



SafetySmart™
PLATFORM



ShotSpotter®

**Renewal Proposal for Subscription-Based
Gunshot Detection, Location, and Forensic Analysis Service
for New Haven Police Department**

April 7, 2026

Proposal ID: NWHVNP033126 Rev 1

Submitted by: Karen Isotalo – Vice President of Sales Operations
510.298.8668
kisotalo@soundthinking.com

SoundThinking, Inc.
39300 Civic Center Drive, Suite 300
Fremont, California 94538
888.274.6877
www.soundthinking.com

Table of Contents

Executive Summary 1
Coverage Areas 3
Pricing..... 4
 Phase I, Phase II, & Phase III Subscriptions: Five-Year Term 4
 Payment Terms 4
 General Pricing Assumptions 5
 ShotSpotter Pricing Assumptions 5

Executive Summary

SoundThinking™ is pleased to provide this proposal for renewal of the Department's ShotSpotter (formerly Respond) subscriptions for an additional five-year term (July 1, 2026 through June 30, 2031) for the Phase I 1.5 square mile coverage area, the Phase II 4.0 square mile coverage area, and the Phase III square mile coverage area.

As the Department evaluates its renewal options, it is essential to underscore the unique, comprehensive value provided by the ShotSpotter solution. ShotSpotter's 97% independently audited accuracy, 24/7 human acoustic review, and national track record of courtroom-admissible forensic evidence make it the industry's most trusted gunshot detection service. Competing low-cost offerings lack equivalent performance, reliability, integration, maturity, and legal defensibility—and several have faced documented accuracy issues, security vulnerabilities, and real-world operational failures. SoundThinking delivers superior value when compared to other vendors' solutions:

Proven Performance Outweighs Lower Cost Alternatives

- **97% independently audited accuracy** delivers reliable gunfire detection that reduces missed incidents and increases officer safety.
- Competing systems have documented issues with false positives, missed gunshots, and failure to meet agency expectations.

Indianapolis Evaluation: ShotSpotter Superior to Flock Raven

In the 2023 Request for Information (RFI) and field evaluation conducted by the **Indianapolis Metropolitan Police Department (IMP)**, ShotSpotter outperformed Flock Raven across all key categories:

- **779% more gunfire alerts detected**
- **30.4% faster response time**
- **41.3% closer to true location**
- **3X more evidence collected**

These quantifiable, field-validated advantages demonstrate that lower cost alternatives materially underperform when accuracy and reliability matter most.

Demonstrated Crime Reduction in New Haven from 2024-2025

ShotSpotter has already delivered significant results locally:

- **51% reduction in Non-Fatal Shootings**
- **44% reduction in gun violence—a 10-year low**

These outcomes represent savings in lives, officer hours, investigative workload, and overall community harm—value unmatched by competing systems.

Forensic Strength That No Competitor Offers

- Evidence admitted in **440+ court cases** across 27 states
- Detailed Forensic Reports (DFRs) strengthen warrants, prosecutions, and officer-involved shooting reviews
- Proven “alert-to-prosecution” workflow delivers legally defensible case support

Competitors **have no courtroom-tested forensic program**, increasing legal risk and weakening prosecutorial outcomes.

Enterprise-Grade Interoperability (200+ Integrations)

- Seamless connections with CAD, RMS, LPR, cameras, drones/DFRs, RTCCs, and analytics platforms
- Ensures NHPD's existing systems operate cohesively, not in silos
- Reduces IT burden and improves operational efficiency

Lower Total Cost of Ownership Through Better Outcomes

- More accurate alerts prevent wasted deployments
- More evidence leads to higher clearance rates and reduced repeat violence
- Less investigative time spent manually piecing together data
- Avoids switching risks and costly failures experienced with other vendors

Stability, Trust, and Leadership

- 30 years of experience
- 200+ deployments
- 99% renewal rate
- Extensive support infrastructure, including 24/7 Incident Review Center

In short, competitors have experienced project cancellations, accuracy failures, and documented security concerns in multiple U.S. cities.

Coverage Areas

The areas in the image below are the City's current coverage areas, color coded by the phase (date) they were activated.

