

DEPARTMENTAL INPUT
CONTRACT/PROJECT MEASURE ANALYSIS AND RECOMMENDATION

New ☐ OTR ☐ Sole Source ☐ Bid Waiver ☐ Emergency ☐ Previous Contract/Project No.
Contract

Re-Bid ☐ Other ☐ **Accessing GSA Federal Contract** LIVING WAGE APPLIES: ☐ YES ☒ NO

Requisition No./Project No.: GS-35F-0692P

TERM OF CONTRACT Expires July 19, 2014 thru July 18, 2019

Requisition /Project Title: General Purpose Commercial Information Technology Equipment, Software and Services

Description: Miami Dade Aviation Department (MDAD) is requesting access to GSA contract GS-35F-0692P to purchase an emergency notification system software subscription which will provide critical public safety at the Miami International Airport (MIA).

Issuing Department: MDAD

Contact Person: Sherry Y. Crockett

Phone: 305-375-4693

Estimate Cost: \$145,500

GENERAL FEDERAL OTHER X

Funding Source: Proprietary Revenue

ANALYSIS

| | | | |
|---|-----------------|--|----------------------------|
| Commodity Codes: 205-60 | | | |
| Contract/Project History of previous purchases three (3) years Check here <input checked="" type="checkbox"/> if this is a new contract/purchase with no previous history. | | | |
| | EXISTING | 2ND YEAR | 3RD YEAR |
| Contractor: | | | |
| Small Business Enterprise: | | | |
| Contract Value: | \$ | \$ | \$ |
| Comments: | | | |
| Continued on another page (s): <input type="checkbox"/> YES <input type="checkbox"/> NO | | | |
| RECOMMENDATIONS | | | |
| | Set-aside | Sub-contractor goal | Bid preference |
| SBE | | | |
| Basis of recommendation: | | | |
| | | | |
| Signed: <i>Sherry Y. Crockett</i> | | Date sent to SBD: <i>September 23, 2015</i> | |
| | | Date returned to DPM: | |

Revised April 2003

INTERNAL SERVICES DEPARTMENT – PROCUREMENT MANAGEMENT SERVICES

ACCESS OF OTHER ENTITY CONTRACT JUSTIFICATION

Department: Aviation Requisition Number: RQAV1500040 Estimated Value of Access: \$145,500.00

Entity Contract Information

Entity Name: Federal GSA Schedule 70 Contract Award Value: \$145,500.00

Contract Number: GS-35F-0692P

Contract Title: GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES

Solicitation Type: Federal Schedule 70 contract

Awarded Vendor(s): Everbridge Inc.

Contract Start Date: July 19, 2014

Contract End Date: July 18, 2019

Renewals Available? _____

How Many? _____

Scope of Services Comparison

Instructions: Use the space below to compare the end-user's scope to the target contract's scope of services. The comparison must be made on a line item by line item basis. Please indicate the section and/or page number where the requirement can be found on the target contract. Add or remove lines as necessary.

| Item # | Department's Scope Requirements | Target Contract's Scope/Section |
|--------|---|---------------------------------|
| 1 | Emergency notification system software subscription | Section 11 |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |
| 6 | | |
| 7 | | |
| 8 | | |
| 9 | | |
| 10 | | |

Note: Please attach the following documents:

- ☐ Issuing Entity's Tally/Evaluation Results
- ☐ Contract's Advertisement & Distribution Information
- ☒ Contract/ ITB Being Accessed
- ☐ Award Sheet/Award Information
- ☒ Vendor Proposals


Signature

9/15/15
Date

Memorandum



Date: July 15, 2015

To: Ken A. Pyatt
Deputy Aviation Director

From: Lauren Stover
Assistant Aviation Director for Public Safety and Security

Subject: Subscription to Everbridge

We are seeking to obtain Everbridge, a subscription-based service that offers proprietary functionality unique to any other company we have evaluated. As a Category X Airport (highest risk for a terrorist threat), Miami International Airport is in need of a solution that will provide critical Public Safety and Security messages capable of reaching our law enforcement partners, airlines, tenants including our 38,000 badged employees. It is paramount that we have immediate, fast and accurate emergency messaging, critical for the safety and security of MIA's employees and the 40.9M passengers that use our facilities each year.

Everbridge offers an immediate solution to emergency communications needs at MIA. The platforms have been tested and are utilized in over 70 airports around the world, the vast majority of Category X Airports in North America including 100% of the largest 5 in the nation (Atlanta, Chicago, Dallas-Fort Worth, Los Angeles and Denver) as well as the majority of large-hub airports in Florida. They currently serve Orlando, Ft. Lauderdale, Tampa, Jacksonville and Sanford, and also serve the Florida Turnpike Enterprise, the NOAA Hurricane Warning Center, and the U.S. Coast Guard.

In addition the company was named a "critical asset to national security" by the Department of Homeland Security, and has been granted Telecommunications Service Priority (TSP) Certification, making Everbridge the only mass notification company in the world to be granted this certification due to the fact that it serves most of the nuclear power plants, airports and infrastructure in our nation's capital. By being classified as a critical asset to national security, this essential communications tool would be restored first in the event of an outage on the national power grid or significant hurricane damage that impacts Florida infrastructure.

Other unique or compelling reasons for securing these services include but are not limited to:

- Providing an elastic infrastructure which can be dynamically scaled to activate additional processing and telecom resources, as system demand increases – critical to a 24/7 operation like MIA.
- Accessibility to the "Network Effect" which can provide direct feeds to and from the Florida Division of Emergency Management, in the event of a major incident at the airport or in the surrounding area, providing the most redundant means of interagency communication to coordinate mutual aid.
- The system provides a recipient app that allows employees and constituents to interactively respond to messaging, including the ability to share photographs and their real-time GIS location. As we have seen from mass events such as the Boston Marathon Bombing, LAX shooting and SFO Asiana crash, employee input and responses can be critical to life safety and security.

- The Everbridge Mobile Manager app enables airport leadership and system Users to monitor mobile dashboards and initiate communication from any location.
- Everbridge has been granted an "Authority to Operate" from the General Services Administration (GSA).
- Everbridge has security compliance certifications and accreditations according to NIST Guidelines including FIPS 199, FIPS 200, NIST SP 800-30, NIST 800-53, NIST 800-53A, NIST 800-37, NIST 800

For all the reasons listed above, it is recommended that MDAD approve the subscription to Everbridge software on an annual basis. The department would implement this communication software in phases, starting with 10,000 users the first year, at a cost of approximately \$50,000 annually.



**AUTHORIZED FEDERAL SUPPLY SERVICE
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES**

Special Item No. (SIN) 132-32 Term Software Licenses

Everbridge Inc.
500 North Brand Blvd. Suite 1000
Glendale, CA 91203
Phone: (818) 230-9700
Fax: (818) 484-2299
www.everbridge.com

Contract Number: GS-35F-0692P

Period Covered by Contract: July 19, 2014 - July 18, 2019

General Services Administration
Federal Acquisition Service

Pricelist current through Modification # 0016, dated March 2014.

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).

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SPECIAL ITEM NUMBER 132-32 – TERM SOFTWARE LICENSES

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service – which is categorized under a difference SIN (132-34).

FSC CLASS 7030 – INFORMATION TECHNOLOGY SOFTWARE

Large Scale Computers

- Operating System Software
- Application Software
- Electronic Commerce (EC) Software
- Utility Software
- Communications Software
- Core Financial Management Software
- Ancillary Financial Systems Software
- Special Physical, Visual, Speech, and Hearing Aid Software

Microcomputers

- Operating System Software
- Application Software
- Electronic Commerce (EC) Software
- Utility Software
- Communications Software
- Core Financial Management Software
- Ancillary Financial Systems Software
- Special Physical, Visual, Speech, and Hearing Aid Software

NOTE: Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interfaces may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

501. GEOGRAPHIC SCOPE OF CONTRACT:

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- ☐ The Geographic Scope of Contract will be domestic and overseas delivery.
- ☐ The Geographic Scope of Contract will be overseas delivery only.
- ☒ The Geographic Scope of Contract will be domestic delivery only.

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

Everbridge Inc.
500 North Brand Blvd. Suite 1000
Glendale, CA 91203

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

Technical Support: (866) 436-4911

Ordering Phone: (818) 230-9739

When Authorized Dealers are allowed by the Contractor to bill ordering activities and accept payment, the order and/or payment must be in the name of the Contractor, in care of the Authorized Dealer.

3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

Block 9: G. Order/Modification Under Federal Schedule Contract: 0007
Block 16: Data Universal Numbering System (DUNS) Number: 130455830
Block 30: Type of Contractor: B. Other Small Business

- A. Small Disadvantaged Business
- B. Other Small Business
- C. Large Business
- G. Other Nonprofit Organization
- L. Foreign Contractor

Block 31: Woman-Owned Small Business - No
Block 37: Contractor's Taxpayer Identification Number (TIN): 26-2919312

- 4a. CAGE Code: 3PCD2
- 4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB DESTINATION

CONUS (Continental United States)

6. DELIVERY SCHEDULE

- a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

| SPECIAL ITEM NUMBER | DELIVERY TIME (Days ARO) |
|---------------------|--------------------------|
| <u> 132-32 </u> | <u> 30 </u> Days |
| <u> </u> | <u> </u> Days |

- b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

- 7. **DISCOUNTS:** Prices shown are NET Prices; Basic Discounts have been deducted, which includes 15% for GSA.

- 8. **TRADE AGREEMENTS ACT OF 1979, as amended:**

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING: N/A

10. Small Requirements: The minimum dollar of orders to be issued is \$100.00.

11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)

- a. The Maximum Order for the following Special Item Numbers (SINs) is \$500,000:
Special Item Number 132-32 – Term Software Licenses

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS: ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDs), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDs): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDs) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDs should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- © Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- © Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

16. GSA ADVANTAGE!

GSA Advantage! Is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! Will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! By accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.gsadvantage.gov>

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) – referred to as open market items – to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if**–

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

- a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
 - (1) Time of delivery/installation quotations for individual orders;
 - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
 - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.
- c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

NONE

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

501. SECTION 508 COMPLIANCE.

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes ☒ _____

No ☐ _____

The EIT standard can be found at: www.Section508.gov/.

501. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:
This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
- (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
 - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- © The Contractor shall insert the substance of this clause, including this paragraph ©, in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY.

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

27. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

28. AUTHORIZED DEALERS

The listing below outlines Everbridge's official authorized dealer(s):

1. 3South Companies, LLC
Debbie Koppman
3636 N. Causeway Blvd, Ste 300
Metairie, LA 70002

CCR Cage #6GAVO
Sales POC – Charlotte Johnson – (225) 571 – 9539
Client Services POC – Mary Kate Donahue (504) 858 – 1955

TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32), PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) AND MAINTENANCE AS A SERVICE (SPECIAL ITEM NUMBER 132-34) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE

501. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

501. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. GUARANTEE/WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number (866) 436-4911 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 8AM to 5PM Pacific Time.

5. SOFTWARE MAINTENANCE

- a. Software maintenance as it is defined: (select software maintenance type) :

_____ 132-32__ 1. Software Maintenance as a Product (SIN 132-32 or SIN 132-33)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

6. PERIODS OF TERM LICENSES (SIN 132-32)

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.

- b. Term licenses may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for term licenses, the period of the term licenses shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses orders citing the new appropriation shall be required, if the term licenses is to be continued during any remainder of the contract period.
- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses is to be terminated at that time. Orders for the continuation of term licenses will be required if the term licenses is to be continued during the subsequent period.

7. UTILIZATION LIMITATIONS – (SIN 132-32, SIN 132-33, AND SIN 132-34)

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
 - (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
 - (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.
 - (3) The ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
 - (4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.
 - (5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

8. SOFTWARE CONVERSIONS – (SIN 132-32 AND SIN 132-33)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (132-32), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

9. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

10. RIGHT-TO-COPY PRICING

The Contractor shall insert the discounted pricing for right-to-copy licenses.

11. DESCRIPTION OF SERVICES AND PRICING

SIN 132-32

Everbridge offers a “pure” Software-as-a-Service emergency notification system that is simple, reliable, globally scalable, and designed to meet the most demanding applications.

