



June 1, 2021

To Whom It May Concern,

This letter is to confirm that the Stephen Campbell Associates (SCA) is the sole source local provider, located in Ohio, for both your current NICE and proposed Eventide Voice Recording solutions that meets the product and servicing requirements of Parma Regional Dispatch Center.

The Eventide system must have:

- A Linux OS for mission critical reliability.
- A built in LCD Front Panel Display on server for redundant playback access and administration.
- Advanced HTML Reporting with automatic scheduled delivery.
- HTML 5 Support of all browsers
- Free Unlimited Training for the Life of the System
- Professional Services
- Installation (Remote and Onsite)
- Support (Remote and Onsite)
- Nexlog Monitoring Application (NMA) Remote Access to Eventide systems

Parma Regional Dispatch Center is requiring that both systems, NICE & Eventide, be locally serviced by a factory trained Ohio certified dealer. SCA is the only 5-star Eventide dealer and NICE dealer in the state of Ohio that employs factory trained technicians and that can respond with on-site support within the 2-hour requirement. In addition, SCA is one of a few service providers in the US that is capable of 24/7 remote monitoring the system (NMA) via a VPN monitoring of the system health with automated alerting and remote accessibility.

In additional information is desired, please contact me at 216.666.2700 or my cell 203.913.1078 at any time.

Sincerely,

John Pace

Regional Director
Stephen Campbell Associates

Stephen Campbell Associates
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