

Flock Safety Professional Services

Implementation Services

Statement of Work For Alamogordo Police Department FlockOS Advanced

Effective Date: December 16, 2024

Revision: 1

Drafted by: Kevin Jung

Introduction

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

Project Summary

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

- Community Rollover Program for 50 location/400 feeds (whichever comes first)
 - To include integration of City-owned Unifi camera system
- Creation of a Camera Registry Website to facilitate public/private partnership for camera sharing
- Custom ESRI map layers to overlay on FlockOS map
- Map Attachments for redirection from FlockOS to desired web resource

Descriptions of Services

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

Project Readiness Services

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

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

Configuration and Validation

Flock Safety Implementation technicians will:

- Configure ESRI Based map interface
- Implement Video Management System
- Integrate existing Flock Hardware
- Enable Unlimited Users
- Enable Map Attachments
- Plot registrations on FlockOS map for the Camera Registry Program

Video Feeds

- Configure up to 400 video feeds within Flock OS package
- Enable Live view and Replay on all video feeds. Flock Safety Wing Gateway includes 14 days on edge storage.

Out of Scope:

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

Flock Gateway Configuration

Customer Responsibilities to be completed prior to Flock Safety Site Visit:

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

Project Conditions

- Project Timeline is dependent upon the information supplied by the customer. All information that is asked by Flock Safety, is required to be completed prior to Flock Employee onsite.
- Streams will be available within 5 business days of Flock product installation.
- A completed statement of work will include the FlockOS Advanced package. All streams and products purchased will be installed or implemented via Flock Safety. Third Party cameras integrated will be available on the Flock Safety network. This may exclude change orders and or individual stream troubleshooting.
- Wing gateway install requests will be completed according to a rolling 90 day schedule.
- Flock Safety will develop a community partnership website for camera registrations and additions in accordance with Flock Standard Templates unless otherwise stated in this SOW.
- Flock Safety will be onsite quarterly to install Wing Gateways. There will be 4 install visits that will be planned with Flock and the Customer.

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

Payment Terms

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

Acknowledgement and Approvals

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

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

Flock Safety	
Name	Nikki Bailey
Title	Manager, Solutions Engineering
Signature	Digitally signed by: <i>Nikki Bailey</i>
Date	12/16/2024

Customer Name	ALAMOGORDO POLICE DEPARTMENT
Name	Stephanie Hernandez
Title	Acting City Manager
Signature	<i>Stephanie I. Hernandez</i>
Date	26/12/2024

26/12/2024

Flock Statement of Work

Final Audit Report

2024-12-26

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