The Everbridge mass notification service enables organizations to:

- Meet Federal, State, and Commercial Regulations, Policies and Directives.
- Meet Federal Continuity of Operations, Continuity of Government, Disaster Recovery, and Employee Accountability requirements.
- Communicate as easily with 10 people as to 10,000.
- Improve effectiveness of Emergency Preparedness Departments, Force Protection, Perimeter Security, and Uniformed Security to communicate in times of disaster.
- Eliminate potential failure points due to human error.
- Free key personnel to perform critical tasks by automating manual, time-intensive tasks.
- Eliminate manual after-action reporting with automated reporting.
- Eliminate communication interoperability issues.
- ...and more!

Government Applications

- Continuity of Operations (COOP), Human Accountability, Disaster Recovery Compliance.
- DoD Compliance with UFC 4-021-01 9 Design and O&M: Mass Notification Systems
- Armed Forces Mass Recall
- Military Logistics Communication
- Family Readiness, Morale Welfare Recreation Programs, Personnel Services, Recruiting Operations
- NIMS Certification
- Security Compliance with NIST Security Guidelines
- Perimeter Security, Chemical Alerts, Weather Monitoring Alerts
- Earthquake Alerts, Bio-Hazard Alerts
- Pandemic Planning Solutions and Mass Messaging according to CDC and World Health Organizations
- Military Recruiting including Parental and Guardian notifications with confirmation
- Incident Command Center managing many incidents to small numbers of recipients with after-action reporting
- Geographic Information (Mapping) mass messaging
- Command Post, Base Fire and Rescue, Military Housing Alerts, and Incident Management
- Educational Facilities with Staff, Employee, Contractors and Students
- Port and Airport Security
- Organization Interoperability
- ...and more!

Everbridge Mass Notification GSA Pricing Schedule

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 options, interactive reporting and analytics, and enterprise class data management capabilities.

| Total Employees, Contractors, Military Personnel | Up to 500 | Up to 1000 | Up to 1500 | Up to 2500 | Up to 5000 |
|---|--------------|---------------|---------------|---------------|---------------|
| Annual Fee | \$7,098 | \$10,073 | \$11,900 | \$15,300 | \$22,950 |
| One-time Setup Fee | \$568 | \$806 | \$952 | \$1,224 | \$1,836 |
| Optional Features | | | | | |
| SMART Weather Alerts | \$1,275 | \$1,511 | \$1,785 | \$2,295 | \$3,443 |
| Interactive Visibility | \$2,129 | \$3,022 | \$3,570 | \$4,590 | \$6,885 |
| IPAWS/CMAS | \$850 | \$1,007 | \$1,190 | \$1,530 | \$2,295 |
| Mobile Member | \$1,275 | \$1,511 | \$1,785 | \$2,295 | \$3,443 |
| Incident Communication | \$2,125 | \$3,022 | \$3,570 | \$4,590 | \$6,885 |
| Security Pack (Encryption at rest, secure messaging and remote wipe of mobile messages) | \$1,275 | \$1,275 | \$1,275 | \$1,530 | \$2,295 |

5000+ Employees, Contractors, or Military Personnel is a custom price.

Included System Features for Mass Notification:

- Unlimited Domestic Emergency Alerts Messaging
- Unlimited Administrator Access to the Everbridge System
- Unlimited Nested, Static and Dynamic Groups
- 250 Instabridge and/or Non-Emergency Messages
- 2 Mass Notification Organizations
- Globally Local Calling Access
- Integrated Geo Notification Capability
- Polling Accessibility for Active Data Collection
- Multiple Language Text to Speech Access
- Interactive Dashboard for Organizational Activity Summary
- Graphical and Ad-Hoc Reporting
- Unlimited Notification Templates
- Unlimited Custom Fields, and Opt In Subscriptions
- Self-service Single Contact Record Adjustments
- Self-service Contact Import via CSV Upload
- Bulk Contact Management Automation via Secure FTP
- Automatic Real-time Geocoding of Contact Records
- Mobile Notification Initiation Applications for iOS and Android
- 5 Live Operator Calls, per year
- Customer Branded Public or Private Contact Self Serve Portal
- Self Service Administrative Set-up, Configuration and Default Preferences
- Unlimited Access to Everbridge University

Optional and Custom Features

| | Annual Fee | One-time Setup Fee |
|--|-------------------|---------------------------|
| 1 Additional Organization | \$425 | \$34 |
| Distributed contact storage, per geographic location | \$3,570 | \$285 |
| Custom branded domain for Opt-in Portal | \$1,785 | \$143 |
| Additional Live Operator Calls | \$64 | |
| Everbridge Open API Annual Access Fee (for Contract Integration & Management Only) | \$2,125 | |
| Everbridge Open API Annual Access Fee (Max of 100 Broadcasts) | \$2,975 | |
| Everbridge Open API Annual Access Fee (Max of 500 Broadcasts) | \$4,888 | |
| Everbridge Open API Annual Access Fee (Max of 2,500 Broadcasts) | \$10,838 | |
| Everbridge Open API Annual Access Fee (2,500 + Broadcasts) | Custom Price | |

Usage in the United States

| | Annual Fee |
|--------------------------|-------------------|
| 10,000 Message Minutes | \$1,063 |
| 25,000 Message Minutes | \$2,763 |
| 50,000 Message Minutes | \$5,313 |
| 100,000 Message Minutes | \$10,625 |
| 500,000 Message Minutes | \$53,125 |
| 500,000+ Message Minutes | Custom Price |

Usage outside the United States

| | |
|-------------------------|--------------|
| 10,000 Message Minutes | \$2,975 |
| 10,000+ Message Minutes | Custom Price |

Everbridge Aware GSA Pricing Schedule

Everbridge Aware is designed for the most demanding emergency notification situations yet is simple enough to be used for efficient day-to-day mass communication.

| | Up to 250 | 251 – 500 | 501 – 1,000 | 1,001 – 2,500 | 2,501 – 5,000 |
|---|--------------|--------------|----------------|------------------|------------------|
| Total Employees, Contractors, Military Personnel | | | | | |
| Annual Fee | \$6,796 | \$11,046 | \$16,146 | \$23,840 | \$29,746 |
| One-time Setup Fee & Web Training | \$1,359 | \$2,209 | \$3,229 | \$4,589 | \$5,949 |
| Maintenance update to Mass Notification | \$0 | \$0 | \$0 | \$0 | \$0 |
| Optional Features: (Annual Fee) | | | | | |
| Delete Member Mgr. | \$(1,338) | \$(1,338) | \$(1,338) | \$(1,785) | \$(1,785) |
| Group Leader Fr-To Advanced Function | \$846 | \$846 | \$846 | \$846 | \$846 |
| MobiLaunch | \$846 | \$846 | \$846 | \$1,696 | \$1,696 |
| QuickLaunch | \$846 | \$846 | \$846 | \$1,696 | \$1,696 |
| Federal Accountability / Premium Call In | \$2,121 | \$3,613 | \$5,313 | \$7,646 | \$10,196 |
| Agency Bulletin Board Call-In | \$2,546 | \$2,546 | \$2,546 | \$2,546 | \$2,546 |
| Additional Sub-Organizations | \$846 | \$846 | \$846 | \$846 | \$846 |
| User-Defined Fields – 5 Additional | \$890 | \$890 | \$890 | \$890 | \$890 |
| Included System Features: | | | | | |
| Message/Unit Minutes | 2,500 | 5,000 | 10,000 | 15,000 | 20,000 |

5,000+ Employees, Contractors, or Military Personnel is a custom price.

Included System Features:

- Message/Unit Minutes (for pricing, see above)
- Customer Caller ID
- User Defined fields (5)
- Multi-Language Support
- Simultaneous Voice/Text Messaging
- Instant Conference Bridge Notification
- Advanced Polling Notification
- Dashboard and Ad-hoc Reporting
- Contact Member Manager
- Quota Notification
- Life Operator Access

Optional and Custom Features

| | Annual Fee | One-time Setup Fee |
|---|--------------|--------------------|
| Broadcast API (per Org) | \$23,375 | \$10,625 |
| Query API (per Org) | \$6,796 | \$2,125 |
| Trigger API (per device trigger) | \$4,246 | \$6,796 |
| Custom Site Rebranding | \$3,221 | \$17,895 |
| Custom URL | \$5,816 | n/a |
| Express Call – Disaster Recovery, Alt Facility | \$8,496 | \$2,125 |
| Prepaid, 100,000 Domestic minutes/IM/SMS Messages | \$16,996 | |
| Individual EC Minutes/SMS/IM (Paid Arrears) | \$0.45 | |
| Custom Opt-In Portal | Custom Price | Custom Price |
| C&A Submittal (Documentation and/or vulnerability audit) | Custom Price | |
| Optional GIS Notification | Custom Price | |
| Optional Minutes Block | | |
| 10,000 Block | \$1,063 | |
| 25,000 Block | \$2,763 | |
| 50,000 Block | \$5,313 | |
| 100,000 Block | \$10,625 | |
| 500,000 Block | \$53,125 | |
| Optional Organizational Hierarchy (Mandatory Custom Setup, Training, and Client Support) | Custom Price | |

Everbridge Training and Consulting GSA Pricing Schedule

Everbridge Professional Services offerings address the unique challenges of your organization, operational requirements and training needs. Everbridge expertise and assistance are available for:

- Training and Documentation Support
- Customized Implementation Services
- Operational Integration and Best Practices Programs
- Web Services Implementation and Data Management Assistance

| | Fees (T&E included) | Fees (T&E Billed Separately) |
|------------------------------|------------------------|---------------------------------|
| Education Services | | |
| Web Delivery Training | Delivered Remotely | \$170/hour |
| On-Site Training | \$3,294/day | \$2,019/day |
| Professional Services | | |
| Consulting Services | \$259/hour | \$200/hour |
| Technical Services | - | \$153/hour |

**USA COMMITMENT TO PROMOTE
SMALL-BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS**

PREAMBLE

Everbridge, Inc. provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact Steve Kirchmeier (818) 230 – 9728, steve.kirchmeier@everbridge.com; Fax (818) 484-2299.

**BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) _____.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Ordering Activity

Date

Contractor

Date

BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

- (1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

| MODEL NUMBER/PART NUMBER | *SPECIAL BPA DISCOUNT/PRICE |
|--------------------------|-----------------------------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

- (2) Delivery:

| DESTINATION | DELIVERY SCHEDULES / DATES |
|-------------|----------------------------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

- (3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

- (4) This BPA does not obligate any funds.

- (5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

- (6) The following office(s) is hereby authorized to place orders under this BPA:

| OFFICE | POINT OF CONTACT |
|--------|------------------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;

(g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.



500 N Brand Blvd, Suite 1000
Glendale, CA 91203 USA

tel: 866.366.4011
fax: 818.484.2299

www.everbridge.com

QUOTATION

Quote Number: 00010994

Confidential

1 of 2

Prepared for: Lauren Stover
Miami-Dade Aviation Department - MIA Airport
PO Box 025504, Miami International Airport
Miami, FL 33102-5504
(305) 876-7017
(305) 879-1270
lstover@miami-airport.com

Quotation Date: September 1, 2015
Quote Expiration Date: September 30, 2015
Rep: Michael Cardarelli
(818) 230-9509
michael.cardarelli@everbridgemail.com

Contract Summary Information

Contract Period: 3 Years
Contract Optional Years: 2 Years

MN Contacts up to: 10,000
IM Contacts up to: 10,000

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

| Service | Fee Type | Qty | Unit Price | Total Price |
|---|-----------|-----|--------------|--------------|
| Incident Management - Incident Communications | Recurring | 1 | \$6,885.00 | \$6,885.00 |
| Everbridge Mass Notification (MN) with Unlimited Domestic Minutes | Recurring | 1 | \$32,980.00 | \$32,980.00 |
| Annual Subscription Prorated Deduction Amount | One-Time | 1 | (\$3,294.00) | (\$3,294.00) |

PREMIUM FEATURES / USAGE

| Service | Fee Type | Qty | Unit Price | Total Price |
|---|-----------|-----|------------|-------------|
| Everbridge ContactBridge | Recurring | 1 | \$3,443.00 | \$3,443.00 |
| Smart Weather Alerting (Includes 1 location in base weather subscription) | Recurring | 1 | \$3,443.00 | \$3,443.00 |
| Interactive Visibility: Social Media View | Recurring | 1 | \$0.00 | \$0.00 |

PROFESSIONAL SERVICES

| Service | Fee Type | Qty | Unit Price | Total Price |
|-------------------------|----------|-----|------------|-------------|
| Instructor Led Training | One-Time | 1 | \$3,294.00 | \$3,294.00 |



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fax: 818.484.2299

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QUOTATION

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2 of 2

| Pricing Summary | |
|---|--------------------|
| Year One Fees* | \$46,751.00 |
| One-time Implementation and Set-Up Fees | \$1,836.00 |
| Total Year One Fees: | \$48,587.00 |
| Optional Year(s) Ongoing Annual Recurring Fees: | \$46,751.00 |

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:

This quote includes a one-time credit of \$3294, a discount that covers the cost of onsite training, providing that the quote is executed in advance of the expiration date and training can be accomplished while the Everbridge Team is in MIA for the Latin America/Caribbean airport mutual aid project (September 2015).

