CAROLINA RECORDING SYSTEMS®

Caldwell County Emergency Services - New DX Solution NCSA

Quote # Q-00698
Version #:

PREPARED FOR:

Caldwell County Emergency Services

Becky Price
rrector@caldwellcountync.org

09/24/2025

Becky Price
Caldwell County Emergency Services
2351 Morganton Boulevard Southwest
Lenoir, NC 28645

RE: Quote # Q-00698

Dear Becky Price,

Carolina Recording Systems (CRS) is thrilled to submit the enclosed proposal for Caldwell County Emergency Services. We are a leading sales and service provider of mission critical recording systems in the Eastern part of the United States. As such, we pride ourselves in supplying reliable products to meet the requirements of Caldwell County Emergency Services.

We are confident the proposed Eventide NexLog DX solution will meet and exceed the mission critical recording needs based on your current needs and our experience. We also base this recommendation on the successes we have with our customers who have requirements like Caldwell County Emergency Services. As an Eventide Top Tier Dealer, CRS keeps a strong partnership to support product advancement alongside Eventide's participation in industry related events for continued support in NG9-1-1 standard development.

The dedicated CRS team is passionate about creating an unparalleled partnership with our customers and those they serve to ensure exceptional and focused service. We have over 15 dedicated full-time Recording System Specialists and Technicians who are Eventide and CJIS certified. Our proximity to your location and 24x7 Help Desk provides complete access for remote and prompt on-site support for routine and emergency needs.

I look forward to meeting with you to discuss the proposal and how Carolina Recording Systems can provide value with our solution and partnership. Thank you for this opportunity to serve as the long-term recording system service provider and partner for Caldwell County Emergency Services.

Respectfully,

Rodney Watson

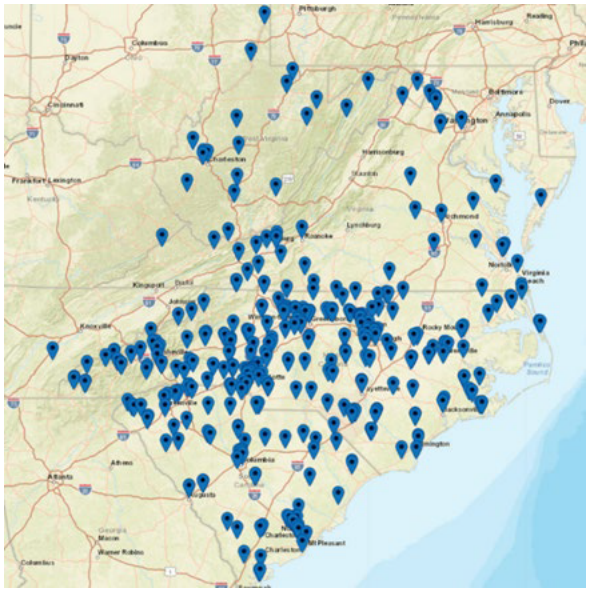
Rodney Watson
Sr. Account Manager
Carolina Recording Systems

Executive Summary

Carolina Recording Systems is a leading managed service provider of mission-critical communication recording systems based in Charlotte, North Carolina. Operating since 2001, we pride ourselves in supplying solutions designed specifically to exceed the needs and requirements of mission-critical communication centers. We currently support over 250 customers, including public safety communications, hospitals, colleges & universities, airports, utilities, transit, and manufacturing organizations.

The Carolina Recording Systems Difference

Carolina Recording Systems understands the importance of personal relationships, customer service and accessibility. As a trusted partner to Caldwell County Emergency Services, our team's sole focus is to provide unrivaled customer service and direct support with knowledgeable Customer Account Managers, experienced and manufacturer certified Recording System Specialists, and focused Project Management.



Dedicated Customer Service & Support

Caldwell County Emergency Services will have direct access to CRS Recording Systems Specialists that are strategically located for comprehensive on-site implementation, rapid response service, and personalized training. Our Recording Systems Support Specialists are available 24x7 to monitor system alerts, provide remote and on-site support and unlimited training. We specialize in implementing and supporting solutions to enhance performance and increase efficiency. Our focus is to deliver solutions that align with your goals by prioritizing open communication and collaboration to ensure the success of every project.

EXPERIENCE

Proposed Solution

To fulfill the recording requirements of Caldwell County Emergency Services, we are proposing the Eventide NexLog DX mission-critical communications recording system. Eventide currently has over 6,000 recorders deployed around the world, providing mission critical recording to over 3,600 Emergency Communication Centers. Eventide's recording systems are designed, assembled, tested, and supported exclusively in the USA.

