**Instructions**

Please supply requested information in the blue-shaded areas and indicate any attachments that have been included. Where appropriate, supporting documentation may be referenced by specific page and/or paragraph number(s).

**If any of this response contains confidential information, as defined by IC 5-14-3, provide a separate redacted (for public release) version of this document. Specify which statutory exception of APRA applies and provide a description explaining the manner in which the statutory exception to the APRA applies.**

**Respondent Name: Axon Enterprise, Inc**

**Attachment E – Business Proposal / Attachment A – M/WBE Subcontractor Commitment Form**

* Where has Certified Fraud & Forensic Investigations installed in-car camera systems in the past? How much experience do they have with this type of installation?

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| Certified Fraud & Forensic Investigations (CFFI) has been in business since January of 2012 and the crew have been involved in approximately 50 jobs that involved cameras. The majority of their work is related to government criminal investigations and forensic accounting. The team has installed in-car cameras in both commercial and residential vehicles. Axon’s implementation will lead deployment efforts and will work alongside (CFFI) for project management, support, and quality assurance.  We’ve attached a letter from the IDOA which states that CFFI provides a commercially useful function in Safety and security system installation services. |

**Attachment D – Cost Proposal**

* On the “Software” tab, what does the *User Licensing Costs* line equate to in Axon’s proposal? Is this Pro, Pro+, something else? Was the Pro+ license cost included anywhere in the Cost Proposal?

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| The User Licensing Costs on the "Software" tab refers to the Basic Axon Evidence License, which is priced at $15/user/month, or $180/user annually. The Pro Axon Evidence License is referenced in the Cost Proposal within the "Software" tab. This is labeled as the "Manager/Admin Licensing Costs”. |

* On the “BWC Solutions” Tab, Line Item #5 does not have the model numbers for the Antenna (71204), Router (11630), and Fleet Ethernet Cable (47110), all of which were listed in the cost narrative document that was provided. Were these items left off on purpose? Please provide the full list of all model numbers that will be included for the complete BWC Solution with in-car forward facing camera installation for one vehicle (retrofitting).

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| Apologies, this information was not left out intentionally. Please find the list of all SKUs for the complete BWC Solution with in-car forward facing camera installation for one vehicle (retrofitting). Please note, these are hardware items, only as the related software and licensing were being calculated towards the net total on the "Software" tab.  73202 - Axon AB3 Camera - NA10  11508 - Molle Mount, Double, Axon Rapidlock  11534 - USB-C to USB-A Cable for AB3  73248 - Axon Body 3 - 4 Year Warranty  74211 - Axon Body 3 - 1 Bay Dock  71104 - North America Power Cord for AB3 1 Bay Dock  73286 - Axon Body 3 1 Bay Dock - 4 Year Warranty  75015 - Signal Sidearm Kit  71044 - Battery, Signal Sidearm, CR2430 Single Pack  85055 - Axon Full Service  71088 - Axon Fleet 2 Kit  80181 - Extended Warranty, 4 Year, Fleet 2 Kit  74063 - Fleet 2 New Installation (Per Vehicle)  11635 - Cradlepoint IBR1700-1200M-B-NPS Router + 5 Year NetCloud Essentials  71204 - Fleet Antenna, 9-in-1, 4 LTE, 4 WIFI, 1 GPS  74110 -Fleet Ethernet Cable, CAT6, 25 FT |

* Do the costs listed on the “BWC Solutions” tab include the 3-4 yr extended warranty?

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| Yes, please refer to the SKUs listed above. |

* Do the costs listed on the “BWC Solutions” tab include all training that will be initially needed for the implementation of this project?

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| Yes, the cost of the "Axon Full Service" Professional Services package that is listed under Training is included in Line Item 5 "Complete BWC Solution and in-car forward facing camera installation for one car (retrofitting)”. |

* Model Numbers were not provided for Line Item #6 on the “BWC Solutions” tab. Please provide the full list of all model numbers that will be included for the complete BWC Solution with in-car forward facing camera installation for one vehicle (upfitting).

