled personnel will be involved in the implementation, development, deployment, management, and support of the APD's body-worn camera and digital evidence management program.

The implementation process begins with an on-site kickoff meeting. A Project Schedule will be created to outline the estimated timeline (including number of days necessary for each phase of the APD's implementation) and training specific to your program. Installations, registrations, configurations, set up of user accounts, assignment of roles and permissions, etc., will occur prior to user training sessions.

The APD should designate a Project Manager and an IT point of contact at your agency will be overseeing the project to facilitate communication with TASER during implementation. The APD will also need to assign a staff member as the Evidence.com 'Super Administrator' – this role is created by TASER during the initial implementation cycle. This account does not differ from other Administrator accounts setup within the agency. It is called Super Administrator only because it is the first account that is required to be set up for a new agency.

Biographies and resumes of the team members that may be involved in the APD's implementation and on-going support are included on the following pages.

- **Professional Services Manager** - Your Professional Services Manager will assist with all aspects of training. If requested, TASER will align user trainings with officers' shift schedules, to minimize disruption in APD's daily functions. Other tasks, including equipment configurations, consultative implementation services, and administrative trainings, will be scheduled around APD's preferences as well.

Resumes are included as Appendix A in Tab 3.

### **Current Workload**

The TASER Professional Services Team consists of a group of highly skilled individuals with in-depth knowledge of all TASER products. Eight full-time employees dedicated to project implementations, five full-time account managers and product managers who are available for tasking to peak load periods, and twenty part-time consultant experts who deliver service on smaller projects and serve as additional resources on large projects.

We currently average between 75 to 100 projects delivered each quarter. Our current scheduling lead time is 4-6 weeks depending on Agency size and project scope. No projects have fallen behind schedule following customer readiness. Agency policy approvals, union negotiations and preparatory infrastructure enhancements (typically bandwidth) have delayed agency readiness on some projects.

- **Disclose and explain any litigation, threatened litigation, investigation, reorganization, receivership, filing, strike, audit, corporate acquisition, unpaid judgments or other action that could have an adverse impact on their ability to provide the required needs.**

Not applicable. Any litigation, threatened litigation, investigation, reorganization, receivership, filing, strike, audit, corporate acquisition, unpaid judgments or other action that could occur would not have an adverse impact on TASER's ability to provide the products and services proposed.

- **Disclose and explain whether they have been unable to complete a contract, been removed from a contract, or been replaced during a contract period in the past five years.**

Not applicable. To date, TASER has not been unable to complete a contract, has not been removed from a contract and has not been replaced during a contract.



## Technical Capabilities

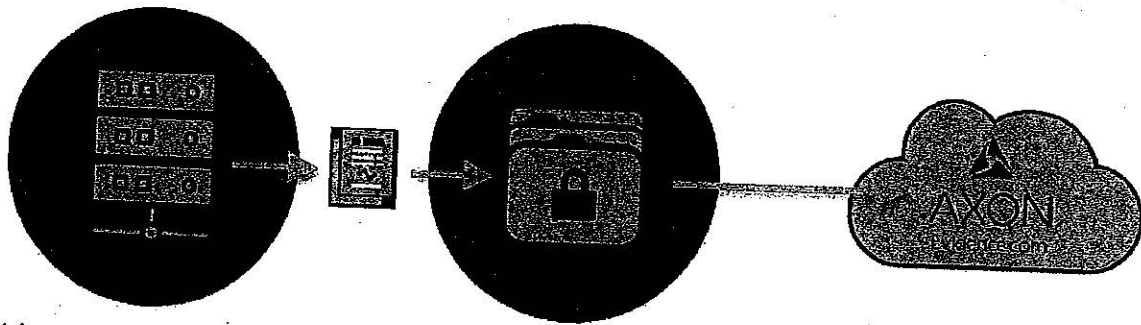
- **Capability with existing Police Department software.**

The Axon ecosystem will integrate with, not impede your normal daily activities and processes.

### CAD/RMS Integration with Evidence.com

Axon body-worn cameras can interface with the APD's CAD/RMS systems and the solution is provider agnostic. The CSV/XML printout required for tagging and categorization is queried directly from the database, effectively bypassing the CAD/RMS front-end interface. TASER integrations is an option for any system that has an accessible back-end database (SQL DB, etc.). Often these reports are already pulled for crime statistics reporting.