Eventide's NexLog DX mission-critical communications logging system reliably captures, stores, protects, reproduces, and helps you manage important interactions and critical data. NexLog logging systems have been designed to help you securely document and retrieve incidents, comply with regulations, and improve your facility's operations. Eventide's NexLog recorders are stable purpose- built Linux appliances with over 45 integrations with other systems and applications found in Emergency Communications Centers.

System Design and Specifications

The Eventide NexLog operates on the purpose-built Linux operating system configured with multiple levels of resilience, including dual hot-swap redundant power supplies, redundant hard disk drives, redundant network capability (via NIC bonding), and multiple choices for archive redundancy and network archiving to another NexLog recorder. Eventide's recording systems are designed, assembled, tested, and supported exclusively in the USA.

Configuration, playback, retrieval, and incident management are accessed via a secured web interface. The web-based application eliminates the need for software to install or updates to manage. The system can also be accessed over a VPN without the need to install additional software, creating a simplified PC deployment process.

A multi-tier security system controls user access based on role and channel assignments. Password policy options include complex enforcement, automatic aging, change reminders, expiration, and lock-out. System access can also be controlled by an SMB share or active directory. In addition, each user's access and actions are audited and available for review.

The proposed NexLog recorder is equipped with RAID Array Storage that combines multiple hard disks into a logical drive for redundancy and increased performance. In the event of a drive failure, the logical drive is not affected. Data integrity and recording functions are unaffected and redundancy is automatically restored once the failed component is replaced.

Statement of Work

CRS will complete the following steps for Caldwell County Emergency Services:

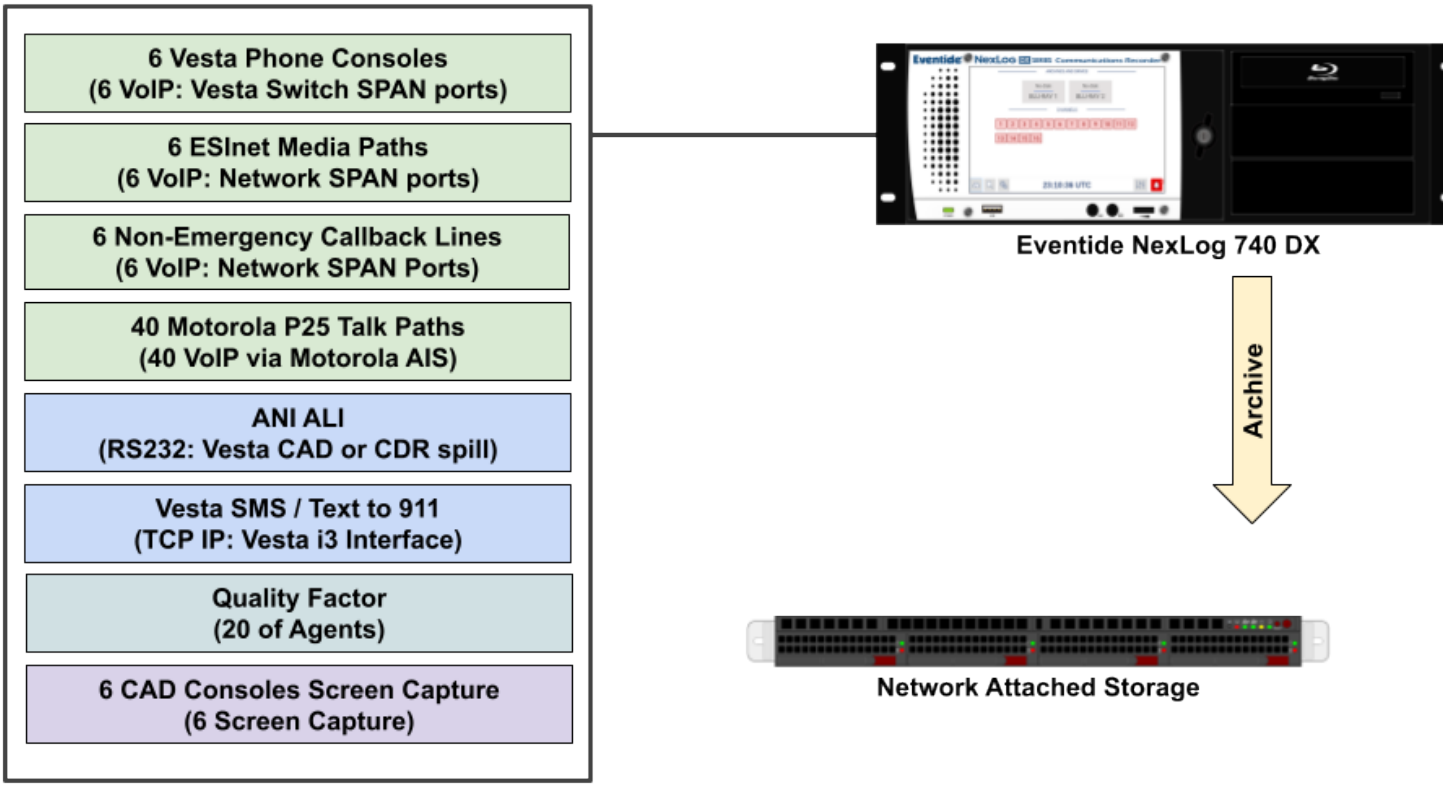
- Conduct an initial project kickoff and site walkthrough to assess installation environment and requirements and structure cabling details and requirements.
- Document critical technical details required to complete recorder configuration such as TCP/IP addresses, system hostname, NTP server, channel definition and requirements, etc.
- Complete NexLog DX system burn-in and staging to ensure no immediate component failure.
- If purchased, complete NAS system burn-in and staging to ensure no immediate component failure.
- Configure basic recording solution system parameters as a part of the system staging process for recorder(s).
- Transport the recording solution to the Caldwell County Emergency Services data center for onsite staging.
- Mount new 66 blocks and run new analog cabling.
- Rack and power the NexLog DX(s), and NAS if purchased, within respective data center locations.
- Configure advanced recording solution system parameters required for radio and phone integration for recorder(s).
- If purchased, install screen agents onto CAD systems for agent desktop recording for recorder(s).
- If purchased, configure add-on integrations for recorder.
- Conduct end user training for Caldwell County Emergency Services personnel.