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| 73202 - Axon AB3 Camera - NA10 11508 - Molle Mount, Double, Axon Rapidlock 11534 - USB-C to USB-A Cable for AB3 73248 - Axon Body 3 - 4 Year Warranty  74211 - Axon Body 3 - 1 Bay Dock 71104 - North America Power Cord for AB3 1 Bay Dock 73286 - Axon Body 3 1 Bay Dock - 4 Year Warranty  75015 - Signal Sidearm Kit 71044 - Battery, Signal Sidearm, CR2430 Single Pack 85055 - Axon Full Service 71088 - Axon Fleet 2 Kit 80181 - Extended Warranty, 4 Year, Fleet 2 Kit 74063 - Fleet 2 New Installation (Per Vehicle) 11635 - Cradlepoint IBR1700-1200M-B-NPS Router + 5 Year NetCloud Essentials 71204 - Fleet Antenna, 9-in-1, 4 LTE, 4 WIFI, 1 GPS 74110 -Fleet Ethernet Cable, CAT6, 25 FT |

* On the “Discounts & Other Pricing” tab, no discount percentages were listed in Section 1 – Discounts Offered for Other Catalog Items. Please provide the discount percentages for the four items that were listed in this section.

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| Please see the discount percentages for the four items listed in the “Discounts & Other Pricing” tab below.   |  |  | | --- | --- | | Taser 7 Certification | 10% | | Performance | 20% | | Technology Assurance Plan AB3 | 20% | | Technology Assurance Plan 1-Bay Dock | 20% | |

**Attachment F – Technical Proposal**

* 2.4.1.3 (Technical Requirements) – Is the dock mandatory for uploading video footage to the cloud? Can the BWC upload wirelessly without the dock if a SIM card in installed in the camera? Would that SIM then communicate to the router, where ISP doesn’t have to dock it in the vehicle? If the in-car camera system is not used, is this BWC capable of wireless uploads yet?

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| Body-worn cameras are currently capable of uploading video wirelessly without the dock to Axon Evidence via an LTE connection when used in conjunction with the in-car system. The body-camera utilizes the IBR-1700 CradlePoint router to facilitate wireless offload.  Without the dock, direct upload from the Axon Body 3 to Axon Evidence can currently be achieved utilizing the camera's built-in LTE SIM card (without the in-car system), directly from the camera itself. Axon’s response includes the LTE carrier contract for the body-worn camera. This method is intended for offload of critical evidence.  In Q3 of 2021 body-worn cameras will be able to wirelessly offload through the IBR-1700 CradlePoint router (without the in-car system). The body-worn video will offload from the vehicle using the router’s Wi-Fi connection enabling offload of all video stored on the camera to Axon Evidence.  When the BWC is physically placed in the Axon dock, the dock uploads video to the cloud automatically, charges the camera and updates firmware. Docking stations can be installed at physical locations like stations, trooper homes or in the vehicle itself. |

* 2.4.1.3 (Software) – Are pro and pro+ licenses included in the list of software components? Will this be an additional cost on top of what is currently included in the total cost?

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| Pro Axon Evidence Licenses are included in the list of Software Components as "Manager/Admin Licensing Costs" (quantity of 125 licenses). Additional pro licenses would result in additional fees. Pro+ licenses are not included in this list of Software Components and would also result in additional fees. |

* 2.4.1.3 (Software) – Please provide more information as to what is included in each of the software licenses/components (Basic, Pro, Pro+, etc.).

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| **Please see the attached PDF, “2.4.1.3 (Software) License Features” for information on what is included in each software license.**  Axon offers multiple license tiers that include varying levels of feature access—and depending on the role within your agency—these features will differ. If an officer is assigned a body-worn camera, they will always be required to have an Axon Evidence license, but depending on their position, they may not need access to all the features included with the highest license tier. For instance, a street cop working a beat may only need to capture footage and manage files within Axon Evidence; therefore, they would only need a Basic license. This may not be the case for your command staff. If a member of your command staff needs to review body-worn camera metrics and restrict evidence access, they would need a Pro+ license.  **BASIC LICENSE**  The Axon Evidence Basic license should be assigned to users who need to upload and manage digital evidence but do not need access to advanced features like automated redaction, multi-cam playback, and auto-transcription.  **PRO LICENSE**  The Axon Evidence Pro license should be assigned to users who need access to advanced features like Redaction Studio tools, agency reporting, evidence restriction tools, multi-cam playback, and advanced agency and device analytics.  **PRO+ LICENSE**  The Axon Evidence Pro+ license should be assigned to users who need access to both basic and advanced features included in the Basic and Pro license tiers, as well as Redaction Assistant tools, auto-transcription, auto-tagging, third-party video support, body-worn camera performance metrics, and an internal affairs reporting module. |

* 2.4.1.3 (Recording Storage and Management) – Do you offer a set fee for unlimited storage?