The solution is unidirectional; no information is passed back to the local record management information system and all metadata is added after the video has been uploaded to Evidence.com. This automated process does not require the user to manually enter this information.



Evidence.com integration solution enables automatic tagging of Axon videos with the correct Incident ID, Category, and Location. Automatic retention is accomplished through categorization mapping. TASER's solution uses a proprietary algorithm written to compare CAD/RMS call start and end times with Axon video recording start and end times by officer identifier. TASER supplies a small integrator application that automatically encrypts the automated database printout, sends to Evidence.com via SSL port 443 and then deletes the file from the local server. Automatic tagging occurs once daily with the ability to tag videos from the previous 72-hours.

- o The second part involves building an API client capable of uploading the videos and their XML files to Evidence.com.

Once both parts are completed and the migration path is tested, all exported videos from the existing system and their XML files can be imported. The duration of the import depends primarily on the Internet connection speed. To allow time for troubleshooting, several days could be allotted.

TASER's experience in evidence import from 3rd-party sources comes largely from its 2015 acquisition of Mediasolv, who had developed industry-leading XML standards for describing metadata and audit trail information. Evidence.com evidence import via the Partner API is designed based on the experience and lessons learned from Mediasolv.

## iOS, Android Devices and Mobile Data Browsers

TASER's suite of mobile applications work with Axon cameras and Evidence.com and are compatible with the APD's Android and iOS mobile devices. Our mobile applications augment our end-to-end solution by allowing officers to review, organize, and access information wherever they are. With Axon View, APD officers can stream, search and tag recorded videos using the devices already in their pockets. Users can add Metadata by tagging evidence with a Title, Event ID, and Category, and assign evidence at or after upload using Evidence.com. GPS tagging will also be recorded as metadata.

### **Evidence Sync**

TASER's Evidence Sync is a desktop-based application that enables evidence in any format, from any source to be uploaded, stored, and managed in one location. With Evidence.com, agency files are accessible anytime, anywhere. Evidence Sync can be installed on your Mobile Data Computer or Mobile Data Terminal with the following minimum system requirements:

- Windows XP or 7
- Microsoft Direct X (Version 7.0 or greater for exported incident video processing)
- Adobe Reader
- Apple QuickTime or VLC Media Player
- Pentium 4 or AMD Athlon Processor
- 128 MB of RAM

## Storage

- **Ability to export video in an industry standard file format.**

Axon files are recorded and exported to the application 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. The video format is MPEG4 using the H.264 compression standard. Sound is recorded via the Advanced Audio Coding (AAC) coding standard for lossy digital audio compression. The MP4 files can be played using all freely available standard software (i.e. Windows Media player, Real player, QuickTime, VLC, etc.).

Evidence.com is source agnostic and can store any digital format (including those not originating from an Axon camera). Content will be downloaded for review in the same file format as it was uploaded to Evidence.com. At the time of upload, a SHA cryptographic hash function is generated and used to verify the integrity of the content uploaded. This SHA hash is also available at time of download for verification of authenticity.

### **Storing and Viewing Non-Axon File Types**

Documents and non-supported digital media types can be uploaded and managed in Evidence.com; 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 Evidence.com and saved to a local drive, burned to a disc, copied to a USB drive, or saved to a PC with the required player. After selecting files for download, the user receives an email with a download link to a single file containing all their requested evidence. The system supports the following file types for the download file:

- ZIP — The system includes the selected evidence files in a ZIP file.
- ISO — The system includes the selected evidence files in an ISO image, which can be used to create a CD-ROM or DVD.

**Audio file types** supported by the Evidence.com media player include the types listed in the following table.

Audio File Extension	Audio Mime Type
.aif	audio/x-aiff
.aifc	audio/x-aiff
.aiff	audio/x-aiff
.au	audio/basic
.kar	audio/midi
.mid	audio/midi
.midi	audio/midi
.mp2	audio/mpeg
.mp3	audio/mpeg
.mpga	audio/mpeg
.ra	audio/x-realaudio
.ram	audio/x-pn-realaudio
.rm	audio/x-pn-realaudio
.rpm	audio/x-pn-realaudio-plugin
.snd	audio/basic
.tsi	audio/TSP-audio
.wav	audio/x-wav

- **Acknowledgment that all data is property of the city and must be made available at no additional cost.**

Our contracts are constructed to ensure that you retain all ownership of your data. All digital evidence stored on the Evidence.com platform is owned by the APD and can be exported at any time. This process can be facilitated in a number of ways including the bulk export feature. If your agency wishes to extract all data stored in the application, data is exported in the format it was recorded (MP4 for Axon captured assets). The simplest method for data/metadata return is via system APIs. TASER's API manual will be made available upon request, which details steps for developers to follow for this contingency. This would facilitate the return of data with minimal cost and high efficiency.

