everbridge

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Prepared for:
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Quotation

Quote #:	Q-200354-1
Date:	7/28/2025
Expires On:	9/16/2025
	Confidential

Salesperson:	James Kwan
Phone:	
Email:	james.kwan@everbridge.com
Payment Term:	Net 30
Entity ID:	Everbridge, Inc. - 26-1919312

Contract Summary Information:	
Contract Period:	12 Months
Contract Start Date:	10/1/2025
Contract End Date:	9/30/2026

Year 1

QTY	DESCRIPTION	PRICE
58,180	Mass Notification Pro	USD 20,932.47
1	Everbridge Additional Organization	USD 500.00
	Year 1 TOTAL:	USD 21,432.47

Pricing Summary:

Year One Fees:	USD 21,432.47
One-time Implementation and Setup Fees:	USD 0.00
Professional Services:	USD 0.00
Total Year One Fees Due:	**USD 21,432.47**

Messaging Credits Summary:

	Initial Credits Allowance	Additional Credits Purchased	Total Credits
Year 1	3,000,000	0	3,000,000

Please, Sign, Date and Return:

Signature: _M. Davenport, Jr. Co Judge_

Name (Print): _M. DAVENPORT, Jr. Co Judge_

Date: _8-11-25_

Title: _Navarro Co. Judge_

Please, Sign, Date and Return:

Signature: _____

Name (Print): _____

Date: _____

Title: _____

Everbridge Mass Notification Pro for State and Local Government

Overview

Everbridge Mass Notification Pro for SLG 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, elastic infrastructure, advanced mobility, interactive reporting, 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.

Core Platform Access

- Unlimited Users for web-based portal to initiate messages, reporting, and administration
- Unlimited Users for ManageBridge Application (iOS, Android) and Mobile Optimized Notification Site
- Three (3) Organization with unlimited nested static and dynamic groups
- One (1) Contact Data Location per organization in the United States, Germany, Canada, or the United
- Kingdom
- Access to Desktop Alerts – Urgent Full-Screen Takeover Alerts
- Access to Incident Management
- Access to Incident Chat for responders to coordinate and collaborate
- Access to Secure Collaboration mobile app encrypted communication
- Contacts Management and Notifications APIs
- Email Ingestion – launch notification through email

Key features

- SMPP based True SMS text messaging
  - Our service transmits messages through various channels using standard protocols. Messaging services like email, voice calls, and SMS may experience delays or undelivered messages due to third parties, often chosen by you or the recipient (e.g., busy signal, carrier network issues, or dead battery). We cannot guarantee delivery and advise against relying solely on one messaging channel for important communications.
  - Our service supports messaging through various channels, subject to usage limits ("Message Credits"). Your Quote or pricing document outlines your annual Message Credit Limit. This limit includes unlimited push

notifications via our app, email, or pager, and a maximum number of individual messages before incurring extra costs. You can monitor your Message Credit usage, limit, and remaining credits on our Client Portal. If you exceed your limit, we may charge you for overages. We advise purchasing more Message Credits if you are close to your limit. Additional Message Credits can be bought anytime.

- Each of the following is counted as a single message credit:
  - SMS Text messages:
    - For messages that contain only GSM characters, each 153 characters or portion thereof.
    - For messages that contain any non-GSM characters, each 67 characters or portion thereof.
    - GSM characters include only characters in the GSM 7-bit default alphabet.
    - Character limits for SMS Text messages are determined by telecommunication providers. Everbridge reserves the right to change the length of a single SMS Text message if telecommunication providers update these amounts.
  - Voice messages or Conference Voice: One minute or portion of a minute of the voice message, calculated on a cumulative basis per month, per destination country.
  - TTY: One minute per TTY message.
  - Fax: Per Page Transmitted.
- Multi-language Text to Speech Engine and Custom Voice Recording
- 4 Everbridge basic conference bridge codes + 4 Smart Conference bridge lines
- Public Incident Zone – Alert residents through Everbridge Mobile App on their entry into the impacted area Mobile app check-in functionality that allows users to provide their geo location
- 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 History, Everbridge Universe, and Custom Reporting
- Notification escalation to automatically send a notification to the next person or group if there is no confirmation
- 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'
- Publish notification to Social Media
- Publish notifications to Audio Bulletin Board for contacts to retrieve the audio message at their convenience
- Access to IPAWS for authorized agencies –Only available in US region
- **IPAWS Authorization.** Client represents and warrants to Everbridge that any employee, agents, or representatives of Client who access IPAWS-OPEN using Client's credentials provided by FEMA (each, an "IPAWS User"), are authorized by FEMA to use IPAWS-OPEN, have completed all required training, and Client has executed an IPAWS Memorandum of Agreement ("MOA") with FEMA. Client shall contact Everbridge