Authorized by Everbridge:

To accept this quote, sign, date and return:

Signature _____ Date _____

Authorized Signature _____ Date _____

Print Name _____ Title _____

Print Name _____ Title _____



500 N Brand Blvd, Suite 1000
Glendale, CA 91203 USA

tel: 888.366.4911
fax: 818.484.2299

www.everbridge.com

QUOTATION

Quote Number: 00010994

Confidential

1 of 2

Prepared for: Lauren Stover
Miami-Dade Aviation Department - MIA Airport
PO Box 025504, Miami International Airport
Miami, FL 33102-5504
(305) 876-7017
(305) 879-1270
lstover@miami-airport.com

Quotation Date: September 1, 2015
Quote Expiration Date: September 30, 2015
Rep: Michael Cardarelli
(818) 230-9509
michael.cardarelli@everbridgemail.com

Contract Summary Information

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Contract Optional Years: 2 Years

MN Contacts up to: 10,000
IM Contacts up to: 10,000

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

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|---|-----------------|------------|-------------------|--------------------|
| Incident Management - Incident Communications | Recurring | 1 | \$6,885.00 | \$6,885.00 |
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| Annual Subscription Prorated Deduction Amount | One-Time | 1 | (\$3,294.00) | (\$3,294.00) |

PREMIUM FEATURES / USAGE

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| Everbridge ContactBridge | Recurring | 1 | \$3,443.00 | \$3,443.00 |
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PROFESSIONAL SERVICES

| <u>Service</u> | <u>Fee Type</u> | <u>Qty</u> | <u>Unit Price</u> | <u>Total Price</u> |
|-------------------------|-----------------|------------|-------------------|--------------------|
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QUOTATION

Quote Number: 00010994

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2 of 2

Pricing Summary:

Year One Fees*: \$46,751.00

One-time Implementation and Set Up Fees: \$1,836.00

Total Year One Fees: \$48,587.00

Optional Year(s) Ongoing Annual Recurring Fees: \$48,751.00

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:

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Authorized by Everbridge:

To accept this quote, sign, date and return:

Signature

Date

Authorized Signature

Date

Print Name

Title

Print Name

Title



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

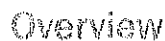
Key Notification Features

- 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.



- + Citizen Protection and Life Safety
- + Emergency Response and Management
- + Continuity of Operations
- + Developing Your Notification Program
- + Power outages

ANTICIPATE, TARGET, COMMUNICATE

- + Intelligent, personalized message delivery is about targeting the individual and not the device. Escalation follows the order of contact preference designated by the recipient and stops once the recipient confirms receipt.
- + GIS-based message targeting to quickly and easily send messages to recipients in a specific geographic region defined by zip code, street address, radius from a specific point, or other attribute. Specify a location with user-friendly drawing tools or even upload shape files from other applications for on-the-fly notifications to targeted geographic areas.
- + Support for up to 13 contact paths is included, providing flexibility in broadcasting messages to virtually any communications device, including desktop alerts, in addition to supporting escalation workflow throughout the organization.
- + Build events for one-click sending during incidents. Set up notification templates with pre-determined contact lists and pre-defined messages for faster communications in a crisis.
- + Quickly resend notifications to recipients, or send follow up messages to all or a sub-set of recipients for tracking within the same incident or event.
- + Flexible call-throttling capabilities empower system administrators to configure rules based on their infrastructure's capacity.
- + Segregate your management and operating structure into multiple notification environments. Separating by geography, department/function, country or other criteria provides maximum security and flexibility.
- + Web Posting allows notifications to automatically be published to systems such as: Public Websites, Intranets, Internal Systems, and Social Media.

ADVANCED MOBILITY AND CONNECTIVITY

- + Bring the power and security of communications and incident management to mobile devices everywhere, even under adverse network conditions.
- + Support for multi-platform smart phones and tablets including Apple® iOS and Android™ devices are provided.
- + Benefit from reporting and analytics with a native interface designed for the operating system of the device.
- + Send notifications with a multiple-choice question with up to nine different responses or "I'm OK" citizen wellness information.

GLOBAL READY

- + Personalize your reach to a global audience by broadcasting messages globally, in any language.
- + Multilingual text-to-speech capability enables you truly to localize communications.

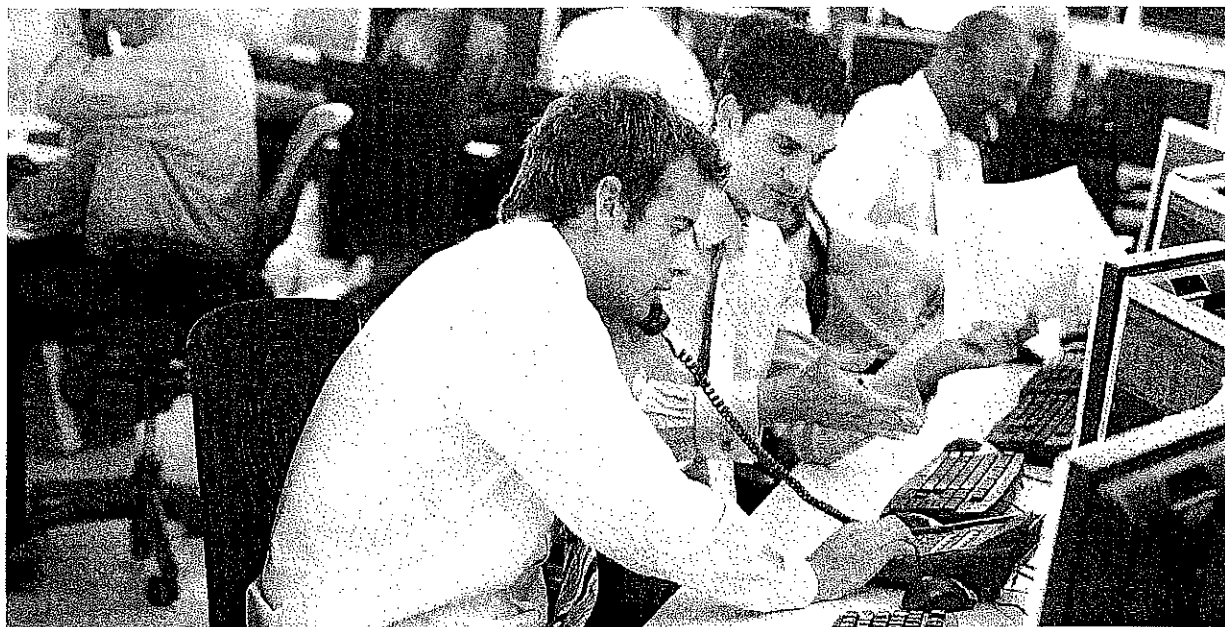
- + Globally local call routing increases the delivery speed and volume of voice notifications; your global calls will be initiated using providers that are local to the call recipient.
- + Customized global caller ID enables you send a single notification anywhere in the world with a caller ID can be customized per country and is local and familiar to the call recipient.
- + Store your data locally and securely in your country of preference and comply with the regulatory requirements of that locale.
- + An organization with multiple, distributed data stores does not need to do anything special in order to access or manage this contact data or notify contacts. A unified access point makes the location of data transparent to the user.
- + Designed to meet the highest standards for regulatory requirements and handling of PII worldwide, including encryption of data at rest, if needed.

GEO-INTELLIGENT TOOLS

- + Save and organize critical and often-used shapes and boundaries to improve communication speed and accuracy.
- + Create or import regions for one-time use or categorize and store to the Region Library for reuse later.
- + Dynamic search, filtering and targeted alerts allow you to view the locations of special needs populations, subscribers to specific alert types, fire districts, police stations, and more.
- + Load, geo-code and manage contact data within a single interface and in real-time.
- + Search address, location or point of interest and exclude contacts based on location or other attributes.

FLEXIBLE, CUSTOMIZABLE CONTACT MANAGEMENT

- + Easily automated bulk, partial and full updates utilizing a secure, industry standard method for data transfer.
- + Update groups and custom fields without compromising information from HR systems.
- + Organize and categorize contact data in a way that is meaningful to your organization.
- + Search or filter contacts on any attribute or combination of attributes within the contact's profile.
- + Easily notify contacts and/or manage contact data across multiple distributed data stores from a single access point.
- + Data can be populated from several sources and geo-coded. 911 data can be kept separate for emergency-only usage.



REPORT, ANALYZE, UNDERSTAND

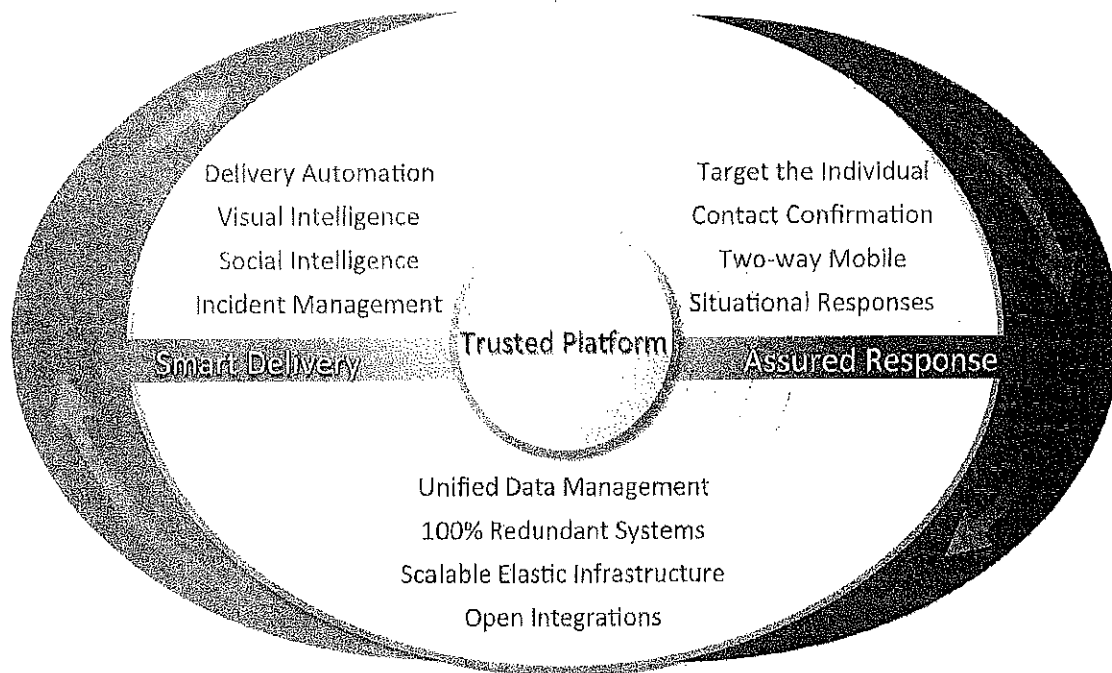
- + Comprehensive, robust analytics and reporting capabilities provide the actionable intelligence needed to enhance your continuity and resiliency, as well as measure your communication program's effectiveness and to continually improve its efficiency.
- + Armed with powerful, accurate incident analyses in real-time, decision-makers are empowered to make changes on-the-fly, leading to better results.
- + Launch frequently requested reports on-the-fly with Quick Reports.
- + Provide summary and detailed after-action reports for continuous improvements as well as management and regulatory compliance.
- + Easily enhance exported reports with off-line creation of pivot tables and cross-referencing.

POSITIVE USER EXPERIENCE

- + Comprehensive and intuitive administrator interface to manage settings, limits and defaults.
- + Separate user and contact management that uses role-based access controls.
- + Account and Organizational hierarchy structure.
- + Comprehensive self-service administration.
- + Mass Notification provides branded, customizable profile management portals to administer both publicly available and private (invitation only) opt-in. Both are accessed via a link on your website that directs participants to the opt-in interface.
- + Public and private portals are Section 508 compliant and include field-level view/read/write access controls. The intuitive interface enables recipients to quickly and easily manage their preferences including contact information, locations they care about, alert preferences and more.

