



**ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
2100 CLARENDON BOULEVARD, SUITE 500
ARLINGTON, VA 22201**

RIDER AGREEMENT NO. 24-OEM-R-721

THIS AGREEMENT (hereinafter "Agreement") is made, on the date of its execution by the County, between Everbridge, Inc. ("Contractor"), a Delaware corporation with a place of business at 25 Corporate Drive, Floor 4, Burlington, Massachusetts 01803 authorized to transact business in the Commonwealth of Virginia, and the County Board of Arlington County, Virginia ("County"). The County and the Contractor, for the consideration specified herein or specified in a County Purchase Order referencing this Agreement, agree as follows:

1. CONTRACT DOCUMENTS

The Contract Documents consist of this Agreement, Exhibit A, Contractor's GSA Schedule #47QTCA24D0083 and the GSA-Approved End User License Agreement, together with any exhibits and amendments issued or applicable thereto (collectively, "Contract Documents" or "Contract"). This Agreement rides a contract awarded to the Contractor by GSA and extended by the Contractor to the County on the same terms and conditions as the Contractor's agreement with GSA. Where the terms of this Agreement vary from the terms and conditions of the other Contract Documents, the terms and conditions of this Agreement shall prevail.

The Contract Documents set forth the entire agreement between the County and the Contractor. The County and the Contractor agree that no representative or agent of either of them has made any representation or promise with respect to the parties' agreement which is not contained in the Contract Documents.

2. CONTRACT TERM

The Contractor's provision of goods and services for the County ("Work") shall commence upon the execution of the Agreement by the County", and shall be completed no later than April 18, 2029 ("Contract Term"), subject to any modifications as provided for in the Contract Documents regarding the Contract Term. No aspect of the Work shall be deemed complete until it is accepted by the County's Project Officer.

Upon satisfactory performance by the Contractor, if the GSA renews their agreement identified in Exhibit A, the County may elect to renew this Agreement under the same contract terms for three five-year renewal periods from April 19, 2029 to April 18, 2044 ("Subsequent Contract Term"). However, if the GSA does NOT renew their agreement identified in Exhibit A, this Agreement shall automatically expire on the contract expiration date.

3. PAYMENT

Payment will be made by the County to the Contractor within thirty (30) days after receipt by the County Project Officer of an invoice detailing the Work provided by the Contractor and accepted by the County. All payments will be made from the County to the Contractor via ACH. The Project Officer will either approve the invoice or require corrections. The number of the County Purchase Order pursuant to which authority goods or services have been performed or delivered shall appear on all invoices.

The Contractor also must submit to the County's Project Officer its W-9 Form, which will include its Federal Employer Identification Number ("FEIN") or Social Security Number ("SSN"), whichever is applicable, before the County can process payment to the Contractor under the Contract.

4. SCOPE OF WORK

The Contractor agrees to perform the goods and/or services described in the Contract Documents (hereinafter "the Work"). The primary purpose of the Work is to furnish emergency alerting.

The Contract Documents set forth the minimum Work estimated by the County and the Contractor to be necessary to complete the Work. It shall be the Contractor's responsibility, at the Contractor's sole cost, to provide the specific Work set forth in the Contract Documents sufficient to fulfill the purposes of the Work. Nothing in the Contract Documents shall be construed to limit the Contractor's responsibility to manage the details and execution of the Work.

5. PROJECT OFFICER

The performance of the Contractor is subject to the review and approval of the County Project Officer ("Project Officer") who shall be appointed by the Director of the Arlington County department or agency which seeks to obtain the Work pursuant to this Contract. However, it shall be the responsibility of the Contractor to manage the details of the execution and performance of its Work pursuant to the Contract Documents.

6. COUNTY PURCHASE ORDER REQUIREMENT

County purchases are authorized only if a County Purchase Order is issued in advance of the transaction. A Purchase Order must indicate that the ordering agency has sufficient funds available to pay for the purchase. Such a Purchase Order is to be provided to the Contractor by the ordering agency. The County will not be liable for payment for any purchases made by its employees without appropriate purchase authorization issued by the County Purchasing Agent. If the Contractor provides goods or services without a signed County Purchase Order, it does so at its own risk and expense.

7. NON-APPROPRIATION

All funds for payments by the County to the Contractor pursuant to this Contract are subject to the availability of an annual appropriation for this purpose by the County Board of Arlington County, Virginia. In the event of non-appropriation of funds by the County Board of Arlington County, Virginia for the goods or services provided under this Contract or substitutes for such goods or services which are as advanced or more advanced in their technology, the County will terminate the Contract, without termination charge or other liability to the County, on the last day of the then current fiscal year or when the appropriation made for the then current year for the services covered by this Contract is spent, whichever event occurs first. If funds are not appropriated at any time for the continuation of this Contract, cancellation will be accepted by the Contractor on thirty (30) days prior written notice, but failure to give such notice shall be of no effect and the County shall not be obligated under this Contract beyond the date of termination specified in the County's written notice.

8. APPLICABLE LAW, FORUM, VENUE AND JURISDICTION

This Contract and the work performed hereunder shall be governed in all respects by the laws of the Commonwealth of Virginia, and the jurisdiction, forum, and venue for any litigation with respect thereto shall be in the Circuit Court for Arlington County, Virginia, and in no other court. In performing its Work pursuant to this Contract, the Contractor shall comply with applicable federal, state, and local laws, ordinances and regulations.

9. NOTICES

Unless otherwise provided herein, all notices and other communications required by this Contract shall be deemed to have been given when made in writing and either (a) delivered in person, (b) delivered by an agent, such as an overnight or similar delivery service, or (c) deposited in the United States mail, postage prepaid, certified or registered, addressed as follows:

TO THE CONTRACTOR:

Everbridge, Inc.
25 Corporate Drive, Suite 400
Burlington, MA 01803
Attn: Legal Department

TO THE COUNTY:

Niki Levy, Project Officer
Arlington County, Virginia
1425 Courthouse Road, 7th Floor
Arlington, Virginia 22201
Phone: (703) 228-4365
Email: nslevy@arlingtonva.us

AND

Dr. Sharon T. Lewis, LL.M, MPS, VCO, CPPB
Purchasing Agent
Arlington County, Virginia
2100 Clarendon Boulevard, Suite 500
Arlington, Virginia 22201
Phone: (703) 228-3294

Email: slewis1@arlingtonva.us

TO COUNTY MANAGER’S OFFICE (FOR PROJECT CLAIMS):

Mark Schwartz, County Manager
Arlington County, Virginia
2100 Clarendon Boulevard, Suite 318
Arlington, Virginia 22201

10. ARLINGTON COUNTY BUSINESS LICENSES

The Contractor must comply with the provisions of Chapter 11 (“Licenses”) of the Arlington County Code, if applicable. For information on the provisions of that Chapter and its applicability to this Contract, the Contractor must contact the Arlington County Business License Division, Office of the Commissioner of the Revenue, 2100 Clarendon Blvd., Suite 200, Arlington, Virginia, 22201, telephone number (703) 228-3060, or e-mail business@arlingtonva.us.

11. PROTECTIONS

If Receiving Party is compelled by law, including the Virginia Freedom of Information Act, to disclose Confidential Information of Disclosing Party, Receiving Party shall provide reasonable assistance, upon Disclosing Party’s request and at Disclosing Party’s cost, should Disclosing Party choose to contest the disclosure. Receiving Party is not, however, obligated to give Disclosing Party notice of or an opportunity to contest the disclosure before disclosing Confidential Information as compelled by law.

12. COUNTERPARTS

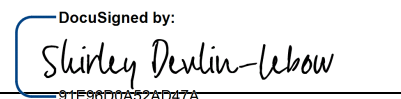
This Agreement may be executed in one or more counterparts and all of such counterparts shall together constitute one and the same instrument. Original signatures transmitted and received via facsimile or other electronic transmission, (e.g., PDF or similar format) are true and valid signatures for all purposes hereunder and shall be effective as delivery of a manually executed original counterpart.

WITNESS these signatures:

THE COUNTY BOARD OF ARLINGTON
COUNTY, VIRGINIA

EVERBRIDGE, INC.

AUTHORIZED SIGNATURE: 

AUTHORIZED SIGNATURE: 

NAME: Kaylin Schreiber

NAME: Shirley Devlin-Lebow

TITLE: Procurement officer

TITLE: Chief Accounting Officer

DATE: 6/28/2024

DATE: 6/27/2024

MULTIPLE AWARD SCHEDULE

Code F – Information Technology

F04. IT Software Subcategory

**General Services Administration
Federal Acquisition Service
Authorized Federal Supply Schedule FSS Price List**

Special Item Numbers (SINs):

Special Item No. 511210: Software Licenses

Special Item No. OLM: Order Level Materials



Everbridge, Inc.
25 Corporate Drive, Suite 400
Burlington, MA 01803-4245
Phone: (888) 366-4911
www.everbridge.com

Contact for Contract Administration

Brienne Carpenter
Phone: (781) 373-9800
Fax: (818) 230-9505
Email: brienne.carpenter@everbridge.com

Business Size: Large Business
Contract Number: #47QTCA24D0083
Period Covered by Contract: April 19, 2024 to April 18, 2029
(Plus three additional 5-year option periods)
Current through Mod # PO-0001 – Effective on April 19, 2024

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery are available through GSA Advantage!®, a menu-driven database system. The INTERNET address to GSA Advantage! ® is: GSAAdvantage.gov.

For more information on ordering go to the following website: <https://www.gsa.gov/schedules>

Prices Shown Herein are Net (discount deducted)

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CUSTOMER INFORMATION

1a. Table of awarded special item numbers with appropriate cross-reference to item descriptions and awarded prices:

SIN 511210 Software License: Includes both term and perpetual software licenses and maintenance.

SIN OLM Order Level Materials: OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs. OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.

GSA Prices with IFF begin on Page 10.

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided.

2. Maximum order: **\$500,000 for SIN 511210 and \$250,000 for SIN OLM**

3. Minimum order: **\$100**

4. Geographic coverage: **Worldwide**

5. Point of production: **USA**

6. Discount from list prices or statement of net price: **The rates contained in this pricelist are net (inclusive of the GSA discount).**

7. Quantity discounts: **None.**

8. Prompt payment terms: **0% Net 30 Days.**

Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Foreign items: **None**

10a. Time of delivery: **2 Days ARO**

10b. Expedited Delivery: **24 Hours ARO.**

10c. Overnight and 2-day delivery: **Contact contractor regarding overnight delivery.**

10d.Urgent Requirements: **Contact contractor regarding urgent requirements.**

11.F.O.B. Point: **Destination**

12a.Ordering address:

**Everbridge, Inc.
Attn: Analy Aguilar
155 North Lake Ave, Ste 900
Pasadena, CA 91101-1849**

12b.Ordering procedures: **See Federal Acquisition Regulation (FAR) 8.405-3.**

13.Payment address:

**Everbridge Accounts Receivable Department
PO Box 92506
Las Vegas, NV 89193-2506**

14.Warranty provision: **The duration of the Term or sixty (60) days after the Effective Date, whichever is longer.**

15.Export packing charges: **Not Applicable**

16.Terms and conditions of rental, maintenance, and repair: **None**

17.Terms and conditions of installation: **If the ordering activity requires customized installation, this service is available for purchase.**

18a.Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: **Not Applicable**

18b.Terms and conditions for any other services: **None**

19.List of service and distribution points:

**Everbridge, Inc.
25 Corporate Drive, Suite 400
Burlington, MA 01803-4245**

20.List of participating dealers: **Not Applicable**

21.Preventive maintenance: **Not Applicable**

22.Special attributes such as environmental attributes (e.g. recycled content, energy efficiency, and/or reduced pollutants): **Not Applicable**

23.Unique Entity Identifier (UEI) number: **XCSMWJTSJ7W5**

24. Notification regarding registration in System for Award Management (SAM) database: **Everbridge is registered in SAM and the registration is current. Our CAGE Code is 3PCD2.**

**TERMS AND CONDITIONS APPLICABLE TO SOFTWARE LICENSES
(SPECIAL ITEM NUMBER 511210)**

1. 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.

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide the Enterprise User License Agreement that has been approved by GSA, if requested.

3. GUARANTEE/WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty 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. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2)
- 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 8 AM to 5 PM (PST)**.

5. SOFTWARE MAINTENANCE

- a. Software maintenance as it is defined:

- 1. Software Maintenance as a Product

- 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

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Term licenses and maintenance 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 and/or maintenance, the period of the term licenses and/or maintenance 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 and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance 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 and/or maintenance are to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance are to be continued during the subsequent period.

7. UTILIZATION LIMITATIONS

- 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) Except as is provided in paragraph 8.b(2) above, 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

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, 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, 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: Not Applicable.

Product Offerings

Everbridge, Inc. is a global software company that provides enterprise software applications that automate and accelerate an organization's operational response to critical events in order to Keep People Safe and Businesses Running™. During public safety threats such as active shooter situations, terrorist attacks or severe weather conditions, as well as critical business events including IT outages, cyber-attacks or other incidents such as product recalls or supply-chain interruptions, over 5,200 global customers rely on the company's Critical Event Management platform to quickly and reliably aggregate and assess threat data, locate people at risk and responders able to assist, automate the execution of pre-defined communications processes through the secure delivery to over 100 different communication devices, and track progress on executing response plans. The company's platform sent over 3.5 billion messages in 2019, and offers the ability to reach over 550 million people in more than 200 countries and territories. The company's critical communications and enterprise safety applications include Mass Notification, Incident Management, Safety Connection™, IT Alerting, Visual Command Center®, Public Warning, Crisis Management, Community Engagement®, and Secure Messaging, and are easy-to-use and deploy, secure, highly scalable and reliable.

Everbridge software automates the key steps for responding to a critical event. It aggregates threat data from third party and internal sources so customers can assess risk, and locates people in areas of threat and those needed to respond. It then enables customers to execute pre-defined processes based on the type of threat for who should be contacted and how, what message to send, and who to escalate to if a responder is not available. Our platform then sends out notifications and instructions via text, voice, email—over 100 modalities—in 15 languages as needed, organizes conference bridges for people to collaborate, and analyzes return messages. Automating these steps enables them to be completed quickly, highly reliably and at scale at a time when minutes often matter.

Term License-Mass Notification Base for Corporate - RENEWAL ONLY - 101-11-11-0240-000

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

Key Capabilities Include:

- Unlimited Mass Notification Templates
- Ability to send Standard, Polling, or on-the-fly ‘One-Touch’
- Conference Call messages
- Flexible role-based access controls to manage user permissions
- SMPP based True SMS text messaging
- Multi-language Text to Speech Engine and Custom Voice Recording
- 4 Everbridge basic conference bridge codes
- Custom branded opt-in portal with custom fields and opt-in subscriptions
- Access to Real-Time Dashboard, Notifications History, Everbridge Universe, and Custom Reporting
- Notification escalation to automatically send a notification to the next person or group if there is no confirmation
- Integrated GIS/Map-based, rule-based, group-based, or individual contact selection
- One-screen broadcast creation workflow to speed message creation and reduce human error
- Everbridge Network to access situational intelligence & notifications shared by other public and private groups
- Publish notifications directly to Websites and services that support API access via HTTPS using ‘Web Posting’
- Publish notifications to Audio Bulletin Board for contacts to retrieve the audio message at their convenience
- 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 contact records
- Organization specific customizable caller ID, greetings, and broadcast settings
- Real-time reporting for improved situational awareness and easier after-action analysis
- Self-Service Contact Record Management, Contact Import via CSV Upload and via Contact API or via Secure FTP
- International Support
 - Globally Local Calling for faster communications using local/regional message initiation
 - Dynamic Caller ID to customize caller IDs with local number per country or broadcast
 - International Sender IDs for SMS delivery Set-up, Implementation, and Support
- Up to 10 remote hours of support via a dedicated Implementation Specialist

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-11-11-0240-000	Term License - Mass Notification Base for Corporate-Renewal Only (Minimum dollar value per single order is no less than \$4282.12 or 154 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$27.98	\$4,282.12

Term License-Mass Notification Base for State & Local Government - 101-11-11-0254-000

Everbridge Mass Notification Base for State & Local Government allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. Everbridge Mass Notification is supported by state-of-the-art security protocols, elastic infrastructure, advanced mobility, interactive reporting, adaptive people, and resource mapping to mirror your organization, and true enterprise class data management capabilities to provide a wide array of data management options.