- **Clear indication of storage costs, equipment replacement costs, and cloud transactions costs. Disclosure of all additional costs.**

Please see Tab 6 for the detailed budget worksheet and Tab 7 for a detailed budget narrative, explaining storage costs, equipment replacement costs, cloud transactions costs and additional costs. Appendix A in Tab 7 also includes TASER's quote, which provides a detailed outline of cost breakdowns.

TASER's proposal includes hardware, software, upgrades, and a warranty for all 245 cameras. Below is an overview of the proposal elements.

## Axon Hardware

The following hardware is included in our proposal.

- **Axon Body 2 Camera** [REDACTED] the following are included in the purchase price)
  - **USB Sync Cables**
  - **Axon Body 2 Mounts** - The purchase price of each Axon Body 2 camera includes two mounts of the agency's choosing at no additional cost. The outerwear magnet and single molle mounts are listed on the attached quote, however; these may be swapped out with any combination of two of the following mounts of your choice upon delivery.
    - 74018 Z-Bracket, Men's, Axon Body 2
    - 74019 Z-Bracket, Women's Axon Body 2
    - 74020 Magnet, Flexible, Axon Body 2
    - 74021 Magnet, Outerwear, Axon Body 2
    - 74022 Small Pocket, 4" (10.1 cm), Axon Body 2
    - 74023 Large Pocket, 6" (15.2 cm), Axon Body 2
    - 11507 Single Molle Mount, Axon Body 2
    - 11508 Double Molle Mount, Axon Body 2
    - 11509 Clip Mount, Axon Body 2
- **7 Spare Axon Body 2 Cameras** - [REDACTED]
- **41 Axon Dock** - [REDACTED] Each Axon Dock house up to six Axon Body 2 cameras.

## Axon Software

Our proposal includes access to the following software applications.

- **Evidence.com Licenses**
  - 245 Basic Evidence.com licenses for camera users
  - 10 Professional Evidence.com licenses for non-camera users
- **Evidence.com for Prosecutor Platform** - [REDACTED] to Prosecutors working with the APD
- **Evidence Sync (desktop software application)** - [REDACTED]
- **Axon View and Axon Capture (mobile applications)** - [REDACTED]
- **2 Axon Five licenses** - [REDACTED] annual support & maintenance.

Axon Five is the world leader in image-processing software specifically designed for investigative, forensic and security applications. Its primary purpose is to provide forensic investigators a complete and unique solution to process and analyze digital images and video data in a simple, fast and precise way. Through processing and analyzing both still and video images, then utilizing a clear workflow to present evidence that withstands the scrutiny of the courtroom, Axon Five is the forensic investigator's trusted partner. Thanks to its revolutionary technology, Axon Five allows investigators to solve a wide range of problems which are otherwise easily missed. Since Axon Five is self-contained, it can help to dramatically reduce the time required to process data and improves the success rate of the treated cases, from the restoration of low quality CCTV video to fingerprint analysis.

- **2 Axon Convert licenses** - \$ [REDACTED] annual support & maintenance.

Axon Convert is a single tool that acts as a video file format converter, allowing you to easily convert unplayable video file formats into playable files that can later be exported to Evidence.com.

## Storage

- **Unlimited Axon Data Storage:** \$ [REDACTED] This includes storage of any data generated from an Axon camera or through mobile application, Axon Capture (photos, audio, and video recordings).
- **Non-Axon Storage:** \$ [REDACTED] for non-Axon storage; i.e. the APD's existing 40 TB of data (CCTV, in-car, etc.), any other non-Axon files the APD wishes to store in Evidence.com.

## Professional Implementation Services

- Onsite Professional Implementation Services \$ [REDACTED]
  - Includes installation and training (set up assistance, train-the-trainer sessions, and training for all Axon camera and Evidence.com users).
- **Ability to export audit trail along with video, including redactions. Identified scope of audit trail.**

Confirmed. Original evidence data is never changed; all modifications (including redactions) are handled by creating new, derivative files. Detailed audit logs track all evidence access including the date, time, user, and all actions performed. The detailed Evidence Audit Trail can be used to determine compliance with chain of custody regulations. All content uploaded to Evidence.com is paired with an audit trail indicating every action applied to that evidence and its metadata. Information such as viewed by, downloaded by, and deleted by, is all included in the audit trail, in addition to the source IP Address of the person who made the change. All audit trails can be exported to a PDF document.