immediately upon any change in Client or any IPAWS User's right to access IPAWS-OPEN. Client shall only access IPAWS-OPEN using its designated credentials and FEMA issued digital certificate ("Digital Certificate"). Client acknowledges and agrees that Everbridge shall not have access to its credentials and that Client assumes full responsibility for maintaining the confidentiality of any credentials issued to it. Client shall be solely responsible for any and all claims, damages, expenses (including attorneys' fees and costs) that arise from any unauthorized use or access to IPAWS-OPEN.

- **Credentials.** Client shall load and maintain within its Everbridge account Organization, its Digital Certificate, COG ID, and Common Name. Client authorizes and requests Everbridge to use the foregoing stored information to connect Client to IPAWS-OPEN.

- **Messaging.** Client acknowledges and agrees that: (i) upon submission of messages to IPAWS-OPEN, Everbridge shall have no further liability for the distribution of such message, and that the distribution through IPAWS-OPEN, including, but not limited to, delivery through the Emergency Alert System or the Commercial Mobile Alert System, is in no way guaranteed or controlled by Everbridge; (ii) Everbridge shall not be liable as a result of any failure to receive messages distributed through IPAWS-OPEN; (iii) IPAWS may include additional features not supported through the Everbridge system, and Everbridge shall not be required to provide such additional features to Client; and (iv) Client shall be solely responsible and liable for the content of any and all messages sent through IPAWS-OPEN utilizing its access codes.

- **Term.** Client acknowledges and agrees that access to IPAWS-OPEN shall be available once Client has provided Everbridge with the Digital Certificate and any other reasonably requested information to verify access to the system. Upon termination of the Agreement access to IPAWS-OPEN shall immediately terminate. In addition, Everbridge may immediately terminate, without liability, access to IPAWS-OPEN, if Client breaches this Addendum, the MOA, or FEMA changes the IPAWS-OPEN system so that it materially change the business terms and/or feasibility for Everbridge to provide such access.

- 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

- Real-time reporting for improved situational awareness and easier after-action analysis

- Unlimited Mass Notification and Incident Templates

- Self-Service Contact Record Management, Contact Import via CSV Upload and via Contact API Basic

- International Support
    - Globally Local Calling for faster communications using local/regional message initiation
    - Dynamic Caller ID to customize caller IDs with local number per country or broadcast
    - International Long and Short Codes for SMS delivery

Set-up, Implementation & Support

- Up to 10 remote hours of support via a dedicated Implementation Specialist to be used within 60 days of contract signing. These 10 hours are inclusive of web-based training, system testing, and administrative set-up. Your Implementation Specialist will also deliver your EB Suite system with best-practice recommended settings configured.

- Initial Contact Data Upload and Test Broadcast Support

- 5 Live Operator Message Initiations per year
- Unlimited Access to Everbridge University classes
- 24x7 Customer Support (phone, web, email)
- To enable our customer support teams to more effectively solve our customers' support-related issues, we use an artificial intelligence feature to provide analytics, suggest guidance, and improve our knowledge base. Access to support tickets is required for the feature to operate.
- Global Support/Operations Centers for Redundant Live Support

Usage

- For more information about the policies that apply to our Services and how you use them, refer to our Policy Page https://www.everbridge.com/company-policies. You will obtain all requisite permissions or consents to support your use. For more information on the accreditations, certifications and operational practices relevant to the Service(s) you have purchased from us, refer to trust.everbridge.com.