Key Capabilities Include:

- SMPP based True SMS text messaging
- Multi-language Text to Speech Engine and Custom Voice Recording
- 4 Everbridge basic conference bridge codes
- 4 Smart Conference bridge lines
- Public Incident Zone – Alert residents through Everbridge Mobile App on their entry into the impacted area
- Custom branded community opt-in portal with custom fields and opt-in subscriptions
- Flexible role-based access controls to manage user permissions
- Access to Real-Time Dashboard, Notifications History, Everbridge Universe, and Custom Reporting
- Notification escalation to automatically send a notification to the next person or group if there is no confirmation
- Integrated GIS/Map-based, rule-based, group-based, or individual contact selection
- Ability to send standard, polling, or on-the-fly ‘One-Touch’ Conference Call messages
- One-screen broadcast creation workflow to speed message creation and reduce human error
- Everbridge Network to access situational intelligence & notifications shared by other public and private groups
- Publish notifications directly to Websites and services that support API access via HTTPS using ‘Web Posting’
- Publish notification to Social Media
- Publish notifications to Audio Bulletin Board for contacts to retrieve the audio message at their convenience

- Access to IPAWS for authorized agencies –Only available in US region
- Contact filtering based on custom criteria
- Map-based drawing and selection tools and imported shape files (e.g. Google Maps, Bing Maps, ESRI)
- Automatic address geo-coding for contacts
- Organization specific customizable caller ID, greetings, and broadcast settings
- Real-time reporting for improved situational awareness and easier after-action analysis
- Unlimited Mass Notification and Incident Templates
- Self-Service Contact Record Management, Contact Import via CSV Upload and via Contact API Basic
- International Support
 - Globally Local Calling for faster communications using local/regional message initiation
 - Dynamic Caller ID to customize caller IDs with local number per country or broadcast
 - International Long and Short Codes for SMS delivery

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE- Per Unit (with IFF)	GSA PRICE- Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-11-11-0254-000	Term License - Mass Notification Base for State & Local Government (Minimum dollar value per single order is no less than \$4282.12 or 17242 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$0.25	\$4,282.12

Term License-Mass Notification Base for Higher Education - 101-11-11-0250-000

Everbridge Mass Notification Base for Higher Education 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 your new Everbridge Mass Notification system.

Key Capabilities Include:

- Everbridge IPAWS for authorized clients – Only available in US region
- Public Incident Zone – Alert residents through Everbridge Mobile App on their entry into the impacted area
- Custom branded community opt-in portal with custom fields and opt-in subscriptions
- Incident Communications for digitizing communication plans and for reducing human error
- Smart Conference with 4 dedicated bridge lines
- Audio Bulletin Board for your Contacts to retrieve an audio message at their convenience
- Global multi-modal, two-way communications

- Self-service Contact record management via manual upload, Secure FTP, and Contact REST API
- Single page user flow for unplanned communications
- Publish notification to Social Media accounts and other messaging channels
- Flexible role-based access controls to manage user permissions
- Everbridge Network to access situational intelligence & notifications shared by other public and private groups
- Real-time reporting for improved situational awareness and easier after-action analysis
- Self-service module for configuring the operating environment for all users and notifications
- Basic Conference Bridge service including 4 bridge codes
- International Support
 - Multiple site languages for users to navigate your Everbridge service in their native language
 - Multiple notification languages and text to speech engines to ensure recipients understand your message in their preferred language
 - Configurable Caller ID per country to ensure recipients can identify the message sender
 - International Long and Short Codes for SMS delivery to ensure recipients can identify the message sender
- Automatic address geo-coding for Contact locations

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-11-11-0250-000	Term License - Mass Notification Base for Higher Education (Minimum dollar value per single order is no less than \$4282.12 or 3334 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$1.29	\$4,282.12

Term License-Mass Notification Base for Transportation - 101-11-11-0258-000

Everbridge Mass Notification for Transportation 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 your new Everbridge Mass Notification system.

Key Capabilities

- Integrated GIS/Map-based, rule-based, group-based, or individual contact selection
- Ability to send standard, polling, or on-the-fly 'One-Touch' Conference Call messages
- One-screen broadcast creation workflow to speed message creation and reduce human error
- Everbridge Network to access situational intelligence & notifications shared by other public and private groups

- Publish notifications directly to Websites and services that support API access via HTTPS using ‘Web Posting’
Publish notifications directly to the Smartphones of residents and employees via Everbridge Mobile Application
- 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 Mass Notification Templates
- Self-service Single Contact Record Adjustments,
- Contact Import via CSV Upload and via Contact API Bulk
- Contact Management Automation via Secure FTP Basic
- Audio Bulletin Board 4 Everbridge basic conference bridge codes

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE- Per Unit (with IFF)	GSA PRICE- Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-11-11-0258-000	Term License - Mass Notification Base for Transportation (Minimum dollar value per single order is no less than \$4282.12 or 181 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$23.78	\$4,282.12

Term License-Everbridge Mass Notification Base for Healthcare - 101-01-11-0261-000

Everbridge’s Mass Notification for Healthcare allows care teams to coordinate multiple clinicians, technicians, and staff across multiple locations and schedules to respond to the needs of patients efficiently and effectively, leading to increased response times, quality, and patient satisfaction.

Key Capabilities

- Unlimited Incident Templates
- Multimodal delivery capabilities to phones, Email, SMS, Push Notifications
- Incident templates with different messages & delivery settings based on each notification phase or time of day
- Notification escalation to automatically send a notification to the next person or group if there is no confirmation
- Dynamic contact path preferences based on time of day

- Dynamic contact path preferences based on individual preferences
- Ability to send standard, polling, or on-the-fly ‘one-touch’ conference call notifications
- 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
- 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
- Unlimited individual on-call schedules for on-call Registered End-users
 - Ability to set minimum staffing requirements and view shifts to see if these requirements have been met.
 - Ability to assign shift quotas based on certification and skill.
 - Configurable automatic shift rotation.
 - Mobile schedule management
 - Ability to import/export schedules from other systems via .ics.
- Scenario manager to send different messages to different audiences
- Unlimited access to Everbridge secure communication platform (Secure Collaboration) for Registered Endusers
 - Video calling for telemedicine
 - Image sharing
 - Text messaging
 - Group messaging
 - Voice calls using VOIP
 - Mobile device access
 - Desktop access
 - Quick Registration
 - Incident chat
 - Customizable directories
- Standard reports as well as flexible custom reporting capability
- Audit conversation history

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-01-11-0261-000	Term License - Mass Notification Base for Healthcare (Minimum dollar value per single order is no less than \$4,282.12 or 118 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$36.37	\$4,282.12

Term License-Everbridge Mass Notification Standard for Corporate - RENEWAL ONLY - 101-11-11-0241-000

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

Key Capabilities Include:

- SMPP based True SMS text messaging
- Multi-language Text to Speech Engine and Custom Voice Recording
- 4 Everbridge basic conference bridge codes
- 4 Smart Conference bridge lines
- Access to Single Sign On
- Custom branded opt-in portal with custom fields and opt-in subscriptions
- Flexible role-based access controls to manage user permissions
- Access to Real-Time Dashboard, Notifications History, Everbridge Universe, and Custom Reporting
- Notification escalation to automatically send a notification to the next person or group if there is no confirmation
- Integrated GIS/Map-based, rule-based, group-based, or individual contact selection
- Ability to send standard, polling, or on-the-fly 'One-Touch' Conference Call messages
- One-screen broadcast creation workflow to speed message creation and reduce human error
- Everbridge Network to access situational intelligence & notifications shared by other public and private groups
- Publish notifications directly to Websites and services that support API access via HTTPS using 'Web Posting'
- Publish notifications to Audio Bulletin Board for contacts to retrieve the audio message at their convenience
- Contact filtering based on custom criteria
- Map-based drawing and selection tools and imported shape files (e.g. Google Maps, Bing Maps, ESRI) • Automatic address geo-coding for contacts
- Organization specific customizable caller ID, greetings, and broadcast settings
- Real-time reporting for improved situational awareness and easier after-action analysis
- Unlimited Mass Notification and Incident Templates
- Self-Service Contact Record Management, Contact Import via CSV Upload and via Contact API Basic
- International Support
 - Globally Local Calling for faster communications using local/regional message initiation
 - Dynamic Caller ID to customize caller IDs with local number per country or broadcast
 - International Long and Short Codes for SMS delivery

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-11-11-0241-000	Term License - Mass Notification Standard for Corporate-Renewal Only (Minimum dollar value per single order is no less than \$6,423.17 or 127 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$50.64	\$6,423.17

Term License-Everbridge Mass Notification Pro for Corporate - RENEWAL ONLY - 101-11-11-0242-000

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

Key Capabilities Include:

- SMPP based True SMS text messaging
- Multi-language Text to Speech Engine and Custom Voice Recording
- 4 Everbridge basic conference bridge codes
- 4 Smart Conference bridge lines
- Access to Single Sign On
- Access to Visitor and Customer Engagement
- 5 (FIVE) Keywords to allow people to opt-in to a database using keywords
- Custom branded opt-in portal with custom fields and opt-in subscriptions
- Flexible role-based access controls to manage user permissions
- Access to Real-Time Dashboard, Notifications History, Everbridge Universe, and Custom Reporting
- Notification escalation to automatically send a notification to the next person or group if there is no confirmation
- Integrated GIS/Map-based, rule-based, group-based, or individual contact selection
- Ability to send standard, polling, or on-the-fly 'One-Touch' Conference Call messages
- One-screen broadcast creation workflow to speed message creation and reduce human error
- Everbridge Network to access situational intelligence & notifications shared by other public and private groups
- Publish notifications directly to Websites and services that support API access via HTTPS using 'Web Posting'
- Publish notification to Social Media
- Publish notifications to Audio Bulletin Board for contacts to retrieve the audio message at their convenience
- Contact filtering based on custom criteria

- Map-based drawing and selection tools and imported shape files (e.g. Google Maps, Bing Maps, ESRI)
- Automatic address geo-coding for contacts
- Organization specific customizable caller ID, greetings, and broadcast settings
- Real-time reporting for improved situational awareness and easier after-action analysis
- Unlimited Mass Notification and Incident Templates
- Self-Service Contact Record Management, Contact Import via CSV Upload and via Contact API Basic
- International Support
 - Globally Local Calling for faster communications using local/regional message initiation
 - Dynamic Caller ID to customize caller IDs with local number per country or broadcast
 - International Long and Short Codes for SMS delivery

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-11-11-0242-000	Term License - Mass Notification Pro for Corporate-Renewal Only (Minimum dollar value per single order is no less than \$8,564.23 or 157 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$54.56	\$8,564.23

Term License-Everbridge Mass Notification Pro for Higher Education - 101-11-11-0251-000

Everbridge Mass Notification Pro for Higher Education 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 your new Everbridge Mass Notification system.

Key Capabilities Include:

- 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 Facebook and Twitter and Websites and services that support API access via HTTPS using 'Web Posting'
- Publish notifications directly to the Smartphones of residents and employees via Everbridge Mobile app
- 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, Contact Import via CSV Upload and via Contact AP Bulk Contact Management Automation via Secure FTP
- Audio Bulletin Board
- 4 Everbridge basic conference bridge codes
- Single Sign on to simplify user management
- Active Shooter, Shelter in Place, Evacuation Order and Crisis Response Team (CMT) Bridge Activation message guides

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE- Per Unit (with IFF)	GSA PRICE- Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-11-11-0251-000	Term License - Mass Notification Pro for Higher Education (Minimum dollar value per single order is no less than \$8,564.23 or 5435 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$1.57	\$8,564.23

Term License-Everbridge Mass Notification Pro for State & Local Government - 101-11-11-0255-000

Everbridge Mass Notification Pro for State & Local Government allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. Everbridge Mass Notification is supported by state-of-the-art security protocols, elastic infrastructure, advanced mobility, interactive reporting, adaptive people, and resource mapping to mirror your organization, and true enterprise class data management capabilities to provide a wide array of data management options.

Key Capabilities Include:

- SMPP based True SMS text messaging
- Multi-language Text to Speech Engine and Custom Voice Recording
- 4 Everbridge basic conference bridge codes
- 4 Smart Conference bridge lines
- Public Incident Zone – Alert residents through Everbridge Mobile App on their entry into the impacted area

- Access to Community Engagement to communicate via Text, Email, and/or Voice Messages and provide an easy way for residents to Text Opt-In (text zip-code or a keyword to 888-777) –Only available to US contacts
- Access to automated severe weather alerting from the National Weather Service via SMARTWeather for 1 (ONE) area no greater than a single County –Only available to US contacts
- Custom branded community opt-in portal with custom fields and opt-in subscriptions
- Flexible role-based access controls to manage user permissions
- Access to Real-Time Dashboard, Notifications History, Everbridge Universe, and Custom Reporting
- Notification escalation to automatically send a notification to the next person or group if there is no confirmation
- Integrated GIS/Map-based, rule-based, group-based, or individual contact selection
- Ability to send standard, polling, or on-the-fly ‘One-Touch’ Conference Call messages
- One-screen broadcast creation workflow to speed message creation and reduce human error
- Everbridge Network to access situational intelligence & notifications shared by other public and private groups
- Publish notifications directly to Websites and services that support API access via HTTPS using ‘Web Posting’
- Publish notification to Social Media
- Publish notifications to Audio Bulletin Board for contacts to retrieve the audio message at their convenience
- Access to 1 (ONE) dedicated toll free number via Premium Audio Bulletin Board
- Access to IPAWS for authorized agencies –Only available in US region.
- 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
- Custom point address geo-coding
- Organization specific customizable caller ID, greetings, and broadcast settings
- Real-time reporting for improved situational awareness and easier after-action analysis
- Unlimited Mass Notification and Incident Templates
- Self-Service Contact Record Management, Contact Import via CSV Upload and via Contact API Basic
- International Support
 - Globally Local Calling for faster communications using local/regional message initiation
 - Dynamic Caller ID to customize caller IDs with local number per country or broadcast
 - International Long and Short Codes for SMS delivery

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-11-11-0255-000	Term License - Mass Notification Pro for State & Local Government (Minimum dollar value per single order is no less than \$8,564.23 or 26316 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$0.32	\$8,564.23

Term License-Everbridge Mass Notification Pro for Transportation - 101-11-11-0259-000

Everbridge Mass Notification Pro for Transportation 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 your new Everbridge Mass Notification system.

Key Capabilities Include:

- 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 the Smartphones of residents and employees via Everbridge Mobile Application
- Contact filtering based on custom criteria and automatic address geo-coding for contacts
- Map-based drawing and selection tools and imported shape files (e.g. Google Maps, Bing Maps, ESRI)
- 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, Contact Import via CSV Upload and via Contact API
- Bulk Contact Management Automation via Secure FTP

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-11-11-0259-000	Term License - Mass Notification Pro for Transportation (Minimum dollar value per single order is no less than \$4,710.06 or 150 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$31.39	\$4,710.33

Term License-Community Engagement - 101-01-11-1027-000

The Community Engagement solution supports easy opt-in capabilities for both public and private events. Gathering opt-ins, whether the general public or internal stakeholders, can be very difficult. With mobile keywords, large groups of people can easily opt-in to a database by texting a keyword. Additionally, the Visitor Engagement solution allows you enable event-focused web pages to increase the visibility and safety of your event.

Key Capabilities:

- Unlimited E-mail Messages
- Unlimited Facebook & Twitter Postings
- Global Messaging Credits equal to 25% of the aggregate license fee paid (Each voice call is charged ten Global Messaging Credits per recipient and each SMS message is charged five Global Messaging Credits per recipient)
- Unlimited Administrators for web-based portal to initiate messages, reporting, and administration
- Unlimited number of keyword Opt-In recipients
- Access to 5 event keywords
- Access to Public and Private Event Web Pages which are integrated with your Member Portal and can include registration widgets and social sharing options so visitors can share your notifications to their social networks.
- Publish event-based notifications via e-mail and SMS
- Publish event-based notifications directly to Facebook and Twitter
- Publish event-based notifications directly to Event Web Pages
- Automatic opt-in expirations
- Zip Code opt-in functionality for residents
- Google Public Alerts integration
- SMPP based SMS text messaging
- Messaging templates to speed up communications
- SMS, Email, Delivery Reporting.

Requires the purchase of a Mass Notification Base product.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-01-11-1027-000	Term License - Everbridge Community Engagement - *Pricing for the Community Engagement solution is based on 21.41% of the Annual Mass Notification Subscription Contract Value or \$2,141.06 whichever is greater (exclusive of one-time and services costs).	YR	21.41%	\$2,141.06

***Pricing for the Community Engagement solution is based on 21.41% of the Annual Mass Notification Subscription Contract Value (exclusive of one-time and services costs) or \$2,141.06, whichever is greater.**

Term License-Additional Community Engagement/Visitor Engagement Keywords for Corporate - 100-09-11-1039-000

Provides additional keywords for use with Community Engagement or Visitor Engagement functionality within Everbridge Mass Notification Pro. Require the purchase of one of the following: Mass Notification Pro, Safety Connection Pro, Critical Event Management for Safety and Continuity, Critical Event Management for Mobility, Critical Event Management 360.

