



ShotSpotter Investigate™

**Price Proposal
for Subscription-Based CGIC Tracking System
for Peoria Police Department, Illinois**

April 5, 2022

Proposal ID PEOPD040522

Submitted by:

Ken Peters, Sales Director – Investigate

510.941.8860 mobile

650.887.2106 fax

kpeters@shotspotter.com

ShotSpotter, Inc.

39300 Civic Center Drive, Suite 300

Fremont, California 94538

888.274.6877

www.shotspotter.com

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Executive Summary

Introduction

ShotSpotter is pleased to present this proposal in response to the Peoria Police Department's request for our ShotSpotter Investigate™ cloud-based Crime Gun Intelligence Center (CGIC) software solution. Investigate tracks and reports on gun crime, and the platform's analytics and reporting tools provide real-time visibility into gun-related cases. In addition, the proposed CGIC system will use incident information from ShotSpotter's Respond™ system and ingest National Integrated Ballistics Information Network (NIBIN) hits and alerts. The Investigate system can then analyze the combined data to correlate ballistic information and alert investigators of leads. As a result, the Department can better protect the community and achieve higher clearance rates, especially for violent crimes and shootings.

The Innovative Approach of Investigate

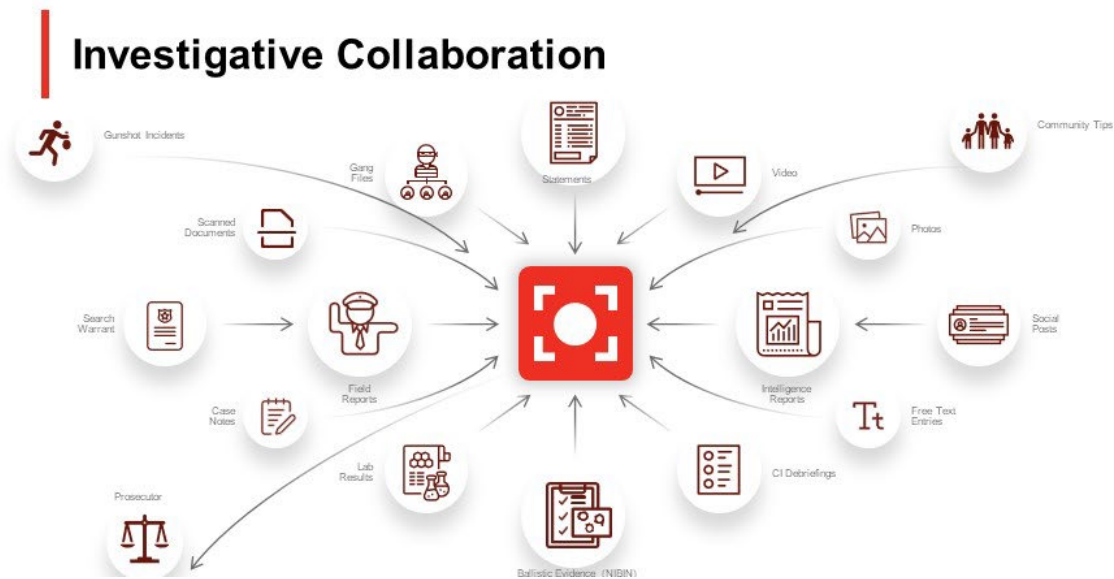
Many departments may be unaware of the advantages of a modern CGIC solution. ShotSpotter Investigate employs the following features to optimize case tracking and increase analytic capabilities:

- **Digital Case Folder:** Everything for a CGIC case is organized and stored in one structured and searchable digital case folder
- **Investigative Analysis:** Search and analytical tools help detect relationships between people, places, and evidence to identify patterns and solve cases more quickly
- **Collaboration Tools:** Share and receive alerts on new evidence and information with co-workers and other agencies
- **Workflow Guidance:** Preconfigured checklists of action items help guide the tracking process but remain flexible so agencies can work the way they are accustomed
- **Real-Time Visibility and Reporting:** Supervisors can access additional tools to manage workload and assess case status, providing them with the data they need to report at briefings and inform command staff

How It Works

From crime scene to conviction, ShotSpotter Investigate automates processes, helping law enforcement find patterns, assess solvability, track follow-up activities, and review progress.

Capture Everything in One Place



Turn tips, leads, incidents, and field intelligence into a digital case folder. Then, easily document investigative activities, upload scene photos, record observations, archive videos and more—in one central source of truth.