SUMMARY

Whether you need to immediately contact stakeholders or to manage nonemergency tasks like tests and peak usage, Everbridge's reliable and easy-to-use system keeps everyone up to date. Everbridge offers a single platform for all critical communications, so that you can better protect life and property, meet regulatory requirements, and improve operational efficiencies.



The Everbridge Difference

Scalability

Everbridge's next generation elastic infrastructure delivers unmatched scale and performance. It incorporates real-time intelligent monitoring of system demand to ensure optimal notification delivery performance. So when spikes in demand occur, the system's architecture seamlessly taps into a near-infinite amount of capacity and processing resources to satisfy all notification delivery needs – without failures or bottlenecks.

Patented Innovation

Everyone says that they lead the industry in innovation – but Everbridge has been granted more patents than any other mass communication vendor. These patents underscore Everbridge's vision, industry expertise and technology proficiency in mass communications and reflect the advancements that Everbridge has contributed to the communications industry within the areas of notification systems, geo-notification systems, text-to-speech and speech-to-text notifications.

Secure & Compliant

The Everbridge Solutions Suite features a proprietary ACT-SaaSSM service, an advanced Software-as-a-Service (SaaS) delivery model on a cloud infrastructure with multiple data centers in active-active configuration. Everbridge is the only incident notification provider to offer this level of security, performance, and availability. Leveraging the benefits of Emergency Notification for Cloud ComputingTM helps lower the cost and increase the power of communications, provides flexibility, and creates a more secure computing environment without software, hardware, or internal telephone networks to purchase and maintain.

About Everbridge

Everbridge provides industry-leading interactive communication and mass notification solutions to organizations in all major industries and government sectors. Everbridge solutions increase connectivity to key audiences, automate communication processes, and integrate recipient feedback, data feeds, and social media in a single communications console. Ultimately, these solutions provide the insight and infrastructure that help clients save lives, manage critical activities and improve the efficiency of daily operations.





SYSTEM INCLUSION
Confidential

Everbridge Incident Communications

Delays and errors in operational communications happen every day increasing recovery times, impacting revenue and increasing risk. Everbridge Incident Communications automates your notification procedures by allowing users to select pre-defined messages and processes to use for a specified incident and then determining the correct list of stakeholders and responders.

Access

- 1 (one) Incident Management Organization
- Unlimited Incident Administrator and User seats

Key Features

- Unlimited Incident Templates *
- Incident Templates supporting different messages & delivery settings based on notification phase (New, Update, Close)
- Multi-step workflow that prompts users to add required incident details
- Incident communication logging for all broadcast and confirmations
- Incident journal to capture additional details not included in incident communications
- Reporting of all incident communications details and responses in a PDF format
- Custom reports analyze incident communications effectiveness
- Communication broadcasts and confirmations include audit trails and timestamps
- Search across incidents using status, user, type and date
- Real-time incident dashboard for operators showing all open incidents

Set-up, Implementation, and Support

- Up to 10 total hours of a dedicated Implementation Specialist inclusive of Mass Notification 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

* Messaging Minutes consumed by Telephone, SMS Text, Pager & Fax broadcast paths are not included

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



SYSTEM INCLUSION
Confidential

Everbridge ContactBridge

The Everbridge ContactBridge application allows users to aggregate mobile recipient feedback in a single communications dashboard, enabling decision makers to communicate efficiently with first responders, their employees and constituents.

Below is a list of key system inclusions with Everbridge ContactBridge Application:

Usage

- Unlimited Outbound Notifications to Everbridge Mobile Recipient Application via ContactBridge Notifications
- Unlimited Inbound Notifications from Everbridge Mobile Recipient Application

Access

- Single Web interface console to display aggregated Information
- Unlimited administrator access to the Everbridge System

Key Notification Features

- Fully integrated with Everbridge Mass Notification
- Custom threshold rules and settings for ContactBridge initiated messages
 - Define messages and key recipients upon threshold trigger
 - Visual and automated alerts when Threshold is reached
- Receive and display images, comments and location information from contacts
- Advanced Graphical Reporting including Geographic locations if available
- Recipient ContactBridge Application for iOS and Android Devices

Set-up & Implementation

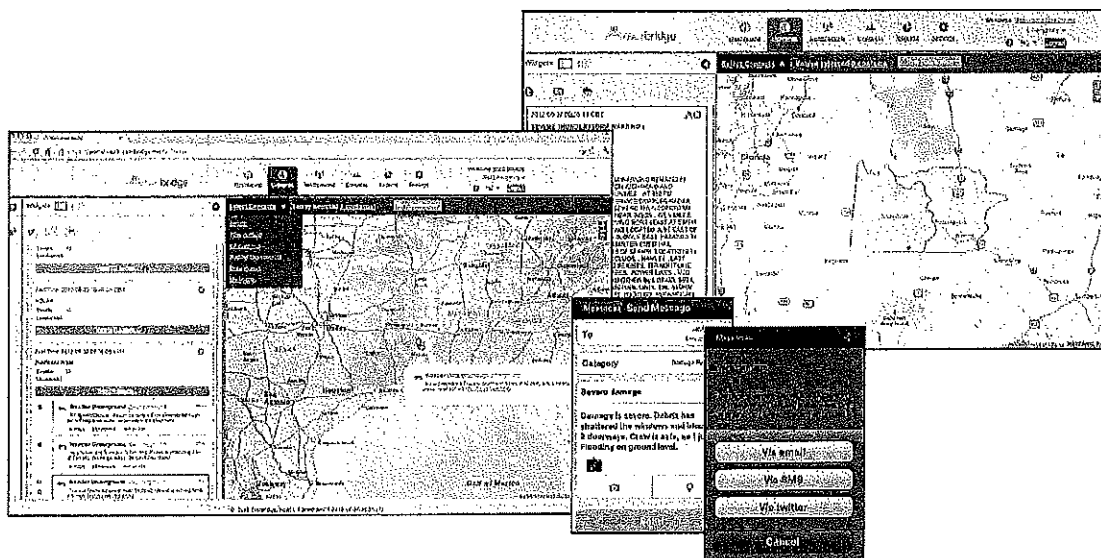
- Access to a dedicated Implementation Specialist during a Standard Implementation
- Self Service Administrative Set-up, Configuration and Default Preferences
- Initial Member Creation and Test Notification Support
- Unlimited Access to Everbridge University
- 24x7 Customer Support (phone, web, email)
- Global Support/Operations Centers
- Dedicated Account Manager

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



Interactive Visibility

Everbridge Interactive Visibility allows users to integrate recipient feedback, external data feeds, and social media in a single communications console. This enables decision-makers to simultaneously monitor events and communicate efficiently to designated recipients using insight gathered from multiple sources. Everbridge Interactive Visibility is supported by state-of-the-art security protocols, an elastic infrastructure, advanced mobility, and interactive reporting and analytics. By providing users with simultaneous visibility and interactivity, decision-makers are able to use real-time data gathered from multiple sources to make better informed decisions and manage the lifecycle of critical incidents with increased efficiency and speed.



Go Social

- + Integration with social media makes the overwhelming volume of Big Data sensible and relevant to the individual needs of your organization.
- + Set up threshold and alert settings based on keywords, locations, volume and time.
- + Add dynamic threshold settings on-the-fly during a crisis by following users during an event.
- + Sharing messages from the Everbridge Mobile Member App via Twitter allows an important message to be delivered to a wide audience in real-time.
- + View geo-tagged Tweets and images Tweeted with Twitter on a map.
- + Trigger notifications and alerts in real-time based on threshold settings for Twitter.
- + Subscribe to inbound data feeds such as Twitter in order to gain real-time processing, analysis and geo-mapping of content.

View, Communicate, Interact

- + View and interact with the most vital and up-to-the-minute information in real-time within a single multi-tasking control console putting you in control before, during and after an incident.
- + Custom threshold settings enable the user to identify important locations and geographic boundaries, relevant time periods, weather events and Twitter streams.
- + Geo-aware feeds enable quick and easy identification of affected locations and instant notification of contacts in the vicinity of the location.
- + Trigger notifications and display alerts on a map as soon as a weather event or Twitter stream threshold has been triggered.

Advanced Mobility and Connectivity

- + Turn notifications into conversations with the Everbridge Mobile Member App. Two-way communication enables end recipients to become the eyes and ears of the organization during a crisis by responding to surveys, supplying additional information and sharing their location and real-time images from the scene; enabling true geo-aware interactive communication.
- + Everbridge Mobile Member App is available for iPhone, iPad, Android Smart Phones and Tablets.
- + Real-time processing, analysis and geo-location of mobile feeds.
- + Share messages with extended network via Twitter, E-mail and SMS.
- + Unlimited outbound notifications to, and inbound notifications from, the Everbridge Mobile Member App.
- + Fully integrated with Everbridge Mass Notification.

360° Location Awareness

- + Geographical information received from the Everbridge Mobile Member App can be easily plotted on a map.
- + Instantly identify affected locations and notify contacts in the vicinity of an incident.
- + Plot weather-shaped polygons on a map for visual reference or use them to select contact data to add to a notification.
- + Plot contacts' replies to messages from the Everbridge Mobile Member App on a map.

The Everbridge Difference

With Everbridge providing the most accurate and up-to-the minute information at your fingertips you can make better decisions and manage the safety of your employees, key stakeholders and/or citizens, the tone and content of public sentiment, as well as the reputation of your organization with ease. A multi-tasking interface streamlines communication efforts and in turn increases the efficiency of incident management and critical communications. When you can communicate with anyone, anywhere in the world at any time via any communication device you are better equipped to enhance communications to save lives, manage critical activities, and improve the efficiency of daily operations.

About Everbridge

Everbridge provides industry-leading interactive communication and mass notification solutions to organizations in all major industries and government sectors. Everbridge solutions increase connectivity to key audiences, automate communication processes, and integrate recipient feedback, data feeds, and social media in a single communications console. Ultimately, these solutions provide the insight and infrastructure that help clients save lives, manage critical activities and improve the efficiency of daily operations.





FAQ: Interactive Visibility

What is Everbridge Interactive Visibility?

Everbridge Interactive Visibility allows users to integrate recipient feedback, external data feeds, and social media in a single communications console. This enables decision-makers to simultaneously monitor events and communicate efficiently to designated recipients using insight gathered from multiple sources. Everbridge Interactive Visibility is supported by state-of-the-art security protocols, an elastic infrastructure, advanced mobility, and interactive reporting and analytics. By providing users with simultaneous visibility and interactivity, decision-makers are able to use real-time data gathered from multiple sources to make better informed decisions and manage the lifecycle of critical incidents with increased efficiency and speed.

What social media capabilities does Interactive Visibility have?

Interactive Visibility seamlessly integrates social media and makes the overwhelming volume of Big Data sensible and relevant to the individual needs of an organization.

Interactive Visibility's integration with social media enables you to:

- + Set up threshold and alert settings based on keywords, locations, volume and time as well as @usernames and #hashtags for Twitter.
- + Add dynamic threshold settings on-the-fly during a crisis by following users during an event.
- + Share messages from the Recipient Mobile App via Twitter to deliver an important message to a wide audience in real-time.
- + View geo-tagged Tweets and images Tweeted with Twitter on a map.
- + Trigger notifications and alerts in real-time based on threshold settings for Twitter.
- + Subscribe to inbound data feeds such as Twitter in order to gain real-time processing, analysis and geo-mapping of content.

How advanced are Everbridge Interactive Visibility's mobile capabilities?

Everbridge Interactive Visibility brings the power and security of communications and incident management to mobile devices everywhere, even under adverse network conditions with the Everbridge Mobile Member App. Two-way communication enables end recipients to become the eyes and ears of the organization during a crisis by responding to surveys, supplying additional information and sharing their location and real-time images from the scene; enabling true geo-aware interactive communication and turning notifications into conversations.

Support for multi-platform smart phones and tablets including Apple® iOS, and Android™ devices are provided.

Are clients required to use different interfaces to access different products and features?