Term License-Additional Community Engagement/Visitor Engagement Keywords for State and Local Government, Higher Education, and Transportation - 100-09-11-1038-000

Provides additional keywords for use with Community Engagement or Visitor Engagement functionality within Everbridge Mass Notification Pro. Require the purchase of one of the following: Mass Notification Pro, Safety Connection Pro, Critical Event Management for Safety and Continuity, Critical Event Management for Mobility, Critical Event Management 360.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-09-11-1039-000	Term License - Additional CE/VE Keywords for Corporate (One-Time Annual Fee)	EA	\$856.42	\$856.42
511210	Everbridge, Inc	100-09-11-1038-000	Term License - Additional CE/VE Keywords for State and Local Government, Higher Education and Transportation (One-Time Annual Fee)	EA	\$171.28	\$171.28

Term License-Incident Management – Incident Communications - 101-01-11-0206-000

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.

Key Capabilities

- 1 (one) Incident Management Organization
- Unlimited Incident Administrator and User seats
- Unlimited Incident Templates
- Incident Templates supporting different messages & delivery settings based on notification phase (New, Update, Close)
- Global Messaging Credits equal to 10% of the aggregate license fee paid (Each voice call is charged ten Global Messaging Credits per recipient and each SMS message is charged five Global Messaging Credits per recipient)

- 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 incident.

Requires the purchase of a Mass Notification Base product.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-01-11-0206-000	Term License - Incident Management - Incident Communications - *Pricing for the Incident Communication solution is based on 25.69% of the Annual Mass Notification Subscription Contract Value or \$2,141.06, whichever is greater (exclusive of one-time and services costs).	YR	25.69%	\$2,141.06

***Pricing for the Incident Management-Incident Communications solution is based on 25.69% of the Annual Mass Notification Subscription Contract Value (exclusive of one-time and services costs) or \$2,141.06, whichever is greater.**

Term License-SmartWeather - 101-00-11-1060-000

Keep your employees, residents and other key stakeholders informed and safe with automatic broadcasts to all affected recipients. Actively manage weather events and quickly put location-based warnings in the right hands, in real-time. With SMART Weather you can automatically broadcast customized messages based on the type and severity of the event.

Key Capabilities

- Accurate weather warnings with specific start times and timely closing of alerts.
- Precise meteorologist drawn polygons and geographical zones to identify weather impacted locations.
- Select contacts in affected areas using a map that identifies weather impacted locations.
- Customized message content based on weather type, severity, location and audience.
- Infrared displays allow for even more precise location-specific weather alerts so notifications get to the right people with speed and accuracy.
- New weather layers provide near real time weather monitoring, making it easier to alert key stakeholders.

Requires the purchase of a Mass Notification Base product.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-00-11-1060-000	Term License - SMART Weather (includes 1 location in base weather subscription) - *Pricing for the SmartWeather solution is based on 12.85% of the Annual Mass Notification Subscription Contract Value or \$1,284.63, whichever is greater (exclusive of one-time and services costs).	YR	12.85%	\$1,284.63

***Pricing for the SmartWeather solution is based on 12.85% of the Annual Mass Notification Subscription Contract Value (exclusive of one-time and services costs) or \$1,284.63, whichever is greater.**

Everbridge SmartWeather Options

Term License-SMART Weather – Nationwide Coverage - RENEWAL ONLY – 101-00-11-1065-000

- Automated weather alerts for customers who have transient populations across multiple states

Term License-SMART Weather – Statewide Coverage - RENEWAL ONLY – 101-00-11-1064-000

- Automated weather alerts for State customers who want to setup for the entire state

Term License-Additional SMART Weather Location(s) – 101-00-11-1063-000

- Each specific weather threshold is built for a specific office / facility Location

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-00-11-1065-000	Term License - SMART Weather - Nationwide Coverage-Renewal Only	YR	\$12,846.35	\$12,846.35
511210	Everbridge, Inc	101-00-11-1064-000	Term License - SMART Weather - Statewide Coverage-Renewal Only	YR	\$2,997.48	\$2,997.48

511210	Everbridge, Inc	101-00-11-1063-000	Term License - Additional SMARTWeather Location(s) (One-Time Annual Fee)	EA	\$856.42	\$856.42
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Term License-Set-up Fee - SETUPFEES

- 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

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	SETUPFEES	Term License - Set Up Fee - *Pricing for the Setup fee is based on 6.85% of the Annual Subscription Contract Value with a minimum purchase value of \$400. (One-Time Installation Fee)	EA	6.85%	\$342.57

***The Setup Fee is equal to 6.85% of the Annual Subscription Contract Value (exclusive of one-time and services costs) with a minimum purchase value of \$342.57.**

Term License-IT Alerting Standard Resolver License - 100-05-11-0201-000

Major IT failures and outages (critical application down, Cyber attack, deployment issue, datacenter outage, etc.) quickly impact users and customers of the IT services as the quality of service deteriorates. Everbridge IT Alerting helps IT Departments, Incident Managers, DevOps, reduce the time to reach the right on-call IT personnel and keep stakeholders as well as impacted customers informed. Reducing MTTR will minimize the impact on the business.

Everbridge IT Alerting Standard provides:

- Send Global Notifications and Testing Messages
- Unlimited Email and Mobile App Push Notifications
- Global Messaging Credits equal to 20% of the aggregate license fee paid (Each voice call is charged ten Global Messaging Credits per recipient and each SMS message is charged five Global Messaging Credits per recipient)
- Communication templates with conditional workflow for human error-free notifications
- Automatic notifications to the right on-call person
- Automatic escalation to the next person until someone acknowledges
- Multi communication channels (email, phone, SMS, pager, and mobile push notifications...)

- Collaboration tools including a 1-click smart conferencing (360 minutes per resolver license per year)
- Integration with IT Service Management (Helpdesk) and IT Operations Management (monitoring) tools.
- Communication updates to your IT team, the business stakeholders and the impacted customers while IT is resolving the problem.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-05-11-0201-000	Term License - IT Alerting Standard Resolver License (Minimum dollar value per single order is no less than 66 contacts. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	User	\$328.87	\$21,705.19

Term License-Everbridge IT Alerting Scheduling - 100-04-11-1025-000

IT Alerting Scheduling helps track who is on-call on each team, and alerts the right people based on the type of incident, time of day, skill set required and location.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-04-11-1025-000	Term License - IT Alerting Scheduling (Minimum dollar value per single order is no less than \$1500 or 25 contacts, whichever is greater.)	Contact	\$51.39	\$1,284.63

Term License-Additional Organization - 101-01-11-1001-000

- One (1) Additional Organization in an Account

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-01-11-1001-000	Term License - Everbridge Additional Organization (One-Time Annual Fee)	EA	\$428.21	\$428.21

Usage**Term License-5,000 US Minutes - 101-01-33-0711-000**

- Usage. Once all minutes or messages have been used, customer will need to purchase additional units.

Term License-7,500 US SMS Messaging Minutes - 101-01-33-0712-000

- Usage. Once all minutes or messages have been used, customer will need to purchase additional units.

Term License-2,500 Global Minutes - 101-01-33-0505-000

- Usage. Once all minutes or messages have been used, customer will need to purchase additional units.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-01-33-0711-000	Term License - 5,000 US Minutes (One-Time Fee)	EA	\$214.11	\$214.11
511210	Everbridge, Inc	101-01-11-0712-000	Term License - 7,500 Everbridge US SMS Messaging Minutes (One-Time Fee)	EA	\$214.11	\$214.11
511210	Everbridge, Inc	101-01-33-0505-000	Term License - 2,500 Global Minutes (One-Time Fee)	EA	\$214.11	\$214.11

Term License-500,000 Global Message Credits - 101-01-33-0712-000

Customers will have access to an annual allowance of Messaging Credits that can be used for notifications. The specific number of Messaging Credits are included on the product Quote and are applied per notification according to the table below. Unused Messaging Credits (including any additional purchased credits) expire at the end of the annual contract period under the applicable Quote and are not refundable. If the customer exceeds the annual allowance of Messaging Credits allocated to the account or previously purchased, then the customer shall pay for such overages and charges back to the date they were incurred. Once all minutes or messages have been used, customer will need to purchase additional units.

Messaging Credits shall be calculated and consumed as follows:

Message Modality	Email	Push Notification	Pager	Voice	SMS Text	Conference Voice	TTY	FAX
Unit of Measure	per email sent	per mobile app notification	per pager message sent	per minute of the voice call	per SMS message	per minute of the voice call	per TTY message	per page sent
REGION 1: NORTH AMERICA	free	free	free	10	5	10	100	100
REGION 2: EUROPE	free	free	free	40	30	40	100	100
REGION 3: SOUTH AMERICA	free	free	free	190	40	190	100	100
REGION 4: AFRICA	free	free	free	400	50	400	100	100
REGION 5: ASIA	free	free	free	70	30	70	100	100
REGION 6: OCEANIA	free	free	free	100	40	100	100	100
REGION 7: MIDDLE EAST	free	free	free	170	30	170	100	100

A single notification consists of:

• SMS Text:

- For messages that contain only GSM characters, each 153 characters or portion thereof.
- For messages that contain any non-GSM characters, each 67 characters or portion thereof.
- GSM characters include only characters in the GSM 7-bit default alphabet.

• Voice or Conference Voice: One minute or portion of a minute of the voice message, calculated on a cumulative basis per month, per destination country.

• TTY: Per TTY call.

• Fax: Per page transmitted.

For example:

- SMS Notification (containing 100 GSM characters) sent to 100 contacts in the United States would consume 500 Messaging Credits (100 contacts * 1 Notification/contact * 5 Messaging Credits per US SMS message).
- Voice Notification (Each message = 30 seconds) sent to 500 contacts in France would consume 10,000 Messaging Credits (500 contacts * 30 seconds = 250 minutes of calls * 40 Messaging Credits per European Voice Call).
- SMS Notification (containing 200 GSM characters) sent to 250 contacts in India and 2000 contacts in the United States would consume 35,000 Messaging Credits (250 contacts * 2 Notifications/contact * 30 Messaging Credits per Asian SMS message = 15,000 Messaging Credits) + (2000 contacts * 2 Notifications/contact * 5 Messaging Credits per US SMS message = 20,000 Messaging Credits)

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-01-33-0712-000	Term License - 500,000 Global Message Credits (One-Time Fee)	EA	\$856.42	\$856.42

Term License-Everbridge Critical Alerting for Public Safety Employees - RENEWAL ONLY - 101-00-04-0273-000, 101-00-04-0274-000, and 101-00-04-0275-000

For State, Municipal and Local Agencies who are looking to create multi-modal alerting from mission critical systems like WebEOC, Computer Assisted Dispatch or other internal systems, Everbridge's Critical Alerting for Public Safety Employees solution is designed to improve first responder and emergency management response times by leveraging the existing contacts in your Everbridge platform to deliver mission critical multi-modal alerts to key personnel. Users can automate the notification processes for traditionally email only alerting systems using e-mail ingestion to configure deliver multi-modal alerts to the correct list of stakeholders and responders.

Key Features:

- Unlimited E-mail Distribution
- Unlimited Push Notification via Everbridge App
- Voice and SMS messaging minutes limited to 7500 per year*
- Access to Email Ingestion for configuration of alerts
- Publish alerts via E-mail Publish alerts directly to the Smartphones of employees via ContactBridge
- Publish alerts via SMS Texting and Voice Calls
- Automatic escalation of a notification to the next person or group if there is no confirmation
- Email Ingestion to take 3rd party e-mail content and launch multi-modal alerts
- Design rules based on content in the from, subject or body fields of the e-mail to can trigger specific templates and groups
- 8 total hours of remote access to a consultant to help with initial configuration and testing
- Creation of up to 4 templates
- Creation of up to 2 email ingestion integration points (Any complex expressions or configurations that require additional support would be supported within the 8 hours of Professional Services).

* Usage above 7500 messaging minutes per year can be purchased.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-00-04-0273-000	Term License - Everbridge Critical Alerting for Public Safety Employees - Renewal Only (1000 or fewer employees)	YR	\$7,279.60	\$7,279.60

511210	Everbridge, Inc	101-00-04-0274-000	Term License - Everbridge Critical Alerting for Public Safety Employees-Renewal Only (Between 1001 and 2500 Employees)	YR	\$8,992.44	\$8,992.44
511210	Everbridge, Inc	101-00-04-0275-000	Term License - Everbridge Critical Alerting for Public Safety Employees-Renewal Only (2501 or more Employees)	YR	\$11,561.71	\$11,561.71

Term License-Everbridge Open APIs and E-mail Ingestion - 101-01-11-1015-000, 101-01-11-1016-000, 101-01-11-1017-000, 101-01-11-1025-000, 101-01-11-1028-000, and 101-01-11-1029-000

Everbridge Open is a set of REST based APIs that can be used to integrate contact information or trigger notifications remotely based on thresholds being reached in an internal system. For example, you could integrate your internal Human Resources (HR) system with the Everbridge system. When the HR team updates employee records, the contact information is automatically added, updated, or deleted in the Everbridge system. Email Ingestion lets users trigger notifications simply by sending an email to Everbridge. This is also an easy way, with no coding required, to create integrations with IT Monitoring and Service Management tools, CRM systems, and CAD systems.

Everbridge Open APIs and E-mail Ingestion are designed to support integration with internal systems to support mass communication uses. Any non-standard use of the Everbridge Open API or E-mail Ingestion for broadcast purposes, such as high-volume, one-to-one communications, are not covered under the Everbridge SLA. Examples of non-standard uses include, but are not limited to, the following: Marketing; SPAM (malicious marketing); Political or “Robo-Calls”; Collections; “One-to- one” communications; or calls that have to follow “do not call” or “time of day” rules. Please refer to the Everbridge Acceptable Use Policy for additional details:

<https://www.everbridge.com/company/legal/%E2%80%8Bacceptable-use-policy/>.

Everbridge Open APIs and E-mail Ingestion provides:

- Number of Broadcast API Calls or Email Ingestion Initiation contracted*
- Access to 2 Everbridge Organizations (e.g. Production and Sandbox) each with authenticated API users
- Access to Incident Management as needed to configure email ingestion

*Does not include contact path usage (i.e. voice or SMS) costs which needs to be purchased separately for voice or SMS communications.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-01-11-1015-000	Term License - Everbridge Open API (100 or fewer Broadcasts)	YR	\$2,997.48	\$2,997.48
511210	Everbridge, Inc	101-01-11-1016-000	Term License - Everbridge Open API (Between 101 and 500 Broadcasts)	YR	\$4,924.43	\$4,924.43

511210	Everbridge, Inc	101-01-11-1017-000	Term License - Everbridge Open API (Between 501 and 2500 Broadcasts)	YR	\$10,919.40	\$10,919.40
511210	Everbridge, Inc	101-01-11-1025-000	Term License - Everbridge Open API (Between 2501 and 25000 Broadcasts)	YR	\$17,128.46	\$17,128.46
511210	Everbridge, Inc	101-01-11-1028-000	Term License - Everbridge Open API (Between 25001 and 250000 Broadcasts)	YR	\$29,974.81	\$29,974.81
511210	Everbridge, Inc	101-01-11-1029-000	Term License - Everbridge Open API (250001 or more Broadcasts)	YR	\$42,821.16	\$42,821.16

Term License-Everbridge Safety Connection Mobile for Corporate - 101-11-11-0264-000

Everbridge Safety Connection™ Mobile for Corporate helps organizations quickly locate and communicate with their people. The solution aggregates geo-location data from HR systems and the Everbridge Mobile app (fka ContactBridge) so you can reach out to those employees, contractors or visitors who are potentially at risk. Combining the Everbridge Mobile app with the power of Everbridge Mass Notification, Safety Connection™ helps to improve employee security and provide enhanced information about an employee's location to help keep people safe. 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.