Organize Instantly

Automatically turn information and investigative activities into the building blocks of a case as the system organizes complex information into chronological lists and indexes.

The screenshot displays the ShotSpotter Investigate web application interface. At the top, there is a navigation bar with menu items: Interactions, Incidents, Investigations, Intelligence, Integrity, Analytics, and Other. A user profile for James Belrose is visible in the top right corner, along with a 'Help & Support' button and the last login time: 04/12/2021 21:45.

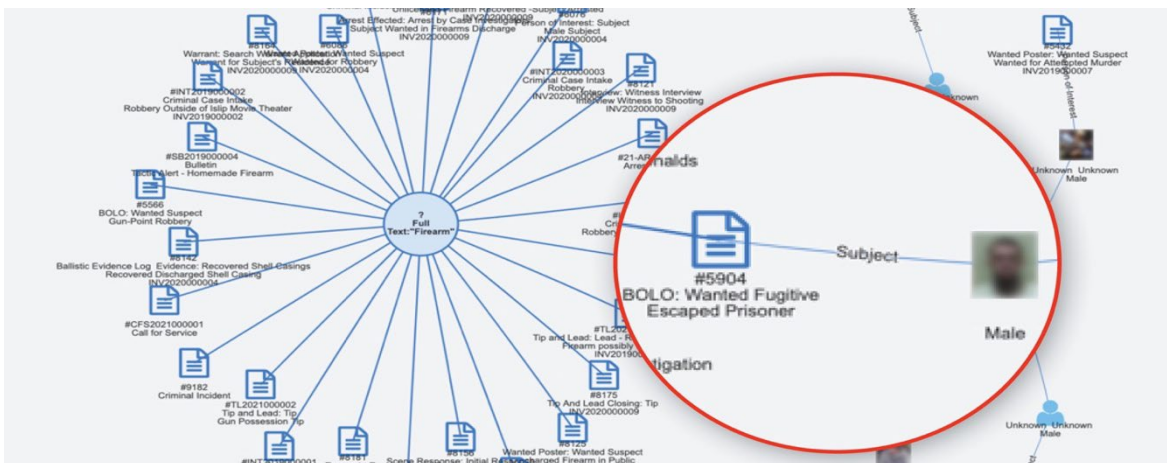
The main content area is divided into two sections. On the left is a sidebar for 'CASE MANAGEMENT' and 'INVESTIGATIVE ACTIVITY'. The 'CASE MANAGEMENT' section includes links for Case Dashboard, Case Information, Case Review, Action Items, and Companion Case(s). The 'INVESTIGATIVE ACTIVITY' section includes links for Investigation Chronology, Investigative Supplementals, Evidence and Testing, Record Checks, Leads, Assignments, and Investigative Notes.

The right section is titled 'INVESTIGATE SHOTS FIRED: SHOTSPOTTER ALERT 1-2020 CHRONOLOGY LIST'. It features a 'Choose:' dropdown menu with a 'Select...' option. Below this is a table listing activities:

ID #	Type	Subject	Activity Date	Author	Root Doc	Approval Status	Attach. Asgmt.	
8112	Criminal Case Intake	Investigate Shots Fired: ShotSpotter Alert 1-2020	10/08/2020 0125	James Belrose	<input checked="" type="checkbox"/>	Approved	2	Options ▾
8156	Scene Response : Initial Response	ShotSpotter Alert with Ballistics On Scene and Video of Subject Involved	10/08/2020 0150	James Belrose	<input type="checkbox"/>	Approved		Options ▾
8120	Investigative Conferral : Inter-Agency Conferral	Request Crime Scene Unit Response	10/08/2020 0215	James Belrose	<input type="checkbox"/>	Approved		Options ▾
8121	Interview : Witness Interview	Interview Witness to Shooting	10/08/2020 0230	James Belrose	<input type="checkbox"/>	Approved		Options ▾
8134	Recovered Images and Video : Surveillance Camera Video	Footage from Witness' Surveillance Camera	10/08/2020 0245	James Belrose	<input type="checkbox"/>	Approved	1	Options ▾
8122	Assignment	Video Canvass on Islip Avenue	10/08/2020 0330	James Belrose	<input type="checkbox"/>	Approved		Options ▾

Solve Cases Faster

Generate immediate insights through link analysis to uncover patterns between people, places, evidence, and cases that were previously time-consuming and labor-intensive to piece together.



