



Axon Enterprise, Inc.  
 17800 N 85th St  
 Scottsdale, Arizona 85255  
 United States  
 VAT: 86-0741227  
 Domestic:(800) 978-2737  
 International: +1.800.978.2737

# EXHIBIT A

Q-835177-46135RG

Issued: 04/23/2026

Quote Expiration: 06/30/2026

Estimated Contract Start Date: 10/01/2026

Account Number: 139198

Payment Terms: N30

Mode of Delivery: AUTO-GND

Credit/Debit Amount: \$0.00

SHIP TO	BILL TO
Eustis Police Department - FL 51 E Norton Ave Eustis, FL 32726-4887 USA	Eustis Police Department - FL 51 E Norton Ave Eustis FL 32726 USA Email: mgrievess@eustis.org

SALES REPRESENTATIVE	PRIMARY CONTACT
Rachel Gershenson Phone: Email: rleinson@axon.com Fax:	Matt Grievess Phone: (352) 483-5400 Email: grievessm@ci.eustis.fl.us Fax:

## Quote Summary

Program Length	120 Months
<b>TOTAL COST</b>	<b>\$3,081,181.92</b>
<b>ESTIMATED TOTAL W/ TAX</b>	<b>\$3,081,181.92</b>

## Discount Summary

Average Savings Per Year	\$188,430.60
<b>TOTAL SAVINGS</b>	<b>\$1,884,306.04</b>

**Payment Summary**

<b>Date</b>	<b>Subtotal</b>	<b>Tax</b>	<b>Total</b>
Oct 2026	\$308,099.40	\$0.00	\$308,099.40
Oct 2027	\$308,120.28	\$0.00	\$308,120.28
Oct 2028	\$308,120.28	\$0.00	\$308,120.28
Oct 2029	\$308,120.28	\$0.00	\$308,120.28
Oct 2030	\$308,120.28	\$0.00	\$308,120.28
Oct 2031	\$308,120.28	\$0.00	\$308,120.28
Oct 2032	\$308,120.28	\$0.00	\$308,120.28
Oct 2033	\$308,120.28	\$0.00	\$308,120.28
Oct 2034	\$308,120.28	\$0.00	\$308,120.28
Oct 2035	\$308,120.28	\$0.00	\$308,120.28
<b>Total</b>	<b>\$3,081,181.92</b>	<b>\$0.00</b>	<b>\$3,081,181.92</b>

Quote Unbundled Price:	\$4,917,985.40
Quote List Price:	\$3,391,567.40
Quote Subtotal:	\$3,081,181.92

## Pricing

All deliverables are detailed in Delivery Schedules section lower in proposal

Item	Description	Qty	Term	Unbundled	List Price	Net Price	Subtotal	Tax	Total
<b>Program</b>									
HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	37	120			\$0.00	\$0.00	\$0.00	\$0.00
M00054	OFFICER SAFETY PLAN T10 ISLE PLUS	45	120	\$578.88	\$360.18	\$324.16	\$1,750,480.62	\$0.00	\$1,750,480.62
S00016	AXON AI - AI ERA	45	120	\$302.89	\$238.92	\$238.92	\$1,290,168.00	\$0.00	\$1,290,168.00
HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	8	120			\$0.00	\$0.00	\$0.00	\$0.00
<b>A la Carte Hardware</b>									
H00002	AB4 Multi Bay Dock Bundle	5			\$1,638.90	\$0.00	\$0.00	\$0.00	\$0.00
H00002	AB4 Multi Bay Dock Bundle	1			\$1,638.90	\$1,638.90	\$1,638.90	\$0.00	\$1,638.90
<b>A la Carte Software</b>									
102656	AXON AIR - AXON EVIDENCE UNLIMITED DATA STORAGE PER DRONE	1	120		\$42.41	\$0.00	\$0.00	\$0.00	\$0.00
102678	AXON AIR - SKYDIO X10 PATROL DFR SUBSCRIPTION PLAN W/ DATA	1	120		\$563.42	\$0.00	\$0.00	\$0.00	\$0.00
<b>A la Carte Services</b>									
12021	AXON AIR - PROFESSIONAL IMPLEMENTATION	1			\$2,500.00	\$0.00	\$0.00	\$0.00	\$0.00
102531	PSO VIRTUAL TRAINING	1			\$2,500.00	\$0.00	\$0.00	\$0.00	\$0.00
73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1			\$30,000.00	\$0.00	\$0.00	\$0.00	\$0.00
102667	AXON AIR - SKYDIO X10 PATROL DFR SERVICES - PREMIUM SOLUTION	1	120		\$324.12	\$324.12	\$38,894.40	\$0.00	\$38,894.40
<b>Total</b>							<b>\$3,081,181.92</b>	<b>\$0.00</b>	<b>\$3,081,181.92</b>

## Delivery Schedule

### Hardware

Bundle	Item	Description	QTY	Shipping Location	Estimated Delivery Date
AB4 CONNECTED HARDWARE BUNDLE	100147	AXON BODY 4 - CAMERA - NA US FIRST RESPONDER BLK RAPIDLOCK	8	1	09/01/2026
AB4 CONNECTED HARDWARE BUNDLE	100147	AXON BODY 4 - CAMERA - NA US FIRST RESPONDER BLK RAPIDLOCK	37	1	09/01/2026
AB4 CONNECTED HARDWARE BUNDLE	100147	AXON BODY 4 - CAMERA - NA US FIRST RESPONDER BLK RAPIDLOCK	1	1	09/01/2026
AB4 CONNECTED HARDWARE BUNDLE	100466	AXON BODY 4 - CABLE - USB-C TO USB-C	9	1	09/01/2026
AB4 CONNECTED HARDWARE BUNDLE	100466	AXON BODY 4 - CABLE - USB-C TO USB-C	41	1	09/01/2026
AB4 CONNECTED HARDWARE BUNDLE	100775	AXON BODY 4 - MAGNETIC DISCONNECT CABLE	41	1	09/01/2026
AB4 CONNECTED HARDWARE BUNDLE	100775	AXON BODY 4 - MAGNETIC DISCONNECT CABLE	9	1	09/01/2026
AB4 CONNECTED HARDWARE BUNDLE	11507	AXON BODY - MOUNT - RAPIDLOCK SINGLE MOLLE	25	1	09/01/2026
AB4 CONNECTED HARDWARE BUNDLE	74020	AXON BODY - MOUNT - MAGNET FLEXIBLE RAPIDLOCK	9	1	09/01/2026
AB4 CONNECTED HARDWARE BUNDLE	74020	AXON BODY - MOUNT - MAGNET FLEXIBLE RAPIDLOCK	17	1	09/01/2026