Key Capabilities Include:

- Send Domestic and International Alerts and Testing Messages
- Unlimited Email and Mobile App Push Notifications
- Global Messaging Credits equal to 10% of the aggregate license fee paid (Each voice call is charged ten Global Messaging Credits per recipient and each SMS message is charged five Global Messaging Credits per recipient)
- Three (3) Organization with unlimited nested static and dynamic groups
- Access to Real-Time Dashboard, Notifications Library, Everbridge Universe, and Custom Reporting
- Access to the SOS and Safe Corridor functionality in the Everbridge Mobile App to automate outreach to predefined contacts and to require check-in and location monitoring capabilities within a specific geographic area
- 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 Facebook and Twitter and Websites and services that support API access via HTTPS using 'Web Posting'
- Publish notifications directly to the Smartphones of residents and employees via Everbridge Mobile app (fka ContactBridge)
- Apple Watch mobile app functionality
- 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

- Multi-language Text to Speech Engine and Custom Voice Recording
- Real-time reporting for improved situational awareness and easier after-action analysis
- Five (5) Live Operator Message Initiations per year
- Interactive Dashboard for Organizational Activity Summary
- Unlimited Notification Templates
- Self-service Single Contact Record Adjustments, Contact Import via CSV Upload and via Contact AP
- Bulk Contact Management Automation via Secure FTP
- Four (4) Everbridge basic conference bridge codes
- Single Sign on to simplify user management

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-11-11-0264-000	Term License - Safety Connection Mobile for Corporate (Minimum dollar value per single order is no less than \$6,423.17 or 157 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$41.11	\$6,423.17

Term License-Everbridge Safety Connection Mobile for Higher Education - 101-11-11-0256-000

Everbridge Safety Connection™ Mobile for Higher Education helps organizations quickly locate and communicate with their people. The solution aggregates geo-location data from HR systems and the Everbridge Mobile app (fka ContactBridge) so you can reach out to those students, faculty, staff, contractors, or visitors who are potentially at risk. Combining the Everbridge Mobile app with the power of Everbridge Mass Notification, Safety Connection™ helps to improve campus security and provide enhanced information about an individual's location to help keep people safe. 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.

Key Capabilities Include:

- Send Domestic and International Alerts and Testing Messages
- Unlimited Email and Mobile App Push Notifications
- Global Messaging Credits equal to 25% of the aggregate license fee paid (Each voice call is charged ten Global Messaging Credits per recipient and each SMS message is charged five Global Messaging Credits per recipient)
- Three (3) Organization with unlimited nested static and dynamic groups
- Access to Real-Time Dashboard, Notifications Library, Everbridge Universe, and Custom Reporting

- Access to the SOS and Safe Corridor functionality in the Everbridge Mobile App to automate outreach to predefined contacts and to require check-in and location monitoring capabilities within a specific geographic area
- 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 Facebook and Twitter and Websites and services that support API access via HTTPS using ‘Web
- Posting’ Publish notifications directly to the Smartphones of residents and employees via Everbridge Mobile app 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
- Multi-language Text to Speech Engine and Custom Voice Recording
- Real-time reporting for improved situational awareness and easier after-action analysis
- Five (5) Live Operator Message Initiations per year
- Interactive Dashboard for Organizational Activity Summary Unlimited Notification Templates
- Self-service Single Contact Record Adjustments, Contact Import via CSV Upload and via Contact AP Bulk Contact
- Management Automation via Secure FTP
- Audio Bulletin Board
- Single Sign on to simplify user management
- Active Shooter, Shelter in Place, Evacuation Order and Crisis Response Team (CMT) Bridge Activation message guides

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE- Per Unit (with IFF)	GSA PRICE- Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-11-11-0256-000	Term License - Safety Connection Mobile for Higher Education (Minimum dollar value per single order is no less than \$6,423.17 or 3659 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$1.75	\$6,423.17

Term License-Everbridge Safety Connection Base for Corporate - 101-10-11-1300-000

Everbridge Safety Connection™ helps businesses and organizations quickly locate and communicate with their people. The solution aggregates geo-location data from multiple systems so you can reach out to those employees, contractors or visitors who are potentially at risk. Combining physical access control, mobile application, network access and other

location-aware data with the power of Everbridge Mass Notification, Safety Connection™ helps to improve employee security and provide enhanced information about an employee's location to help keep people safe.

Key Capabilities Include:

- Send Domestic and International Alerts and Testing Messages
- Unlimited Email and Mobile App Push Notifications
- Global Messaging Credits equal to 10% of the aggregate license fee paid (Each voice call is charged ten Global Messaging Credits per recipient and each SMS message is charged five Global Messaging Credits per recipient)
- Three (3) Organization with unlimited nested static and dynamic groups
- One (1) Contact Data Location
- Custom branded 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
- Access to Incident Management to automate incident communication workflows
- Access to Single Sign On to simplify user management
- Access to Email Ingestion or EB Open Broadcast API to distribute up to 100 annual multi-modal notifications
- Everbridge mobile app
- Contact profiles with location and timestamped attributes including 'last known' location and 'expected' location data
- Send targeted notifications based on 'last known' location or other contact attributes
- Easily place your physical assets (buildings, places of interest...) directly on the Everbridge Universe map
- Upload location aware data from access control systems, network systems, etc.
- Mobile app check-in functionality that allows users to provide their geo location
- Mobile app SOS functionality to automate outreach to predefined contacts
- Mobile app Safe Corridor functionality that requires check-in and location monitoring capabilities within a specific geographic area
- Apple Watch mobile app functionality
- Notification escalation to automatically send a notification to the next person or group if there is no confirmation
- Integrated GIS/Map-based, rule-based, group-based, or individual contact selection
- Ability to send standard, polling, or on-the-fly 'One-Touch' Conference Call messages with 4 Conference Bridge Codes
- Unlimited Notification Templates and one-screen broadcast creation workflow to speed message creation and reduce human error
- Everbridge Network to access situational intelligence & notifications shared by other public and private groups
- Publish notifications directly to Websites and services that support API access via HTTPS using 'Web Posting'
- Publish notifications directly to the Smartphones of residents and employees via the Everbridge Mobile app
- Contact filtering based on custom criteria and automatic address geo-coding for contacts
- Map-based drawing and selection tools and imported shape files (e.g. Google Maps, Bing Maps, ESRI)
- Organization specific customizable caller ID, greetings, and broadcast settings
- Multi-language Text to Speech Engine and Custom Voice Recording
- Real-time reporting for improved situational awareness and easier after-action analysis
- Self-service Single Contact Record Adjustments, Contact Import via CSV Upload and via Contact API or via Secure FTP
- Audio Bulletin Board

- Five (5) Live Operator Message Initiations per year
- Globally Local Calling for faster communications using local/regional message initiation
- Dynamic Caller ID with local number per country or broadcast and International Long and Short Codes for SMS delivery
- User interface localization in multiple languages

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-10-11-1300-000	Term License - Safety Connection Base for Corporate (Minimum dollar value per single order is no less than \$8,564.23 or 150 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$57.10	\$8,564.23

Term License-Everbridge Safety Connection Base for Higher Education - 101-11-11-0260-000

Everbridge Safety Connection™ helps businesses and organizations quickly locate and communicate with their people. The solution aggregates geo-location data from multiple systems so you can reach out to those employees, contractors or visitors who are potentially at risk. Combining physical access control, mobile application, network access and other location-aware data with the power of Everbridge Mass Notification, Safety Connection™ helps to improve employee security and provide enhanced information about an employee's location to help keep people safe.

Key Capabilities Include:

- Send Domestic and International Alerts and Testing Messages
- Unlimited Email and Mobile App Push Notifications
- Global Messaging Credits equal to 25% of the aggregate license fee paid (Each voice call is charged ten Global Messaging Credits per recipient and each SMS message is charged five Global Messaging Credits per recipient)
- Three (3) Organization with unlimited nested static and dynamic groups
- One (1) Contact Data Location
- Four (4) Everbridge basic conference bridge codes
- 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
- Access to the SOS and Safe Corridor functionality in the Everbridge Mobile App to automate outreach to predefined contacts and to require check-in and location monitoring capabilities within a specific geographic area
- Apple Watch mobile app functionality
- 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 Facebook and Twitter and Websites and services that support API access via HTTPS using ‘Web Posting’
- Publish notifications directly to the Smartphones of residents and employees via Everbridge Mobile app
- 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
- Multi-language Text to Speech Engine and Custom Voice Recording
- Real-time reporting for improved situational awareness and easier after-action analysis
- Five (5) Live Operator Message Initiations per year
- Interactive Dashboard for Organizational Activity Summary Unlimited Notification Templates
- Self-service Single Contact Record Adjustments, Contact Import via CSV Upload and via Contact AP Bulk Contact Management Automation via Secure FTP
- Audio Bulletin Board
- Single Sign on to simplify user management
- Active Shooter, Shelter in Place, Evacuation Order and Crisis Response Team (CMT) Bridge Activation message guides

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-11-11-0260-000	Term License - Safety Connection Base for Higher Education (Minimum dollar value per single order is no less than \$6,423.17 or 193 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$33.40	\$6,423.17

Term License-Everbridge Safety Connection Pro for Corporate - 101-11-11-0235-000

Everbridge Safety Connection™ helps businesses and organizations quickly locate and communicate with their people. The solution aggregates geo-location data from multiple systems so you can reach out to those employees, contractors or visitors who are potentially at risk. Combining physical access control, mobile application, network access and other location-aware data with the power of Everbridge Mass Notification, Safety Connection™ helps to improve employee security and provide enhanced information about an employee’s location to help keep people safe.

Key Capabilities Include:

- Send Domestic and International Alerts and Testing Messages
- Unlimited Email and Mobile App Push Notifications
- Global Messaging Credits equal to 10% of the aggregate license fee paid (Each voice call is charged ten Global Messaging Credits per recipient and each SMS message is charged five Global Messaging Credits per recipient)
- Three (3) Organization with unlimited nested static and dynamic groups
- One (1) Contact Data Location
- Custom branded 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 Access to Everbridge
- Mobile Application with SOS, Check-in, Emergency Call, and Safe Corridor, and custom mobile tiles functionality
- Access to Location Based Tracing in the platform and Proximity Based Tracing via the Everbridge Mobile Application
- Access to Visualization of Dynamic location data including ‘last known’ location and ‘expected’ location data
- Location customizable icons for assets such as buildings, retail stores, airports, hospitals, etc. within the Everbridge Universe
- Access to Open Secure FTP for uploading data sets with ‘last known’ location data
- Access to Incident Management to automate incident communication workflows
- Access to Incident Chat for responders to coordinate and collaborate
- Access to Smart Conference audio conference bridging
- Access to Single Sign On to simplify user management
- Access to Private Incident Zones to target notifications based on a geo-fenced polygon
- Access to Secure Collaboration mobile functionality for chat and texting with one colleague or a group from mobile phones and desktops
- Access to Visitor and Customer Engagement with five Keywords to allow people to opt-in to a database by keyword
- Access to Email Ingestion or the EB Open Broadcast API to distribute up to 100 annual multi-modal notifications

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE- Per Unit (with IFF)	GSA PRICE- Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-11-11-0235-000	Term License - Safety Connection Pro for Corporate (Minimum dollar value per single order is no less than \$10,705.29 or 150 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$71.38	\$10,705.29

Term License-Everbridge Safety Connection Pro for Higher Education - 101-11-11-0253-000

Everbridge Safety Connection™ helps businesses and organizations quickly locate and communicate with their people. The solution aggregates geo-location data from multiple systems so you can reach out to those employees, contractors or visitors who are potentially at risk. Combining physical access control, mobile application, network access and other location-aware data with the power of Everbridge Mass Notification, Safety Connection™ helps to improve employee security and provide enhanced information about an employee's location to help keep people safe.

Key Capabilities Include:

- Send Domestic and International Alerts and Testing Messages
- Unlimited Email and Mobile App Push Notifications
- Global Messaging Credits equal to 25% of the aggregate license fee paid (Each voice call is charged ten Global Messaging Credits per recipient and each SMS message is charged five Global Messaging Credits per recipient)
- Three (3) Organization with unlimited nested static and dynamic groups
- Flexible role-based access controls to manage user permissions
- Access to Real-Time Dashboard, Notifications Library, Everbridge Universe, and Custom Reporting
- Access to Secure Collaboration mobile application for chat and texting with one colleague or a group from mobile phones and desktops
- Access to the SOS and Safe Corridor functionality in the Everbridge Mobile app to automate outreach to predefined contacts and to require check-in and location monitoring capabilities within a specific geographic area
- Access to Open Secure FTP for uploading data sets with 'last known' location data and standard Location Data Connectors (e.g. Lenel Connector for OnGuard 7.0 Access Control System)
- Access to Single Sign on to simplify user management
- Access to Visitor and Customer Engagement with five Keywords to allow large groups of people to opt-in to a database by texting a keyword. Maximum of 50,000 SMS Notifications per year
- 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 Facebook and Twitter and Websites and services that support API access via HTTPS using 'Web Posting'
- Publish notifications directly to the Smartphones of residents and employees via Everbridge Mobile app
- 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
- Multi-language Text to Speech Engine and Custom Voice Recording
- Real-time reporting for improved situational awareness and easier after-action analysis
- Five (5) Live Operator Message Initiations per year
- Interactive Dashboard for Organizational Activity Summary Audio Bulletin Board
- Unlimited Notification Templates
- Self-service Single Contact Record Adjustments, Contact Import via CSV Upload and via Contact API Bulk Contact Management Automation via Secure FTP
- Active Shooter, Shelter in Place, Evacuation Order and Crisis Response Team (CMT) Bridge Activation, Workplace Violence Emergency, Vehicle accident on building grounds, Employee Check in, SOS/Panic Initiated, and Safe Corridor initiated message guides

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-11-11-0253-000	Term License - Safety Connection Pro for Higher Education (Minimum dollar value per single order is no less than \$8,564.23 or 188 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$45.78	\$8,564.23

Term License-Concur Travel Connector for Safety Connection - RENEWAL ONLY - 100-80-11-9050-000

The Concur Travel Connector allows organizations to integrate their Concur travel itineraries with the Everbridge Safety Connection product. The itineraries will update dynamic locations of employees and provide security teams with the ability to communicate and respond to impacted employees in case of location-based emergencies.

Term License-ISOS Connector for Safety Connection - RENEWAL ONLY - 101-11-11-1086-000

The integration between Safety Connection and International SOS TravelTracker enables organizations to quickly locate employees based on their travel itineraries and reach them using the best available contact information.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-80-11-9050-000	Term License - Concur Travel Connector for Safety Connection-Renewal Only	YR	\$2,141.06	\$2,141.06
511210	Everbridge, Inc	101-11-11-1086-000	Term License - ISOS Connector for Safety Connection-Renewal Only	YR	\$8,564.23	\$8,564.23

Term License-Everbridge Critical Event Management (CEM) for Mobility - RENEWAL ONLY - 100-80-11-9069-000

Everbridge Critical Event Management (CEM) for Mobility aggregates thousands of the most trustworthy data sources with an experienced team of analysts to empower organizations to proactively monitor and mitigate risk. The solution provides powerful visualization and orchestration for managing critical events used in organizational functions such as security, business continuity, supply chain and operations to mitigate or eliminate the impact of risk. Through risk event correlation with assets, targeted real-time alerting, organizations can proactively monitor and analyze incidents and events

worldwide, dramatically increasing the ability to respond to risks that threaten people, assets, operations, and organizations – locally and globally. CEM for Mobility allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. Everbridge Safety Connection™ helps businesses and organizations quickly locate and communicate with their people. The solution aggregates geo-location data from multiple systems so you can reach out to those employees, contractors or visitors who are potentially at risk. Combining physical access control, mobile application, network access and other location-aware data. The solution is supported by state-of-the-art security protocols, 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.

