everbridge
500 N Brand Blvd, Suite 1000
Glendale, CA 91203 USA
tel: 888.366.4911
fax: 818.484.2299
www.everbridge.com

QUOTATION

Quote Number: 00012313
Confidential

Prepared for: Mario Betancourt
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Quotation Date: February 5, 2015
Quote Expiration Date: March 30, 2015
Rep: Matthew Ward
(818) 230-9785
matthew.ward@everbridgemail.com

Contract Summary Information

Contract Period: 4 Years, 9 Months

MN Contacts up to: 213,992
MN Households up to: 213,992

ANNUAL SUBSCRIPTION - See attached Product Inclusion Sheet/s for product details.

Service	Fee Type	Qty	Unit Price	Total Price
Everbridge Mass Notification (MN) with Unlimited Domestic Minutes	Recurring	1	$96,758.31	$96,758.31
Everbridge IPAWS/WEA Notification	Recurring	1	$0.00	$0.00
Annual Subscription Prorated Deduction Amount	One-Time	1	($24,189.57)	($24,189.57)

PREMIUM FEATURES / USAGE

Service	Fee Type	Qty	Unit Price	Total Price
Interactive Visibility: Mobile Member	Recurring	1	$14,850.00	$0.00

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Pricing Summary:	
Year One Fees*:	$72,568.74
One-time Implementation and Set Up Fees:	$0.00
Total 9 Month Fees:	**$72,568.74**
Ongoing Annual Recurring Fees (Years 2 - 5):	$96,758.31

1. Additional rates apply for all international calls.
2. Quote subject to terms & conditions of GSA Contract No. GS-35F-0692P and the GSA Approved End User License Agreement ("EULA"), the latter of which is attached hereto and incorporated by reference.
3. Subject to sales taxes where applicable.
4. The supplemental notes below, if any, supplied in this Quote are for informational purposes and not intended to be legally binding or override GSA Contract No. GS-35F-0692P, or the EULA.

(*Year One Fees are the total of the first year annual subscription fees and any one-time fees, i.e., Professional Services.)

Supplemental Notes:
Quote is prorated for 9 months in order to match up with their fiscal year. First full year will start on January 1st, 2016.

Authorized by Everbridge:

Signature **Date**

Print Name **Title**

To accept this quote, sign, date and return:

Authorized Signature **Date**

Print Name **Title**

everbridge

SYSTEM INCLUSION
Confidential

Everbridge Mass Notification

Everbridge Mass Notification allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. Everbridge Mass Notification is supported by state-of-the-art security protocols, an elastic infrastructure, advanced mobility, interactive reporting and analytics, adaptive people and resource mapping to mirror your organization, and true enterprise class data management capabilities to provide a wide array of data management options. Below is a list of key system inclusions with the Everbridge Mass Notification system.

Usage

Unlimited Domestic Emergency Alerts and Testing Messages
Unlimited Domestic Non-Emergency Alerts Messaging

Core Platform Access

Unlimited Administrators for web-based portal to initiate messages, reporting, and administration
Unlimited Administrators for Mobile Manager Application (iOS, Android) and Mobile Optimized Notification Site (for Blackberry, Windows 10, etc.)
Two (2) Organization with unlimited nested static and dynamic groups
Access to Everbridge Elastic Infrastructure for message delivery
Custom branded community opt-in portal with custom fields and opt-in subscriptions
Flexible role-based access controls to manage user permissions
Access to Real-Time Dashboard, Notifications Library, Everbridge Universe, and Custom Reporting

Key Notification Features

Integrated GIS/Map-based, rule-based, group-based, or individual contact selection
Ability to send standard, polling, or on-the-fly 'One-Touch' Conference Call messages
One-screen broadcast creation workflow to speed message creation and reduce human error
Everbridge Network to access situational intelligence & notifications shared by other public and private groups
Publish notifications directly to Websites and services that support API access via HTTPS using 'Web Posting'
Notification escalation to automatically send a notification to the next person or group if there is no confirmation
Contact filtering based on custom criteria
Map-based drawing and selection tools and imported shape files (e.g. Google Maps, Bing Maps, ESRI)
Automatic address geo-coding for contacts
Organization specific customizable caller ID, greetings, and broadcast settings
SMPP based SMS text messaging
Multi-language Text to Speech Engine and Custom Voice Recording
Real-time reporting for improved situational awareness and easier after action analysis
5 Live Operator Message Initiations per year
Interactive Dashboard for Organizational Activity Summary
Unlimited Notification Templates
Self-service Single Contact Record Adjustments
Self-service Contact Import via CSV Upload
Bulk Contact Management Automation via Secure FTP

Set-up, Implementation & Support

Up to 10 total hours of a dedicated Implementation Specialist during a Standard Implementation
Self Service Administrative Set-up, Configuration and Default Preferences
Initial Member Data Upload and Test Broadcast Support
Unlimited Access to Everbridge University classes
24x7 Customer Support (phone, web, email)
Global Support/Operations Centers for Redundant Live Support
Dedicated Account Manager

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.

ONBOARDING - STANDARD

OVERVIEW

The standard onboarding is right-sized to support small to medium organizations on deploying all basic Mass Notification and Interactive Visibility functionality. A dedicated onboarding specialist is provided to guide you through the onboarding process and provide strategic advice, tailored to your organization.

Included Standard Onboarding Resources

+ Client portal
+ Knowledgebase
+ Everbridge University
+ Up to 10 hours of an onboarding specialist

TIME FRAME

Standard Everbridge Onboarding requires approximately 15 days to complete. Depending on the size and complexity of the organization, it may take more or less time. The timeframe can be tailored within the following limits for standard onboarding:

+ Access to an Onboarding Specialist for up to 10 hours.
+ Onboarding Specialist hours must be used within 60 days of contract signing.
+ Additional hours are billable at $250/hr.