## Hardware

Bundle	Item	Description	QTY	Shipping Location	Estimated Delivery Date
AB4 Multi Bay Dock Bundle	100206	AXON BODY 4 - 8 BAY DOCK	1	1	09/01/2026
AB4 Multi Bay Dock Bundle	100206	AXON BODY 4 - 8 BAY DOCK	5	1	09/01/2026
AB4 Multi Bay Dock Bundle	70033	AXON - DOCK WALL MOUNT - BRACKET ASSY	5	1	09/01/2026
AB4 Multi Bay Dock Bundle	70033	AXON - DOCK WALL MOUNT - BRACKET ASSY	1	1	09/01/2026
AB4 Multi Bay Dock Bundle	71019	AXON BODY - DOCK POWERCORD - NORTH AMERICA	1	1	09/01/2026
AB4 Multi Bay Dock Bundle	71019	AXON BODY - DOCK POWERCORD - NORTH AMERICA	5	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	100122	AXON VR - HEADSET - BATTERY	2	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	100126	AXON VR - TACTICAL BAG	2	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	100390	AXON TASER 10 - HANDLE - YELLOW CLASS 3R	1	2	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	100390	AXON TASER 10 - HANDLE - YELLOW CLASS 3R	45	2	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	100394	AXON TASER 10 - MAGAZINE - HALT TRAINING BLUE	4	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	100396	AXON TASER 10 - MAGAZINE - INERT RED	30	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	100399	AXON TASER 10 - CARTRIDGE - LIVE	900	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	100400	AXON TASER 10 - CARTRIDGE - HALT	450	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	100401	AXON TASER 10 - CARTRIDGE - INERT	300	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	100591	AXON TASER - CLEANING KIT	1	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	100616	AXON TASER 10 - HOLSTER - BLACKHAWK - RH	41	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	100617	AXON TASER 10 - HOLSTER - BLACKHAWK - LH	4	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	100623	ENHANCED HOOK-AND-LOOP TRAINING (HALT) SUIT (V2)	1	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	100748	AXON VR - CONTROLLER - TASER 10	2	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	100832	AXON VR - CONTROLLER - HANDGUN VR19H	2	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	101124	AXON VR - HOLSTER - T10 BLACKHAWK GRAY - RH	2	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	101125	AXON VR - HOLSTER - T10 BLACKHAWK GRAY - LH	2	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	101294	AXON VR - TABLET	2	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	101300	AXON VR - TABLET CASE	2	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	101455	AXON TASER 10 - REPLACEMENT TOOL KIT - INTERPOSER BUCKET	1	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	101456	AXON TASER 10 - REPLACEMENT INTERPOSER BUCKET	4	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	101751	AXON VR - HEADSET - HTC FOCUS VISION	2	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	101755	AXON TASER 10 - MAGAZINE - LIVE DUTY BLACK V2	45	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	101755	AXON TASER 10 - MAGAZINE - LIVE DUTY BLACK V2	1	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	101757	AXON TASER 10 - MAGAZINE - LIVE TRAINING PURPLE V2	30	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	101886	SIGNAL SENSOR	45	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	101889	AXON SIGNAL - BATTERY - CR2032	45	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	102032	AXON OUTPOST - CAMERA	4	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	102186	AXON TASER 10 - COMMAND BOX	1	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	102389	AXON VR - MULTI-USER ROOM MARKER	2	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	102488	AXON OUTPOST - SOLAR PANEL - 100W	4	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	102538	AXON OUTPOST - TOP MOUNT END CAP - STANDARD	4	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	102543	AXON OUTPOST - BATTERY & CHARGER ENCLOSURE - EXTENDED	4	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	102552	AXON OUTPOST - POLE - STANDARD	4	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	102737	AXON OUTPOST - STANDARD SOLAR HARDWARE KIT	4	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	103052	AXON DEDRONE EOM RF SENSOR PLACE HOLDER	4	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	20018	AXON TASER - BATTERY PACK - TACTICAL	5	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	20018	AXON TASER - BATTERY PACK - TACTICAL	1	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	20018	AXON TASER - BATTERY PACK - TACTICAL	45	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	70033	AXON - DOCK WALL MOUNT - BRACKET ASSY	1	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	71019	AXON BODY - DOCK POWERCORD - NORTH AMERICA	1	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	74200	AXON TASER - DOCK - SIX BAY PLUS CORE	1	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	80087	AXON TASER - TARGET - CONDUCTIVE PROFESSIONAL RUGGEDIZED	1	1	09/01/2026
OFFICER SAFETY PLAN T10 ISLE PLUS	80090	AXON TASER - TARGET FRAME - PROFESSIONAL 27.5 IN X 75	1	1	09/01/2026

## Hardware

Bundle	Item	Description	QTY	Shipping Location	Estimated Delivery Date
		IN			
OFFICER SAFETY PLAN T10 ISLE PLUS	100400	AXON TASER 10 - CARTRIDGE - HALT	360	1	09/01/2027
OFFICER SAFETY PLAN T10 ISLE PLUS	100400	AXON TASER 10 - CARTRIDGE - HALT	360	1	09/01/2028
OFFICER SAFETY PLAN T10 ISLE PLUS	100210	AXON VR - TAP REFRESH 1 - TABLET	2	1	03/01/2029
OFFICER SAFETY PLAN T10 ISLE PLUS	101009	AXON VR - TAP REFRESH 1 - HANDGUN CONTROLLER	2	1	03/01/2029
OFFICER SAFETY PLAN T10 ISLE PLUS	101012	AXON VR - TAP REFRESH 1 - TASER CONTROLLER	2	1	03/01/2029
OFFICER SAFETY PLAN T10 ISLE PLUS	20373	AXON VR - TAP REFRESH 1 - HEADSET	2	1	03/01/2029
OFFICER SAFETY PLAN T10 ISLE PLUS	73309	AXON BODY - TAP REFRESH 1 - CAMERA	46	1	03/01/2029
OFFICER SAFETY PLAN T10 ISLE PLUS	73689	AXON BODY - TAP REFRESH 1 - DOCK MULTI BAY	6	1	03/01/2029
OFFICER SAFETY PLAN T10 ISLE PLUS	100400	AXON TASER 10 - CARTRIDGE - HALT	360	1	09/01/2029
OFFICER SAFETY PLAN T10 ISLE PLUS	100400	AXON TASER 10 - CARTRIDGE - HALT	360	1	09/01/2030
OFFICER SAFETY PLAN T10 ISLE PLUS	100211	AXON VR - TAP REFRESH 2 - TABLET	2	1	09/01/2031
OFFICER SAFETY PLAN T10 ISLE PLUS	101010	AXON VR - TAP REFRESH 2 - HANDGUN CONTROLLER	2	1	09/01/2031
OFFICER SAFETY PLAN T10 ISLE PLUS	101013	AXON VR - TAP REFRESH 2 - TASER CONTROLLER	2	1	09/01/2031
OFFICER SAFETY PLAN T10 ISLE PLUS	102144	AXON OUTPOST - TAP REFRESH ONE - CAMERA	4	1	09/01/2031
OFFICER SAFETY PLAN T10 ISLE PLUS	102810	AXON OUTPOST - TAP REFRESH ONE - BATTERY ENCLOSURE EXTENDED	4	1	09/01/2031
OFFICER SAFETY PLAN T10 ISLE PLUS	20242	AXON TASER - CERTIFICATION PROGRAM YEAR 6-10 HARDWARE	45	1	09/01/2031
OFFICER SAFETY PLAN T10 ISLE PLUS	20374	AXON VR - TAP REFRESH 2 - HEADSET	2	1	09/01/2031
OFFICER SAFETY PLAN T10 ISLE PLUS	73310	AXON BODY - TAP REFRESH 2 - CAMERA	46	1	09/01/2031
OFFICER SAFETY PLAN T10 ISLE PLUS	73688	AXON BODY - TAP REFRESH 2 - DOCK MULTI BAY	6	1	09/01/2031
OFFICER SAFETY PLAN T10 ISLE PLUS	100212	AXON VR - TAP REFRESH 3 - TABLET	2	1	03/01/2034
OFFICER SAFETY PLAN T10 ISLE PLUS	101011	AXON VR - TAP REFRESH 3 - HANDGUN CONTROLLER	2	1	03/01/2034
OFFICER SAFETY PLAN T10 ISLE PLUS	101014	AXON VR - TAP REFRESH 3 - TASER CONTROLLER	2	1	03/01/2034
OFFICER SAFETY PLAN T10 ISLE PLUS	20375	AXON VR - TAP REFRESH 3 - HEADSET	2	1	03/01/2034
OFFICER SAFETY PLAN T10 ISLE PLUS	73345	AXON BODY - TAP REFRESH 3 - CAMERA	46	1	03/01/2034
OFFICER SAFETY PLAN T10 ISLE PLUS	73347	AXON BODY - TAP REFRESH 3 - DOCK MULTI BAY	6	1	03/01/2034
OFFICER SAFETY PLAN T10 ISLE PLUS	102145	AXON OUTPOST - TAP REFRESH TWO - CAMERA	4	1	09/01/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	102813	AXON OUTPOST - TAP REFRESH TWO - BATTERY ENCLOSURE EXTENDED	4	1	09/01/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	73346	AXON BODY - TAP REFRESH 4 - CAMERA	46	1	09/01/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	73348	AXON BODY - TAP REFRESH 4 - DOCK MULTI BAY	6	1	09/01/2036