We recognize that efficiency is a key requirement of our clients so Everbridge Interactive Visibility uses a single, multi-tasking communications console. A centralized console enables viewing and interaction with the most vital and up-to-the minute information in real-time from one spot, including rich-content responses and submissions from recipients. Simultaneous visibility and Interactivity puts you in control before, during and after an incident.

Does Interactive Visibility include any features that enhance location awareness?

Absolutely; geographical information received from an external data feed or the Everbridge Mobile Member App can be plotted on a map to identify locations and notify contacts within the vicinity of the incident.

The Location Awareness capabilities within Interactive Visibility also enable you to:

- + Plot weather-shaped polygons on a map for visual reference or use them to select contact data to add to a notification.
- + Plot contacts' replies to messages from the Everbridge Mobile Member App on a map.
- + Send a follow-up notification to contacts based on their polling response to an earlier notification.

Can information be personalized?

Custom threshold settings enable clients to identify and monitor events and locations they care about, including:

- + Identifying relevant weather events.
- + Defining relevant categories for inbound messages from the Everbridge Mobile Member App.
- + Identifying keywords for Twitter feeds and setting thresholds for @usernames and #hashtags.
- + Identifying important locations and geographic boundaries.
- + Identifying relevant time periods.

What are some of the key notification features of Interactive Visibility?

Everbridge Interactive Visibility includes the following key notification features:

- + Fully integrated with Everbridge Mass Notification.
- + Custom threshold rules and settings:
 - Define messages and key recipients upon threshold trigger.
 - Visual and automated alerts when a threshold is reached.
- + Recipients are able to share messages with extended networks.
- + Receive and display images, comments and location information from contacts.
- + Advanced graphical reporting.

The Everbridge Difference

With Everbridge providing the most accurate and up-to-the minute information at your fingertips you can make better decisions and manage the safety of your employees, key stakeholders and/or citizens, the tone and content of public sentiment, as well as the reputation of your organization with ease. A multi-tasking interface streamlines communication efforts and in turn increases the efficiency of incident management and critical communications. When you can communicate with anyone, anywhere in the world at any time via any communication device you are better equipped to enhance communications to save lives, manage critical activities, and improve the efficiency of daily operations.

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- 3 Specific -- Detailed alerts, geographies and stop & start times.
- 4 Map-driven -- Visualize weather and select targets using GIS maps and shapes.
- 5 Automated -- Deliver alerts to contacts and members automatically.
- 6 Rules-based -- Use rules to determine when a message should be triggered.
- 7 Targeted -- Deliver the right message to the right person automatically.

Everbridge SMART Weather Alerting provides location-specific severe weather alerts at the speed of click. An automated rules engine supercharges the speed and accuracy of alert delivery so notifications get to the right people right away.

KEY FUNCTIONALITY

- + Access to more than 150 different types of National Weather Service location specific weather alerts plus lightning and hail.
- + Timely, accurate weather warnings with specific start times and timely closing of alerts.
- + Weather alerts follow Everbridge's philosophy of "target the individual, not the device" - and escalates alerts through a number of contact paths, including mobile, until the recipient confirms receipt.
- + Precise meteorologist drawn polygons and geographical zones to identify weather impacted locations.
- + Self-service opt-in member portal for community registration and to manage alert settings.
- + Customized message content based on weather type, severity, location and audience.
- + Set up 'on the fly' triage conference calls to manage weather events from initiation to completion.
- + Select contacts in affected areas using a map that identifies weather impacted locations.
- + Configurable "quiet periods" for opt-in members.

PROTECT YOUR EMPLOYEES AND COMMUNITY MEMBERS

Everbridge Interactive Visibility and Everbridge Mass Notification become even more powerful with SMART Weather Alerting. Keep your employees, residents, and other key stakeholders informed and safe with automatic broadcasts to all affected recipients in an impact area. More actively manage weather events by quickly putting location based warnings in the right hands, in real-time and by customizing the messages you broadcast based on the type and severity of the event.

THE ONLY END-TO-END PLATFORM

Planning: Everbridge is easy to set up, maintain, and organize, meaning that you're always ready for a quick, coordinated response. Everbridge ensures that the right messages get to the right people - with the most advanced opt-in portal on the market, streamlined integration with internal and external data sources, and simple group and contact management.

Assessment: When trouble strikes, you need rich insight, presented simply - so you can quickly assess potential impact and make an informed decision to avoid loss. Everbridge offers the only solution on the market that meets these demanding requirements, with the most advanced interactive dashboard in the industry.

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

Response: In critical situations, ease-of-use can mean the difference between an effective response and a mistake that carries serious consequences. Everbridge is engineered to be simple to use under pressure, with a user interface that accelerates time-to-message and reduces the likelihood of errors.

Delivery: Even during large-scale disruptions, Everbridge stays on. The most advanced platform in the industry ensures that you reach your contacts - every time. And with worldwide coverage and capabilities, including globally-local calling infrastructure and data storage, we're ready to support you wherever your people are in the world.





One-Day Onsite Training

Mass Notification Administrator Training

- + Audience: Everbridge organization Leaders and organization administrators using Mass notification
- + Prerequisites: No prerequisites
- + Duration: ½ Day

Course Outline

- + Introduction of Mass Notification
 - Everbridge URL and Logging In
 - Everbridge Roles
- + User Management
 - Creating Users
 - Assigning Roles - Account Admin, organization Admin, and Group Leader
- + Notifications
 - Overview of New Notifications
 - Notifications Templates
 - Notifications Templates
 - Active Broadcast/Historical Reporting
- + Contacts
 - Creating Contacts Manually
 - Creating Groups Manually
 - Creating Rules That Are Used When Sending A Notification
 - Using An Upload File
- + Settings
 - Organization Settings
 - Broadcast Settings
 - Contact And Group Settings
 - GIS Settings
- + Mobile Manager App
 - Organization Settings
 - Broadcast Settings

Mass Notification User Training

- + Audience: All Everbridge organization Leaders, organization administrators, and group Leaders (Users) using Mass notification
- + Prerequisites: No prerequisites
- + Duration: ½ Day

Course Outline

- + Introduction to Mass Notification
- + Notification
 - Initiating New Notifications to Individual Contacts, Groups, and Rules
 - Active Notifications
 - Viewing the Detailed Results of an Active Notification
 - Message Templates
 - Notifications Templates
 - Scheduled Notifications
- + Universe, Initiating Notifications Using the Map
 - Defining An Address With/Without A Radius
 - Drawing A Circle or A Polygon
 - Latitude And Longitude
 - Shape Library
 - Importing or Exporting A Shape
 - Ad Hoc Reports
- + Initiating Notifications
 - Using Contacts, Groups, or Rules
 - Viewing The Results On The Map
- + Reports
 - View an Overview of All Sent Notifications
 - Create Custom Reports

Crockett, Sherry (ISD)

From: Garcia, Carlos J. (Aviation)
Sent: Friday, September 11, 2015 3:48 PM
To: Manduley, Julian R. (ITD); Garcia, Neivy (Aviation)
Cc: Stover, Lauren (Aviation); Napoli, Joe (Aviation); Deblois, Jenny (Aviation); Jenkins, Maurice (Aviation); Adames, Melissa (ISD); Gundin, Tania (ITD); Fernandez, Manny (ITD)
Subject: RE: Remedy Ticket #61470 - Everbridge Subscription
Attachments: WO0000000070646 - Approved to be processed under ADSP011 -

Julian thank you very much for the quick Everbridge Subscription approval turnaround.

Neivy I spoke with Julian and he indicated we may have some options on using the ADSP011 contract, but if not we are ok to pursue Everbridge Subscription via GSA contract: GS-35F-0692P via ISD.

From: Garcia, Carlos J. (Aviation)
Sent: Friday, September 11, 2015 3:06 PM
To: Manduley, Julian R. (ITD); Gundin, Tania (ITD); Fernandez, Manny (ITD)
Cc: Stover, Lauren (Aviation); Napoli, Joe (Aviation); Deblois, Jenny (Aviation); Jenkins, Maurice (Aviation); Garcia, Neivy (Aviation); Adames, Melissa (ISD)
Subject: Remedy Ticket #61470 - Everbridge Subscription

MDAD has submitted **Remedy Ticket #61470** for ITD review and approval to proceed with a yearly **Everbridge Subscription**. The description of service is noted in the Remedy ticket and is summarized below. In order to be able to submit the Remedy request we chose the WSCA Software contract from the available dropdown list, but once approved we will be working with ISD to acquire via the attached GSA contract: GS-35F-0692P contract using the Everbridge Quote also attached.

Should anyone need further information or clarifications, please reach out to me and Ms. Lauren Stover (Assistant Aviation Director for Public Safety and Security).

We have some level of urgency with this request and would benefit from its acquisition before the budget year ends.

Thanks



Details

Approvals

Activity Log

Process View

Request St:

ID: REQ000000061470

Title: ERP Procurement

Level:

Submit Date: 9/11/2015 2:47:05 PM

Requested By: Carlos Garcia

Requested For: Carlos Garcia

Company: Miami-Dade County

Provided Information

Contact Phone No. 3058760878
(9999999999):

Contract: ADSPO11-00000358-3(3) --- WSCA Software

Procurement Category: Software Other

Description of procurement request (add attachment if necessary): MDAD is seeking to obtain Everbridge, a subscription-based service that offers proprietary functionality u company we have evaluated. As a Category X Airport (highest risk for a terrorist threat), Miami Internatio a solution that will provide critical Public Safety and Security messages capable of reaching our law enforc airlines, tenants including our 38,000 badged employees. It is paramount that we have immediate, fast ar messaging, critical for the safety and security of MIA's employees and the 40.9 Million passengers that us year. Everbridge offers an immediate solution to emergency communications needs at MIA. The platforms are utilized in over 70 airports around the world, the vast majority of Category X Airports in North Americ largest 5 in the nation (Atlanta, Chicago, Dallas-Fort Worth, Los Angeles and Denver) as well as the majo airports in Florida. They currently serve Orlando, Ft. Lauderdale, Tampa, Jacksonville and Sanford, and a Turnpike Enterprise, the NOAA Hurricane Warning Center, and the U.S. Coast Guard. In addition the com "critical asset to national security" by the Department of Homeland Security, and has been granted Telecc Priority (TSP) Certification, making Everbridge the only mass notification company in the world to be grant to the fact that it serves most of the nuclear power plants, airports and infrastructure in our nation's capi as a critical asset to national security, this essential communications tool would be restored first in the eve national power grid or significant hurricane damage that impacts Florida infrastructure. Other unique or cc securing these services include but are not limited to: • Providing an elastic infrastructure which can be dy activate additional processing and telecom resources, as system demand increases – critical to a 24/7 ope Accessibility to the "Network Effect" which can provide direct feeds to and from the Florida Division of Em in the event of a major incident at the airport or in the surrounding area, providing the most redundant m communication to coordinate mutual aid. • The system provides a redipent app that allows employees and interactively respond to messaging, including the ability to share photographs and their real-time GIS loca from mass events such as the Boston Marathon Bombing, LAX shooting and SFO Asiana crash, employee I be critical to life safety and security. • The Everbridge Mobile Manager app enables airport leadership and monitor mobile dashboards and initiate communication from any location. • Everbridge has been granted a Operate" from the General Services Administration (GSA). • Everbridge has security compliance certificac according to NIST Guidelines including FIPS 199, FIPS 200, NIST SP 800-30, NIST 800-53, NIST 800-53A, It is recommended that County approve the subscription to Everbridge software on an annual basis. The implement this communication software in phases, starting with 10,000 users the first year, at a cost of a annually using Contract Number: GS-35F-0692P.

Close

Crockett, Sherry (ISD)

From: Remedy Email (ITD)
Sent: Friday, September 11, 2015 3:22 PM
To: Garcia, Carlos J. (Aviation); Manduley, Julian R. (ITD); Olivari, Diana (Aviation)
Subject: WO0000000070646 - Approved to be processed under ADSP011 -

Contract Information:ADSP011-00000358-3(3) --- WSCA Software

Procurement Details:MDAD is seeking to obtain Everbridge, a subscription-based service that offers proprietary functionality unique to any other company we have evaluated. As a Category X Airport (highest risk for a terrorist threat), Miami International Airport is in need of a solution that will provide critical Public Safety and Security messages capable of reaching our law enforcement partners, airlines, tenants including our 38,000 badged employees. It is paramount that we have immediate, fast and accurate emergency messaging, critical for the safety and security of MIA's employees and the 40.9 Million passengers that use our facilities each year.