SCOPE

A standard onboarding will provide the following:

+ Orientation to your onboarding resources, including the Everbridge Client Portal, knowledgebase articles library, and Everbridge University.
+ Access to your functional account, configured with default templates and default notification paths.
+ 30-minute hands-on demo of creating new users, the basic setup of contacts and the sending of a test notification.
+ Best practices and onboarding guidance as outlined in this document.
+ The onboarding specialist will ensure the client has demonstrated the ability to upload a sample of their contact data, send a notification and interpret the results.

KEY MILESTONES

ORIENTATION CALL

This call will provide an orientation to Everbridge onboarding resources and a review of preparation necessary to conduct a successful onboarding.

KICK-OFF CALL

The Kick-off call will focus on reviewing the basic settings and developing the onboarding project plan.

CONSULTATION CALL

The Consultation Call will focus on reviewing the completion of the project plan and identifying gaps and next steps.

CLOSE-OUT CALL

The Close-out Call will provide guidance on go-live strategies and mark the account's transition to customer success.

KEY MILESTONES

ORIENTATION CALL

The purpose of the orientation call is to prepare for the onboarding process. The Everbridge specialist will provide an overview of the onboarding process to key client stakeholders, introduce the stakeholders to the various onboarding resources, provide a short, interactive demo and access to a live, working account preloaded with default templates and settings. Orientation calls will be held within 5 days of the completion of your order processing. The specialist will also provide a checklist of actions to be completed in order to kick-off the onboarding process. The Call Agenda will include the following:

+ Introductions
+ Review communication goals/use cases
+ Review onboarding process
+ Review resources available to the client
+ Review the success criteria of the Milestone calls
+ Schedule all follow up calls
+ Review the Getting Started checklist
+ An onboarding specialist will provide a demo of the product showing how to create a new user, how to create a contact, and how to send a message using a pre-loaded test template. At the conclusion of the demo, the customer will be provided with their live production account.

Time: 1.5-2 hours

KICK-OFF CALL

The Kick-off call will be held as soon as the actions on the Getting Started checklist are complete, but no later than 3 weeks after the Orientation Call. The agenda will include the following items:

+ Review completion of the Getting Started checklist
+ Verify settings and configurations selected
+ Discuss design and strategy of the organization hierarchy in relation to the client's needs.
+ Review Role-based access control and its application with the client's organization.
+ Review the contact data quality of the sample uploaded by the customer.
+ Upon successful setup of the basic settings, the onboarding specialist will provide a customized Project Plan to guide the remainder of the onboarding. The Project Plan will include guidance on topics such as: data management strategy, reporting, groups and filters, mobile manager, awareness campaigns, training plans, member portal, Weather, IV, and mobile member.

Time: 1-2 hours

CONSULTATION CALL

The Consultation Call should be scheduled to take place within 5 days of the Kick-off Call. The call is a strategy session between the onboarder and the customer, with the following objectives:

+ Review Project Plan action items
+ Define testing strategy
+ Review contact management strategy
+ Review relevant advanced configuration topics

Time: 1-2 hours

CLOSE-OUT CALL

The close out should occur approximately 3-4 weeks after Orientation (not to exceed 60 days). The call will provide a final opportunity for the client to strategize with the onboarding specialist and will cover the following topics:

+ Functional testing conducted by customers/or review results of functional testing
+ Discuss transition to customer success
+ Provide best practices for troubleshooting issues
+ Where to find support information
+ Roll-Out Planning:
    - Review project plan for completing system-wide test
    - Review best practices for system test planning
    - Awareness programs

Time: 1 hour

EVERBRIDGE UNIVERSITY

+ Learning modules and training are continuously available and free for customers and partners to learn or review
+ Use Adobe flash videos with audio narrations
+ Self-paced training that allows students to learn when they have time and at their own pace
+ Just-in-time learning using small, focused content modules
+ No travel or facilities required, the classroom is anywhere a learner has Internet access

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CLIENT REGISTRATION FORM

*Required information

***Client Name:**

Account Number: (Internal use only)

*Requestor/Approver of Services:

Contact Name:

Phone Number:

Email Address:

Other Number:

*Billing Address:

Contact Name:

Address:

City: State/Province/Region:

Postal/Zip Code: Country:

*Shipping/Primary Service Location Address:

Contact Name:

Address:

City: State/Province/Region:

Postal/Zip Code: Country:

*Accounts Payable Department:

Contact Name: Email Address:

Phone Number: Fax Number:

Address: ☐ *same as Billing Address* ☐ *same as Shipping Address*

City: State/Province/Region:

Postal/Zip Code: Country:

Purchasing Department:

Contact Name: Email Address:

Phone Number: Fax Number:

Address: ☐ *same as Billing Address* ☐ *same as Shipping Address*

City: State/Province/Region:

Postal/Zip Code: Country:

*Invoice Submission Email Address(s):

*Do you require a Purchase Order to process payment?

Yes ☐ No ☐

If Yes, please send Purchase Order to Final.Documents@everbridge.com

(For U.S. Clients only)

*Is your organization exempt from paying Sales and Use Tax?

Yes ☐ No ☐

If your organization is exempt or is utilizing Direct Pay, please attach a copy of your Exemption or Direct Pay Certificate to this form

*If either of the certificates is not attached to this form, sales tax will be added where applicable.

Please provide any special instructions for submitting and processing invoices for payment:

Please list and attach any required forms and/or web links for invoice processing:

e.g., Wire/EFT/ACH forms, Vendor forms, W9 forms, Registration links

Please return the form via Email to Final.Documents@everbridge.com or Fax to 818-484-2299