## Software

Bundle	Item	Description	QTY	Estimated Start Date	Estimated End Date
AXON AI - AI ERA	101740	AXON - AI SOFTWARE LICENSE	45	10/01/2026	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	101180	AXON TASER - DATA SCIENCE PROGRAM	45	10/01/2026	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	102142	AXON VEHICLE INTELLIGENCE - ALPR LICENSE	4	10/01/2026	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	102205	AXON DEDRONE - DEDRONETRACKER.AI RF SOFTWARE HOSTED	4	10/01/2026	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	102610	AXON COMMUNITY LINK	45	10/01/2026	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	102641	AXON FUSUS - CCTV STREAMS	150	10/01/2026	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	20248	AXON TASER - EVIDENCE.COM LICENSE	45	10/01/2026	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	20248	AXON TASER - EVIDENCE.COM LICENSE	1	10/01/2026	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	20370	AXON VR - USER ACCESS - FULL VR	45	10/01/2026	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	73447	AXON BODY - LICENSE - FUSUS LIVESTREAM	45	10/01/2026	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	73478	AXON EVIDENCE - REDACTION ASSISTANT USER LICENSE	45	10/01/2026	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	73638	AXON STANDARDS - LICENSE	45	10/01/2026	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	73682	AXON EVIDENCE - AUTO TAGGING LICENSE	45	10/01/2026	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	73683	AXON EVIDENCE - STORAGE - 10GB A LA CARTE	450	10/01/2026	09/30/2036

## Software

Bundle	Item	Description	QTY	Estimated Start Date	Estimated End Date
OFFICER SAFETY PLAN T10 ISLE PLUS	73686	AXON EVIDENCE - STORAGE - UNLIMITED (AXON DEVICE)	45	10/01/2026	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	73739	AXON PERFORMANCE - LICENSE	45	10/01/2026	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	73746	AXON EVIDENCE - ECOM LICENSE - PRO	45	10/01/2026	09/30/2036
A la Carte	102656	AXON AIR - AXON EVIDENCE UNLIMITED DATA STORAGE PER DRONE	1	10/01/2026	09/30/2036
A la Carte	102678	AXON AIR - SKYDIO X10 PATROL DFR SUBSCRIPTION PLAN W/ DATA	1	10/01/2026	09/30/2036

## Services

Bundle	Item	Description	QTY
AXON AI - AI ERA	101741	AXON - AI PROFESSIONAL SERVICES	45
OFFICER SAFETY PLAN T10 ISLE PLUS	100751	AXON TASER 10 - REPLACEMENT ACCESS PROGRAM - DUTY CARTRIDGE	45
OFFICER SAFETY PLAN T10 ISLE PLUS	101184	AXON INVESTIGATE - TRAINING - OPERATOR AND EXAMINER	3
OFFICER SAFETY PLAN T10 ISLE PLUS	101193	AXON TASER - ON DEMAND CERTIFICATION	45
OFFICER SAFETY PLAN T10 ISLE PLUS	102136	AXON OUTPOST - STANDARD INSTALLATION	4
OFFICER SAFETY PLAN T10 ISLE PLUS	102143	AXON OUTPOST - UPGRADE INSTALLATION	4
OFFICER SAFETY PLAN T10 ISLE PLUS	102529	AXON FUSUS - PSO - IMPLEMENTATION - ALL	1
OFFICER SAFETY PLAN T10 ISLE PLUS	11642	AXON INVESTIGATE - THIRD PARTY VIDEO SUPPORT	45
A la Carte	102531	PSO VIRTUAL TRAINING	1
A la Carte	102667	AXON AIR - SKYDIO X10 PATROL DFR SERVICES - PREMIUM SOLUTION	1
A la Carte	12021	AXON AIR - PROFESSIONAL IMPLEMENTATION	1
A la Carte	73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1

## Warranties

Bundle	Item	Description	QTY	Estimated Start Date	Estimated End Date
OFFICER SAFETY PLAN T10 ISLE PLUS	100197	AXON VR - EXT WARRANTY - HEADSET	2	09/01/2027	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	100213	AXON VR - EXT WARRANTY - TABLET	2	09/01/2027	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	100704	AXON TASER 10 - EXT WARRANTY - HANDLE	45	09/01/2027	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	100704	AXON TASER 10 - EXT WARRANTY - HANDLE	1	09/01/2027	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	101007	AXON VR - EXT WARRANTY - TASER CONTROLLER	2	09/01/2027	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	101008	AXON VR - EXT WARRANTY - HANDGUN CONTROLLER	2	09/01/2027	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	101686	AXON SIGNAL - EXT WARRANTY - SIGNAL SENSOR	45	09/01/2027	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	102135	AXON OUTPOST - EXT WARRANTY - CAMERA	4	09/01/2027	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	102137	AXON OUTPOST - MAINTENANCE	4	09/01/2027	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	80374	AXON TASER - EXT WARRANTY - BATTERY PACK T7/T10	45	09/01/2027	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	80374	AXON TASER - EXT WARRANTY - BATTERY PACK T7/T10	1	09/01/2027	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	80374	AXON TASER - EXT WARRANTY - BATTERY PACK T7/T10	5	09/01/2027	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	80396	AXON TASER - EXT WARRANTY - DOCK SIX BAY T7/T10	1	09/01/2027	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	80464	AXON BODY - TAP WARRANTY - CAMERA	46	09/01/2027	09/30/2036
OFFICER SAFETY PLAN T10 ISLE PLUS	80465	AXON BODY - TAP WARRANTY - MULTI BAY DOCK	6	09/01/2027	09/30/2036

