



March 30, 2021

Stephen Bradley  
Communications Center Director  
City of Broken Arrow  
1101 N. 6<sup>th</sup> Street  
Broken Arrow, OK 74012

Dear Mr. Bradley,

Pursuant to your request for continued support and addition of new features and capabilities to your EXACOM HindSight-G3 Recorder system, please review the following Sole Source justification.

As the manufacturer of the HindSight-G3 Recorder, **EXACOM is the sole source** for providing software support and updates to the software on your EXACOM recording systems. In addition, no other supplier is able to offer the unique new product features requiring custom development in partnership with other third-party suppliers of 911 technologies used by the City.

EXACOM is committed to providing ongoing software development, maintenance and hardware support for the HindSight series product line. EXACOM provides Tier 2 and Tier 3 technical support backed by the HindSight product development team and our regional support office in Fort Worth, TX.

Please contact me if you require any additional information regarding support services for EXACOM products.

Respectfully,

Jim Zaleta  
Regional Sales Manager  
Phone: (603) 228-0706 x568  
[jim.zaleta@exacom.com](mailto:jim.zaleta@exacom.com)