



**REPLAY SYSTEMS**

4800 N Federal Hwy Suite 104B  
Boca Raton, FL 33431  
Tel: 800 722 3472  
Local: 954 267 9199  
Fax: 954 267 9184

March 19, 2024

To Whom It May Concern:

I am writing this letter to formally justify the sole source selection of Replay Systems Inc. as the Authorized Public Safety reseller for NICE Inform Voice Recording equipment in Levy County, FL. Replay Systems Inc. holds authorization, certification, and licensing from NICE Systems, making them the only entity headquartered in the state of Florida capable of providing local on-site support for NICE Inform Voice Recording equipment in Levy County, FL.

Below are the key points:

**Authorization:** Replay Systems Inc. is the sole Authorized Public Safety reseller for NICE Inform Voice Recording equipment headquartered in the state of FL. This authorization grants Replay the rights and responsibilities to provide sales, installation, maintenance, and support services for NICE Systems' products in Florida.

**Certified Expertise:** Replay Systems Inc. has demonstrated exceptional proficiency and expertise in handling NICE Inform Voice Recording equipment. Replay's team of technicians and engineers has undergone rigorous training and certification processes directly from NICE Systems, ensuring that they possess the necessary skills and knowledge to deliver high-quality services.

**Local On-Site Support:** Being headquartered in the state of Florida, Replay Systems Inc. offers the advantage of providing prompt and efficient local on-site support to Levy County, FL. This proximity ensures rapid response times, minimized downtime, and effective troubleshooting for any issues that may arise with the NICE Inform Voice Recording equipment.

**Established Track Record:** Replay Systems Inc. has a proven track record of successfully implementing and supporting NICE Systems' solutions in various public safety environments. Replay's experience and reliability make them the preferred choice for ensuring the seamless operation and compliance of critical voice recording systems in Levy County, FL.

Considering the critical nature of public safety operations and the stringent regulatory requirements governing voice recording systems, it is imperative to engage a trusted and authorized partner like Replay Systems Inc. Replay's unique qualifications, local presence, and

proven capabilities make them the most suitable and reliable provider for fulfilling the needs of Levy County, FL.

Sincerely,

A handwritten signature in black ink, appearing to read "Ryan Hurley", written in a cursive style.

Ryan Hurley  
President  
(954)-267-9199  
ryan.hurley@replaysystems.com