## Shipping Locations

Location Number	Street	City	State	Zip	Country
1	51 E Norton Ave	Eustis	FL	32726-4887	USA
2	51 E Norton Ave	Eustis	FL	32726-4887	USA

## Payment Details

### Oct 2026

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Annual Payment 1	102531	PSO VIRTUAL TRAINING	1	\$0.00	\$0.00	\$0.00
Annual Payment 1	102656	AXON AIR - AXON EVIDENCE UNLIMITED DATA STORAGE PER DRONE	1	\$0.00	\$0.00	\$0.00
Annual Payment 1	102667	AXON AIR - SKYDIO X10 PATROL DFR SERVICES - PREMIUM SOLUTION	1	\$3,870.57	\$0.00	\$3,870.57
Annual Payment 1	102678	AXON AIR - SKYDIO X10 PATROL DFR SUBSCRIPTION PLAN W/ DATA	1	\$0.00	\$0.00	\$0.00
Annual Payment 1	12021	AXON AIR - PROFESSIONAL IMPLEMENTATION	1	\$0.00	\$0.00	\$0.00
Annual Payment 1	73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1	\$0.00	\$0.00	\$0.00
Annual Payment 1	H00002	AB4 Multi Bay Dock Bundle	1	\$1,638.90	\$0.00	\$1,638.90
Annual Payment 1	H00002	AB4 Multi Bay Dock Bundle	5	\$0.00	\$0.00	\$0.00
Annual Payment 1	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	8	\$0.00	\$0.00	\$0.00
Annual Payment 1	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	37	\$0.00	\$0.00	\$0.00
Annual Payment 1	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	37	\$0.00	\$0.00	\$0.00
Annual Payment 1	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	8	\$0.00	\$0.00	\$0.00
Annual Payment 1	M00054	OFFICER SAFETY PLAN T10 ISLE PLUS	45	\$174,198.99	\$0.00	\$174,198.99
Annual Payment 1	S00016	AXON AI - AI ERA	45	\$128,390.94	\$0.00	\$128,390.94
<b>Total</b>				<b>\$308,099.40</b>	<b>\$0.00</b>	<b>\$308,099.40</b>

### Oct 2027

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Annual Payment 2	102656	AXON AIR - AXON EVIDENCE UNLIMITED DATA STORAGE PER DRONE	1	\$0.00	\$0.00	\$0.00
Annual Payment 2	102667	AXON AIR - SKYDIO X10 PATROL DFR SERVICES - PREMIUM SOLUTION	1	\$3,891.54	\$0.00	\$3,891.54
Annual Payment 2	102678	AXON AIR - SKYDIO X10 PATROL DFR SUBSCRIPTION PLAN W/ DATA	1	\$0.00	\$0.00	\$0.00
Annual Payment 2	12021	AXON AIR - PROFESSIONAL IMPLEMENTATION	1	\$0.00	\$0.00	\$0.00
Annual Payment 2	73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1	\$0.00	\$0.00	\$0.00
Annual Payment 2	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	8	\$0.00	\$0.00	\$0.00
Annual Payment 2	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	37	\$0.00	\$0.00	\$0.00
Annual Payment 2	M00054	OFFICER SAFETY PLAN T10 ISLE PLUS	45	\$175,142.41	\$0.00	\$175,142.41
Annual Payment 2	S00016	AXON AI - AI ERA	45	\$129,086.33	\$0.00	\$129,086.33
<b>Total</b>				<b>\$308,120.28</b>	<b>\$0.00</b>	<b>\$308,120.28</b>

### Oct 2028

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Annual Payment 3	102656	AXON AIR - AXON EVIDENCE UNLIMITED DATA STORAGE PER DRONE	1	\$0.00	\$0.00	\$0.00
Annual Payment 3	102667	AXON AIR - SKYDIO X10 PATROL DFR SERVICES - PREMIUM SOLUTION	1	\$3,891.54	\$0.00	\$3,891.54
Annual Payment 3	102678	AXON AIR - SKYDIO X10 PATROL DFR SUBSCRIPTION PLAN W/ DATA	1	\$0.00	\$0.00	\$0.00
Annual Payment 3	12021	AXON AIR - PROFESSIONAL IMPLEMENTATION	1	\$0.00	\$0.00	\$0.00
Annual Payment 3	73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1	\$0.00	\$0.00	\$0.00
Annual Payment 3	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	37	\$0.00	\$0.00	\$0.00
Annual Payment 3	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	8	\$0.00	\$0.00	\$0.00
Annual Payment 3	M00054	OFFICER SAFETY PLAN T10 ISLE PLUS	45	\$175,142.41	\$0.00	\$175,142.41

**Oct 2028**

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Annual Payment 3	S00016	AXON AI - AI ERA	45	\$129,086.33	\$0.00	\$129,086.33
<b>Total</b>				<b>\$308,120.28</b>	<b>\$0.00</b>	<b>\$308,120.28</b>

**Oct 2029**

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Annual Payment 4	102656	AXON AIR - AXON EVIDENCE UNLIMITED DATA STORAGE PER DRONE	1	\$0.00	\$0.00	\$0.00
Annual Payment 4	102667	AXON AIR - SKYDIO X10 PATROL DFR SERVICES - PREMIUM SOLUTION	1	\$3,891.54	\$0.00	\$3,891.54
Annual Payment 4	102678	AXON AIR - SKYDIO X10 PATROL DFR SUBSCRIPTION PLAN W/ DATA	1	\$0.00	\$0.00	\$0.00
Annual Payment 4	12021	AXON AIR - PROFESSIONAL IMPLEMENTATION	1	\$0.00	\$0.00	\$0.00
Annual Payment 4	73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1	\$0.00	\$0.00	\$0.00
Annual Payment 4	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	37	\$0.00	\$0.00	\$0.00
Annual Payment 4	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	8	\$0.00	\$0.00	\$0.00
Annual Payment 4	M00054	OFFICER SAFETY PLAN T10 ISLE PLUS	45	\$175,142.41	\$0.00	\$175,142.41
Annual Payment 4	S00016	AXON AI - AI ERA	45	\$129,086.33	\$0.00	\$129,086.33
<b>Total</b>				<b>\$308,120.28</b>	<b>\$0.00</b>	<b>\$308,120.28</b>

