



Nelson Systems
I N C O R P O R A T E D

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Office use only

Account Manager	Customer Sales Contact	Date	5/12/26	
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Cust PO#	Customer Project Coordinator	Cust #		PO #
		Phone #		Zone#

Prepared for: Scotts Bluff Emergency Communications
1825 W 10th Street
Gering, NE 69341

Ship To:

Eventide Critical Insights AI (Hosted by Eventide in AWS.Gov Cloud)

Product No.	Description	Unit Price	Year(s)	Total Price
CI-AI-LV3	Critical Insights AI Bundle: Bundle Includes the following Solutions: Eventide Cloud Sync Backup: -CloudSync seamlessly combines rapid off-site disaster recovery and centralized management for incident reconstruction and recording access, accessible from anywhere with an internet connection. Hosted in AWS GovCloud, CloudSync provides secure and resilient storage, automatically syncing recordings from NexLog DX-Series recorders in near real-time. In the event of a primary site outage, archived recordings are instantly available, ensuring uninterrupted operational continuity. AI Research Assistant -Research Assistant allows you to filter calls by time, date, call-taking position, and scenario and to perform these searches through voice commands. Optimize efficiency, effortlessly complete recording requests, and reduce exposure to traumatic call content with Critical Insights AI's Research Assistant. AI QA/QM Assistant -The QA/QM Assistant provides automated evaluations, call summarization, and validation of CAD data entry. Automated QA reviews and evaluates calls in seconds for accuracy, strengths, and areas of improvement to reduce call handler feedback time. Work smarter, not harder, with real-time call scoring, preloaded APCO and NENA evaluation forms, and custom form options. AI Supervisor Assistant -Supervisor Assistant provides actionable insights with strong visual reports. Supervisor Assistant predicts call volumes, assigns stress ratings and generates reports on potentially high-stress calls for supervisory review.	\$21,600.00	1	\$21,600.00

Special Instructions/Transferred items do not order

Annual SaaS Pricing	\$21,600.00
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Initial Setup & Launch Services

Services	Description	Rate	Qty	Total Price
CI-AU-SU1	Initial Eventide Engineering Setup and Launch Services, (one time fee)	\$10,500.00	1	\$10,500.00
	Critical Insights AI Staff Training (Admin + End User)			\$2,500.00

Services Price	\$13,000.00
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Solution Summary

SaaS Pricing	\$21,600.00
Initial Setup Services	\$13,000.00
Discount	-\$1,080.00
Freight and/or sales tax -- to be added if applicable.	\$0.00

Total Investment	\$33,520.00
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Price for presentation purposes only, subject to change based on final configuration. Price quotation does not include freight or sales tax -- to be added to invoiced amount as applicable. Lease rates valid upon acceptance by leasing company. Down payment of 50% on any orders over \$5,000 is required. Final invoice to be sent upon delivery. Invoices are net 10 days - 1.5% per mo on past due balances.

Customer Acceptance _____ Date _____

Nelson Systems, Inc. Representative _____ Sales Rep # _____ Date _____

This document becomes a confirmed sales order upon signature of customer and Nelson Systems, Inc. representative

Pricing valid for 60 days.

Possession of Equipment

I have verified that our facility has received all equipment purchased from Nelson Systems, Inc., including CD's, manuals, etc.

Authorized Signature _____ Date _____

Purpose-Built for Emergency Communications

Critical Insights AI (CI AI) is Eventide Communications' cloud-native analytics platform that transforms every recorded interaction into operational intelligence. Hosted in AWS GovCloud and aligned with CJIS and FIPS 140-2, *CI AI* delivers secure capture, smart search, automated QA, and real-time insights through role-based tools built for 911 and mission-critical teams.

3 Flexible Deployment Options

- Extension of NexLog DX
- Standalone Cloud Recorder
- Hybrid Mode

Complete Lifecycle Support for Your Center



TRAIN

CI AI's Training Simulator and E-Learning Modules from The Public Safety Group remove role-play training, provide instant feedback, and accelerate onboarding and skill development.



SUPPORT

CI AI reduces workload and limits traumatic exposure by automating review tasks, flagging high-stress calls in real time, and enabling safer, faster call handling through transcript-driven tools such as smart redaction and keyword spotting with alerts.



ASSIST

Role-based dashboards, real-time alerts, and transcript-driven tools give supervisors and administrators the insight and support needed to manage performance, compliance, and shift activity efficiently.



RETAIN

Positive 911 Call Scoring highlights high-impact, lifesaving work, while performance dashboards and wellness insights reinforce employee recognition, engagement, and long-term job satisfaction.



EVALUATE

Automated QA scores 100% of calls in real time, validates CAD data, tracks evaluator consistency, and delivers timely coaching through integrated feedback workflows.

Closed AI Model | Secure Data Storage and Hosting

CI AI secures data in an isolated AWS GovCloud environment using AES-256 encryption, TLS 1.2/1.3, optional FIPS 140-2/3 modules, NIST 800-171 access controls, and continuous Tenable Nessus scanning to meet strict federal and industry standards.

Modular Applications



MediaWorks AI: Playback, tagging, transcript-based search, redaction, and FOIA support.



Quality Factor AI: Automated QA/QM, customizable forms, training simulations, onboarding, and workforce performance tools.



SuperWatch AI: Real-time alerts, keyword spotting, transcription, translation, anomaly detection, and stress exposure monitoring.



Analytics AI: Dashboards for KPIs, trend analysis, wellness metrics, and unified reporting across radio and phone.



Agent AI: Telecommunicator dashboards with evaluations, training modules, coaching, and remediation tools.



Configuration Hub: Admin tools for user roles, permissions, integrations, and audit logging.

Platform-Level Capabilities

- Role-Based & Tiered-Access Permissions
- Custom Interactive Dashboards
- Transcription & Translation
- Audit, Security, and Configuration Controls

Why should your center choose CI AI?

Human-In-The-Loop Approach

ensures AI assists, not replaces, telecommunicators and supervisors.

Positive 911 Call Recognition

flags calls that meet agency-defined excellence criteria.

Unified Platform

replaces fragmented tools across QA, playback, training, and analytics.

Role-Based Apps

streamline workflows and reduce operational clutter.

AI Confidence Scoring

flags each automated QA evaluation as high (green), moderate (yellow), or low (red) confidence, so reviewers can trust what they see and know when to take a closer look.

One Vendor Delivers It All:

recorder, analytics, integration, deployment, training, and support. CI AI eliminates third-party tools, costly forklift upgrades, and IT complexity.

Trusted Deployment and Support

from Eventide's certified local resellers.

Eventide[®]
Communications

Learn more at
eventidecommunications.com/critical-insights-ai