Key Capabilities Include:

- Unlimited email notifications
- Unlimited Everbridge mobile app push notifications
- Unlimited usage of Secure Collaboration mobile app encrypted communications
- Global Messaging Credits equal to 10% of the aggregate license fee paid (Each voice call is charged ten Global Messaging Credits per recipient and each SMS message is charged five Global Messaging Credits per recipient)
- Includes Everbridge Risk Center
- Includes Everbridge Mass Notification Pro
- Includes Everbridge Visual Command Center
- Access to Single Sign On to simplify user management
- Three (3) Organization with unlimited nested static and dynamic groups
- One (1) Contact Data Location
- Self-service configuration: severity/distance/category
- Acknowledge Alerts; Add Notes to Alerts; Assess Context with Alert Selected; Hide All Alerts, Reinstate Alerts; Select Multiple Alerts and Perform Actions on Selected Alerts, Snooze Alerts
- Show Distance from Alert to Assets View Alert Log
- View Details on Related Assets
- Filter Alerts using a Map Query, Search, Timeline
- View Acknowledged and Snoozed Alerts
- Data feeds
- Custom branded 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 Access to Incident Management to automate incident communication workflows
- Access to Incident Chat for responders to coordinate and collaborate Access to SmartConference audio conference bridging
- Access to Secure Collaboration mobile functionality for chat and texting with one colleague or a group from mobile phones and desktops
- Access to Visitor and Customer Engagement with five Keywords to allow people to opt-in to a database using keywords
- Access to Email Ingestion or EB Open Broadcast API to distribute up to 100 annual multi-modal notifications
- Access to Real-Time Dashboard, Notifications Library, Everbridge Universe, and Custom Reporting Access to Everbridge

- Mobile Application with SOS, Check-in, Emergency Call, and Safe Corridor, and custom mobile tiles functionality
- Contact profiles with location and timestamped attributes including 'last known' location and 'expected' location data
- Send targeted notifications based on 'last known' location or other contact attributes
- Easily place your physical assets (buildings, places of interest...) directly on the Everbridge Universe map
- Upload location aware data from access control systems, network systems, etc.
- Mobile app check-in functionality that allows users to provide their geo location
- Mobile app SOS functionality to automate outreach to predefined contacts
- Mobile app Safe Corridor functionality that requires check-in and location monitoring capabilities within a specific geographic area
- Apple Watch mobile app functionality
- Notification escalation to automatically send a notification to the next person or group if there is no confirmation
- Integrated
- GIS/Map-based, rule-based, group-based, or individual contact selection
- Ability to send standard, polling, or on-the-fly 'One-Touch' Conference Call messages with 4 Conference Bridge Codes
- Unlimited Notification Templates and one-screen broadcast creation workflow to speed message creation and reduce human error
- Everbridge Network to access situational intelligence & notifications shared by other public and private groups
- Publish notifications directly to Websites and services that support API access via HTTPS using 'Web Posting'
- Publish notifications directly to the Smartphones of residents and employees via the Everbridge Mobile app
- Contact filtering based on custom criteria and automatic address geo-coding for contacts
- Access to Location Based Tracing in the platform and Proximity Based Tracing via the Everbridge Mobile Application
- Map-based drawing and selection tools and imported shape files (e.g. Google Maps, Bing Maps, ESRI)
- Organization specific customizable caller ID, greetings, and broadcast settings
- Multi-language Text to Speech Engine and Custom Voice Recording
- Real-time reporting for improved situational awareness and easier after-action analysis
- Self-service Single Contact Record Adjustments, Contact Import via CSV Upload and via Contact API or via Secure FTP
- Audio Bulletin Board
- 5 Live Operator Message Initiations per year
- Globally Local Calling for faster communications using local/regional message initiation
- Dynamic Caller ID with local number per country or broadcast and International Long and Short Codes for SMS delivery
- User interface localization in multiple languages

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-80-11-9069-000	Term License - CEM for Mobility-Renewal Only (Minimum dollar value per single order is no less than \$175,566.75 or 1000 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$175.57	\$175,566.75

Term License-Additional CALs (10 Pack) - 100-80-11-9051-000

Consists of additional contacts, assets, and locations that can be added to Everbridge Critical Event Management (CEM) 360, Everbridge Critical Event Management (CEM) for Safety and Continuity, or Everbridge Critical Event Management (CEM) for Safety and Continuity.

Term License-Additional CALs (25 Pack) - 100-80-11-9052-000

Consists of additional contacts, assets, and locations that can be added to Everbridge Critical Event Management (CEM) 360, Everbridge Critical Event Management (CEM) for Safety and Continuity, or Everbridge Critical Event Management (CEM) for Safety and Continuity.

Term License-Additional CALs (50 Pack) - 100-80-11-9053-000

Consists of additional contacts, assets, and locations that can be added to Everbridge Critical Event Management (CEM) 360, Everbridge Critical Event Management (CEM) for Safety and Continuity, or Everbridge Critical Event Management (CEM) for Safety and Continuity.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-80-11-9051-000	Term License - Additional CALs (10 Pack) (One-Time Annual Fee)	Pack	\$6,423.17	\$6,423.17
511210	Everbridge, Inc	100-80-11-9052-000	Term License - Additional CALs (25 Pack) (One-Time Annual Fee)	Pack	\$14,452.14	\$14,452.14
511210	Everbridge, Inc	100-80-11-9053-000	Term License - Additional CALs (50 Pack) (One-Time Annual Fee)	Pack	\$27,298.49	\$27,298.49

Term License-VCC Channels - 100-80-11-9054-000

Visual Command Center Channels are designed to deliver the right information to the right people during a critical event or when your organization needs to understand the current risk environment. Visual Command Center Channels assist stakeholders inside and outside a command center, enabling collaboration and communicating salient details. Dashboard-like displays help teams gain better situational awareness and manage critical events. Visual Command Center Channels includes a suite of view-only Channels, which can be displayed on large screen monitors or mobile devices like a tablet.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-80-11-9054-000	Term License - VCC Channels	YR	\$8,564.23	\$8,564.23

Term License-Everbridge Crisis Management - 100-12-11-0257-000

Everbridge Crisis Management orchestrates all crisis response activities, teams and resources to accelerate critical event recovery times and allow organizations to continue to deliver on their brand promises with the least possible impact to life safety, revenue and reputation.

Key Capabilities Include:

- One (1) additional Organization
- Unlimited response plans
- Custom branded portal with custom fields
- Flexible role-based access controls to manage user permissions
- Access to Everbridge Universe and Custom Reporting
- Mobile Application – With interactive mobile task lists, alerting, document access
- Web Collaboration - With customized task lists depending on role and type or incident; task status updates; situation reports, Log and To Do lists
- Plan Management - Central repository of plans and tasks
- Dashboard - Real-time event dashboard showing all open and complete tasks
- Dynamic Task Management - Task manager to automate task assignment and add tasks on-the-fly
- Automated Escalation - Notification/task escalation to automatically send a notification/task to the next person or group if there is no confirmation
- Reporting - Real-time reporting for improved situational awareness and easier after-action analysis
- Auditing – Detailed event logging for all tasks and communication
- Response Plan Templates - Safety, Security, Natural, Facility response plan templates
- Exercise Mode – Launch critical events in exercise mode to support training drills and table top exercises
- Impact Tracker – Leverage the form to collect intake information and show full visibility into asset status
- Form Builder – Create custom forms such as ICS or SITREP with auto-population, conditional logic, to generate event reports and surveys

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-12-11-0257-000	Term License - Crisis Management (Minimum dollar value per single order is no less than \$34,256.93 or 2500 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$13.70	\$34,256.93

Term License-Everbridge JARVISS

JARVISS provides one platform where senior leaders, antiterrorism officers, law enforcement personnel, and emergency managers can identify relevant threats, gain context around each threat to understand its importance, identify all assets that could be affected, and act to avoid or mitigate the impact of a risk event. A common operating picture will enable your teams to protect your interests when faced with a critical event.

Core Platform Access

Named Users based on License User Types:

- **Full License:** Access to Dashboards, Threat Reporting Tab, Workspace Tab, Reports Tab, Assets Tab, Support Tab, and Mobile Application.
- **Limited License:** Access to Dashboards, Threat Reporting Tab, and Support Tabs. The ability to submit reports and receive threat notifications, incident reports and Mobile application.
- **Concurrent License:** Access to the system by an organization that requires more than one user to log in to the system on the same account. A concurrent user license shall have all the features available to a full user and system login times of up to 12 hours.
- **Admin License:** User with administrative rights to the system will have a full user license with the ability to authorize new user accounts, delete old accounts, lock accounts, and delete posted content. Additionally, the administrator will have the ability to audit accounts and retrieve an activity report for users.

Key Features

- RISK INTELLIGENCE

- Risk Intelligence Provided by RIMC
- Weather:
- Hurricane historical and forecasted swath and path
- Radar (current radar only available for North America, Europe, Japan and Australia)
- Storm Surge Models (US)
- Earthquakes (Global)
- Social Media Feed (Separate Purchase Required)

• ALERT FUNCTIONALITY

- Risk Profile by Command: distance/category
- Email and mobile push notifications for Alerts
- Operator entered Incidents
- Add attachments to incidents
- Assess Context with incident Selected
- Show distance from Incident to Assets
- View Details on Related Assets
- Filter Incidents:
- Filter Incidents using Category
- Filter Incidents using Date
- Filter Incidents using Map Query
- Filter Incidents using Search

• CONTEXTUAL DATA

- Points of Interest (US)
- Crime Data (US)
- County Demographic Data (US)
- All Public and Private School locations (US)
- Emergency Management Points of Interest – Hospitals, Fire Stations, Emergency Services, FEMA (US)
- Energy Infrastructure (US)
- Global Geographic Boundaries
- Global Historic Terrorism Incidents
- Global US Diplomatic Missions
- Government (US)
- Hurricane Evacuation Routes (US)
- Law Enforcement (US)
- Media – TV and Radio Stations (US)
- Political Data – Statehouse, Congressional Offices (US)
- Transportation – Roads, Rails and Airports (US)
- Telecommunications – Cable, Mobile towers, Telephony Networks (US)
- Traffic Conditions (flow) (Global)
- US Military Locations (Global)

• ASSET DATA

- Upload and style point-based assets
- Define Asset Status

• MOBILE APPLICATION

- Supported on iOS and Android devices
- DISA approved for iOS
- View incidents
- Receive incident push notification Alerts
- Receive chat push notifications (Android)
- Operator entered incidents

• TIMELINE FEATURES

- Custom Date Range
- Fit to Current Day
- Fit to Current Hour
- Fit to Current Month
- Fit to Current Week
- Mouse Scroll Wheel to Zoom
- Resize Timeline
- Timeline Charts
- View/Hide

• MENU ITEMS

- Tools and Preferences:
- Alert Sound
- Export Map Image (Save Snapshot)
- Full Screen
- Lat/Long Sensor
- Map Annotation
- Bookmark View
- Map Filters/Map Queries:
- Circle
- Rectangle
- Polygon
- Create multiple queries
- Create Labels
- Create Pushpins
- Measure Distance
- Restore Default View
- Saved Projects
- Scale Bar
- Reports:
- PDF Reports

- Incident Reports
- Facility Reports
- Proximity Reports
- Export to Excel
- OTHER CAPABILITIES
 - User Administration
 - User Enrollment Workflow
 - Export Users List
- AREA ISOLATION
 - Asset Tab
 - Buffers
 - Chat
 - Heat Maps
 - Navigation:
 - Mouse Scroll Wheel to Zoom
 - Searching:
 - Address/Point of Interest
 - Retain Search Results on Map with Other Feeds
 - Special Events Tab
 - Support Tab
- MAP VIEWS
 - Aerial
 - Hybrid
 - Road
 - Whiteboard
 - Blackboard

Term License-Pilot (101-12-11-0265-000):

Six weeks of access to the JARVISS platform to include threat notification, incident management, threat reporting, asset assessment, mobile applications, and workspace contextual layers. Limited to no more than 25 users and creation of one risk profile.

Named Users based on License User Types:

Term License-Full User License (101-12-11-0261-000): Access to Dashboards, Threat Reporting Tab, Workspace Tab, Reports Tab, Assets Tab, Support Tab, and Mobile Application.

Term License-Limited User License (101-12-11-0262-000): Access to Dashboards, Threat Reporting Tab, and Support Tabs. The ability to submit reports and receive threat notifications, incident reports and Mobile application.

Term License-Concurrent License (101-12-11-0263-000): Access to the system by an organization that requires more than one user to log in to the system on the same account. A concurrent user license shall have all the features available to a full user and system login times of up to 12 hours.

Term License-Admin License (101-12-11-0264-000): User with administrative rights to the system will have a full user license with the ability to authorize new user accounts, delete old accounts, lock accounts, and delete posted content. Additionally, the administrator will have the ability to audit accounts and retrieve an activity report for users.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-12-11-0264-000	Term License - JARVISS Admin. User License (Per user/contact)	User	\$1,712.85	\$1,712.85
511210	Everbridge, Inc	101-12-11-0263-000	Term License - JARVISS Concurrent User License (Per user/contact)	User	\$3,012.59	\$3,012.59
511210	Everbridge, Inc	101-12-11-0261-000	Term License - JARVISS Full User License (per user/contact)	User	\$1,712.85	\$1,712.85
511210	Everbridge, Inc	101-12-11-0262-000	Term License - JARVISS Limited User License (per user/contact)	User	\$110.83	\$110.83
511210	Everbridge, Inc	101-12-11-0265-000	Term License - JARVISS Pilot (Fixed package) (One-Time Fee)	EA	\$25,264.48	\$25,264.48

Term License-Custom from Email Address - 101-04-11-1072-000

This premium feature enables a client to use a custom FROM EMAIL address in all notifications sent from the Everbridge platform instead of the default FROM EMAIL address used by the Everbridge application. The Everbridge application will use the Custom from Email Address in all notifications and administrative emails such as Forgot Password emails. This feature may benefit clients who: 1) require all emails entering client network to contain a client domain in the FROM EMAIL parameter; 2) who require the FROM EMAIL address in all emails to contain a static (unchanging) value; or, 3) are experiencing low confirmation rates from notification recipients who will not open or respond to emails from unknown sources.

Key Capabilities Include:

- A client can implement the same Custom from Email Address in all Organizations or can implement a different Custom from Email Address for each Organization.
- Relies on client domain or subdomain SPF record.
- Client must own Internet domain or subdomain used in Custom from Email Address.

- Client must manage DNS records for domain or subdomain used in Custom from Email Address.
- Client can use the same Custom from Email Address in all Everbridge Suite Organizations.
- Client can use a different Custom from Email Address in each Everbridge Suite Organization.

Term License-Everbridge Hosted Email Domain - RENEWAL ONLY - 101-01-11-1035-000

This premium feature provides an email subdomain which Everbridge hosts for a customer's notifications.

Term License-Everbridge IPAWS Notification - 101-01-11-1002-000

Through integration with FEMA, this premium feature allows authorized clients to send alerts to the IPAWS gateway (EAS, WEA, etc.).

Term License-Premium Audio Bulletin Board - 101-01-11-1087-000

This premium feature enables alert recipients to retrieve an audio message at their convenience. It is similar to a voice mail system: you leave a message and others retrieve the message. Includes access to one dedicated toll-free number for message retrieval.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-04-11-1072-000	Term License - Custom From Email Address (One-Time Annual Fee)	EA	\$2,141.06	\$2,141.06
511210	Everbridge, Inc	101-01-11-1035-000	Term License - Everbridge Hosted Email Domain-Renewal Only	YR	\$2,997.48	\$2,997.48
511210	Everbridge, Inc	101-01-11-1002-000	Term License - Everbridge IPAWS Notification	YR	\$856.42	\$856.42
511210	Everbridge, Inc	101-01-11-1087-000	Term License - Premium Audio Bulletin Board	YR	\$6,423.17	\$6,423.17

Term License-Everbridge CareConverge - 101-94-11-0247-000; 101-94-11-0201-000; and 101-94-11-0203-000

Everbridge's CareConverge for Hospitals allows care teams to coordinate multiple clinicians, technicians, and staff across multiple locations and schedules to respond to the needs of patients efficiently and effectively, leading to increased response times, quality, and patient satisfaction.

Key Capabilities

- Unlimited Incident Templates
- Multimodal delivery capabilities to phones, Email, SMS, Push Notifications

- Incident templates with different messages & delivery settings based on each notification phase or time of day
- Notification escalation to automatically send a notification to the next person or group if there is no confirmation
- Dynamic contact path preferences based on time of day
- Dynamic contact path preferences based on individual preferences
- Ability to send standard, polling, or on-the-fly 'one-touch' conference call notifications
- 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
- 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
- Unlimited individual on-call schedules for on-call Registered End-users
- Ability to set minimum staffing requirements and view shifts to see if these requirements have been met.
- Ability to assign shift quotas based on certification and skill.
- Configurable automatic shift rotation.
- Mobile schedule management
- Ability to import/export schedules from other systems via .ics.
- Scenario manager to send different messages to different audiences
- Unlimited access to Everbridge secure communication platform (Secure Collaboration) for Registered Endusers1
- Video calling for telemedicine
- Image sharing
- Text messaging
- Group messaging
- Voice calls using VOIP
- Mobile device access
- Desktop access
- Quick Registration
- Incident chat
- Customizable directories
- Standard reports as well as flexible custom reporting capability
- Audit conversation history

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-94-11-0247-000	Term License - CareConverge for Hospitals up to 149 beds	YR	\$15,329.97	\$15,329.97

511210	Everbridge, Inc	101-94-11-0201-000	Term License - CareConverge for Hospitals for 150 - 599 beds (Minimum dollar value per single order is no less than 150 beds. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum beds.)	Bed	\$303.17	\$45,476.07
511210	Everbridge, Inc	101-94-11-0203-000	Term License - CareConverge for Hospitals for 600 or more beds (Minimum dollar value per single order is no less than 600 beds. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum beds.)	Bed	\$264.63	\$158,780.86

Term License-Everbridge Supply Chain Module - 100-80-11-9013-000

The Visual Command Center Supply Chain Module is an add-on to Visual Command Center that helps businesses and organizations quickly identify potential threats to their supply chain assets and provides tools to assess and take action to mitigate impacts. The Supply Chain Module alerts organizations about potential threats to routes and route stops using a combination of asset and risk event data visualized via a map-based interface. The Supply Chain Module then provides capabilities to quickly assess and take action on risk events that pose a threat using contextual data and integration into Incident Communication, Crisis Management, and collaboration capabilities via the Everbridge suite. Using the Visual Command Center Supply Chain Module, organizations are able to be more proactive when managing critical events which helps them keep their supply chain safe and operational.