**Oct 2030**

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Annual Payment 5	102656	AXON AIR - AXON EVIDENCE UNLIMITED DATA STORAGE PER DRONE	1	\$0.00	\$0.00	\$0.00
Annual Payment 5	102667	AXON AIR - SKYDIO X10 PATROL DFR SERVICES - PREMIUM SOLUTION	1	\$3,891.54	\$0.00	\$3,891.54
Annual Payment 5	102678	AXON AIR - SKYDIO X10 PATROL DFR SUBSCRIPTION PLAN W/ DATA	1	\$0.00	\$0.00	\$0.00
Annual Payment 5	12021	AXON AIR - PROFESSIONAL IMPLEMENTATION	1	\$0.00	\$0.00	\$0.00
Annual Payment 5	73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1	\$0.00	\$0.00	\$0.00
Annual Payment 5	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	37	\$0.00	\$0.00	\$0.00
Annual Payment 5	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	8	\$0.00	\$0.00	\$0.00
Annual Payment 5	M00054	OFFICER SAFETY PLAN T10 ISLE PLUS	45	\$175,142.41	\$0.00	\$175,142.41
Annual Payment 5	S00016	AXON AI - AI ERA	45	\$129,086.33	\$0.00	\$129,086.33
<b>Total</b>				<b>\$308,120.28</b>	<b>\$0.00</b>	<b>\$308,120.28</b>

**Oct 2031**

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Annual Payment 6	102656	AXON AIR - AXON EVIDENCE UNLIMITED DATA STORAGE PER DRONE	1	\$0.00	\$0.00	\$0.00
Annual Payment 6	102667	AXON AIR - SKYDIO X10 PATROL DFR SERVICES - PREMIUM SOLUTION	1	\$3,891.54	\$0.00	\$3,891.54
Annual Payment 6	102678	AXON AIR - SKYDIO X10 PATROL DFR SUBSCRIPTION PLAN W/ DATA	1	\$0.00	\$0.00	\$0.00
Annual Payment 6	12021	AXON AIR - PROFESSIONAL IMPLEMENTATION	1	\$0.00	\$0.00	\$0.00
Annual Payment 6	73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1	\$0.00	\$0.00	\$0.00
Annual Payment 6	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	37	\$0.00	\$0.00	\$0.00
Annual Payment 6	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	8	\$0.00	\$0.00	\$0.00
Annual Payment 6	M00054	OFFICER SAFETY PLAN T10 ISLE PLUS	45	\$175,142.41	\$0.00	\$175,142.41
Annual Payment 6	S00016	AXON AI - AI ERA	45	\$129,086.33	\$0.00	\$129,086.33
<b>Total</b>				<b>\$308,120.28</b>	<b>\$0.00</b>	<b>\$308,120.28</b>

**Oct 2032**

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Annual Payment 7	102656	AXON AIR - AXON EVIDENCE UNLIMITED DATA STORAGE PER DRONE	1	\$0.00	\$0.00	\$0.00
Annual Payment 7	102667	AXON AIR - SKYDIO X10 PATROL DFR SERVICES - PREMIUM SOLUTION	1	\$3,891.54	\$0.00	\$3,891.54
Annual Payment 7	102678	AXON AIR - SKYDIO X10 PATROL DFR SUBSCRIPTION PLAN W/ DATA	1	\$0.00	\$0.00	\$0.00
Annual Payment 7	12021	AXON AIR - PROFESSIONAL IMPLEMENTATION	1	\$0.00	\$0.00	\$0.00
Annual Payment 7	73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1	\$0.00	\$0.00	\$0.00

**Oct 2032**

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Annual Payment 7	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	8	\$0.00	\$0.00	\$0.00
Annual Payment 7	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	37	\$0.00	\$0.00	\$0.00
Annual Payment 7	M00054	OFFICER SAFETY PLAN T10 ISLE PLUS	45	\$175,142.41	\$0.00	\$175,142.41
Annual Payment 7	S00016	AXON AI - AI ERA	45	\$129,086.33	\$0.00	\$129,086.33
<b>Total</b>				<b>\$308,120.28</b>	<b>\$0.00</b>	<b>\$308,120.28</b>

**Oct 2033**

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Annual Payment 8	102656	AXON AIR - AXON EVIDENCE UNLIMITED DATA STORAGE PER DRONE	1	\$0.00	\$0.00	\$0.00
Annual Payment 8	102667	AXON AIR - SKYDIO X10 PATROL DFR SERVICES - PREMIUM SOLUTION	1	\$3,891.54	\$0.00	\$3,891.54
Annual Payment 8	102678	AXON AIR - SKYDIO X10 PATROL DFR SUBSCRIPTION PLAN W/ DATA	1	\$0.00	\$0.00	\$0.00
Annual Payment 8	12021	AXON AIR - PROFESSIONAL IMPLEMENTATION	1	\$0.00	\$0.00	\$0.00
Annual Payment 8	73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1	\$0.00	\$0.00	\$0.00
Annual Payment 8	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	37	\$0.00	\$0.00	\$0.00
Annual Payment 8	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	8	\$0.00	\$0.00	\$0.00
Annual Payment 8	M00054	OFFICER SAFETY PLAN T10 ISLE PLUS	45	\$175,142.41	\$0.00	\$175,142.41
Annual Payment 8	S00016	AXON AI - AI ERA	45	\$129,086.33	\$0.00	\$129,086.33
<b>Total</b>				<b>\$308,120.28</b>	<b>\$0.00</b>	<b>\$308,120.28</b>

**Oct 2034**

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Annual Payment 9	102656	AXON AIR - AXON EVIDENCE UNLIMITED DATA STORAGE PER DRONE	1	\$0.00	\$0.00	\$0.00
Annual Payment 9	102667	AXON AIR - SKYDIO X10 PATROL DFR SERVICES - PREMIUM SOLUTION	1	\$3,891.54	\$0.00	\$3,891.54
Annual Payment 9	102678	AXON AIR - SKYDIO X10 PATROL DFR SUBSCRIPTION PLAN W/ DATA	1	\$0.00	\$0.00	\$0.00
Annual Payment 9	12021	AXON AIR - PROFESSIONAL IMPLEMENTATION	1	\$0.00	\$0.00	\$0.00
Annual Payment 9	73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1	\$0.00	\$0.00	\$0.00
Annual Payment 9	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	8	\$0.00	\$0.00	\$0.00
Annual Payment 9	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	37	\$0.00	\$0.00	\$0.00
Annual Payment 9	M00054	OFFICER SAFETY PLAN T10 ISLE PLUS	45	\$175,142.41	\$0.00	\$175,142.41
Annual Payment 9	S00016	AXON AI - AI ERA	45	\$129,086.33	\$0.00	\$129,086.33
<b>Total</b>				<b>\$308,120.28</b>	<b>\$0.00</b>	<b>\$308,120.28</b>

