

**CITY OF FRANKLIN POLICE DEPARTMENT
STATEMENT OF WORK
BWC MARK3 TRIAL
COF Contract No. 2017-0140**

June 1, 2017

This Statement of Work ("SOW") is entered by and between Panasonic System Communications Company of North America, Division of Panasonic Corporation of North America (hereinafter referred to as "Panasonic"), and City of Franklin Tennessee Police Department (hereinafter referred to as "FPD", "Customer", or "Client"). Capitalized terms used but not defined in this Statement of Work shall have the meanings set out in the Agreement.

This Statement of Work provides the understanding of the objectives, approach, and schedule of deliverables. This SOW can be modified as per the Change Control section of this SOW.

Background

Panasonic Solutions Consulting Services are designed to streamline Arbitrator and Toughbook deployments for your organization. With this statement of work, you will receive complete configuration and integration of the Arbitrator system. Our expert team works with you from start to finish developing a custom business plan that assures your Arbitrator deployment not only achieves all your objectives, but future-proofs your initiatives by providing upgrade options and system modification programs.

We guarantee every facet of deployment, including discovery, design, build, testing and implementation phases. Panasonic provides you with expert consulting services using the best practices and techniques of leading organizations such as Microsoft and PMI.

Your Panasonic team will follow your deployment through every phase of the information technology lifecycle, assuring a well-planned, efficient and thorough product deployment with minimal disruption to your workforce routine, IT and business operations.

With more than 10 years of planning, managing and implementing mobile deployments of over 2 million units, Panasonic IT Consulting Services is uniquely qualified to handle your Panasonic Arbitrator or Toughbook deployment.

No one has the expertise, in-depth domain and product knowledge, and extensive experience we have to assure you a seamless, on-time and on-budget deployment.

Project or Program Objectives

Test BWC Mark3 and related equipment/software for possible purchase in a real-life environment. In order to accomplish this, FPD will receive ___ BWC Mark3 units and related accessories as well as equipment to allow optimal integration for ___ Arbitrator-equipped vehicle.

The duration of this trial shall be ___ days from completion of implementation/training.

Definitions

Term	Definition
VPU	Video Processing Unit- The recording device in vehicle or interview room
BWC	Body Worn Camera- Recording device worn by officers
BES	Back End Server- This software organizes and stores video evidence
BEC	Back End Client- Software used to query Arbitrator database, view evidence, and add associated files
BEA	Back End Administrator- Software used to access and modify the BES.
FE	Front End Client- Software installed on in-vehicle Toughbook. Primary interface to VPU and Arbitrator system.

PSCNA Responsibilities

The following identifies the in-scope and out of scope responsibilities of the Panasonic:

In Scope

- Panasonic or its authorized dealer partner, Insight, will appoint one consultant who will perform all required configuration.
- Panasonic or its authorized dealer partner, Insight, will supply all software and utilities for the Panasonic Arbitrator system.
- Panasonic or its authorized dealer partner, Insight, will provide all required hardware/accessories required to adequately test the functionality of the BWC Mark3.
- Panasonic or its authorized dealer partner, Insight, will train identified personnel regarding UEMS and any changes from Safe-Serve platform.
- Panasonic or its authorized dealer partner, Insight, will train identified personnel regarding use of Web Publishing capabilities.

Out of Scope

- Procurement of server, if needed
- Programming of network switches, routers, firewalls, access points
- Vehicle installation pricing
- Windows installation on Back End Server
- Formal training documentation
- Hardware Complications
 - Any out of box failures cannot be handled on site during the deployment phase of the project. Arrangements will have to be made to ship said unit to Heartland for Advanced Replacement.
- Anything not excluded in this section and not listed in the above "In Scope" is considered out of scope for this SOW.

Description of Services to Perform

Panasonic or its authorized dealer partner, Insight, will perform the following services:

- Pre-deployment remote meeting to discuss deployment checklist and rollout schedule
- Update existing Safe-Serve to new UEMS 1.2 platform or provide stand-alone server (PC) for this test
- Classroom based end user training for relevant FPD personnel, if applicable
- Classroom based system administrator training for relevant FPD personnel

Deliverables

All deliverables will be accepted in accordance with the Approval/Acceptance Process Section of this SOW.

Deliverable	Acceptance Criteria
UEMS Server /Laptop Installation and Configuration	Panasonic installs new BES software on customer provided server hardware (or stand-alone laptop server) and configures settings per Client requirements.
Vehicle equipment configuration	Panasonic configures VPU, CTB, Pairing Dock and FE client per Client requirements. Devices pass System acceptance test.
Training	End user(s) and system administrator(s) training delivered. End user training will be classroom based training on Front End Client and Back End Client. System administrator training is functional training on Back End Administrator and system architecture overview. Training will focus on any changes from previous software/operation.

Data/Evidence Ownership

If pilot uses FPD's existing BES server for management and storage, all BWC Mark3 files will remain upon that server until such time that FPD chooses to delete/move.

If a stand-alone "server" is utilized for the pilot, all video data will be stored to a storage device that becomes the product of FPD.

In all cases, any and all data recorded, either audio or video, will be the property of FPD.

Assumptions

- Customer has suitably trained IT staff on hand to perform the functions that are outside of Panasonic responsibility.

Schedule

The work shall commence on agreement acceptance and shall be completed according to a mutually-agreeable schedule, based on hardware and consultant availability. Extensions to this SOW, if required, will be authorized in accordance with the Change Control Procedures.

