

## Statement of Work No. 1

### Licensed Platform

This Statement of Work No. 1 ("SOW #1") is made by and between made by and between ForceMetrics, a Colorado corporation ("ForceMetrics"), and the City of Reno, Nevada ("Licensee"), and is effective as of May 9, 2024 ("Effective Date"), with reference to that certain Enterprise License Agreement by and between ForceMetrics and Licensee of even date herewith ("License Agreement"). All defined terms not otherwise defined herein shall have the meaning ascribed thereto in the License Agreement. In the event of a conflict, the terms of this SOW #1 shall prevail.

#### OBJECTIVES:

The primary objectives of this project are:

- To seamlessly onboard Reno Police Department onto the ForceMetrics platform.
- To deliver training and support to Reno Police Department's team for effective utilization of ForceMetrics.
- To achieve successful deployment and implementation of ForceMetrics within the agreed timeline and budget.

#### FORCEMETRICS SERVICES AND FEATURES

1. **Access:** Unlimited Users with the Reno Police Department
2. **Data Integrations:** (25) years of digital text-based data
3. **Term:** Three (3) years commencing on May 9, 2024 ("Commencement Date") and ending on May 8, 2027 ("Expiration Date"), at which time the Agreement will automatically renew for successive periods of one (1) year each (each, a "Renewal Term") unless either Party provides the other with written notice of non-renewal at least ninety (90) days prior to the expiration of the then-current term.
4. **Services:**
  - A. **Data Setup and Warehousing:** Process of collecting, translating, storing, and managing Licensee Data for use within the Licensed Platform, includes the integration of the systems identified in the pricing section of this document, as well as warehousing and infrastructure maintenance of Licensee Data.
    - a. ForceMetrics Responsibilities
      - i. Securely collect, transmit, process and maintain Licensee Data in accordance with CJIS requirements and industry best practices.
      - ii. Organize and transform the Licensee Data into the ForceMetrics Licensed Platform.
      - iii. Provide secure and available access of the Licensee Data to authorized agency users and devices through the ForceMetrics Informed Responder application.
    - b. Agency Responsibilities
      - i. Confirmation of full access and ownership to the Licensee Data.
      - ii. Provisioning of IT resources as required (see <https://forcemetricsinc.box.com/s/oreutgrmc8orl44i9bstfjonlisatsqe>) to securely transmit the data to ForceMetrics infrastructure in accordance with CJIS requirements.
      - iii. Provide authorized access to Licensee Data and any documentation available regarding Licensee Data and data systems.
  - B. **Access Control and Security:** Granular security and access restrictions based on agency role and/or security permissions.
    - a. ForceMetrics Responsibilities
      - i. Implement and maintain any role-based access control set forth by the agency.
      - ii. Eliminate any record collection that involves sensitive or protected information such as juvenile records, internal affairs, locked and otherwise sealed record types.
    - b. Agency Responsibilities
      - i. Assist ForceMetrics engineering team with any role-based access control requirements where available.
      - ii. Provide guidance on state, local and federal restrictions regarding data collection

and distribution as it relates to the agency and the Licensee Data.

- iii. Provide authorized access to Licensee Data.
- iv. Provide guidance regarding data that involves sensitive or protected information such as juvenile records, internal affairs, locked and otherwise sealed record types.

**C. Onboarding Support and Account Maintenance:** On-site and off-site onboarding support and user helpdesk, includes email support during business hours. Business hours are defined as 8-6 CT Monday through Friday, not including public holidays.

**5. Licensed Platform Features:**

**A. ForceMetrics Unified Data Discovery™**

Automated data transformation of existing police data systems, including Computer Aided Dispatch (CAD) and Report Management System (RMS), to enable semantic search, fuzzy matching, synonym recognition, and result-based match highlighting for non-technical users to quickly and efficiently navigate through disparate and text heavy incident reports. The ForceMetrics Unified Data Discovery™ incorporates agency-specific and local area phrases, topic modeling and language models for a customized user experience - such as police codes (e.g. 10-40, code 1), shortened mental health and substance abuse phrases (e.g. ECO, TDO, tranq), and common misspellings for known words (e.g. schizophrenia, catalytic converter, and Hyundai).

**B. ForceMetrics Automated Coding and Classification Labeling System**

Automated coding and classification labeling system that intelligently codes and classifies calls and incidents – without any user input or intervention – based on custom topics, community needs, or officer risk factors generated from existing CAD call notes and RMS incident reports, such as “Mental Health”, “Domestic Violence”, “Student”, “Gun Mentioned” and “Knife Mentioned”. The labeling system uses statistical analysis, topic modeling and heuristic searching to provide customizable labels tailored to local area and agency-specific issues, needs and concerns.

**C. ForceMetrics Unified Snapshot Profiles™**

Automated historical snapshot profiles generated to provide dynamic and comprehensive summaries of individuals, addresses, and events sourced from the integrated agency data transformed through ForceMetrics Unified Data Discovery™. The ForceMetrics Unified Snapshot Profiles provides a holistic view of connected and related events for an individual, address, or set of events to identify previously unknown relationships between associated individuals, unaffiliated name records in CAD disassociated with RMS systems, search term match highlighting, precise address geolocation, and labels generated using the ForceMetrics Automated Coding and Classification Labeling System.