**Oct 2035**

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Annual Payment 10	102656	AXON AIR - AXON EVIDENCE UNLIMITED DATA STORAGE PER DRONE	1	\$0.00	\$0.00	\$0.00
Annual Payment 10	102667	AXON AIR - SKYDIO X10 PATROL DFR SERVICES - PREMIUM SOLUTION	1	\$3,891.54	\$0.00	\$3,891.54
Annual Payment 10	102678	AXON AIR - SKYDIO X10 PATROL DFR SUBSCRIPTION PLAN W/ DATA	1	\$0.00	\$0.00	\$0.00
Annual Payment 10	12021	AXON AIR - PROFESSIONAL IMPLEMENTATION	1	\$0.00	\$0.00	\$0.00
Annual Payment 10	73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1	\$0.00	\$0.00	\$0.00
Annual Payment 10	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	8	\$0.00	\$0.00	\$0.00
Annual Payment 10	HWCNAB4	AB4 CONNECTED HARDWARE BUNDLE	37	\$0.00	\$0.00	\$0.00
Annual Payment 10	M00054	OFFICER SAFETY PLAN T10 ISLE PLUS	45	\$175,142.41	\$0.00	\$175,142.41
Annual Payment 10	S00016	AXON AI - AI ERA	45	\$129,086.33	\$0.00	\$129,086.33
<b>Total</b>				<b>\$308,120.28</b>	<b>\$0.00</b>	<b>\$308,120.28</b>

**Tax is estimated based on rates applicable at date of quote and subject to change at time of invoicing. If a tax exemption certificate should be applied, please submit prior to invoicing.**

## Standard Terms and Conditions

### Axon Enterprise Inc. Sales Terms and Conditions

#### Axon Master Services and Purchasing Agreement:

This Quote is limited to and conditional upon your acceptance of the provisions set forth herein and Axon's Master Services and Purchasing Agreement (posted at <https://www.axon.com/sales-terms-and-conditions>), as well as the attached Statement of Work (SOW) for Axon Fleet and/or Axon Interview Room purchase, if applicable. In the event you and Axon have entered into a prior agreement to govern all future purchases, that agreement shall govern to the extent it includes the products and services being purchased and does not conflict with the Axon Customer Experience Improvement Program Appendix as described below.

#### ACEIP:

The Axon Customer Experience Improvement Program Appendix, which includes the sharing of de-identified segments of Agency Content with Axon to develop new products and improve your product experience (posted at [www.axon.com/legal/sales-terms-and-conditions](http://www.axon.com/legal/sales-terms-and-conditions)), is incorporated herein by reference. By signing below, you agree to the terms of the Axon Customer Experience Improvement Program.

#### Acceptance of Terms:

Any purchase order issued in response to this Quote is subject solely to the above referenced terms and conditions. By signing below, you represent that you are lawfully able to enter into contracts. If you are signing on behalf of an entity (including but not limited to the company, municipality, or government agency for whom you work), you represent to Axon that you have legal authority to bind that entity. If you do not have this authority, please do not sign this Quote.

## Exceptions to Standard Terms and Conditions

### Rewrite Estimates

**Estimated Amounts and Contract Terminations.** Any amounts stated as due under existing or terminated contracts — including contract transfer balances carried forward to new or pending contracts — are estimates based on payments received as of the calculation date. These estimates may be adjusted if new contracts are not executed on the anticipated dates or if expected payments are not made.

### Refresh Shipment Timing

**Technology Assurance Plan (TAP) Refresh Prior to Renewal.** For Customers with expiring agreements that include TAP refresh rights, Axon may, in its discretion, ship refresh hardware under the existing contract while renewal or replacement agreements are in progress. Any such shipments will be deemed made under the terms of the existing contract until the new contract is fully executed, after which any applicable updates, fees, or adjustments will apply.

### Shipment Timing

**Shipment Variance.** Estimated shipment dates are provided for planning purposes only and are not guarantees. Axon may ship hardware before or after the estimated shipment date, and failure to meet an estimated shipment date will not, by itself, constitute a breach, provided Axon uses commercially reasonable efforts to meet estimated shipment dates.

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Signature

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Date Signed

4/23/2026



AXON

STATEMENT OF WORK  
FOR THE  
IMPLEMENTATION OF  
AXON STANDARDS FOR  
**EUSTIS PD** ("SOW")

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Submitted By:

Axon Enterprise, Inc. (Axon)

17800 North 85<sup>th</sup> Street

Scottsdale, AZ 85255



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# 1. PROJECT OVERVIEW

Axon Standards is a cloud-native software solution provided as a SaaS subscription.

## 1.1 SOFTWARE

The software detailed in this SOW includes, but is not limited to, the listed functionality:

<b>AXON STANDARDS</b>	<ul style="list-style-type: none"> <li>▶ Attachments</li> <li>▶ Citizen Compliant</li> <li>▶ Configurable Forms and Fields</li> <li>▶ Early Intervention (EIS)</li> <li>▶ Early Intervention (EIS) Analytics</li> <li>▶ Internal Affairs Investigative Case Management</li> </ul>	<ul style="list-style-type: none"> <li>▶ Internal Complaint</li> <li>▶ Redaction</li> <li>▶ Restrictions</li> <li>▶ Use of Force</li> <li>▶ Use of Force Analytics</li> <li>▶ Vehicle Collision</li> <li>▶ Vehicle Pursuit</li> </ul>
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## 1.2 DEFINITIONS

TERM	DEFINITION
<b>PARTIES</b>	
Agency	Eustis PD who is identified within this SOW
End-Users	Specific agency groups using the system
Professional Services	The services that Axon provides within the scope of this SOW
<b>SYSTEMS</b>	
Axon Systems	Software solutions and agency-specific interfaces developed by Axon
CJIS	The Federal Bureau of Investigation's criminal justice information system
MDC	Mobile data computer – a device associated within a vehicle or other mobile unit
DataStore	The database Axon provides allowing the agency to query data
Product	The software solution being implemented as part of this SOW
Production Environment	The operational environment where the product is accessed



Training Environment	The pre-production environment where all Axon-specific development, configuration, functional acceptance testing, user acceptance testing, and training take place
Service Portal	An online portal provided by Axon where issues identified are entered and triaged
<b>PROJECT &amp; MILESTONES</b>	
Project	Scope of this SOW as defined by the work to be completed described herein
Project Change Order (PCO)	Change order form outlined in Attachment B to be executed between Axon and the agency if a material change in scope is required for this SOW
Milestone	Event that constitutes completion of work as listed in Attachment A
Milestone Completion Report	The report outlined in Attachment A to be executed at key milestones between agency and Axon to approve completion of project phases
Discovery Phase	Requirements gathering and confirmation occurs during this phase. Confirmed requirements feed the sprint phase, and sprints are designed around what can and cannot be accomplished given time and resource constraints on both Axon and the agency's sides.
Design Build Phase	Project phase encompassing iterative development through sprints. Workflows are developed and deployed during this phase. The agency forms are also configured during this phase.
Sprint	A period during the configuration phase of the project (typically 2-3 weeks) where specific pieces of functionality are built, configured, and delivered.
Sprint Review	Signifies the end of the sprint where Axon showcases what was built, configured, and delivered. These items are then deemed ready for functional acceptance testing and user acceptance testing.
Go-Live	End-users are activated, and the agency is actively using the product
Third-Party Products and Services	Software, hardware, and services that are not owned by Axon but are being provided by Axon for this project as listed in Attachment C
<b>A C C E P T A N C E</b>	
Blocker	Issue impacting 50% or more users
Functional Acceptance Testing (FAT)	Testing the functionality of the system as configured for the agency
User Acceptance Testing (UAT)	Testing the functionality of the system as configured for the agency from an end-user's perspective