Visual Command Center Pro and Risk Center is required to use the Supply Chain Module – All supply chain functionality is delivered directly within the Visual Command Center user interface.

Key Capabilities Include:

- Access to Supply Chain assets (stops, routes, and origin-destination pairs) via the Operator Console
- Access to Supply Chain-specific contextual data
- Leverages the Customer’s existing Visual Command Center Contact and Asset Data Stores
- Access to Visual Command Center “Manage Supply Chain” feature to load supply chain assets
- Visualization of supply chain stops, routes, and O-D pairs
- Supply Chain Data Pack:
 - Global Ports
 - Rail Lines (North America)
 - Global Shipping Lanes
- Supply Chain Asset Types:
 - Route Stops
 - Origin-Destination Pairs

- Routes

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-80-11-9013-000	Term License - Supply Chain Module	YR	\$42,821.16	\$42,821.16

Term License-Alertus Urgent Alerts - 101-01-11-1037-000

When communicating across your organization, sending critical information to your workforce quickly and effectively requires multiple delivery channels. Everbridge's Urgent Desktop™ delivers alerts to your workforce's computer screens in seconds; to ensure timely delivery, high visibility and optimal impact of your messages. Urgent Desktop delivers emergency notifications in a rapid and reliable way.

Key Capabilities Include:

- Visibly overrides existing computer screens to display urgent notifications; the recipient must acknowledge the alert before resuming any activity on their computer
- Customizable to include your organization's logo to confer a trusted voice
- Alert confirmations and acknowledgement reporting
- Simple, scalable implementation with hands-on expert support

Term License-Alertus Premier Desktop & Digital Signage Client - 101-01-11-1038-000

Includes all of the capabilities of Alertus Urgent Alerts, users of Everbridge's Premier Desktop & Digital Signage Client plus the following Key Capabilities:

- Ability to send notification to devices other than computers, such as digital signage
- Multimedia notification
- Map-based notification targeting
- ThreatWatcher RSS feed from the National Oceanic and Atmospheric Administration (NOAA)

Term License-Alertus VOIP Notifications - 101-01-11-1039-000

Allows organizations to send emergency notifications to all phones in a defined paging group.

- Alert plays a recorded message or an audio tone over phone's speaker until canceled
- Stationary or scrolling text can be displayed
- Audible tone plays over ongoing calls, does not disrupt calls in progress

Term License-Everbridge Connector for Alertus - 101-01-11-1079-000

Connector which allows mutual clients of Alertus and Everbridge to integrate the two systems so that an Everbridge notification can be published to all Alertus profiles.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-01-11-1038-000	Term License - Alertus Premier Desktop & Digital Signage Client - Includes Alertus Urgent Alerts	YR	\$4,710.33	\$4,710.33
511210	Everbridge, Inc	101-01-11-1037-000	Term License - Alertus Urgent Alerts	YR	\$2,141.06	\$2,141.06
511210	Everbridge, Inc	101-01-11-1039-000	Term License - Alertus VOIP Notifications	YR	\$7,279.60	\$7,279.60
511210	Everbridge, Inc	101-01-11-1079-000	Term License - Everbridge Connector for Alertus	YR	\$2,141.06	\$2,141.06

Term License-SLG Premium Audio Bulletin Board - 101-01-11-1099-000

The Premium Audio Bulletin Board is a feature that enables the constituents to retrieve an audio message at their convenience. It is similar to a voice mail system, and the premium option assigns a dedicated inbound phone number and remove prompt for OrgID. This feature requires one of the following products: Mass Notification Base, Mass Notification Standard, Mass Notification Pro, Safety Connection Base, Safety Connection Pro, Critical Event Management for Safety and Continuity, Critical Event Management for Mobility, or Critical Event Management 360.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-01-11-1099-000	Term License - SLG Premium Audio Bulletin Board	YR	\$1,284.63	\$1,284.63

Term License-Smart Conference 10 Additional Bridge Lines - 100-04-11-1106-000

Smart Conference 10 Additional Bridge Lines allows the customer to add 10 additional bridge lines to the Smart Conference. This feature requires one of the following products: Incident Communication, Mass Notification Standard, Mass Notification Pro, Safety Connection Pro, Critical Event Management for Safety and Continuity, Critical Event Management for Mobility, or Critical Event Management 360.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-04-11-1106-000	Term License - Smart Conference 10 Additional Bridge Lines (One-Time Fee)	EA	\$856.42	\$856.42

Everbridge Software-Related Services

Everbridge leverages proven methodologies and domain expertise, honed through more than 1,000 deployments worldwide. We work with you to address the unique challenges of strategic communications within your organizational structure, your operational requirements, and specific training needs. Choose from bundled packages or customized options designed to meet your individual specifications.

Term License-TAM (20 Hours per Month) - 101-00-11-8702-000

- 20 Hours per Month of remote technical account management services geared to help customer obtain more value out of the products and features they have deployed or yet to deploy. These hours do not roll out month to month.

Term License-TAM (40 Hours per Month) - 101-00-11-8703-000

- 40 Hours per Month of remote technical account management services geared to help customer obtain more value out of the products and features they have deployed or yet to deploy. These hours do not rollover month to month.

Term License- Dedicated TAM (Recurring)- 101-00-11-8704-000

- Dedicated Technical Account Manager that is located onsite or remote to provide full-time service support geared to help customer obtain more value out of the products and features they have deployed or yet to deploy. 40 hours/week. These hours expire weekly.

Term License- Consulting Services - Per Hour (Remotely Delivered) - 101-00-22-8301-000

Term License-ProServe - CareConverge Base Deployment for 149 or fewer Beds - Healthcare - 101-00-22-8612-000

Implementation of CareConverge Base for 149 or fewer Beds, with up to 22 hours remote consulting.

Term License-ProServe - CareConverge Standard Deployment for 150 - 599 Beds - Healthcare - 101-00-22-8613-000

Implementation of CareConverge Standard for 150-599 Beds, with up to 50 hours remote consulting.

Term License-ProServe - CareConverge Pro Deployment for 600 or more Beds - Healthcare - 101-00-22-8614-000

Implementation of CareConverge Pro for 600 or more Beds, with up to 88 hours remote consulting.

Term License-ProServe - Mass Notification Base Deployment - Higher Education - 101-00-22-8608-000

Implementation of Mass Notification Base for Higher Education.

Term License-ProServe - Mass Notification Pro Deployment - Higher Education - 101-00-22-8609-000

Implementation of Mass Notification Pro for Higher Education.

Term License-ProServe - Safety Connection Base Deployment - Higher Education - 101-00-22-8610-000

Implementation of Safety Connection Base for Higher Education.

Term License-ProServe - Safety Connection Pro Deployment - Higher Education - 101-00-22-8611-000

Implementation of Safety Connection Pro for Higher Education.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-00-11-8702-000	Term License - TAM - 20 Hours per Month (Recurring) (One-Time Installation Fee)	EA	\$51,385.39	\$51,385.39
511210	Everbridge, Inc	101-00-11-8703-000	Term License - TAM - 40 Hours per Month (Recurring) (One-Time Installation Fee)	EA	\$102,770.78	\$102,770.78
511210	Everbridge, Inc	101-00-11-8704-000	Term License - Dedicated TAM (Recurring) (One-Time Installation Fee)	YR	\$256,926.95	\$256,926.95
511210	Everbridge, Inc	101-00-22-8301-000	Term License - Consulting Services - Per Hour (Remotely Delivered)	HR	\$278.34	\$278.34
511210	Everbridge, Inc	101-00-22-8612-000	Term License - ProServe - CareConverge Base Deployment for 149 or fewer Beds - Healthcare (One-Time Installation Fee)	EA	\$5,652.39	\$5,652.39
511210	Everbridge, Inc	101-00-22-8613-000	Term License - ProServe - CareConverge Standard Deployment for 150 - 599 Beds - Healthcare (One-Time Installation Fee)	EA	\$14,079.60	\$14,079.60
511210	Everbridge, Inc	101-00-22-8614-000	Term License - ProServe - CareConverge Pro Deployment for 600 or more Beds - Healthcare (One-Time Installation Fee)	EA	\$24,459.45	\$24,459.45
511210	Everbridge, Inc	101-00-22-8608-000	Term License - ProServe - Mass Notification Base Deployment - Higher Education (One-Time Installation Fee)	EA	\$4,624.69	\$4,624.69
511210	Everbridge, Inc	101-00-22-8609-000	Term License - ProServe - Mass Notification Pro Deployment - Higher Education (One-Time Installation Fee)	EA	\$8,941.06	\$8,941.06

511210	Everbridge, Inc	101-00-22-8610-000	Term License - ProServe - Safety Connection Base Deployment - Higher Education (One-Time Installation Fee)	EA	\$6,166.25	\$6,166.25
511210	Everbridge, Inc	101-00-22-8611-000	Term License - ProServe - Safety Connection Pro Deployment - Higher Education (One-Time Installation Fee)	EA	\$10,996.47	\$10,996.47

Term License-Resident Connection Life Safety – USA - 101-00-11-0246-000

Everbridge’s Resident Connection Life Safety helps public authorities in the United States reach more of their communities in times of crisis and distribute life-saving communications. Having a direct connection to your community enables you to stay ahead of critical public safety issues and protect the lives of those who count on you. Resident Connection helps make it easier for public safety and emergency managers to reach more of their citizens in their jurisdiction – before, during, and after an incident occurs. This data source is seamlessly integrated within Everbridge Mass Notification and contains Wireless, Landline and VOIP delivery methods for Residents and businesses within your jurisdiction.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-00-11-0246-000	Term License - Resident Connection Life Safety-USA: Monthly Contact Data Update for State and Local Government (Minimum dollar value per single order is no less than \$4,282.12 or 55556 contacts, whichever is greater.)	Contact	\$0.08	\$4,282.12

Term License-Business Operations Advanced - 100-30-30-0003-000

Everbridge Business Operations aggregates thousands of the most trustworthy data sources with an experienced team of analysts to empower organizations to proactively monitor and mitigate risk. The solution provides powerful visualization and orchestration for managing critical events used in organizational functions such as security, business continuity, supply chain and operations to mitigate or eliminate the impact of risk. Through risk event correlation with assets, targeted real-time alerting, organizations can proactively monitor and analyze incidents and events worldwide, dramatically increasing the ability to respond to risks that threaten people, assets, operations, and organizations – locally and globally. Everbridge Business Operations allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. The solution is supported by state-of-the-art security protocols, 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.

Key Capabilities Include:

- 20 Named Users (additional Named Users can be purchased)
- 50 Asset Types
- 50 Custom Attributes Per Asset or Contact Type
- Additional Alertable Assets can be purchased
- Everbridge end-to-end Critical Event Management (CEM) workflow: Assess - Locate - Act Analyze with integrated CEM Risk Intelligence, Correlation, Automation, and Orchestration
- Embeds Everbridge Risk Intelligence and predefined Notification Workflows in the Visual Command Center user experience
- Everbridge mobile app for push notifications
- Single Sign on to simplify user & contact access and authentication management
- One (1) production Organization with unlimited nested static and dynamic groups and Everbridge Elastic Infrastructure for message delivery; and one (1) staging or testing Organization
- One (1) Contact Data Store Location per Organization
- Unlimited Administrators for Web-based portal to initiate messages, reporting, and administration
- Unlimited Administrators for ManageBridge Application (iOS, Android) and Mobile Optimized Notification Site
- Unlimited Notification and Incident templates
- 4 Smart Conference Bridge lines (subject to regional availability)
- Live Operator Message Initiations on your behalf should your ability to use the internet be interrupted
- Risk and Contextual Data fee
- Critical Event Management communications capabilities
- Alert Actions: Acknowledge Alerts, Add Notes to Alerts, Assess Context with Alert Selected, Hide All Alerts, Reinstate Alerts, Select Multiple Alerts and Perform Actions on Selected Alerts, Show Distance from Alert to fixed Assets or Contacts, Snooze Alerts, View Alert Log
- Access to Real-Time Dashboard, Notifications Library, Everbridge Universe, and Custom Reporting Access to Incident Management to automate incident communication workflows
- Access to Secure Collaboration mobile functionality for chat and texting with one colleague or a group from mobile phones and desktops
- Add user-defined Risk Events, with location, category, and date/time
- Publish notifications directly to the desktops (desktop takeover, ticker, screensaver, RSS ticker, pop up alert) and smartphones of employees
- Publish notifications directly to Facebook and Twitter and websites and other services that support API access via HTTPS using Web Posting
- Critical Event Actions: Launch New Critical event, Add Alert to Existing Critical Event. Launch / Edit / Add / Update Task Lists, Launch / Add Incident Communications, View / Add Attached Documents, Add Notes

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-30-30-0003-000	Term License - Business Operations Advanced (Minimum dollar value per single order is no less than \$101,914.36 or 150 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$679.43	\$101,914.36

Term License-Business Operations Essentials - 100-30-30-0001-000

Everbridge Business Operations aggregates thousands of the most trustworthy data sources with an experienced team of analysts to empower organizations to proactively monitor and mitigate risk. The solution provides powerful visualization and orchestration for managing critical events used in organizational functions such as security, business continuity, supply chain and operations to mitigate or eliminate the impact of risk. Through risk event correlation with assets, targeted real-time alerting, organizations can proactively monitor and analyze incidents and events worldwide, dramatically increasing the ability to respond to risks that threaten people, assets, operations, and organizations – locally and globally. Everbridge Business Operations allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. The solution is supported by state-of-the-art security protocols, 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.

Key Capabilities Include:

- 5 Named Users
- 50 Asset Types
- 50 Customer Attributes per Asset or Contact Type
- Everbridge end-to-end Critical Event Management (CEM) workflow: Assess - Locate - Act - Analyze with integrated CEM Risk Intelligence, Correlation, Automation, and Orchestration
- Everbridge mobile app for push notifications
- Single Sign on to simplify user & contact access and authentication management.
- One (1) production Organization with unlimited nested static and dynamic groups and Everbridge Elastic Infrastructure for message delivery.
- One (1) Contact Data Store Location per Organization
- Unlimited Administrators for Web-based portal to initiate messages, reporting, and administration.
- Unlimited Administrators for ManageBridge Application (iOS, Android) and Mobile Optimized Notification Site
- Unlimited Notification and Incident templates
- 4 Smart Conference Bridge lines (subject to regional availability)
- Live Operator Message Initiations on your behalf should your ability to use the internet be interrupted.

- Risk and Contextual Data feeds
- Critical Event Management communications capabilities
- Alert Actions: Acknowledge Alerts, Add Notes to Alerts, Assess Context with Alert Selected, Hide All Alerts, Reinstate Alerts, Select Multiple Alerts and Perform Actions on Selected Alerts, Show Distance from Alert to fixed Assets or Contacts, Snooze Alerts, View Alert Log
- Access to Real-Time Dashboard, Notifications Library, Everbridge Universe, and Custom Reporting Access to Incident Management to automate incident communication workflows.
- Access to Secure Collaboration mobile functionality for chat and texting with one colleague or a group from mobile phones and desktops

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-30-30-0001-000	Term License - Business Operations Essentials (Minimum dollar value per single order is no less than \$42,821.16 or 10 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$4,282.12	\$42,821.16

Term License-Business Operations Standard - 100-30-30-0002-000

Everbridge Business Operations aggregates thousands of the most trustworthy data sources with an experienced team of analysts to empower organizations to proactively monitor and mitigate risk. The solution provides powerful visualization and orchestration for managing critical events used in organizational functions such as security, business continuity, supply chain and operations to mitigate or eliminate the impact of risk. Through risk event correlation with assets, targeted real-time alerting, organizations can proactively monitor and analyze incidents and events worldwide, dramatically increasing the ability to respond to risks that threaten people, assets, operations, and organizations – locally and globally. Everbridge Business Operations allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. The solution is supported by state-of-the-art security protocols, 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.

Key Capabilities Include:

- 20 Named Users (additional Named Users can be purchased)
- 50 Asset Types
- 50 Custom Attributes Per Asset or Contact Type
- Additional Alertable Assets can be purchased.