To ensure a robust chain of custody, evidence can be verified for authenticity by matching the SHA hash of original file ingested in Evidence.com with the downloaded file, as well as the audit trail of the file in question.

- **Time period to recover deleted evidence.**

Any deleted video is retrievable for seven (7) days from deletion. This applies to all evidence, whether it is deleted manually by an administrator and/or through the category-based retention policies. This 7-day remorse period and approval workflow is designed to protect evidence chain of custody. After the remorse period expires, the event is then expunged.

**Extend Retention Period**

If evidence is scheduled for deletion, users with the appropriate permission can extend how long the system retains the evidence before adding it to the deletion queue. The period of time that the retention is extended is equal to the length of the retention policy currently in effect for the evidence. The category assigned to the evidence determines the retention policy. If more than one category is assigned to evidence, the longest retention time is applied.

For example, if an evidence file is assigned a category with a 30-day retention policy and deletion is scheduled 20 days from today, extending the retention period would reschedule deletion to 50 days from today.

- **The ability to transfer any required software licenses upon the retirement, promotion, termination or other removal of a license holder from the system.**

Confirmed. There is one license per camera, however, user licenses are not "transferred". In the event of retirement, promotion, termination or other removal of a license holder from the system, the user's license would remain in the system for auditing purposes, however; the license would no longer be active (meaning no one could log in using that user's credentials). At this point, the agency would then reassign the camera associated with that user to another in the system.



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if all amounts due have been paid (there will be no application functionality of the Evidence.com Services during this 90-day period, other than the ability to retrieve Agency Content). At termination, TASER shall provide structured data element similar to XML providing all data elements related to each individual video file. That data structure shall maintain the referential integrity of the data element relationships. The content will be available in a format compatible with the Agency for the Agency to retrieve. TASER will provide up to 10 hours of technical support for data retrieval at no cost to the Agency, after which the agreed upon rate of technical support will be charged. The Agency will receive the data in a storage device of their choosing or TASER will make it available and ready for transfer to the Agency's storage provider. The Agency will not incur any additional fees if Agency Content is downloaded from Evidence.com during the video transfer process. TASER has no obligation to maintain or provide any Agency Content after this 90 day period and will thereafter, unless legally prohibited, delete all of Agency Content stored in the Evidence.com Services. Upon request, TASER will provide written proof that all Agency Content has been successfully deleted and fully removed from the Evidence.com Services.

- **Ability to add metadata to digital files not limited to category, title, case number, report number and location.**

The output from the CAD system ingested into Evidence.com is an .xml or .csv format. This data is used to categorize and add metadata to videos, eliminating the need for manual entry.

The following info is what is needed from system printout:

- Export Fields
  - Officer Badge (matches the officer badge ID assigned to the camera with the CAD/RMS call badge ID)
  - Call start time (used to match with the start time of the officer's video)
  - Call end time (used to match with the end time of the officer's video)
  - Event ID (may be called INCIDENT#)
  - Event type (will be compiled into Evidence.com categories for ease of use, also used for retention)
  - Street Address (optional)
  - City (optional)

**Format:** XML or CSV

**Transmission:** TASER supplies a .NET 4.0 service "Integrator Application" on your server that monitors a selected folder. Once the CAD/RMS printout with the above information is received, the application encrypts it and sends it to Evidence.com. This application uses port 443 outbound and securely transmits the file using AES 256-bit encryption.

**Timing:** Every 24 hours containing the last 72 hours of CAD/RMS calls.

Your CAD/RMS system probably has 100+ 'Event Types', and TASER puts these into 'categories'. This makes it easier to manage things on the administrative side of Evidence.com. What you will transmit is your original event type and an associated category of your choosing, we will then tailor our algorithm to associate these event types with the desired category for tagging. The PD needs to determine what the categories are and what the retention will be for each category. A simple spreadsheet with the Evidence.com category and an associated list of 'Event Types' below it is sufficient.