### **1.3 OUT OF PROJECT SCOPE**

Axon is only responsible for performing the professional services described within this SOW. Any additional professional services that are not defined explicitly by this SOW shall be done so through a Project Change Order. The following are considered outside the scope of this project:

- ▶ Administration, management, or support of any internal city, county, state, federal, or agency IT network or infrastructure
- ▶ Changes made by the agency or the agency's vendors after the Requirements Documentation has been accepted
- ▶ Third-party products and services costs related to the vendors or agency's side of the integration
- ▶ Custom Analytics Dashboards, Data Conversions, and Integrations with Third Party Systems
- ▶ Changes made by the agency after configuration is complete



## 2. PROFESSIONAL SERVICES

### 2.1 GENERAL

The agency provides a master charge table that Axon loads. Axon provides the appropriate structure to the agency.

### 2.2 REPORTING AND DATASTORE

- ▶ The access to the DataStore includes read-only access to prescribed views of data which are made available from the entry of data using the Axon Records User Interface.
- ▶ Axon provides the agency with a data dictionary and/or other appropriate documentation.
- ▶ Axon provides the following analytics reports as part of the Standards system: Use of Force, Early Intervention (EIS)
- ▶ If Axon provides reports for specific purposes as indicated, it is the responsibility of the agency to maintain them after Go-Live.

### 2.3 READINESS

- ▶ Axon works in partnership with the agency to determine readiness by conducting functional testing and an end-to-end system review. The Axon program manager and the agency project manager work closely together to plan and execute readiness scenarios.
- ▶ Axon conducts user acceptance testing via use cases approved by Axon and the agency.
- ▶ All issues discovered during and after training are entered into the service portal for triage and follow-up.

### 2.4 TRAINING

Axon works with the agency to identify the agency trainers receiving instruction on the Axon Records, Standards, and/or Dispatch products. Axon provides a training guide that outlines the covered topics, intended audience, facility needs, and duration of the training.



## **FORMAT**

Axon provides the agency with all the necessary training materials and digital assets to facilitate any of the training formats listed below. Training sessions are conducted in an environment containing necessary configurations, forms, and workflows. Any additional training beyond the method described below is subject to adjustments in pricing. Contact your sales representative for more information.

It is the responsibility of the agency to deliver and update the training materials to include agency policies and procedures.

## **TRAIN THE TRAINER**

Axon trains the agency's recommended users (no more than 12 depending on the size of the agency) in full system functionality. This is typically the agency's trainers, or training academy/FTO staff. The agency's trainers are responsible for training all agency end users. Axon provides all training materials for successful training and assists the agency's trainers in creating the course and training schedule.

## **SCHEDULE:**

The training plan contains an agreed-upon schedule that makes efficient use of time and resources to avoid undue staffing impacts on the agency. Training sessions occur after the User Acceptance Testing has been successfully completed and documented.

- ▶ Training sessions provided by Axon are conducted on consecutive weekdays (Tuesday-Friday) during normal business hours (9am-6pm with an hour break in between sessions).
- ▶ Training sessions required past the agreed-upon schedule in the training plan, regardless of delivery method, are the responsibility of the agency, unless agreed upon previously by the project team and training team management.

## **2.5 GO-LIVE**

Axon works in partnership with the agency to build, coordinate, and execute a Go-Live plan to ensure successful system acceptance. Axon coordinates the Go-Live event.



## 3. GIS

### 3.1 OVERVIEW

Axon incorporates a multi-tenant, Axon-hosted ArcGIS Enterprise instance for certain GIS functions along with our existing ArcGIS Online solution. This new infrastructure meets our customers' stringent requirements for high availability GIS data in mission-critical uses.

### 3.2 GIS TERMINOLOGY

- ▶ **Feature Layer:** A single map layer that can be created from a [Map Service](#) or [Feature Service](#), ArcGIS Online or ArcGIS Enterprise portal items, or from an array of client-side features. The layer can be either a spatial (has geographic features) or non-spatial (table).

<b>GIS FUNCTIONS</b>	<b>ARCHITECTURE</b>	<b>RATIONALE</b>
<b>VECTOR TILE MAPS</b>	ArcGIS Online (Uses Axon-hosted as backup)	ArcGIS Online's AWS CloudFront architecture is fast and reliable
<b>SATELLITE IMAGERY</b>	ArcGIS Online	ArcGIS Online's AWS CloudFront architecture is fast and reliable
<b>ROUTING SERVICE</b>	Axon ArcGIS Enterprise	Axon routing service has higher availability and offers an SLA
<b>ADDRESS SUGGESTION SERVICE</b>	Axon ArcGIS Enterprise	Axon routing service has lower latency, higher availability, and offers an SLA
<b>GEOLOCATION SERVICES</b>	Axon ArcGIS Enterprise	Axon routing service has lower latency, higher availability, and offers an SLA
<b>CUSTOMER FEATURE LAYERS</b>	Axon's ArcGIS Online account	For customers without ArcGIS Online account, customer provides layer files to Axon, and Axon hosts in Axon's ArcGIS Online account, and owns and manages layer URL
	Customer ArcGIS Online account	Customer hosts (and controls) layer content in their own ArcGIS Online account, and provides layer URL and an Access Key to Axon
	Axon ArcGIS Enterprise (not supported yet)	Customers provides layer files to Axon, and Axon hosts layers in Axon's ArcGIS Enterprise deployment, and owns and



		manages layer URLs.  Axon validates that the feature layer is safe to publish and optimized. See the guide on this feature for more details.
	Customer web server (not supported yet)	Customer hosts (and controls) layer content on their own web server, provides layer URL to Axon. Axon monitors customer web server to assess availability and make recommendation to customer about its suitability for hosting layers in mission critical applications like CAD and RMS.

- ▶ **Geocoding:** Also called address geocoding, this is the process of taking a text-based description of a location, such as an address or the name of a place, and returning geographic coordinates, frequently latitude/longitude pair, to identify a location on the Earth's surface.
- ▶ **Reverse Geocoding:** A process that converts geographic coordinates to a description of a location, usually the name of a place or an addressable location. Geocoding relies on a computer representation of address points, the street / road network, together with postal and administrative boundaries.
- ▶ **Routing:** Routing services allow you to perform several types of spatial analysis on transportation networks, such as finding the best route across a city, finding the closest emergency vehicle or facility, identifying a service area around a location, or servicing a set of orders with a fleet of vehicles.
- ▶ **Basemaps:** Serves as a reference map on which you overlay data from layers and visualize geographic information. An individual basemap can be made of multiple feature, raster, or web layers.
- ▶ **Geocoder:** A web service which provides geocoding information. Customers can define their own and expose them as APIs.