In addition to completing the above steps as a part of the recording solution implementation, CRS will provide a dedicated project manager to ensure consistent project status communication and on-time, on budget project delivery.

Customer Responsibilities

- Provide access to facilities for the installation team.
- Ensure availability of necessary network connections.
- Coordinate with relevant personnel for integration purposes.
- Coordinate with required third party vendors to provide the proper inputs, identified and terminated,
- Ensure required third party licensing, installation, and integration work is completed by appropriate vendor.

System Design



CAROLINA RECORDING SYSTEMS

LETTER OF CERTIFICATION

Eventide®

January 1, 2024

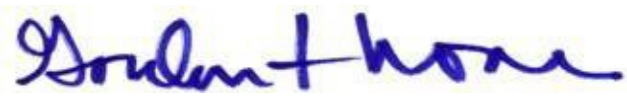
To: Whom it may concern:

Subject: Eventide Fully Certified Factory Trained Sales & Service Center

Eventide has certified **Carolina Recording Systems** as the only Premier Dealer and fully authorized Eventide **factory trained sales and service center** for the region covering North Carolina, South Carolina, West Virginia, Virginia, & District of Columbia. As such, superior sales support and after sales service support can be guaranteed.

Carolina Recording Systems is the **only company** in this region to receive this certification from Eventide.

Cordially,



Gordon Moore General Manager Eventide

Copy:
Byron Burns Owner
Carolina Recording Systems Ph: (704) 578-8025
Fax: (888) 776-0201
byron.burns@crsnc.com

EVENTIDE INC. • One Alsan Way • Little Ferry, NJ 07643-1001 • USA
☎201.641.1200 • fax 201.641.1640 • www.eventide.com • loggers@eventide.com

CAROLINA RECORDING SYSTEMS

Account Manager:	Ship To:	Bill To:	Quote #
Rodney Watson Sr. Account Manager (864) 619-9271 rodney.watson@crsnc.com	Becky Price rrector@caldwellcountync.org 2351 Morganton Boulevard Southwest Lenoir, NC 28645	Becky Price rrector@caldwellcountync.org 2351 Morganton Boulevard Southwest Lenoir, NC 28645	Q-00698 **Quote Date:** 09/24/2025 **Quote Expiration:** 12/31/2025