- Intergraph (Hexagon)
  - New World
  - NexGen
  - Northrop Grumman
  - Pro Phoenix
  - Spillman
  - SunGard OneSolution
  - Tiburon
  - TriTech
  - Tyler
  - Mark 43
  - Motorola
  - NexGen
  - USA Software
  - Versaterm
  - West Covina Service Group (WCSG)
- 
- **Identified technical support and assistance that will include, but not be limited to the following; devices worn by police personnel, docking/charging stations, networking equipment, WAN/LAN connectivity, system software, system upgrades, and video retrieval software and procedures.**
  - **Identified areas of expertise and resources available both nationally and locally to provide the requested services.**

TASER will provide the APD with a team of experienced professionals to ensure an efficient deployment of Axon body-worn cameras. On-going technical support is included as part of your investment in the Axon ecosystem. All support staff members are in the United States.

## Implementation Support

The implementation process begins with an on-site kickoff meeting. A Project Schedule will be created to outline the estimated timeline (including number of days necessary for each phase of the APD's implementation) and training specific to your program.

### **Install, Configure and Test Your System**

During this phase of implementation, TASER's Professional Services team will assist with the following tasks:

- **System Set Up and Configuration**
  - Setup Axon View on smart phones (if applicable).
  - Configure categories & custom roles based on Agency need.
  - Troubleshoot IT issues with Evidence.com and Axon Dock access.
  - Work with IT to install Evidence Sync software on locked-down computers (if applicable).
  
- **Axon Dock Installation**
  - Work with Agency to decide ideal location of Axon Dock setup and set configurations on Axon Dock if necessary.
  - Authenticate Axon Dock with Evidence.com using "admin" credentials from Agency.
  - Work with Agency's IT to configure its network to allow for maximum bandwidth and proper operation within Agency's network environment.

- **Train the First Wave**

An initial, limited number of Key Users, Armorer(s) and System Administrator(s) should be trained. The size of this contingent depends on agency size or size of the planned full deployment. These officers will serve in 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-worker/future User Officers. They typically become a resource when newer Users are activated and require training or assistance.

For every agency on Evidence.com, a 'Super Administrator' account is created by TASER during the initial implementation cycle. Typically, the 'Super Administrator' is the individual most responsible for the agency's Evidence.com account.

This will be the first user account and the starting point for defining security settings, creating custom roles and setting permissions, adding users (User,

- Evidence.com Security Guide
- End-to-End Deployment Guide
- Implementation Best Practices Guide and
- Go Live Checklist.

## Post-Implementation Support

### Customer Success Manager

Your Customer Success Manager will focus on assist the APD after the completion of deployment. Your Customer Success Manager is a supplemental point of contact within TASER headquarters in Scottsdale Arizona. Their job is to ensure a good standing health for your agency's Axon and Evidence.com program by utilizing consistent communication, virtual support, and providing the necessary resources needed to make sure you are set up for success.

### Customer Service and Support

TASER has a full customer support division; live phone support is available Monday-Thursday, 6:00AM – 12:00AM (Arizona Time), Friday, 6:00AM – 5:00PM and Sunday, 4:00PM – 12:00AM. Critical Incident/Emergency assistance is available 24/7. For technical or Customer Support assistance, you may contact a customer service representative at 800-978-2737, or via email at CS@taser.com. Online, email-based support and remote-location troubleshooting are included on an ongoing basis as part of your investment in the Axon ecosystem.

### Evidence.com Help

From the "Help" section in Evidence.com, you can access our Help Center which includes general information and FAQs. Product User Guides and Evidence.com update release notes are also available for download. You may also contact support from the Evidence.com Help Center. 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.

The screenshot shows the Evidence.com Help Center registration form. At the top, there is a navigation bar with links for 'HELP CENTER', 'RELEASE NOTES / USER GUIDES', 'CONTACT US', and 'DOWNLOAD SYNC'. Below the navigation bar, the form is divided into two sections: 'Tell Us About Yourself' and 'Tell Us About Your Agency'. The 'Tell Us About Yourself' section includes fields for 'FIRST NAME' (Joe), 'LAST NAME' (Smith), 'EMAIL' (joesmith@XPD.com), and 'PHONE' (8555555555). The 'Tell Us About Your Agency' section includes fields for 'AGENCY' (XPD), 'STREET' (17800 N 85th St), 'CITY' (Scottsdale), 'COUNTRY' (United States), 'STATE' (Arizona), 'POSTAL CODE' (85255), and 'PREFERRED CONTACT METHOD' (Email).