Everbridge offers an immediate solution to emergency communications needs at MIA. The platforms have been tested and are utilized in over 70 airports around the world, the vast majority of Category X Airports in North America including 100% of the largest 5 in the nation (Atlanta, Chicago, Dallas-Fort Worth, Los Angeles and Denver) as well as the majority of large-hub airports in Florida. They currently serve Orlando, Ft. Lauderdale, Tampa, Jacksonville and Sanford, and also serve the Florida Turnpike Enterprise, the NOAA Hurricane Warning Center, and the U.S. Coast Guard.

In addition the company was named a "critical asset to national security" by the Department of Homeland Security, and has been granted Telecommunications Service Priority (TSP) Certification, making Everbridge the only mass notification company in the world to be granted this certification due to the fact that it serves most of the nuclear power plants, airports and infrastructure in our nation's capital. By being classified as a critical asset to national security, this essential communications tool would be restored first in the event of an outage on the national power grid or significant hurricane damage that impacts Florida infrastructure.

Other unique or compelling reasons for securing these services include but are not limited to:

- Providing an elastic infrastructure which can be dynamically scaled to activate additional processing and telecom resources, as system demand increases – critical to a 24/7 operation like MIA.
- Accessibility to the "Network Effect" which can provide direct feeds to and from the Florida Division of Emergency Management, in the event of a major incident at the airport or in the surrounding area, providing the most redundant means of interagency communication to coordinate mutual aid.
- The system provides a recipient app that allows employees and constituents to interactively respond to messaging, including the ability to share photographs and their real-time GIS location. As we have seen from mass events such as the Boston Marathon Bombing, LAX shooting and SFO Asiana crash, employee input and responses can be critical to life safety and security.
- The Everbridge Mobile Manager app enables airport leadership and system Users to monitor mobile dashboards and initiate communication from any location.
- Everbridge has been granted an "Authority to Operate" from the General Services Administration (GSA).
- Everbridge has security compliance certifications and accreditations according to NIST Guidelines including FIPS 199, FIPS 200, NIST SP 800-30, NIST 800-53, NIST 800-53A, NIST 800-37, NIST 800 It is recommended that County approve the subscription to Everbridge software on an annual basis. The department would implement this communication software in phases, starting with 10,000 users the first year, at a cost of approximately \$50,000 annually using Contract Number: GS-35F-0692P.

Email Attachment :

Email Scan by McAfee Email Gateway



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.



Mass Notification

The screenshot displays the Everbridge Mass Notification interface. On the left, a sidebar menu includes options like 'My Profile', 'Subscriptions', 'Custom Fields', and 'Locations I Care About'. The main area shows a table of contacts with columns for Name, Email, and Location. A map on the right shows the geographical distribution of these contacts.

| Name | Email | Location |
|---------------|---------------------------|-------------------------------------|
| John Doe | john.doe@example.com | 1234 Main St, New York, NY |
| Jane Smith | jane.smith@example.com | 5678 Elm St, Los Angeles, CA |
| Bob Johnson | bob.johnson@example.com | 9101 Oak St, Chicago, IL |
| Alice Brown | alice.brown@example.com | 2345 Pine St, Houston, TX |
| Charlie Davis | charlie.davis@example.com | 6789 Maple St, Phoenix, AZ |
| Diana Evans | diana.evans@example.com | 1011 Cedar St, San Antonio, TX |
| Frank Miller | frank.miller@example.com | 4567 Birch St, San Diego, CA |
| Grace Wilson | grace.wilson@example.com | 8901 Spruce St, Austin, TX |
| Henry Taylor | henry.taylor@example.com | 3456 Fir St, Fort Worth, TX |
| Ivy White | ivy.white@example.com | 7890 Ash St, Dallas, TX |
| Jack Black | jack.black@example.com | 2109 Hickory St, San Jose, CA |
| Karen Green | karen.green@example.com | 5432 Walnut St, San Francisco, CA |
| Leo King | leo.king@example.com | 9876 Chestnut St, Oakland, CA |
| Mia Lee | mia.lee@example.com | 1357 Poplar St, San Luis Obispo, CA |
| Noah Hall | noah.hall@example.com | 2468 Sycamore St, Santa Barbara, CA |
| Olivia Young | olivia.young@example.com | 3579 Magnolia St, Santa Cruz, CA |
| Peter Scott | peter.scott@example.com | 4680 Dogwood St, Santa Clara, CA |
| Quinn Adams | quinn.adams@example.com | 5791 Redwood St, Santa Monica, CA |
| Rachel Baker | rachel.baker@example.com | 6802 Cypress St, Santa Rosa, CA |
| Samuel Garcia | samuel.garcia@example.com | 7913 Juniper St, Sebastopol, CA |
| Tina Lopez | tina.lopez@example.com | 8024 Willow St, Sonoma, CA |
| Uma Patel | uma.patel@example.com | 9135 Cottonwood St, Ukiah, CA |
| Victor Nguyen | victor.nguyen@example.com | 0246 Palm St, Eureka, CA |
| Wendy Kim | wendy.kim@example.com | 1357 Birch St, Redding, CA |
| Xavier Wright | xavier.wright@example.com | 2468 Oak St, Yuba City, TX |
| Yara Martinez | yara.martinez@example.com | 3579 Pine St, Port Arthur, TX |
| Zoe Anderson | zoe.anderson@example.com | 4680 Maple St, Baytown, TX |

Overview

Everbridge Mass Notification enables users to send notifications to individuals or groups using lists, locations, and visual intelligence. This comprehensive notification system keeps everyone informed before, during and after all events whether emergency or non-emergency. Discerning customers choose Everbridge Mass Notification for its robust analytics, GIS capabilities, flexible, customizable contact management system and a unique “globally local” approach that makes it simple to notify or manage contacts and/or manage contact data across multiple distributed data stores from a single access point.

- + Citizen Protection and Life Safety
- + Emergency Response and Management
- + Continuity of Operations
- + Developing Your Notification Program
- + Power outages

ANTICIPATE, TARGET, COMMUNICATE

- + Intelligent, personalized message delivery is about targeting the individual and not the device. Escalation follows the order of contact preference designated by the recipient and stops once the recipient confirms receipt.
- + GIS-based message targeting to quickly and easily send messages to recipients in a specific geographic region defined by zip code, street address, radius from a specific point, or other attribute. Specify a location with user-friendly drawing tools or even upload shape files from other applications for on-the-fly notifications to targeted geographic areas.
- + Support for up to 13 contact paths is included, providing flexibility in broadcasting messages to virtually any communications device, including desktop alerts, in addition to supporting escalation workflow throughout the organization.
- + Build events for one-click sending during incidents. Set up notification templates with pre-determined contact lists and pre-defined messages for faster communications in a crisis.
- + Quickly resend notifications to recipients, or send follow up messages to all or a sub-set of recipients for tracking within the same incident or event.
- + Flexible call-throttling capabilities empower system administrators to configure rules based on their infrastructure's capacity.
- + Segregate your management and operating structure into multiple notification environments. Separating by geography, department/function, country or other criteria provides maximum security and flexibility.
- + Web Posting allows notifications to automatically be published to systems such as: Public Websites, Intranets, Internal Systems, and Social Media.

ADVANCED MOBILITY AND CONNECTIVITY

- + Bring the power and security of communications and incident management to mobile devices everywhere, even under adverse network conditions.
- + Support for multi-platform smart phones and tablets including Apple® iOS and Android™ devices are provided.
- + Benefit from reporting and analytics with a native interface designed for the operating system of the device.
- + Send notifications with a multiple-choice question with up to nine different responses or "I'm OK" citizen wellness information.

GLOBAL READY

- + Personalize your reach to a global audience by broadcasting messages globally, in any language.
- + Multilingual text-to-speech capability enables you truly to localize communications.

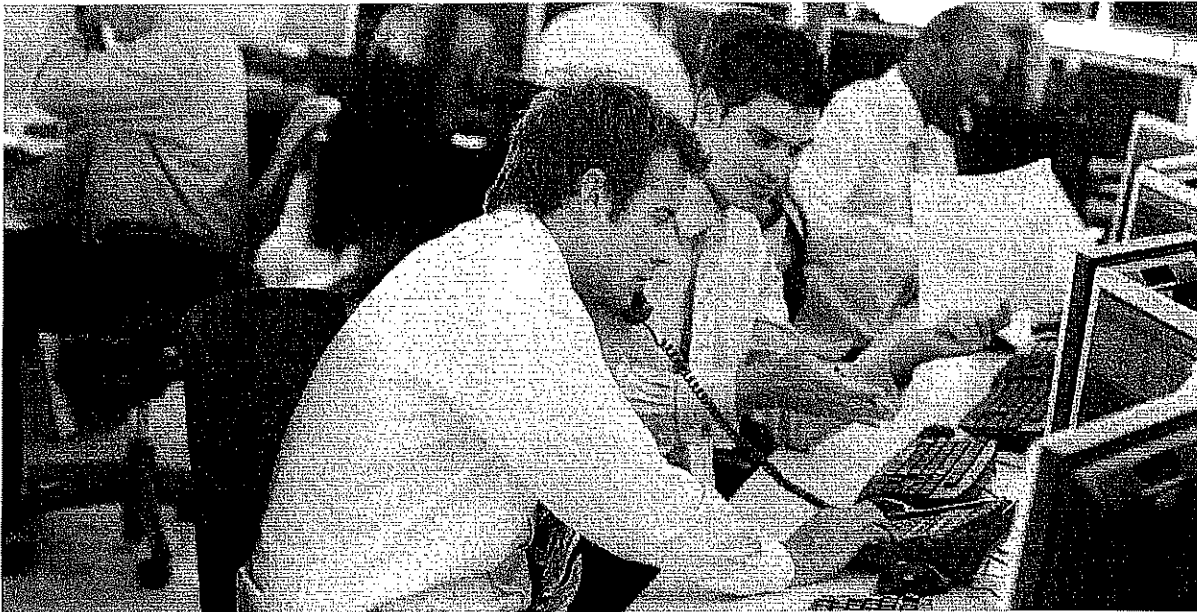
- + Globally local call routing increases the delivery speed and volume of voice notifications; your global calls will be initiated using providers that are local to the call recipient.
- + Customized global caller ID enables you send a single notification anywhere in the world with a caller ID can be customized per country and is local and familiar to the call recipient.
- + Store your data locally and securely in your country of preference and comply with the regulatory requirements of that locale.
- + An organization with multiple, distributed data stores does not need to do anything special in order to access or manage this contact data or notify contacts. A unified access point makes the location of data transparent to the user.
- + Designed to meet the highest standards for regulatory requirements and handling of PII worldwide, including encryption of data at rest, if needed.

GEO-INTELLIGENT TOOLS

- + Save and organize critical and often-used shapes and boundaries to improve communication speed and accuracy.
- + Create or import regions for one-time use or categorize and store to the Region Library for reuse later.
- + Dynamic search, filtering and targeted alerts allow you to view the locations of special needs populations, subscribers to specific alert types, fire districts, police stations, and more.
- + Load, geo-code and manage contact data within a single interface and in real-time.
- + Search address, location or point of interest and exclude contacts based on location or other attributes.

FLEXIBLE, CUSTOMIZABLE CONTACT MANAGEMENT

- + Easily automated bulk, partial and full updates utilizing a secure, industry standard method for data transfer.
- + Update groups and custom fields without compromising information from HR systems.
- + Organize and categorize contact data in a way that is meaningful to your organization.
- + Search or filter contacts on any attribute or combination of attributes within the contact's profile.
- + Easily notify contacts and/or manage contact data across multiple distributed data stores from a single access point.
- + Data can be populated from several sources and geo-coded. 911 data can be kept separate for emergency-only usage.