- Everbridge end-to-end Critical Event Management (CEM) workflow: Assess - Locate - Act - Analyze with integrated CEM Risk Intelligence, Correlation, Automation, and Orchestration
- Embeds Everbridge Risk Intelligence and predefined Notification Workflows in the Visual Command Center user experience.
- Everbridge mobile app for push notifications
- Single Sign on to simplify user & contact access and authentication management.
- One (1) production Organization with unlimited nested static and dynamic groups and Everbridge Elastic Infrastructure for message delivery; and one (1) staging or testing Organization.
- One (1) Contact Data Store Location per Organization
- Unlimited Administrators for Web-based portal to initiate messages, reporting, and administration.
- Unlimited Administrators for ManageBridge Application (iOS, Android) and Mobile Optimized Notification Site
- Unlimited Notification and Incident templates
- 4 Smart Conference Bridge lines (subject to regional availability)
- Live Operator Message Initiations on your behalf should your ability to use the internet be interrupted.
- Risk and Contextual Data feeds
- Critical Event Management communications capabilities
- Alert Actions: Acknowledge Alerts, Add Notes to Alerts, Assess Context with Alert Selected, Hide All Alerts, Reinstate Alerts, Select Multiple Alerts and Perform Actions on Selected Alerts, Show Distance from Alert to fixed Assets or Contacts, Snooze Alerts, View Alert Log
- Access to Real-Time Dashboard, Notifications Library, Everbridge Universe, and Custom Reporting Access to Incident Management to automate incident communication workflows.
- Access to Secure Collaboration mobile functionality for chat and texting with one colleague or a group from mobile phones and desktops
- Add user-defined Risk Events, with location, category, and date/time.
- Publish notifications directly to the desktops (desktop takeover, ticker, screensaver, RSS ticker, pop up alert) and smartphones of employees.
- Publish notifications directly to Facebook and Twitter and websites and other services that support API access via HTTPS using 'Web Posting

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-30-30-0002-000	Term License - Business Operations Standard (Minimum dollar value per single order is no less than \$81,360.20 or 150 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$542.40	\$81,360.20

Term License-People Resilience Essentials - 100-45-45-0001-000

Everbridge CEM for People Resilience helps organizations quickly locate and communicate with their people. The solution aggregate's geo-location data from HR (Human Resources) systems and the Everbridge Mobile app so you can reach out to those employees, contractors or visitors who are potentially at risk. Combining physical access control, mobile application, network access and other location-aware data to improve employee security and provide enhanced information about an employee's location to help keep people safe. The solution provides powerful visualization and orchestration for managing critical events used in organizational functions such as security, business continuity, supply chain and operations to mitigate or eliminate the impact of risk. Through risk event correlation with employees, travelers, assets and targeted real-time alerting, organizations can proactively monitor and analyze incidents and events worldwide, dramatically increasing the ability to respond to risks that threaten people, assets, operations, and organizations – locally and globally. Everbridge CEM for People Resilience allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. The solution is supported by state-of-the-art security protocols, 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.

Key Capabilities Include:

- 5 Named Users
- 50 Asset Types
- 50 Custom Attributes per Asset or Contact Type
- Up to 5000 Alertable Assets can be purchased
- Everbridge end-to-end Critical Event Management (CEM) workflow: Assess - Locate - Act - Analyze with integrated CEM Risk Intelligence, Correlation, Automation, and Orchestration
- Embeds Everbridge Risk Intelligence and predefined Notification Workflows in the Visual Command Center user experience
- Everbridge mobile app for push notifications
- Single Sign on to simplify user & contact access and authentication management
- One (1) production Organization with unlimited nested static and dynamic groups and Everbridge Elastic Infrastructure for message delivery.
- One (1) Contact Data Store Location per Organization
- Unlimited Administrators for Web-based portal to initiate messages, reporting, and administration
- Unlimited Administrators for ManageBridge Application (iOS, Android) and Mobile Optimized Notification Site
- Unlimited Notification and Incident templates
- 4 Smart Conference Bridge lines (subject to regional availability)
- Live Operator Message Initiations on your behalf should your ability to use the internet be interrupted
- Access to Real-Time Dashboard, Notifications and Incidents Library, Everbridge Universe, and Custom Reporting
- Access to customizable mobile buttons
- Access to SOS, Safe Corridor, and Emergency Call in the Everbridge Mobile app to allow contacts to check in and the organization to automate outreach to predefined contacts and to require check-in and location monitoring capabilities within a specific geographic area
- Access to Private Incident Zones to geofence and communicate to people based on dynamic locations within a geofence
- Access to Everbridge Open REST API and Email Ingestion (Rate limits apply)

- Risk and Contextual Data feeds
- Critical Event Management communications capabilities
- Alert Actions: Acknowledge Alerts, Add Notes to Alerts, Assess Context with Alert Selected, Hide All Alerts, Reinstate Alerts, Select Multiple Alerts and Perform Actions on Selected Alerts, Show Distance from Alert to fixed Assets or Contacts, Snooze Alerts, View Alert Log
- Access to Secure Collaboration mobile functionality for chat and texting with one colleague or a group from mobile phones and desktops

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-45-45-0001-000	Term License - People Resilience Essentials (Minimum dollar value per single order is no less than \$81,360.20 or 50 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$1,627.20	\$81,360.20

Term License-People Resilience Advanced - 100-45-45-0003-000

Everbridge CEM for People Resilience helps organizations quickly locate and communicate with their people. The solution aggregate's geo-location data from HR (Human Resources) systems and the Everbridge Mobile app so you can reach out to those employees, contractors or visitors who are potentially at risk. Combining physical access control, mobile application, network access and other location-aware data to improve employee security and provide enhanced information about an employee's location to help keep people safe. The solution provides powerful visualization and orchestration for managing critical events used in organizational functions such as security, business continuity, supply chain and operations to mitigate or eliminate the impact of risk. Through risk event correlation with employees, travelers, assets and targeted real-time alerting, organizations can proactively monitor and analyze incidents and events worldwide, dramatically increasing the ability to respond to risks that threaten people, assets, operations, and organizations – locally and globally. Everbridge CEM for People Resilience allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. The solution is supported by state-of-the-art security protocols, 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.

Key Capabilities Include:

- 20 Named Users (additional Named Users can be purchased)
- 50 Custom Attributes Per Asset or Contact Type
- Everbridge end-to-end Critical Event Management (CEM) workflow: Assess - Locate - Act - Analyze with integrated CEM Risk Intelligence, Correlation, Automation, and Orchestration

- Embeds Everbridge Risk Intelligence and predefined Notification Workflows in the Visual Command Center user experience
- Everbridge mobile app for push notifications
- Single Sign on to simplify user & contact access and authentication management
- One (1) production Organization with unlimited nested static and dynamic groups and Everbridge Elastic Infrastructure for message delivery; and one (1) staging or testing Organization
- One (1) Contact Data Store Location per Organization
- Unlimited Administrators for Web-based portal to initiate messages, reporting, and administration
- Unlimited Administrators for ManageBridge Application (iOS, Android) and Mobile Optimized Notification Site
- Unlimited Notification and Incident templates
- 4 Smart Conference Bridge lines (subject to regional availability)
- Live Operator Message Initiations on your behalf should your ability to use the internet be interrupted
- Access to Real-Time Dashboard, Notifications and Incidents Library, Everbridge Universe, and Custom Reporting
- Access to customizable mobile buttons
- Access to SOS, Safe Corridor, and Emergency Call in the Everbridge Mobile app to allow contacts to check in and the organization to automate outreach to predefined contacts and to require check-in and location monitoring capabilities within a specific geographic area
- Access to Private Incident Zones to geofence and communicate to people based on dynamic locations within a geofence
- Access to Open Secure FTP for uploading data sets with 'last known' location data and Location Data Connectors (e.g. Lenel Connector for OnGuard Access Control System)
- Access to Everbridge Open REST API and Email Ingestion (Rate limits apply)
- Risk and Contextual Data feeds
- Critical Event Management communications capabilities
- Alert Actions: Acknowledge Alerts, Add Notes to Alerts, Assess Context with Alert Selected, Hide All Alerts, Reinstate Alerts, Select Multiple Alerts and Perform Actions on Selected Alerts, Show Distance from Alert to fixed Assets or Contacts, Snooze Alerts, View Alert Log
- Access to Secure Collaboration mobile functionality for chat and texting with one colleague or a group from mobile phones and desktops
- Add user-defined Risk Events, with location, category, and date/time
- Publish notifications directly to the desktops (desktop takeover, ticker, screensaver, RSS ticker, pop up alert) and smartphones of employees
- Publish notifications directly to Facebook and Twitter and websites and other services that support API access via HTTPS using Web Posting
- Critical Event Actions: Launch New Critical event, Add Alert to Existing Critical Event. Launch / Edit / Add / Update Task Lists, Launch / Add Incident Communications, View / Add Attached Documents, Add Notes

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-45-45-0003-000	Term License - People Resilience Advanced (Minimum dollar value per single order is no less than \$130,176.32 or 200 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$650.88	\$130,176.32

Term License-People Resilience Standard - 100-45-45-0002-000

Everbridge CEM for People Resilience helps organizations quickly locate and communicate with their people. The solution aggregate's geo-location data from HR (Human Resources) systems and the Everbridge Mobile app so you can reach out to those employees, contractors or visitors who are potentially at risk. Combining physical access control, mobile application, network access and other location-aware data to improve employee security and provide enhanced information about an employee's location to help keep people safe. The solution provides powerful visualization and orchestration for managing critical events used in organizational functions such as security, business continuity, supply chain and operations to mitigate or eliminate the impact of risk. Through risk event correlation with employees, travelers, assets and targeted real-time alerting, organizations can proactively monitor and analyze incidents and events worldwide, dramatically increasing the ability to respond to risks that threaten people, assets, operations, and organizations – locally and globally. Everbridge CEM for People Resilience allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. The solution is supported by state-of-threat security protocols, 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.

Key Capabilities Include:

- 20 Named Users (additional Named Users can be purchased)
- 50 Custom Attributes Per Asset or Contact Type
- Everbridge end-to-end Critical Event Management (CEM) workflow: Assess - Locate - Act - Analyze with integrated CEM Risk Intelligence, Correlation, Automation, and Orchestration
- Embeds Everbridge Risk Intelligence and predefined Notification Workflows in the Visual Command Center user experience
- Everbridge mobile app for push notifications
- Single Sign on to simplify user & contact access and authentication management
- One (1) production Organization with unlimited nested static and dynamic groups and Everbridge Elastic Infrastructure for message delivery; and one (1) staging or testing Organization
- One (1) Contact Data Store Location per Organization
- Unlimited Administrators for Web-based portal to initiate messages, reporting, and administration

- Unlimited Administrators for ManageBridge Application (iOS, Android) and Mobile Optimized Notification Site
- Unlimited Notification and Incident templates 4 Smart Conference Bridge lines (subject to regional availability)
- Live Operator Message Initiations on your behalf should your ability to use the internet be interrupted
- Access to Real-Time Dashboard, Notifications and Incidents Library, Everbridge Universe, and Custom Reporting
- Access to customizable mobile buttons
- Access to SOS, Safe Corridor, and Emergency Call in the Everbridge Mobile app to allow contacts to check in and the organization to automate outreach to predefined contacts and to require check-in and location monitoring capabilities within a specific geographic area
- Access to Private Incident Zones to geofence and communicate to people based on dynamic locations within a geofence
- Location Data Connectors (e.g., Lenel Connector for OnGuard Access Control System)
- Access to Everbridge Open REST API and Email Ingestion (Rate limits apply)
- Risk and Contextual Data feeds
- Critical Event Management communications capabilities
- Alert Actions: Acknowledge Alerts, Add Notes to Alerts, Assess Context with Alert Selected, Hide All Alerts, Reinstate Alerts, Select Multiple Alerts and Perform Actions on Selected Alerts, Show Distance from Alert to fixed Assets or Contacts, Snooze Alerts, View Alert Log
- Access to Real-Time Dashboard, Notifications Library, Everbridge Universe, and Custom Reporting Access to Incident Management to automate incident communication workflows
- Access to Secure Collaboration mobile functionality for chat and texting with one colleague or a group from mobile phones and desktops
- Add user-defined Risk Events, with location, category, and date/time
- Publish notifications directly to the desktops (desktop takeover, ticker, screensaver, RSS ticker, pop up alert) and smartphones of employees
- Publish notifications directly to Facebook and Twitter and websites and other services that support API access via HTTPS using Web Posting

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE- Per Unit (with IFF)	GSA PRICE- Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-45-45-0002-000	Term License - People Resilience Standard (Minimum dollar value per single order is no less than \$107,909.32 or 200 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$539.55	\$107,909.32

Term License-Resilience Insights - 100-80-11-9099-000

Everbridge Resilience Insights is an add-on to Everbridge's Critical Event Management (CEM) Suite. Everbridge Resilience Insights provides access to Everbridge's rich risk intelligence data to deliver actionable insights with precision, agility, and confidence.

Key Capabilities Include:

- A qualifying Critical Event Management (CEM) solution with Visual Command Center and Everbridge Suite are required to use Everbridge Resilience Insights.
- Named Users license for Resilience Insights are aligned with the Named User licenses for the qualifying CEM solution (additional Named Users can be purchased)
- Resilience Dashboards: Risk Events, Risk Alerts, Alert Action, and Response.
- Access to Risk Event, Risk Event and Alerts, Attempts, Incidents and Notification dimensions and measures
- View historical risk event or alert data to discover patterns, trends, and correlations in risks
- Review Alert and Incident response data to measure the effectiveness of communications and overall response to critical events
- Access to All Dashboards, Favorites, My Dashboard and Shared Dashboard folders
- Country, State, and City data mappings for Everbridge RIMC risk event feeds
- Allow users to copy, edit, and create new dashboards
- Share dashboards with other licensed users with Shared Dashboards
- Access to an UX component library containing configurable visualizations and tables that can be added, removed, and edited in dashboards
- Schedule the immediate or recurring delivery of reports of the configured dashboard
- Access to 24-months of historical risk event data

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-80-11-9099-000	Term License - Resilience Insights (Minimum dollar value per single order is no less than \$17,128.46 or 150 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$114.19	\$17,128.46

Term License-Everbridge Travel Protector - 100-80-11-9103-000

Everbridge Travel Protector™ helps organizations keep their people safe while traveling. Through risk event correlation with travelers and targeted real-time alerting, organizations can proactively monitor and analyze incidents and events worldwide, dramatically increasing the ability to respond to and mitigate risks that threaten business travelers – locally

and globally. Everbridge Travel Protector™ allows users to send notifications to individuals or groups using lists, travel itinerary based locations, and visual intelligence. The solution is supported by state-of-the-art security protocols, elastic infrastructure, advanced mobility, interactive reporting and analytics, adaptive contact 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 your new Everbridge Travel Protector™ system.

Key Capabilities Include:

- 5 Named Users for web-based portal to administer the system, initiate communications and access reports
- Up to 2 static locations per traveler
- Unlimited travel itinerary based dynamic locations
- Everbridge end-to-end Critical Event Management (CEM) workflow: Assess - Locate - Act - Analyze with integrated CEM Risk Intelligence, Correlation, Automation, and Orchestration
- Embeds Everbridge Risk Intelligence and predefined Notification Workflows in the Visual Command Center user experience.
- Everbridge mobile app for push notifications
- Single Sign on to simplify user & contact access and authentication management
- One (1) production Organization with unlimited nested static and dynamic groups and Everbridge Elastic Infrastructure for message delivery.
- One (1) Contact Data Store Location per Organization
- Unlimited Notification and Incident templates
- Access to Real-Time Dashboard, Notifications and Incidents Library, and Custom Reporting
- Access to the Everbridge Mobile app including SOS, Mobile Check-in, Emergency Call and ability to add Custom Buttons
- Access to Everbridge Open REST API (Rate limits apply)
- Ability to customize the email address that recipients will see for communications originating from Everbridge Travel Protector
- Itinerary ingestion using Travel Location data feed of travel itinerary information from travel management companies, online booking tools, airlines, accommodation providers, rail, and aggregators or manual import.
 - Temporary traveler contact record created if contact match cannot be made.
 - Travel locations creation based on travel itinerary.
- Risk and Contextual Data feeds
- Risk event correlation to travelers and proactive Alerting when a risk event is in proximity to either a traveler's current or planned trip location, up to the number of Travelers purchased
- Country/city intelligence reports with customizable content and risk ratings
- Alert Actions: Acknowledge Alerts, Add Notes to Alerts, Assess Context with Alert Selected, Hide All Alerts, Reinstate Alerts, Select Multiple Alerts and Perform Actions on Selected Alerts, Show Distance from Alert to fixed Assets or Contacts, Snooze Alerts, View Alert Log
- Critical Event Management communications capabilities

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-80-11-9103-000	Term License - Everbridge Travel Protector (Minimum dollar value per single order is no less than \$43,163.73 or 10 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$4,316.37	\$43,163.73

Term License-Travel Protector Add On for CEM People Resilience - 100-80-11-9100-000

The Everbridge Travel Protector Add-On brings together the best of both worlds – travel risk management and critical event management within a single pane of glass. Through risk event correlation with employees, travelers, assets and targeted real-time alerting, organizations can proactively monitor and analyze incidents and events worldwide, dramatically increasing the ability to respond to risks that threaten people, assets, operations, and organizations – locally and globally. Everbridge Travel Protector allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. The solution is supported by state-of-the-art security protocols, elastic infrastructure, advanced mobility, interactive reporting and analytics, adaptive contact and resource mapping to mirror your organization, and true enterprise class data management capabilities to provide a wide array of data management options.