**D. ForceMetrics Automated Report Summarization Engine**

Automated report summarization engine utilizes machine learning to generate concise 2-3 sentence summaries from existing RMS multi-page incident reports, allowing for reducing read time for users.

**E. Enhanced Interactive Map Search**

Enhanced map enables users to search and explore any topic (e.g. mental health, gun mentioned, domestic violence) or any sub-topic (e.g. PTSD, autism, dementia) with an interactive map. The enhanced map provides customizable filters such as district, beat, offense code or custom labels to identify trends or clusters of crime and/or community needs.

**F. Alerts and Notifications Center**

Alerts and notifications panel to centralize all new activity involving followed entities, saved searches, and shared Unified Snapshot Profiles (see Sharing Button).

**G. Follow Button**

Ability to follow Unified Snapshot Profiles (e.g. people, addresses), or follow any searched topic (e.g. juvenile gun, catalytic converter theft, narcans used) and create automated notifications of new activity with notifications provided in the Alerts and Notification Center.

**H. Sharing Button**

Ability to share Unified Snapshot Profiles (e.g. people, addresses, events) with other users within the department, or with authorized agency partners (e.g. outside public safety agencies, behavioral health co-responders, social workers, records clerks). Sharing Button allows for users to provide a

personalized note with any shared profile.

**I. Analytics Dashboard**

Fully dynamic and clickable analytics dashboard showing trends and patterns over time and space specific to agency districts, beats and locations generated from GIS shape files. The Analytics Dashboard provides a list of Most Active People categorized as victim, offender, or involved party dynamically generated based on filters selected such as date range, labels, location, incident type, and beat, to name a few. Heatmaps provide frequency of activity for filters selected based on last week, time of day and overall year to-date.

**J. Progressive Web Application for Mobile Access**

ForceMetrics Platform is built as a progressive web application enabling access by any authorized web-enabled device from any authorized location in multiple formats, including desktop, smartphone and mobile data terminal (MDT) compatibility. No download required.

**K. SAML 2.0 Authentication**

Security Assertion Markup Language 2.0 (SAML 2.0) enables exchanging authentication and authorization identities using security tokens between the security domain of a SAML authority (Identity Provider) and a SAML consumer (Service Provider). ForceMetrics provides agencies with simplified authentication using SAML 2.0 to allow users to login seamlessly to ForceMetrics through an existing authentication provider or using a department-issued email address.



## IMPLEMENTATION AND TIMELINE

Based on Licensee's proposed data sources, implementation of the Licensed Platform is estimated to take one-hundred at twenty (120) days, from kick-off to full operationalization assuming key. Key steps and time estimates are as follows, beginning upon receipt of complete data access.

### 1. Kickoff

- A. Estimated seven (7) days
- B. Kickoff with stakeholders and needed resources (virtual or onsite)
  - a. Agency Responsibilities
    - i. Work internally to bring essential stakeholders to the kickoff call. Stakeholders could be members of the agency, IT Director, administrative staff & any other essential staff the agency believes should be on this call.
    - ii. Help with the coordination of necessary meetings with key department stakeholders for implementation.

### 2. Scoping and Integration

- A. Estimated sixty (60) days
- B. RMS and CAD Data Setup - Estimated (7) Days
  - a. Identification of RMS and CAD servers
    - i. Agency Responsibilities
      - 1. Determine how ForceMetrics will access CAD/RMS Data - Replicated Server(s) is preferred.
      - 2. If a replicated server is not available, Licensee will work with ForceMetrics to determine the best method of access.
  - b. Provision Virtual Machine
    - i. Agency Responsibilities
      - 1. Create VM with ODBC connections and FM domain user account as per the IT System Requirements document (<https://forcemetricsinc.box.com/s/oreutgrmc8orl44i9bstfjonlisatsqe>)
      - 2. VM to have egress ability to the internet.
  - c. Configuration of data synchronization application
    - i. Agency Responsibilities
      - 1. Setup of ForceMetrics data synchronization application.
- C. SAML Authentication Setup - Estimated fourteen (14) Days
  - a. Agency Responsibilities
    - i. Provide ForceMetrics team with necessary SAML access.
    - ii. Have administrator resources available for virtual meetings to setup SAML.
- D. Data Index and Validation Sessions - Estimated (30) Days
  - a. FM Responsibilities
    - i. Make sure that the correct Licensee Data corresponds with the correct fields in the ForceMetrics universal data model.
    - ii. Help coordinate meetings and discussion regarding data sources, format, accuracy and integration.
  - b. Agency Responsibilities
    - i. Provide stakeholder(s) with technical expertise of CAD/RMS data structure.
    - ii. Provide stakeholder(s) with CAD/RMS expertise.
    - iii. Provide stakeholder(s) with understanding of sealed and locked records and can make determinations on if records should be available within ForceMetrics.
    - iv. Stakeholders to attend virtual validation sessions to provide feedback and support with notices of (2) business days.
- E. Role Based Access Control (RBAC) Sessions (If applicable) - Estimated (14) Days
- F. District/Beat GIS Configuration - Estimated (14) Days
- G. User Identification
  - a. Identification of key users to ensure timely and successful onboarding.
  - b. Agency Responsibilities
    - i. Identify Alpha Users at minimum 14 days prior to Alpha User onboarding.
    - ii. Identify Early Access users at minimum 14 days prior to Early Access User onboarding.
- H. Alpha User Testing - Estimated (21) Days
  - a. Agency Responsibilities
    - i. Identify at least (2) experienced department resources to utilize the ForceMetrics application to test

for data accuracy and correctness.