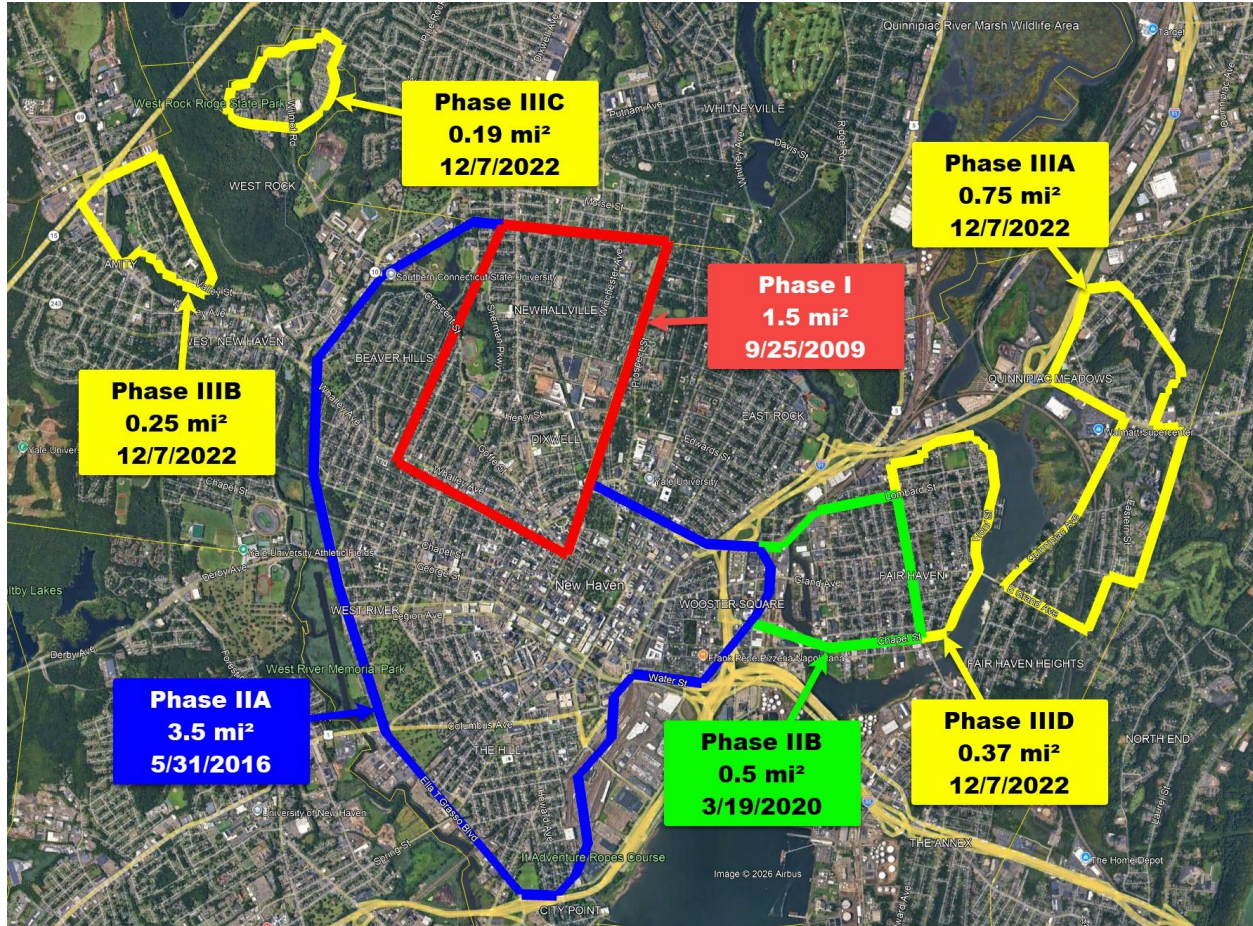


Figure 1. ShotSpotter Coverage Areas = 7.06 square miles

Pricing

In recognition of our long-standing relationship with the Department, SoundThinking has waived the standard 5% price increase for customers paying less than our current market rate (\$75,000 per square mile annually as of January 1, 2024). This means the Department will pay the annual rates established in 2022 through 2031. Further, contingent on a five-year term commitment, SoundThinking is offering to waive the annual subscription fee for 1.06 mi² of the Phase III coverage area for Year One and Year Two. Starting in Year Three, the annual subscription fee will be for the full 1.56 mi² Phase III coverage area.

However, should the Department be unable to identify funding for the full Phase III area in Year Three, SoundThinking will work with the Department to identify a coverage area reduction equivalent to the waived fee. SoundThinking will collaborate with the Department to determine an area with lower activity in order to minimize the impact on the Department's efforts to address gun violence in your communities.

Phase I, Phase II, & Phase III Subscriptions: Five-Year Term

Description	Year One (7/1/26-6/30/27)	Year Two (7/1/27-6/30/28)	Year Three (7/1/28-6/30/29)	Year Four (7/1/29-6/30/30)	Year Five (7/1/30-6/30/31)	Five-Year Total
ShotSpotter Subscription Fee for Phase I (1.50 mi ²)*	\$62,985	\$62,985	\$62,985	\$62,985	\$62,985	\$314,925
ShotSpotter Annual Subscription Fee for Phase II (4.00 mi ²)**	\$275,624	\$275,624	\$275,624	\$275,624	\$275,624	\$1,378,120
ShotSpotter Annual Subscription Fee for Phase III (.50 mi ²)**2	\$34,453	\$34,453	\$34,453	\$34,453	\$34,453	\$172,265
Multi-Year Term Commitment ShotSpotter Annual Subscription Fee for Phase III (1.06 mi ²)**	(\$73,040)	(\$73,040)	\$73,040	\$73,040	\$73,040	\$219,120
Annual Fee Totals	\$373,062	\$373,062	\$446,102	\$446,102	\$446,102	\$2,084,430

*The annual rate for Phase I is \$41,990 per square mile.

**The annual rate for Phase II and Phase III is \$68,906 per square mile.

Payment Terms

Five-Year Payment Terms

100% of Year 1 fee due prior to July 1, 2026	\$373,062
100% of Year 2 fee due prior to July 1, 2027	\$373,062
100% of Year 3 fee due prior to July 1, 2028	\$446,102
100% of Year 4 fee due prior to July 1, 2029	\$446,102
100% of Year 5 fee due prior to July 1, 2030	\$446,102

General Pricing Assumptions

This pricing is based on the following assumptions:

- The services will be delivered under the terms of an Amendment to Agreement A22-0362 dated March 22, 2022, or a new SoundThinking Master Services Agreement.
- This pricing does not include any state or local taxes; if taxes are applicable, we will be happy to provide an amended quote upon request.
- This proposal and all pricing contained herein remains valid until June 30, 2026.

ShotSpotter Pricing Assumptions

- Contingent on a five-year agreement, SoundThinking will waive the annual subscription fee for 1.06 mi² of the Phase III coverage area for Year One and Year Two. Starting in Year Three, the annual subscription fee will be for the full 1.56 mi² Phase III coverage area.