### **3.3 AXON GIS COMPONENTS AND ARCHITECTURE**

The ArcGIS Online service does not offer an SLA for many of their components. Because ArcGIS Online does not offer an SLA, Axon cannot ensure consistent performance if an agency opts to use ArcGIS Online for any of its GIS services.

The exception to this is the ArcGIS Online Map Tiles and Satellite Imagery, which are static assets hosted on reliable modern Content Delivery Networks (CDN) by ESRI. By leveraging their CDN-hosted assets, map render time and performance are dramatically improved. However, in the unlikely event that ArcGIS Online map tiles become unavailable, Axon has the ability to switch to a backup copy running on Axon's servers. Due to the massive size of satellite imagery, Axon currently does not offer a backup copy of the satellite imagery at this time but may consider this for future requests.

When accessing Map Tiles and Satellite Imagery, no customer data (such as addresses or GPS coordinates) are sent to 3rd party services.

### **3.4 GIS REQUEST FLOW**

For Axon to host your feature layers in our ArcGIS Online account, we require two key items:

- ▶ A complete set of layer configuration files for each layer as enumerated below, with all files for all layers bundled into a single .zip file
- ▶ The numbered list describing the stacking order in which the layers should be applied when selected by end users file requirements for Layer Configuration
- ▶ Agencies requiring Axon to host their feature layers must send layer files to their Axon representative in a single .zip file with optional internal folder structure. For each layer, agencies should include files as follows:

### **3.5 GIS REQUIRED LAYERS**









- ▶ Shapefile (.shp extension) to represent spatial vector data, including points, lines, and polygons in a map
- ▶ Index File (.shx extension) to represent shape index position
- ▶ dBASE File (.dbf extension) to store attribute data and object IDs



## 3.6 GIS OPTIONAL LAYERS

- ▶ Projection File (.prj extension) to specify the metadata associated with the shapefiles coordinate and projection system
- ▶ XML Metadata File (.xml extension) to represent the metadata associated with the shapefile
- ▶ Spatial Index File (.sbn extension) to optimize and speed up spatial queries, used with .sbx files
- ▶ Spatial Index File (.sbx extension) to optimize and speed up spatial queries, used with .sbn files
- ▶ Code Page File (.cpg extension) to describe the encoding applied to create the shapefile

## 3.7 GIS LAYER EXAMPLES

 HighwayExits.cpg	5 bytes	TextEdit
 HighwayExits.dbf	77 KB	TextEdit
 HighwayExits.prj	567 bytes	Document
 HighwayExits.sbn	2 KB	Document
 HighwayExits.sbx	204 bytes	Document
 HighwayExits.shp	5 KB	ESRI S...cument
 HighwayExits.shp.xml	12 KB	XML
 HighwayExits.shx	2 KB	Document



## **4. PROJECT MANAGEMENT**

### **4.1 MANAGEMENT RESOURCES**

Both parties assign a project manager to ensure completion of deliverables.

Axon's project manager ensures all team members from Axon and the agency are continually updated on the status of the project.

### **4.2 REQUIREMENTS PLANNING**

All project requirements are documented during the kick-off and discovery phases of the project.

Once the agency and Axon agree on all requirements, Axon's project manager works with the agency's project manager to develop a project plan for Axon's implementation.

### **4.3 CHANGE CONTROL**

If any changes in the project cause a material increase or decrease in fees, as determined by Axon, an adjustment in the fees will be agreed upon between the agency and Axon. All PCO forms must be approved and signed by the agency authority ([Attachment B](#)).

The agency acknowledges a proposed change request might have an impact on both scheduling and cost for the project that will be outlined in the PCO form.

### **4.4 PROJECT METHODOLOGY**

Axon utilizes a hybrid approach to project management, utilizing aspects of both Agile and Waterfall methodologies. We use Waterfall for the overall project, with respect to major milestones. We utilize Agile during the configuration and build phases of the project.

### **4.5 MILESTONE COMPLETION REPORT (MCR)**

Axon will submit an MCR to the agency for approval upon completion of a milestone. Milestone Completion Report included ([Attachment A](#)).

Upon receiving an MCR, the agency has 7 calendar days to approve the milestone completion. If the agency reasonably believes Axon did not complete the milestone in substantial conformance with this SoW, the agency must notify Axon in writing of the specific reasons for rejection



within seven (7) calendar days from delivery of the MCR. Axon will address the issues and re-present the MCR for signature. If Axon does not receive the signed MCR or written notification of reasons for rejection within seven (7) calendar days of delivery of the MCR, Axon will deem the agency to have accepted the milestone.



## 5. AGENCY COMMITMENTS

- ▶ Ensure the reasonable availability for meetings, phone or email of knowledgeable staff and personnel to provide timely and accurate documentation and information to Axon.
- ▶ Identify holidays, non-workdays, or major events that may impact the project.
- ▶ Ensure agency desktop, mobile systems, and devices can access the product.
- ▶ Make available relevant systems if needed for assessment by Axon (including making these systems available to Axon via remote access, if possible).
- ▶ Provide Axon with remote access to the agency's Axon Evidence account when required.
- ▶ Provide Axon with all CJIS background check requirements at project initiation.
- ▶ The agency agrees to pay for licenses upon completion of Go-Live.



## 6. SUPPORT

- ▶ Axon provides updates and enhancements to the product, which the agency automatically receives. Some features require the agency to notify support, so please review our monthly release notes.
- ▶ Axon provides the agency's end users with access to the [help.axon.com](https://help.axon.com) support portal for self-service support.
- ▶ Following final acceptance, the agency utilizes Axon support via [my.axon.com](https://my.axon.com) and the support portal for any further modifications to the product.
- ▶ For urgent technical support assistance, the agency may contact a technical support representative at 800-978-2737. Phone support is available 24/7.



## 7. TERMS AND CONDITIONS

This SOW is governed by the master services and purchasing agreement executed by the parties:

AXON ENTERPRISE, INC.

EUSTIS PD

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Agency Name: \_\_\_\_\_



## ATTACHMENT A – MILESTONE COMPLETION REPORT (MCR)

By signing for the items in this Milestone Completion Report, I agree that Axon's Professional Services Organization has reached the following milestone(s) for the project agreed upon in the SOW between Axon and **Eustis PD**

- Project kick-off
- Requirements completion
- Functional review and completion of configuration
- User acceptance testing
- Completion of agency training
- Go-Live
- Final acceptance

Date services were completed on: \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_

Signature: \_\_\_\_\_

Signature Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Agency Name: \_\_\_\_\_

SAMPLE



## ATTACHMENT B – PROJECT CHANGE ORDER

Date: _____	
Description of change to Axon product or service:   	
Justification for change:   	
Effects on schedule:  	
Effect on project pricing (attach quote for reduction or increase in costs):  	
<p>AXON ENTERPRISE, INC.</p> <p>Signature: _____</p> <p>Name: _____</p> <p>Title: _____</p> <p>Date: _____</p>	<p>AGENCY</p> <p>Signature: _____</p> <p>Name: _____</p> <p>Title: _____</p> <p>Date: _____</p> <p>Agency Name: _____</p>