- ii. Resources to spend at minimum (3) hours per week utilizing ForceMetrics and provide feedback to ForceMetrics within two (2) weeks of gaining access via in-app feedback, virtual sessions or email.
- b. ForceMetrics Responsibilities
  - i. Document feedback from resources and determine whether issues require data updates or are out-of-scope, long-term requests.

### **3. Early Access Users - Training and Rollout**

- A. Estimated three weeks (21) days
- B. On site onboarding classes for training
  - a. Agency Responsibilities
    - i. Setup patrol training via 20-minute roll call briefings to allow for training of all identified patrol officers in an efficient manner.
    - ii. Setup training sessions for all other user groups (dispatcher, investigative, command staff, administrative, etc)
- C. Early Access Usage and Feedback
  - a. Agency Responsibilities
    - i. Ensure Early Access Users are utilizing ForceMetrics in their day-to-day operations
    - ii. Early Access resources to provide feedback to ForceMetrics
  - b. ForceMetrics Responsibilities
    - i. Document feedback from resources and determine whether issues require data updates or are out-of-scope, long-term requests

### **4. Full Deployment - Training and Rollout**

- D. Estimated (30-60) Days
- E. On site onboarding classes for training
  - a. ForceMetrics Responsibilities
    - i. Provide training to agency personnel.
  - b. Agency Responsibilities
    - i. Setup patrol training via 20-minute roll call briefings to allow for training of all identified patrol officers in an efficient manner.
    - ii. Setup training sessions for all other user groups (dispatcher, investigative, command staff, administrative, etc.)

## PRICING

The Total Contract Fee is comprised of three separate fees:

- A. **Set-up Fee:** One-time fee. Refers to the integration of data from the Licensee into the Licensed Platform. This fee will not be reapplied in the event of contract renewal.
- B. **Licensing Fee:** Recurring fee. Refers to the licensing of the Licensed Platform, associated features, updates, and supplemental data warehousing if applicable for the duration of the contract, including Standard Support Services. Licensing Fee and all recurring fees are subject to annual increase by five percent (5%) which increase shall be self-operative without additional notice.

Reno Police Department NV			
Solution	Detail	Quantity	Cost
<b>Software License Fee</b>			<b>\$141,960.00</b>
Informed Responder	The full package of ForceMetrics features, including: Federated Search, Alerts & Notification, Mobile Access (Web), Report Summarization, Analytics Dashboards.	Unlimited Users in Agency Domain	\$141,960.00
<b>Technical Implementation Service Fees</b>			<b>\$26,460.00</b>
Initial Setup Fee	Data Warehousing, Access Control & Security, Data Validation		Included
CAD	Tiburon		Included
RMS	Tiburon		Included
<b>Project Implementation Service Fees</b>			<b>\$17,640.00</b>
Data Validation Sessions			Included
Super User Onboarding	Power User Training		Included
General Onboarding	On-site or virtual		Included
Project Management			Included
Go Live			Included
<b>One Time Service Fees</b>			<b>\$44,100.00</b>
<b>Total Annual Subscription Fee Year 1</b>			<b>\$141,960.00</b>
<b>First in State Discount*</b>			<b>-\$136,160.00</b>
	First in State Discount - Software Licensing		-\$92,060.00
	First in State Discount - Services		-\$44,100.00
<b>Total First Year Contract Fee</b>			<b>\$49,900.00</b>

\*Fees discounted and waived per ForceMetrics Law Enforcement First in State program

\*\*Pricing is valid until September 30, 2024, and does not include local, state and Federal taxes

**PAYMENT SCHEDULE**

Licensee shall pay the Total Contract Fee for the initial term on the following schedule:

Reno Police Department NV	
Year	Cost
Total Year One Fees due on Effective Date	\$49,900.00
Second Year Fees due on First Anniversary of Effective Date	\$65,000.00
Third Year Fees due on July 1st, 2026	\$149,058.00

Renewal Term: Fees for any Renewal Term will be paid in full in advance on the first day of each Renewal Term.

[Signatures on Following Page]

The Parties have executed and entered into this SOW#1 as of the latest date set forth below:

**LICENSEE:**

City of Reno Nevada

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name, Title

\_\_\_\_\_  
Date

**FORCEMETRICS:**

ForceMetrics

  
\_\_\_\_\_  
Signature

Andre C. McGregor, CEO

\_\_\_\_\_  
Name, Title

05-08-2025

\_\_\_\_\_  
Date