ShotSpotter Alignment with Peoria Police Department Goals

ShotSpotter recognizes that safety is vital to the development of any city or county. Effective delivery of police services affects the City's economic development, population growth, and, ultimately, the fiscal well-being of the City, including its business owners and residents. Nationwide, fear of crime is cited as a primary factor in the quality of life within communities, as well as a contributing factor in business and family relocation decisions.

We understand the Peoria Police Department is a recognized leader among major US cities with initiatives such as:

- **Anti-Violence Initiative:** Collaborating on gun crime cases with enhanced investigative tools and data-driven reports
- **Evaluation and Accountability with Key Performance Indicators for Gun Violence:** Intelligence-led policing that provides data-driven focus on prolific offenders and groups to increase arrest and clearance rates to drive overall crime reduction

The proposed ShotSpotter Investigate deployment aligns with these positive investigation outcomes in the Peoria Police Department and supports these goals by:

- Providing a consolidated, uniform digital case folder for CGIC cases to track ShotSpotter incidents and NIBIN leads
- Creating an opportunity to enhance intra-agency collaboration and ensure effective gun crime investigations and report CGIC statistics

Finally, our goal is not to simply deliver technology, but to become a valuable partner. To that end, the ShotSpotter Customer Success Team comprises former law enforcement executives who have first-hand experience in successfully deploying and using Investigate. Our mission is your success: our Customer Success Team will work closely with the Peoria Police Department from the earliest stages of your deployment through the life of the subscription to ensure the Intelligence Unit has full access to our best practices and training components that drive successful outcomes.

We appreciate your consideration of our proposal. ShotSpotter is committed to your success, and we look forward to partnering with you to make Investigate a key component of your efforts to investigate and prosecute crime in the City of Peoria.

Company History

ShotSpotter was founded in 1995 and has been providing gunshot detection solutions since its inception. ShotSpotter is the world leader in gunshot detection, with over 850 square miles operational; more than 14 million incidents reviewed; and 34 issued patents. ShotSpotter is a publicly traded corporation (NASDAQ: SSTI) with approximately 175 full-time employees and is headquartered in Fremont, California.

ShotSpotter provides precision-policing solutions for law enforcement to help deter gun violence and make cities, campuses, and facilities safer. Our flagship product, ShotSpotter Respond, is the leading gunshot detection, location, and forensic analysis system, and is trusted in more than 120 cities. Other product offerings include:

- ShotSpotter Connect™, which uses artificial intelligence-driven analysis to help strategically plan patrol missions and tactics for maximum crime deterrence.
- ShotSpotter SecureCampus®, designed to provide outdoor gunfire coverage at university and school campuses.
- ShotSpotter SiteSecure™ for critical infrastructure designed to detect gunfire attacks on commercial and federal buildings, electrical substations, airports, and large outdoor structures.
- ShotSpotter Labs, which focuses on innovative applications of ShotSpotter to help protect wildlife and the environment; currently helping combat rhino poaching in South Africa and will soon launch other applications for global wildlife protection, such as combatting illegal blast fishing in Malaysia with underwater sensors.

Solution Overview

ShotSpotter Investigate helps law enforcement agencies capture, track, and collaborate on investigations from a single, shared digital case folder. The platform's investigative, analytic, and reporting tools make detectives and CGIC analysts more efficient and effective.

Interactions

Improve communication with the community and help ensure transparency with our Citizen Interaction Center, a configurable website that can be linked to an agency's existing home page.

- Enable submissions from citizens for tips, incident reports, complaints, and compliments
- Investigators can publish wanted posters and rewards for information. Investigate will route responses directly to the case folder and investigators receive instant alerts

Incidents

Supports police work from the field to investigations, and vice versa.

- Integration with ShotSpotter Respond to alert Investigators to screen and follow-up on gunshot detection events to which patrol officers have responded
- Capture tips and field intelligence from patrol and other agency divisions in real time
- Automatically route reports for review and notify supervisors and investigative units about new matters requiring their attention
- Search, analyze, and link associated incidents
- Investigators can create bulletins and broadcast BOLOs across the entire agency

Investigations

Helps investigators and analysts find patterns, assess solvability, and track follow-up activities; tracks case progress for any type of case; and provides command staff with complete oversight through real time dashboards and reports.

- Associate case folders across different units to streamline information sharing
- Assign tasks in a case to team members for follow-up
- Invite co-workers to collaborate on cases and grant access privileges to others as needed
- Share forensics, photos, videos, and reports with other work units, departments, and the DA's office
- Record investigative steps within customized worksheets tailored for each case type
- Automatically route casework through review and approval process

Intelligence

Study criminal data, identify trends, support law enforcement investigations, and increase understanding of crime in a secure and CFR-compliant solution.