Architectural Requirements

- Previously provided to FPD

Customer Responsibilities

Customer Responsibilities are:

- An IT staff member designated to work with Panasonic for all aspects of this project and who is authorized to make decisions on behalf of Customer for work performed under this Agreement
- All prerequisite information outlined in the project plan prior to the onsite engagement. Due to the short time frame of an engagement, all information will have to be submitted prior to the Panasonic Consultant arriving onsite.
- The Client will provide network connectivity to the Back End Servers, on both internal (LAN) and external

(Internet) networks for the purposes of providing on-demand support via industry-standard tools. Such tools include TeamViewer, GoToAssist, and Remote Desktop.

Work Environment:

- A conference room (or training room) with PC projector and projector screen, so that others can review and follow the work being shown.

Project Management:

Customer shall assign a Project Manager to:

- Act as the single point of contact for this project and coordinate all project resources.
- Execute a formal project kickoff meeting.
- Create and maintain a detailed project plan.
- Maintain project communications, including but not limited to a weekly project status meeting and submission of a weekly status report, a monthly project steering committee meeting and submission of a steering committee status report

Governance

Project Change Control

The following procedure will be followed if changes to the project are requested, including scope and schedule changes:

1. Document the request.
2. Customer Project Manager ("PM") and Panasonic PM to review all requests.
3. PMs to determine if they accept the change or not.
4. If a change is mutually agreed to by the parties, Customer and Panasonic to review the SOW to determine if an SOW change documented in a Project Change Request ("PCR") Form is required.
 - If no change to the SOW is required, work may commence.
 - If a change to the SOW is required, reference the Agreement for the contractual Change Control Procedures.

NOTE: For any change that requires a change to the SOW:

- Work shall not be performed prior to the SOW PCR Form being fully executed.
- If work has been performed prior to the SOW change, Customer is financially responsible for the cost of work incurred prior to the execution of the SOW amendment.

Project Issues Management and Escalations

Any conflicts or issues related to the parties' performance under this SOW will be addressed in accordance with the Issues Management and Escalation section of the Agreement.

The following procedure is to be followed when reporting project issues:

1. Issue is documented and assigned an owner.
2. Owner provides an estimate to complete date.
3. If issue cannot be resolved by given date, the issue is escalated to the Project Manager.
4. If the Project Manager cannot resolve the issue within five (5) working days after being escalated, the issue will be escalated up to the next level of management.
5. For issues that cannot be resolved at the next level of management, the Issues Management and Escalation section of the Agreement will apply.

During any conflict or issue resolution, Panasonic agrees to provide services related to items not in dispute, to the extent practicable pending resolution of the conflict.

Approval/Acceptance of Project Deliverables

The following procedure will be followed for approval and acceptance of Project Deliverables:

- Deliverables provided by Primary Contact to Customer Project Manager
- Customer Project Manager to approve or reject the Deliverable within 5 business days or upon receipt
- In the event the Customer Project Manager:
 - Does not provide response within timeframe noted above, the Deliverable will be considered accepted.
 - Does not approve the Deliverable Customer Project Manager must provide reason Deliverable is being rejected.
 - And Primary Contact are unable to agree to updates requested, the Issues Management and Escalation section of this SOW shall apply.

Reporting Requirements

No ongoing reporting requirements exist for this project.

Sign-Off Responsibilities

Sign off will be based on the Acceptance Test Plan and full system sign-off by Customer.

Quality Control Assurance

Quality of Deliverables provided under this SOW will be validated and /or monitored as follows:

- Configuration acceptance testing- Panasonic will review configuration with Client to ensure proper system setup per requirements.
- Offload verification- Panasonic will verify video offload from body worn cameras to central server.
- Communication verification- Panasonic will verify all necessary ports are open for over-the-air firmware updates, configuration changes, and administrative tasks.
- Back End Client functionality- Panasonic will test Back End Client software to ensure proper search functionality and communication with Back End Server.

Special Conditions

The following special conditions apply to this SOW:

- No special conditions exist.

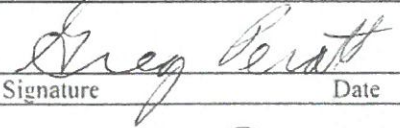
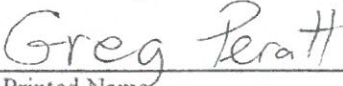
Pricing

There will be no charge to FPD for this proposed trial project.

Disclaimer

This SOW will in no event create or imply any obligations with respect to work activities or Services that are not specified in this SOW. Any additional Services or assistance requested by the Customer or its subsidiaries must be contracted for separately or amended accordingly and billed at current prevailing rates at the time of occurrence.

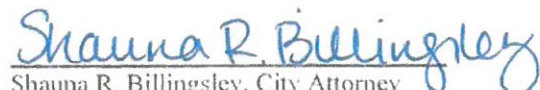
In Witness Whereof, the parties have executed this Statement of Work as of the last date set forth below:

Panasonic System Communications Company of North America, Division of Panasonic Corporation of North America	OSHP
 7-25-17	
Signature Date	Signature Date
	
Printed Name	Printed Name
Two Riverfront Plaza	
Newark, NJ 07102-5490	

City of Franklin:


Eric S. Stuckey, City Administrator

Approved as to form:


Shauna R. Billingsley, City Attorney