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| Yes. Unlimited Storage for the body-worn cameras for the 970 requested users is listed at $127.32 annually per user as on the "Software" tab. Unlimited Storage for in-car is a component of the Fleet 2 Unlimited 60 License listed in the "Software" tab at $1,099.56 per vehicle annually. Apart from the bundle, Unlimited Storage for Fleet 2 is $34/month or $408 annually per vehicle at list price. |

* 2.4.1.3 (In-Car Cameras) – If the State opts for both in-car and BWC options, does the in-car require an additional user license and an additional unlimited storage license? Or does the licensing apply to the user for all items being utilized?

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| Each Fleet *vehicle* requires a Fleet license, which includes unlimited Fleet storage. A user with both an in-car and body-worn camera may utilize one Axon Evidence license, but will require unlimited storage license for each device (the pricing worksheet reflects an Axon Evidence license and unlimited storage license for BWC and fleet). For two users (one with in-car only and one with body-worn camera only, 2 separate licenses are required). A license is required for each user, regardless of how many types of camera systems are in use. |

* 2.4.2.1 (Service Program) – Is all service going to be remote? What would be the turnaround time on service needed? Would in-car cameras have to be uninstalled and sent off to troubleshoot and be serviced?

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| Axon will support ISP remotely and on-site if needed. Axon provides 3% spares for in-car cameras at no cost. Should an in-car camera need to repair or replacement, the camera is removed by unplugging a wire and un-screwing a knob screw; this typically takes less than 2 minutes.. The agency would then connect and screw provided with the spare camera for use while the repair or replacement is in process. |

* 2.4.2.1 (Service Program) – Who will be the CSM and where will they be located?

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| Patrick Wall joined Axon in May 2020 as a Senior Customer Success Manager, working with a group of Axon’s larger clients to build long-term, strategic partnerships and help make their jobs easier. He works closely with clients to understand their workflow and operational goals to ensure they get full usage out of their Axon solutions. He provides expertise and assistance for a wide range of Axon products and services such as body-worn cameras, in-car systems, digital evidence management software and TASER energy weapons.  Patrick brings many years of customer success and SaaS experience in various industries such as Retail, Travel & Hospitality and Automotive. Over his career he’s worked with notable enterprise customers such as Hilton Hotels, Chico’s FAS, Santander Bank and Lithia Motors. Patrick holds a Bachelor of Science from Ball State University and is based in Indianapolis, IN. Patrick is based in Fishers, IN and travels as needed to support customers.  Patrick’s resume is included as an attachment. |

* 2.4.2.2 (Basic Plan) – On the different tiers of engineering support, will there be a different cost associated with each tier?

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| No. The support tiers listed in 2.4.2.2 explain the escalation path for customer service and support issues. Customer service and support is included in your investment in the Axon solution. Senior customer support engineers will assist in critical and escalated issues, if they cannot be addressed by tier 1 or tier 2 customer support staff. |

* 2.4.2.3 (Warranty and Maintenance Requirements) – Please confirm that the initial warranty for BWCs is for one (1) year and that extended warranty adds four (4) years, for a total of a five (5) year warranty.

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| Yes, a 1-Year Manufacturer's Warranty is implicit with the purchase of the BWC hardware and the 4-Year Extended Warranties would sum for a total of 5-Year warranty coverage. |

* 2.4.3 (Training) – What training package is included in the total cost that was provided (not at an additional cost)?

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| The Axon Full Service Training Package was quoted and included in the Line Item 5 cost "Complete BWC Solution and in-car forward facing camera installation for one car (retrofitting)." |

* 2.4.4 (Installation) – How are the cables, that run to the ruggedized, high-performance router, protected?

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| Axon provides 25’ Cat6 Ethernet cables that are installed between the MDT and CradlePoint Router. The cables used to operate our in-car systems have a protective coating, which helps reduce weathering and wear. Additionally, the cables will be installed to run along the vehicle's frame and under the interior where possible.  In this installation video, <https://vimeo.com/399185156/8281a414d9>, wiring tips are discussed at the 6:03 mark. |