- Compile suspicious activity tips, security assessment, and threat reports
- Conduct link analysis and connect the dots between people, phone records, casework, and investigative leads
- Review gang member database and track activity
- Register confidential informants and protect their identity
- Designate intelligence to be reviewed, retained, or purged to automatically maintain compliance with 28 CFR part 23 regulations

Shooting Incident Case Handling

Capture and manage details, evidence, and investigative activities involving shooting incidents.

- Screen and triage ShotSpotter Respond alert occurrences
- Create and manage a collaborative case folder for gun-related violent crime
- Manage and process associated NIBIN leads
- Aggregate and correlate information associated with multiple cases
- Deliver feedback and outcomes to internal and external partner agencies via secured case dissemination

Integrity (Optional)

Record, track, and analyze complaints from minor violations to serious misconduct. Track and investigate use of force incidents and maintain professional standards while tracking personnel, equipment, certifications, and performance reviews.

- Record, track, and analyze use of force incidents and allegations
- Securely attach images, surveillance, or body cam video, CAD audio recordings, personnel records, and other files to internal investigation folders
- Protect sensitive data and case files with role-based security and lockdown features
- Properly document, review, and investigate officer-involved shootings

Onboarding Services

ShotSpotter will provide a series of onboarding services to prepare the Department to maximize the value of the Investigate service. We will refine these typical onboarding steps to best serve the Department team and Investigate users. ShotSpotter onboarding services are designed to:

- Ensure successful implementation of ShotSpotter Investigate go-live
- Ensure the Department can fully use the modules, features, and functions of the platform to achieve the maximum benefit
- Ensure the Department's Best Practices are refined, as needed, to use the system most effectively

ShotSpotter has assembled a Customer Success Team of professionals with hundreds of years of combined law enforcement experience. The mission of this team of Consultants, Trainers, and Analysts is to maximize customer success with the ShotSpotter service. This team is available to our customers both pre- and post-production to advise, train, and guide them on the most effective use of the tools and services available within the ShotSpotter solution.

The following provides a high-level overview of ShotSpotter’s typical Customer Onboarding Services, which will be tailored to support the Department.

Getting Started

ShotSpotter will assign a Customer Success Director to the Department to ensure we deliver consistent, quality best practices training based on the Department’s needs to maximize the value of our service. The Customer Success Director will remain engaged with the Department for the duration of our relationship.

Implementation

Following contract execution, the ShotSpotter Customer Success Director will work with the Department’s project team to plan the implementation process, beginning with a Customer Kick-Off meeting with all stakeholders. The teams will review the program objectives, lay out the key implementation steps, agree on a project timeline, including targeted activation date (go-live), and establish a protocol for ongoing communication throughout the onboarding process. ShotSpotter will schedule regular status calls with the Department’s Program Manager and other project leaders to maintain regular communication throughout the implementation process.

Project Milestones

Wave 0: Planning	Wave 1: Design	Wave 2: Configuration	Wave 3: Production
Activities	Activities	Activities	Activities
<ul style="list-style-type: none"> • Conduct initial kickoff meeting and a follow-up meeting • Collect Business Requirements • Develop Project Plan and timeline • Track and Manage Risks • Bi-weekly Status Calls 	<ul style="list-style-type: none"> • Design document describing system configurations • Analyze feasibility of third-party integration requests * • Configurations described with text descriptions, and basic business rule tables. • Track and Manage Risks • Bi-weekly Status Calls 	<ul style="list-style-type: none"> • Implement configurations and prepare system for activation • Demonstrate the basic design for data capture to validate the configuration process • Prepare application for initial users and system admin • Track and Manage Risks • Bi-weekly Status Calls 	<ul style="list-style-type: none"> • Deliver training • Provide a production environment for data entry • Assist with roll-out to various disciplines and units • Bi-weekly Status Calls

Wave 0: Planning	Wave 1: Design	Wave 2: Configuration	Wave 3: Production
Deliverable	Deliverable	Deliverable	Deliverable
Complete kickoff meeting and meeting follow-up including list of action items and responsibilities.	Design document specifying Modules, Case Folder, and Worksheet types and system configurations and feasibility analysis for third-party integrations.	Configured system demonstrated.	Training conducted. Application ready for production.