REPORT, ANALYZE, UNDERSTAND

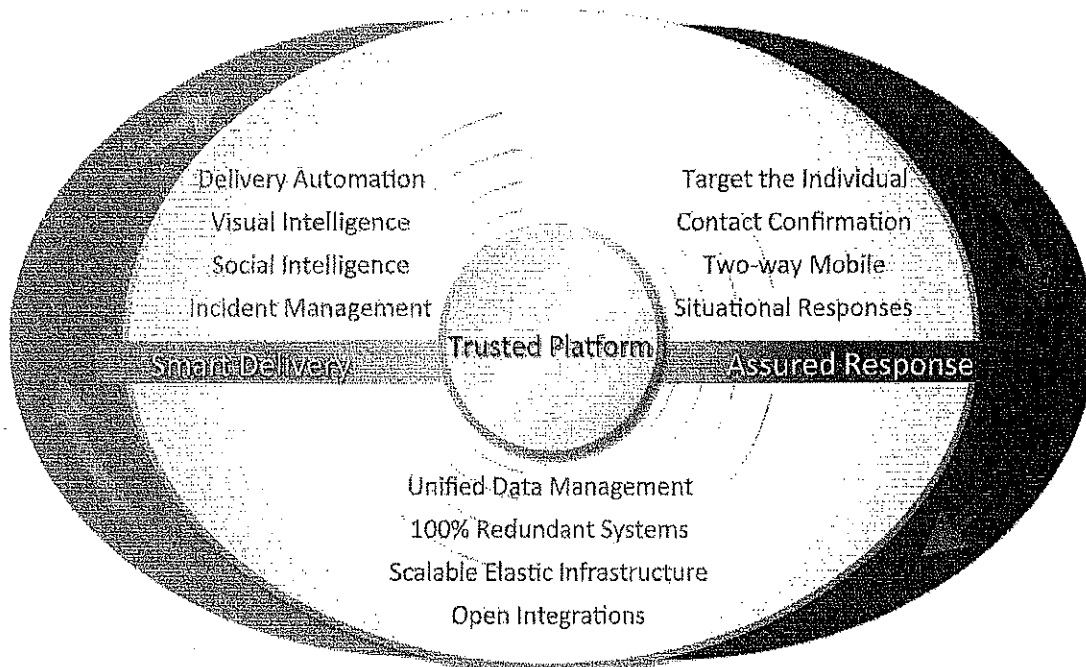
- + Comprehensive, robust analytics and reporting capabilities provide the actionable intelligence needed to enhance your continuity and resiliency, as well as measure your communication program's effectiveness and to continually improve its efficiency.
- + Armed with powerful, accurate incident analyses in real-time, decision-makers are empowered to make changes on-the-fly, leading to better results.
- + Launch frequently requested reports on-the-fly with Quick Reports.
- + Provide summary and detailed after-action reports for continuous improvements as well as management and regulatory compliance.
- + Easily enhance exported reports with off-line creation of pivot tables and cross-referencing.

POSITIVE USER EXPERIENCE

- + Comprehensive and intuitive administrator interface to manage settings, limits and defaults.
- + Separate user and contact management that uses role-based access controls.
- + Account and Organizational hierarchy structure.
- + Comprehensive self-service administration.
- + Mass Notification provides branded, customizable profile management portals to administer both publicly available and private (invitation only) opt-in. Both are accessed via a link on your website that directs participants to the opt-in interface.
- + Public and private portals are Section 508 compliant and include field-level view/read/write access controls. The intuitive interface enables recipients to quickly and easily manage their preferences including contact information, locations they care about, alert preferences and more.

SUMMARY

Whether you need to immediately contact stakeholders or to manage nonemergency tasks like tests and peak usage, Everbridge's reliable and easy-to-use system keeps everyone up to date. Everbridge offers a single platform for all critical communications, so that you can better protect life and property, meet regulatory requirements, and improve operational efficiencies.



The Everbridge Difference

Scalability

Everbridge's next generation elastic infrastructure delivers unmatched scale and performance. It incorporates real-time intelligent monitoring of system demand to ensure optimal notification delivery performance. So when spikes in demand occur, the system's architecture seamlessly taps into a near-infinite amount of capacity and processing resources to satisfy all notification delivery needs – without failures or bottlenecks.

Patented Innovation

Everyone says that they lead the industry in innovation – but Everbridge has been granted more patents than any other mass communication vendor. These patents underscore Everbridge's vision, industry expertise and technology proficiency in mass communications and reflect the advancements that Everbridge has contributed to the communications industry within the areas of notification systems, geo-notification systems, text-to-speech and speech-to-text notifications.

Secure & Compliant

The Everbridge Solutions Suite features a proprietary ACT-SaaSSM service, an advanced Software-as-a-Service (SaaS) delivery model on a cloud infrastructure with multiple data centers in active-active configuration. Everbridge is the only incident notification provider to offer this level of security, performance, and availability. Leveraging the benefits of Emergency Notification for Cloud ComputingTM helps lower the cost and increase the power of communications, provides flexibility, and creates a more secure computing environment without software, hardware, or internal telephone networks to purchase and maintain.

About Everbridge

Everbridge provides industry-leading interactive communication and mass notification solutions to organizations in all major industries and government sectors. Everbridge solutions increase connectivity to key audiences, automate communication processes, and integrate recipient feedback, data feeds, and social media in a single communications console. Ultimately, these solutions provide the insight and infrastructure that help clients save lives, manage critical activities and improve the efficiency of daily operations.





SYSTEM INCLUSION
Confidential

Everbridge Incident Communications

Delays and errors in operational communications happen every day increasing recovery times, impacting revenue and increasing risk. Everbridge Incident Communications automates your notification procedures by allowing users to select pre-defined messages and processes to use for a specified incident and then determining the correct list of stakeholders and responders.

Access

- 1 (one) Incident Management Organization
- Unlimited Incident Administrator and User seats

Key Features

- Unlimited Incident Templates *
- Incident Templates supporting different messages & delivery settings based on notification phase (New, Update, Close)
- Multi-step workflow that prompts users to add required incident details
- Incident communication logging for all broadcast and confirmations
- Incident journal to capture additional details not included in incident communications
- Reporting of all Incident communications details and responses in a PDF format
- Custom reports analyze incident communications effectiveness
- Communication broadcasts and confirmations include audit trails and timestamps
- Search across incidents using status, user, type and date
- Real-time Incident dashboard for operators showing all open incidents

Set-up, Implementation, and Support

- Up to 10 total hours of a dedicated Implementation Specialist inclusive of Mass Notification 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

* Messaging Minutes consumed by Telephone, SMS Text, Pager & Fax broadcast paths are not included

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



Everbridge ContactBridge

The Everbridge ContactBridge application allows users to aggregate mobile recipient feedback in a single communications dashboard, enabling decision makers to communicate efficiently with first responders, their employees and constituents.

Below is a list of key system inclusions with Everbridge ContactBridge Application:

Usage

- Unlimited Outbound Notifications to Everbridge Mobile Recipient Application via ContactBridge Notifications
- Unlimited Inbound Notifications from Everbridge Mobile Recipient Application

Access

- Single Web interface console to display aggregated Information
- Unlimited administrator access to the Everbridge System

Key Notification Features

- Fully integrated with Everbridge Mass Notification
- Custom threshold rules and settings for ContactBridge initiated messages
 - Define messages and key recipients upon threshold trigger
 - Visual and automated alerts when Threshold is reached
- Receive and display images, comments and location information from contacts
- Advanced Graphical Reporting including Geographic locations if available
- Recipient ContactBridge Application for iOS and Android Devices

Set-up & Implementation

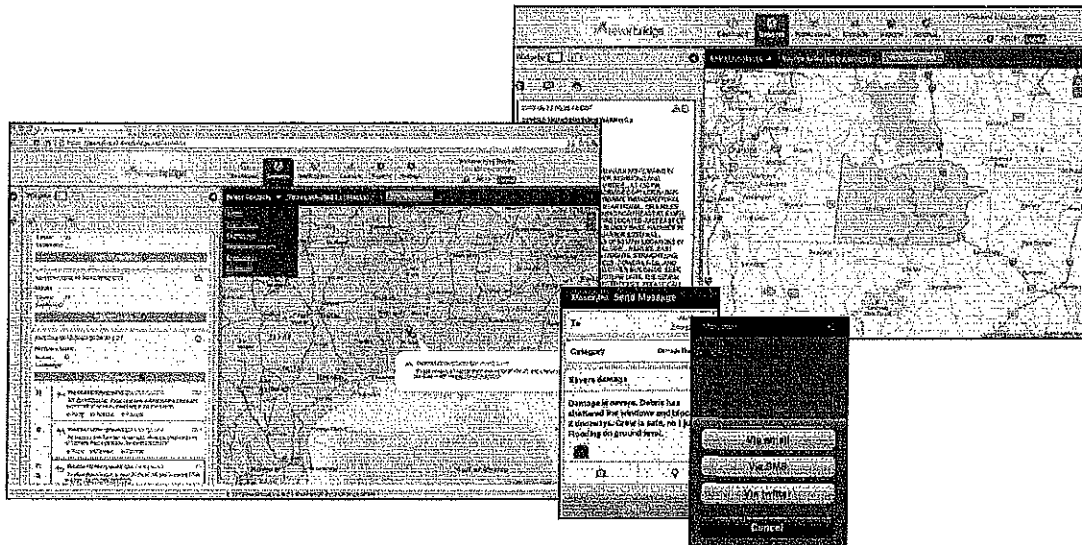
- Access to a dedicated Implementation Specialist during a Standard Implementation
- Self Service Administrative Set-up, Configuration and Default Preferences
- Initial Member Creation and Test Notification Support
- Unlimited Access to Everbridge University
- 24x7 Customer Support (phone, web, email)
- Global Support/Operations Centers
- Dedicated Account Manager

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



Interactive Visibility

Everbridge Interactive Visibility allows users to integrate recipient feedback, external data feeds, and social media in a single communications console. This enables decision-makers to simultaneously monitor events and communicate efficiently to designated recipients using insight gathered from multiple sources. Everbridge Interactive Visibility is supported by state-of-the-art security protocols, an elastic infrastructure, advanced mobility, and interactive reporting and analytics. By providing users with simultaneous visibility and interactivity, decision-makers are able to use real-time data gathered from multiple sources to make better informed decisions and manage the lifecycle of critical incidents with increased efficiency and speed.



Go Social

- + Integration with social media makes the overwhelming volume of Big Data sensible and relevant to the individual needs of your organization.
- + Set up threshold and alert settings based on keywords, locations, volume and time.
- + Add dynamic threshold settings on-the-fly during a crisis by following users during an event.
- + Sharing messages from the Everbridge Mobile Member App via Twitter allows an important message to be delivered to a wide audience in real-time.
- + View geo-tagged Tweets and Images Tweeted with Twitter on a map.
- + Trigger notifications and alerts in real-time based on threshold settings for Twitter.
- + Subscribe to inbound data feeds such as Twitter in order to gain real-time processing, analysis and geo-mapping of content.

View, Communicate, Interact

- + View and interact with the most vital and up-to-the-minute information in real-time within a single multi-tasking control console putting you in control before, during and after an incident.
- + Custom threshold settings enable the user to identify important locations and geographic boundaries, relevant time periods, weather events and Twitter streams.
- + Geo-aware feeds enable quick and easy identification of affected locations and instant notification of contacts in the vicinity of the location.
- + Trigger notifications and display alerts on a map as soon as a weather event or Twitter stream threshold has been triggered.

Advanced Mobility and Connectivity

- + Turn notifications into conversations with the Everbridge Mobile Member App. Two-way communication enables end recipients to become the eyes and ears of the organization during a crisis by responding to surveys, supplying additional information and sharing their location and real-time images from the scene; enabling true geo-aware interactive communication.
- + Everbridge Mobile Member App is available for iPhone, iPad, Android Smart Phones and Tablets.
- + Real-time processing, analysis and geo-location of mobile feeds.
- + Share messages with extended network via Twitter, E-mail and SMS.
- + Unlimited outbound notifications to, and inbound notifications from, the Everbridge Mobile Member App.
- + Fully integrated with Everbridge Mass Notification.

360° Location Awareness

- + Geographical information received from the Everbridge Mobile Member App can be easily plotted on a map.
- + Instantly identify affected locations and notify contacts in the vicinity of an incident.
- + Plot weather-shaped polygons on a map for visual reference or use them to select contact data to add to a notification.
- + Plot contacts' replies to messages from the Everbridge Mobile Member App on a map.

The Everbridge Difference

With Everbridge providing the most accurate and up-to-the minute information at your fingertips you can make better decisions and manage the safety of your employees, key stakeholders and/or citizens, the tone and content of public sentiment, as well as the reputation of your organization with ease. A multi-tasking interface streamlines communication efforts and in turn increases the efficiency of incident management and critical communications. When you can communicate with anyone, anywhere in the world at any time via any communication device you are better equipped to enhance communications to save lives, manage critical activities, and improve the efficiency of daily operations.