Eventide NexLog 740 DX

Product Details		Quantity	Unit Price	Ext. Price
NexLog740DX	NexLog 740 DX-Series base system: 3U rack-mountable, Core i5 CPU, 16GB DDR4 RAM, 2 x2TB fixed-Mount HDDs (RAID 1), 1 Blu-ray Multi-Drive, 2 Network Ports (100/1000), Embedded Linux, NexLog DX-Series software, web- based configuration manager, audio controls & amplified speaker on front panel, dual hot-swap 120-240VAC 50/60Hz power supplies and first year hardware warranty. Requires ongoing Eventide DX Software Update Subscription (DXSUS) for access to critical DX-Series Software & Security Updates.	1	$9,091.68	$9,091.68
DX701	Integrated 7" Color LCD Touch Screen Display for NexLog 740 DX-Series	1	$1,657.34	$1,657.34
DX730	Standard NexLog 740 DX-Seriess Archive: 1 Blu-ray Drive (also supports single-side DVD-RAM media)	1	$0.00	$0.00
324430-DX	Rack Mount Slides - 26" 4 Post, 3U (for NexLog 740DX)	1	$340.94	$340.94
DX706-1SSD	SSD Option - Upgrade NexLog 740 DX-Series (at time of order) to 2x4TB HotSwap MegaRAID1=4TB storage	1	$6,048.90	$6,048.90
271052	Eight (8) Internal IP Recorder VoIP Channels	1	$3,977.61	$3,977.61
DX939	DX Series 8 Channel VoIP Add-On	7	$1,818.34	$12,728.38
DX755	Quad Port 100/1000 PCIe (PCI Express) Network Card (for NexLog 740 DX-Series recorder only)	1	$1,363.75	$1,363.75
DX912	Motorola VESTA NG911 Call Recording Bundle (Voice, Metadata and SMS)	1	$10,322.85	$10,322.85

271070	Windows Screen Recording (First 5 PCs on recorder)	1	$2,860.09	$2,860.09
271076	Windows Screen Recording (5 additional PCs on recorder)	1	$568.23	$568.23
271077	Quality Assurance DX Software (Quality Factor): FIRST 20 Agents (Requires MediaWorks Plus/DX)	1	$2,860.09	$2,860.09
271083	8 pack MediaWorks DX (web) concurrent license	1	$1,032.28	$1,032.28

P25 Radio Integration

Product Details		Quantity	Unit Price	Ext. Price
115015	Initial license processing, handling and management per end user for P25 or TETRA; (Manadory - Non-Discountable)	1	$3,500.00	$3,500.00
209220	Integration to Motorola ASTRO 25 system - Initial ASTRO version - SINGLE AIS	1	$14,995.00	$14,995.00
271141	Mandatory license fee for Initial Astro System Release - for end-customer with ONE AIS (or FIRST AIS) (Non-Discountable; must be pre-paid)	1	$54,995.00	$54,995.00
324720-DX	DVSI 2-Port Decoder for NexLogDX (for P25, DMR, MOTOTRBO, NXDN) - Max 8	1	$2,841.15	$2,841.15

Peripherals

Product Details		Quantity	Unit Price	Ext. Price
NAS-S60T-A08	Network Attached Storage Server - 1U Rack-Mount with 8TB Hot Swap RAID Storage, Intel CPU, Windows Server 2022 Standard	1	$6,995.00	$6,995.00

Installation Services

Product Details		Quantity	Unit Price	Ext. Price
PROSVCS	Professional Services: Includes Pre-installation site survey, installation, configuration, testing, and unlimited training	1	$12,500.00	$12,500.00

SHIPPING

PRODUCT DETAILS		QUANTITY	UNIT PRICE	EXT. PRICE
MAN S&H	Manufacturer Shipping and Handling	2	$250.00	$500.00

Quote Summary	Amount
Eventide NexLog 740 DX	$52,852.14
P25 Radio Integration	$76,331.15
Peripherals	$6,995.00
Installation Services	$12,500.00
Shipping	$500.00
Total:	**$149,178.29**

Taxes, shipping, handling, and other fees may apply.

Optional items that are quoted may not be included in the Quote Summary Total. If Optional items are selected, the additional cost will be added to the total when not already applied.

We reserve the right to cancel orders.

Order Remittance: Contact your CRS Account Manager for processing.

Acceptance

CRS / Carolina Recording Systems, LLC

Signature	Rodney Watson
Name	Rodney Watson
Date	09/24/2025

Caldwell County Emergency Services

Signature	
Name	Becky Price
Date	09/24/2025