**If integration to third-party systems is desired, ShotSpotter will conduct an initial analysis to assess the feasibility and the professional services required to accomplish the proposed integration. The details of the analysis will be provided for consideration of potential options. The customer will need to work with ShotSpotter and the third-party provider to facilitate any integrations. System integrations will be handled separately from the roll-out of the Investigate platform to a production system.*

Best Practices

Early in the Customer Onboarding process, ShotSpotter’s Customer Success team, led by the assigned Customer Success Director, will work with the Department’s Program Manager and other project leaders to schedule and conduct Best Practices sessions for the Investigations division leadership and patrol leadership. These sessions (which may be held in conjunction with other training sessions or meetings) will assist the Department in establishing protocols and procedures to deploy the Investigate platform across the agency in a manner that maximizes efficiency and produces optimal investigative outcomes. ShotSpotter will conduct these sessions in coordination with the following groups of users, as applicable:

- Program Management
- Investigations
- Intelligence and Crime Analysts

User Training

In preparation for system roll-out, ShotSpotter will assign a trainer to provide instruction on system functionality and proper use. The trainer will confer with the Department’s Program Manager and assist in developing a plan to ensure end users are properly trained on the relevant components of the application. The trainer will provide train-the-trainer instruction to project team members and identified key personnel from the Department’s various user groups. ShotSpotter will provide copies of user manuals and training slides for the Department to duplicate as needed to enable Department Trainers to train additional personnel. The training may be delivered either online, in-person, or a combination of both, as determined by the Customer Success Director and Department.

New System Roll-Out

The Department will designate one or more System Administrator(s) who will create and manage the agency-level configurations and end user accounts via the Investigate Admin Portal, including:

- Agency contact information and logos or trademark uploads
- Citizen Website configurations, including text-based edits and citizen submission form configurations
- Organization hierarchy configurations (org chart)
- User account management

ShotSpotter will provide training on the Admin Portal use as well as a written Admin User Guide. The System Administrator will manage routine user support requests such as password resets and granting new user permissions. The ShotSpotter Customer Success and Product Management teams will support the System Administrators to ensure initial setup and configurations are properly completed.

ShotSpotter recommends the Department choose key personnel to serve as the initial user group to attend any necessary training and make recommendations for enhancing best practices. ShotSpotter suggests the initial user group comprise personnel with diversified roles and responsibilities which represent the different user groups within the Department. The user group's role is to use the production system during an initial period to enter data, manage workflow, and visualize information. ShotSpotter encourages the user group to provide feedback and share their knowledge with other end users as the system rolls out to various units.

The Customer Success Director will assist the Department to implement a plan for a controlled deployment of the new production system that allows users to incrementally adapt to the new system. This will be accomplished by identifying the different investigative disciplines that will use the platform (e.g., criminal investigators, Intelligence teams, Internal Affairs, etc.) and then scheduling each unit (according to discipline) for a roll-out date.

As the Investigate platform is rolled out for the various investigative units, ShotSpotter's Customer Success Director will remain in communication to ensure the transition is smooth and established best practices are implemented as planned.

The Customer Success Director will facilitate an introduction to the ShotSpotter Support organization to review the support process. The Customer Success Director will continue to work with the Department to review the results achieved by each group of users involved in the program.

Pricing

ShotSpotter Investigate is offered on a tiered annual subscription model based on the number of users and one-time fees.

Investigate Subscription Fees

Contract Term	One-Time Configuration, Service Initiation, and Onboarding Fees	Annual Subscription Fees	Total
Year 1	\$9,900	\$25,000	\$34,900
Year 2	N/A	\$25,000	\$25,000

Payment Terms

Payment for the service initiation, onboarding, and three-year subscription term shall be as follows:

Three-Year Payment Terms

- 50% of Year 1 fees due upon execution of agreement (\$17,450)
- 50% of Year 1 fees due upon ShotSpotter activation (live) status (\$17,450)
- 100% of Year 2 fees due prior to 1st anniversary of ShotSpotter live status (\$25,000)

Pricing Assumptions

This pricing is submitted based on the following assumptions:

- This pricing assumes that the services will be delivered under the terms of the ShotSpotter Investigate Services Agreement (sample attached) to which this Proposal will be attached as Exhibit A.
- This pricing assumes that the Investigate deployment will support up to 20 users. If desired, the Peoria Police Department can expand beyond this number of users for an additional fee.
- This pricing does not include the costs for ShotSpotter data conversion or integration professional services, any costs required from other vendors to support any conversion efforts, nor any costs required from other vendors to implement and support interfaces.
- This pricing does not include any state or local taxes; if taxes are applicable, we can provide an amended price quotation upon request.
- This pricing remains valid for sixty (60) days from the date of this proposal.