About Everbridge

Everbridge provides industry-leading interactive communication and mass notification solutions to organizations in all major industries and government sectors. Everbridge solutions increase connectivity to key audiences, automate communication processes, and integrate recipient feedback, data feeds, and social media in a single communications console. Ultimately, these solutions provide the insight and infrastructure that help clients save lives, manage critical activities and improve the efficiency of daily operations.





FAQ: Interactive Visibility

What is Everbridge Interactive Visibility?

Everbridge Interactive Visibility allows users to integrate recipient feedback, external data feeds, and social media in a single communications console. This enables decision-makers to simultaneously monitor events and communicate efficiently to designated recipients using insight gathered from multiple sources. Everbridge Interactive Visibility is supported by state-of-the-art security protocols, an elastic infrastructure, advanced mobility, and interactive reporting and analytics. By providing users with simultaneous visibility and interactivity, decision-makers are able to use real-time data gathered from multiple sources to make better informed decisions and manage the lifecycle of critical incidents with increased efficiency and speed.

What social media capabilities does Interactive Visibility have?

Interactive Visibility seamlessly integrates social media and makes the overwhelming volume of Big Data sensible and relevant to the individual needs of an organization.

Interactive Visibility's integration with social media enables you to:

- + Set up threshold and alert settings based on keywords, locations, volume and time as well as @usernames and #hashtags for Twitter.
- + Add dynamic threshold settings on-the-fly during a crisis by following users during an event.
- + Share messages from the Recipient Mobile App via Twitter to deliver an important message to a wide audience in real-time.
- + View geo-tagged Tweets and Images Tweeted with Twitter on a map.
- + Trigger notifications and alerts in real-time based on threshold settings for Twitter.
- + Subscribe to inbound data feeds such as Twitter in order to gain real-time processing, analysis and geo-mapping of content.

How advanced are Everbridge Interactive Visibility's mobile capabilities?

Everbridge Interactive Visibility brings the power and security of communications and incident management to mobile devices everywhere, even under adverse network conditions with the Everbridge Mobile Member App. Two-way communication enables end recipients to become the eyes and ears of the organization during a crisis by responding to surveys, supplying additional information and sharing their location and real-time images from the scene; enabling true geo-aware Interactive communication and turning notifications into conversations.

Support for multi-platform smart phones and tablets including Apple® iOS, and Android™ devices are provided.

Are clients required to use different interfaces to access different products and features?

We recognize that efficiency is a key requirement of our clients so Everbridge Interactive Visibility uses a single, multi-tasking communications console. A centralized console enables viewing and interaction with the most vital and up-to-the minute information in real-time from one spot, including rich-content responses and submissions from recipients. Simultaneous visibility and interactivity puts you in control before, during and after an incident.

Does Interactive Visibility include any features that enhance location awareness?

Absolutely; geographical information received from an external data feed or the Everbridge Mobile Member App can be plotted on a map to identify locations and notify contacts within the vicinity of the incident.

The Location Awareness capabilities within Interactive Visibility also enable you to:

- + Plot weather-shaped polygons on a map for visual reference or use them to select contact data to add to a notification.
- + Plot contacts' replies to messages from the Everbridge Mobile Member App on a map.
- + Send a follow-up notification to contacts based on their polling response to an earlier notification.

Can information be personalized?

Custom threshold settings enable clients to identify and monitor events and locations they care about, including:

- + Identifying relevant weather events.
- + Defining relevant categories for inbound messages from the Everbridge Mobile Member App.
- + Identifying keywords for Twitter feeds and setting thresholds for @usernames and #hashtags.
- + Identifying important locations and geographic boundaries.
- + Identifying relevant time periods.

What are some of the key notification features of Interactive Visibility?

Everbridge Interactive Visibility includes the following key notification features:

- + Fully integrated with Everbridge Mass Notification.
- + Custom threshold rules and settings:
 - Define messages and key recipients upon threshold trigger.
 - Visual and automated alerts when a threshold is reached.
- + Recipients are able to share messages with extended networks.
- + Receive and display images, comments and location information from contacts.
- + Advanced graphical reporting.

The Everbridge Difference

With Everbridge providing the most accurate and up-to-the minute information at your fingertips you can make better decisions and manage the safety of your employees, key stakeholders and/or citizens, the tone and content of public sentiment, as well as the reputation of your organization with ease. A multi-tasking interface streamlines communication efforts and in turn increases the efficiency of incident management and critical communications. When you can communicate with anyone, anywhere in the world at any time via any communication device you are better equipped to enhance communications to save lives, manage critical activities, and improve the efficiency of daily operations.

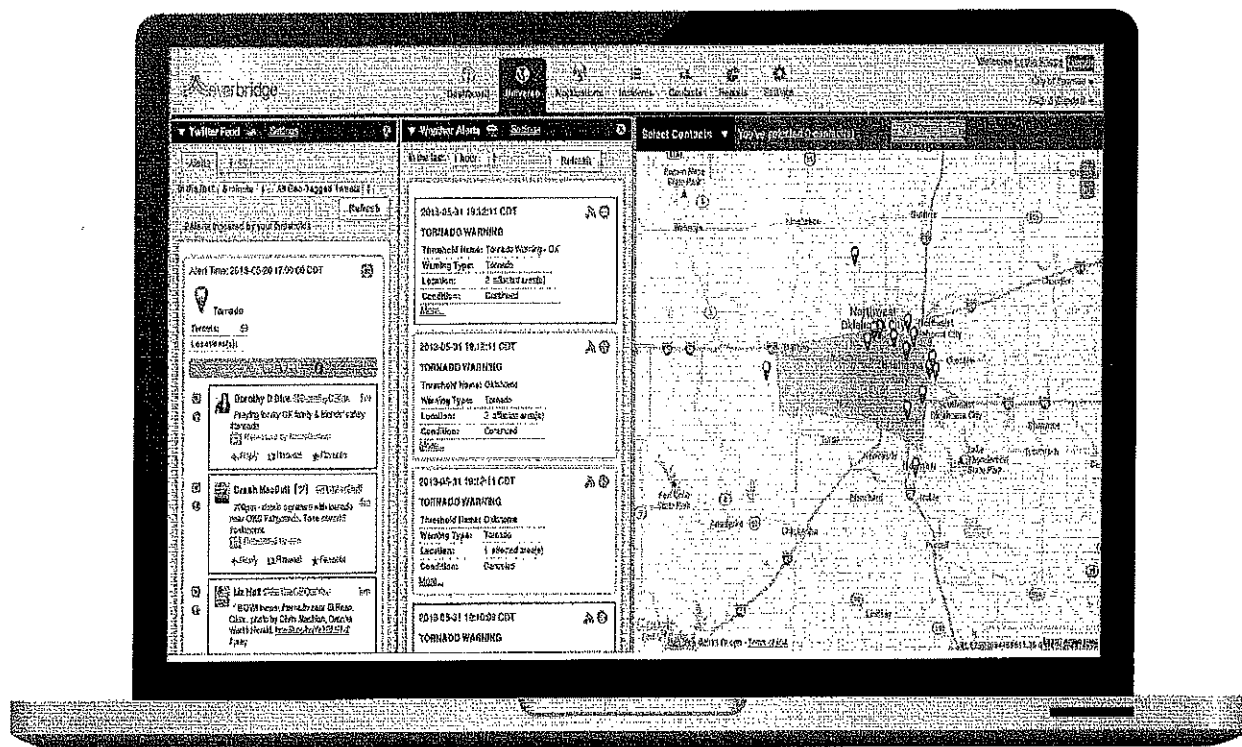
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SMART WEATHER ALERTING



OVERVIEW

Everbridge's SMART Weather Alerting leverages AccuWeather and Weather Decision Technologies meteorological resources to enhance and optimize over 150 severe weather alerts such as lightning, tornadoes, thunderstorms, hail, ice, snow, extreme temperatures, high winds, flash floods, and flooding. Because these severe weather types are difficult to predict far in advance, they often have terrible loss of property and life for those individuals who are caught unaware.

- + Specific – Detailed alerts, geographies and stop & start times.
- + Map-driven – Visualize weather and select targets using GIS maps and shapes.
- + Automated – Deliver alerts to contacts and members automatically.
- + Rules-based – Use rules to determine when a message should be triggered.
- + Targeted – Deliver the right message to the right person automatically.

Everbridge SMART Weather Alerting provides location-specific severe weather alerts at the speed of click. An automated rules engine supercharges the speed and accuracy of alert delivery so notifications get to the right people right away.

KEY FUNCTIONALITY

- * Access to more than 150 different types of National Weather Service location specific weather alerts plus lightning and hail.
- * Timely, accurate weather warnings with specific start times and timely closing of alerts.
- * Weather alerts follow Everbridge's philosophy of "target the individual, not the device" - and escalates alerts through a number of contact paths, including mobile, until the recipient confirms receipt.
- * Precise meteorologist drawn polygons and geographical zones to identify weather impacted locations.
- * Self-service opt-in member portal for community registration and to manage alert settings.
- * Customized message content based on weather type, severity, location and audience.
- * Set up 'on the fly' triage conference calls to manage weather events from initiation to completion.
- * Select contacts in affected areas using a map that identifies weather impacted locations.
- * Configurable "quiet periods" for opt-in members.

PROTECT YOUR EMPLOYEES AND COMMUNITY MEMBERS

Everbridge Interactive Visibility and Everbridge Mass Notification become even more powerful with SMART Weather Alerting. Keep your employees, residents, and other key stakeholders informed and safe with automatic broadcasts to all affected recipients in an impact area. More actively manage weather events by quickly putting location based warnings in the right hands, in real-time and by customizing the messages you broadcast based on the type and severity of the event.

THE ONLY END-TO-END PLATFORM

Planning Everbridge is easy to set up, maintain, and organize, meaning that you're always ready for a quick, coordinated response. Everbridge ensures that the right messages get to the right people - with the most advanced opt-in portal on the market, streamlined integration with internal and external data sources, and simple group and contact management.

Assessment When trouble strikes, you need rich insight, presented simply - so you can quickly assess potential impact and make an informed decision to avoid loss. Everbridge offers the only solution on the market that meets these demanding requirements, with the most advanced interactive dashboard in the industry.

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

Response In critical situations, ease-of-use can mean the difference between an effective response and a mistake that carries serious consequences. Everbridge is engineered to be simple to use under pressure, with a user interface that accelerates time-to-message and reduces the likelihood of errors.

Delivery Even during large-scale disruptions, Everbridge stays on. The most advanced platform in the industry ensures that you reach your contacts - every time. And with worldwide coverage and capabilities, including globally local calling infrastructure and data storage, we're ready to support you wherever your people are in the world.





One-Day Onsite Training

Mass Notification Administrator Training

- + Audience: Everbridge organization Leaders and organization administrators using Mass notification
- + Prerequisites: No prerequisites
- + Duration: ½ Day

Course Outline

- + Introduction of Mass Notification
 - Everbridge URL and Logging In
 - Everbridge Roles
- + User Management
 - Creating Users
 - Assigning Roles - Account Admin, organization Admin, and Group Leader
- + Notifications
 - Overview of New Notifications
 - Notifications Templates
 - Notifications Templates
 - Active Broadcast/Historical Reporting
- + Contacts
 - Creating Contacts Manually
 - Creating Groups Manually
 - Creating Rules That Are Used When Sending A Notification
 - Using An Upload File
- + Settings
 - Organization Settings
 - Broadcast Settings
 - Contact And Group Settings
 - GIS Settings
- + Mobile Manager App
 - Organization Settings
 - Broadcast Settings

Mass Notification User Training

- + Audience: All Everbridge organization Leaders, organization administrators, and group Leaders (Users) using Mass notification
- + Prerequisites: No prerequisites
- + Duration: ½ Day

Course Outline

- + Introduction to Mass Notification
- + Notification
 - Initiating New Notifications to Individual Contacts, Groups, and Rules
 - Active Notifications
 - Viewing the Detailed Results of an Active Notification
 - Message Templates
 - Notifications Templates
 - Scheduled Notifications
- + Universe, Initiating Notifications Using the Map
 - Defining An Address With/Without A Radius
 - Drawing A Circle or A Polygon
 - Latitude And Longitude
 - Shape Library
 - Importing or Exporting A Shape
 - Ad Hoc Reports
- + Initiating Notifications
 - Using Contacts, Groups, or Rules
 - Viewing The Results On The Map
- + Reports
 - View an Overview of All Sent Notifications
 - Create Custom Reports