Key Capabilities Include:

- Everbridge Travel Protector Add-On is enabled via your critical event management instance.
- Ability to customize the email address that recipients will see for communications originating from Everbridge Travel Protector
- Risk and Contextual Data feeds,
- Risk event correlation to travelers and proactive Alerting when a risk event is in proximity to either a traveler's current or planned trip location, up to the number of Travelers purchased.
- Country/city intelligence reports with customizable content and risk ratings
- Alert Actions: Acknowledge Alerts, Add Notes to Alerts, Assess Context with Alert Selected, Hide All Alerts, Reinstate Alerts, Select Multiple Alerts and Perform Actions on Selected Alerts, Show Distance from Alert to fixed Assets or Contacts, Snooze Alerts, View Alert Log
- Critical Event Management communications capabilities
- Itinerary ingestion using Travel Location data feed of travel itinerary information from travel management companies, online booking tools, airlines, accommodation providers, rail, and aggregators or manual import.
 - Temporary traveler contact record created if contact match cannot be made.
 - Travel locations creation based on travel itinerary.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-80-11-9100-000	Term License - Travel Protector Add On for CEM People Resilience (Minimum dollar value per single order is no less than \$25,898.24 or 200 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$129.49	\$25,898.24

Term License-Everbridge Assist - 100-80-11-9101-000

Our Everbridge Assist™ service provides multilingual 24/7 medical and security assistance in any difficult situation, wherever it may be around the world. Get an immediate response for your employees, no matter the issue. Our one-call comprehensive traveler assistance service is designed to embrace any event that could impact the health, safety or wellbeing of a corporate traveler or expatriate. Our clients and their employees can be assured that with over 30 years' experience in providing medical and security support; we have encountered virtually every assistance scenario imaginable. Whether serious or minor, each case is managed expertly and with total care. And we work in alignment with your own incident response policies and plans to ensure the service fully supports your agreed processes.

Everbridge Assist, Powered by Anvil

- Annual membership includes access to 24/7 travel, medical, and security assistance
 - Worldwide network of medical partners
 - Custom phone number and email address
 - Custom Standard Operating Procedures
 - Administrative access to case management system
 - One touch dialing for assistance via Everbridge mobile
 - Access to interpreters
 - Travel advice via phone or email
- Cases fees plus cost + 10% will be charged for the following:
 - Travel related incident with assistance required, medical advice via phone or email, medical outpatient, medical inpatient, evacuation or repatriation, repatriation of mortal remains, security assistance
- Secure journey management, occupational health services, medical emergency response plans and consulting services are available and will incur a custom statement of work

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-80-11-9101-000	Term License - Everbridge Assist - This is a retainer fee that offers annual membership and access to 24/7 travel, medical, and security assistance for up to 1,000 contacts.	YR	\$6,423.17	\$6,423.17

Term License-SnapComms Engage - 100-01-19-0003-000

SnapComms Engage is a comprehensive product suite for all employee communications, enabling you to engage with your employees, increase involvement and inspire performance, run employee engagement campaigns, improve organizational culture, and increase employee compliance whilst capturing feedback and measuring workplace sentiment. Below is a list of key system inclusions with SnapComms Engage.

Key Capabilities Include:

- Unlimited messages sent using:
 - Desktop Alerts
 - Video Alerts
 - Tickers
 - RSS tickers
 - Screensavers
 - Quiz, Survey
 - RSVP Alert
 - Registration Alert
 - Wallpaper
 - Lock Screen
 - Newsletter and Stories
- Unlimited administrators to web-based portal to initiate messages, reporting and administration
- Access to pre-built templates
- Access to custom themes and branding
- Access to Single Sign On

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-01-19-0003-000	Term License - SnapComms Engage (Minimum dollar value per single order is no less than \$5,138.54 or 100 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$51.39	\$5,138.54

Term License-SnapComms Inform - 100-01-19-0001-000

SnapComms Inform is a multi-channel communications platform package to ensure important messages achieve cut-through while non-critical messages are delivered in a format that maximizes employee engagement without interrupting workflows and reducing productivity. SnapComms Inform package instantly delivers urgent notifications and operational updates to drive behavioral change, communicate IT outages, promote health and safety best practices, and increase cyber security awareness. Below is a list of key system inclusions with your new SnapComms Inform package.

Key Capabilities Include:

- Unlimited messages sent using:
 - Desktop Alerts
 - Video Alerts
 - Tickers
 - RSS tickers
 - Screensavers
- Unlimited administrators to web-based portal to initiate messages, reporting and administration
- Access to pre-built templates
- Access to custom themes and branding
- Access to Single Sign On

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-01-19-0001-000	Term License - SnapComms Inform (Minimum dollar value per single order is no less than \$3,425.69 or 100 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$34.26	\$3,425.69

Term License-Crisis Management Solution Pro - 100-12-11-0264-000

Everbridge Crisis Management Solution Pro provides full visibility into incident status and helps to orchestrate all crisis response activities while allowing users to send notifications to individuals or groups using lists, locations, and visual intelligence. It enables organizations to quickly mobilize the right teams and resources in order to accelerate critical event recovery times and help organizations to mitigate the impact of crises and major incidents on life safety, business operations and reputation. The notification functionality allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. It is supported by state-of-the-art security protocols, 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 your new Everbridge Crisis Management Solution Pro.

Key Capabilities Include:

- One (1) additional Organization
- # of contacts as indicated on the quote (users count included)
- Unlimited response plans
- Unlimited Administrators for web-based portal to initiate messages, reporting, and administration.
- Unlimited Administrators for ManageBridge Application (iOS, Android) and Mobile Optimized Notification Site
- Three (3) Organization with unlimited nested static and dynamic groups
- One (1) Contact Data Location
- Custom branded 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
- Access to Incident Management to automate incident communication workflows.
- Access to Incident Chat for responders to coordinate and collaborate.
- Access to Smart Conference
- Access to Single Sign On to simplify user management.
- Access to Secure Collaboration mobile functionality for chat and texting with one colleague or a group from mobile phones and desktops

- Access to Visitor and Customer Engagement 5 (FIVE) Keywords to allow people to opt-in to a database using keywords.
- Access to Email Ingestion or EB Open Broadcast API to distribute up to 100 annual multi-modal notifications.
- Mobile Application - interactive mobile task lists, assignments, alerting, document access (with offline capability)
- Incident Management – manage incidents real time with custom event fields, customized task lists depending on role and type or incident; task status updates; notes, comments, situation reports, audit log and To Do lists.
- Dashboard - Real-time event dashboard showing all open and completed task status, related web content, rich text content; dashboards can be shared to stakeholders and leadership.
- Plan and Document Management - Central repository of plans and tasks
- Folder – Hierarchy-based folder structure with parent-child permission
- Impact Tracker – leverage the form to collect intake information and show full visibility into asset status.
- Form builder - create custom forms such as ICS or SITREP with auto-population, conditional logic, to generate event reports and surveys.
- Dynamic Task Management - Task manager to automate task assignment and add tasks on-the-fly
- Reporting - Real-time reporting for improved situational awareness and easier after-action analysis
- Auditing – Detailed event logging for all tasks and communication
- Response Plan Templates - Safety, Security, Natural, Facility response plan templates
- Exercise Mode – Launch critical events in exercise mode to support training drills and tabletop exercises.
- Notification escalation to automatically send a notification to the next person or group if there is no confirmation
Integrated GIS/Map-based, rule-based, group-based, or individual contact selection.
- Ability to send standard, polling, or on-the-fly ‘One-Touch’ Conference Call messages.
- One-screen broadcast creation workflow to speed message creation and reduce human error.
- Everbridge Network to access situational intelligence & notifications shared by other public and private groups.
- Publish notifications directly to Websites and services that support API access via HTTPS using ‘Web Posting’.
- Publish notifications via social media channels (Facebook and Twitter)
- Publish notifications directly to the Smartphones of residents and employees via the Everbridge Mobile app 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
- Multi-language Text to Speech Engine and Custom Voice Recording
- Real-time reporting for improved situational awareness and easier after-action analysis Unlimited Mass Notification Templates
- Self-service Single Contact Record Adjustments, Contact Import via CSV Upload and via Contact API or via Secure FTP
- Audio Bulletin Board
- 5 Live Operator Message Initiations per year
- 4 Everbridge Basic Conference Bridge Codes
- International Support
 - Globally Local Calling for faster communications using local/regional message initiation.
 - Dynamic Caller ID to customize caller id’s with local number per country or broadcast
 - International Long and Short Codes for SMS delivery
- Active shooter, Shelter in place, Building evacuation, Severe weather & Facility problem message guides and Unlimited Incident communications templates.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-12-11-0264-000	Term License - Crisis Management Solution Pro (Minimum dollar value per single order is no less than \$34,085.64 or 150 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$227.23	\$34,085.64

Term License-Crisis Management Solution Standard - 100-12-11-0263-000

Everbridge Crisis Management Solution Standard provides full visibility into incident status and helps to orchestrate all crisis response activities while allowing users to send notifications to individuals or groups using lists, locations, and visual intelligence. It enables organizations to quickly mobilize the right teams and resources in order to accelerate critical event recovery times and help organizations to mitigate the impact of crises and major incidents on life safety, business operations and reputation. Its notification is supported by state-of-the-art security protocols, 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 your new Everbridge Crisis Management Solution Standard.

Key Capabilities Include:

- One (1) additional Organization
- # of contacts as indicated on the quote (users count included)
- Unlimited response plans
- Flexible role-based access controls to manage user permissions.
- Unlimited Administrators for web-based portal to initiate messages, reporting, and administration.
- Unlimited Administrators for Manage Bridge Application (iOS, Android) and Mobile Optimized Notification Site
- Three (3) Organization with unlimited nested static and dynamic groups
- One (1) Contact Data Location
- Custom branded opt-in portal with custom fields and opt-in subscriptions
- Access to Real-Time Dashboard, Notifications Library, Everbridge Universe, and Custom Reporting
- Access to Incident Communication to automate communication workflows.
- Access to Incident Chat for responders to coordinate and collaborate.
- Access to Smart Conference
- Access to Single Sign On
- Mobile Application - interactive mobile task lists, assignments, alerting, document access (with offline capability)
- Incident Management – manage incidents real time with custom event fields, customized task lists depending on role and type or incident; task status updates; notes, comments, situation reports, audit log and To Do lists

- Dashboard - Real-time event dashboard showing all open and completed task status, related web content, rich text content; dashboards can be shared to stakeholders and leadership.
- Plan and Document Management - Central repository of plans and tasks
- Folder – Hierarchy-based folder structure with parent-child permission
- Impact Tracker – leverage the form to collect intake information and show full visibility into asset status.
- Form builder - create custom forms such as ICS or SITREP with auto-population, conditional logic, to generate event reports and surveys.
- Dynamic Task Management - Task manager to automate task assignment and add tasks on-the-fly.
- Reporting - Real-time reporting for improved situational awareness and easier after-action analysis
- Auditing – Detailed event logging for all tasks and communication
- Response Plan Templates - Safety, Security, Natural, Facility response plan templates
- Exercise Mode – Launch critical events in exercise mode to support training drills and tabletop exercises.
- Notification escalation to automatically send a notification to the next person or group if there is no confirmation
Integrated GIS/Map-based, rule-based, group-based, or individual contact selection.
- Ability to send standard, polling, or on-the-fly ‘One-Touch’ Conference Call messages.
- One-screen broadcast creation workflow to speed message creation and reduce human error.
- Everbridge Network to access situational intelligence & notifications shared by other public and private groups
Publish notifications directly to Websites and services that support API access via HTTPS using ‘Web Posting’.
- Publish notifications directly to the Smartphones of residents and employees via the Everbridge Mobile app
- Publish notifications via social media channels (Facebook and Twitter)
- 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
- Multi-language Text to Speech Engine and Custom Voice Recording
- Real-time reporting for improved situational awareness and easier after-action analysis
- Unlimited Mass Notification Templates
- Self-service Single Contact Record Adjustments, Contact Import via CSV Upload and via Contact API or via Secure FTP
- Audio Bulletin Board
- 5 Live Operator Message Initiations per year
- 4 Everbridge Basic Conference Bridge Codes
- International Support
 - Globally Local Calling for faster communications using local/regional message initiation.
 - Dynamic Caller ID to customize caller id’s with local number per country or broadcast
 - International Long and Short Codes for SMS delivery
- Active shooter, Shelter in place, Building evacuation, Severe weather & Facility problem message guides and Unlimited Incident communications templates.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-12-11-0263-000	Term License - Crisis Management Solution Standard (Minimum dollar value per single order is no less than \$32,544.08 or 150 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$216.96	\$32,544.08

Term License-Redsky E911 Anywhere Network Services - 101-55-55-0003-000

RedSky's E911 Anywhere® is a cloud-based network service that routes 911 calls from any call server in the USA or Canada and sends the detailed location of the caller to emergency dispatchers at the PSAPs and notifies onsite personnel of the 911 calls in progress. This is the base SKU for E911 Anywhere and requires the purchase of the E911 Anywhere User SKU for actual number of users and phones covered by E911 Anywhere.

Usage:

- E911 Anywhere Portal and Emergency Call Routing service with unlimited 9-1-1 calling
- E911 Anywhere User License required per each user or device (hard phone or software)
- Unlimited SMS and email notifications
- Next generation 911 features including built-in Network Discovery capabilities which allow dynamic tracking of devices and users on-premises.
- Will route emergency calls for all on-premises, remote, and nomadic employees.
- Can be used to support any customer environment if they can direct emergency calls to E911 Anywhere.
- Completely cloud-based with no on-premises infrastructure required.

Key Features:

- Accepts all 9-1-1 calls using SIP or PSTN trunking.
- Supports 9-3-3 dialing for testing.
- Supports Cisco, Avaya, Atos Unify, Mitel, Genesys, Broadworks, Microsoft, and other SIP-based call server platforms.
- Tracks nomadic softphone users on and off premise when using the MyE911 application.
- Routes 9-1-1 calls to any PSAP in the USA and Canada based on the location of the caller.
- Fail-over includes an emergency call center staffed 24/7 by trained personnel (extra service charge).
- Accepts real-time location updates from E911 Manager® or Cisco Emergency Responder (CER).
- Sends real-time notifications to security and administrators over email or SMS text messaging. Additional desktop notifications are available with the Enhanced Onsite Notification application.
- Integration with Everbridge's Incident Communications module to create 9-1-1 incidents.
- Barge-in, call monitoring and call recording features with optional Enhanced Notification bundle.

Set-up, Implementation & Support

- Service Activation includes:
 - Account setup within 48 hours
 - RedSky Implementations hours allotted as follows: under 1,000 users - 20 hours, 1K to 100K - 25 hours, 100K or over - 30 hours.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-55-55-0003-000	Term License - Redsky E911 Anywhere Network Services - Service Activation Fee for E911 Anywhere Network Service for up to 999 ELINs/Users (One-Time Installation Fee)	EA	\$4,967.25	\$4,967.25

Term License-Redsky E911 Anywhere Users/ELIN - 101-55-55-0004-000

RedSky's E911 Anywhere® is a cloud-based network service that routes 911 calls from any call server in the USA or Canada and sends the detailed location of the caller to emergency dispatchers at the PSAPs and notifies onsite personnel of the 911 calls in progress. This subscription SKU is required for the number of Users to be covered by the E911 Anywhere service.

Usage

- Requires the E911 Anywhere® Network Service.
- License required per each user or common area device (hard phone or software)
- Covers up to 10 devices assigned to a user using the same phone number
- MyE911® softphone application included free of charge

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-55-55-0004-000	Term License - Redsky E911 Anywhere - Users/ELIN (Minimum dollar value per single order is no less than \$899.24 or 50 Users/ELIN, whichever is greater. Everbridge will provide per Users/ELIN discount pricing on a pro-rata basis beyond the minimum purchase value/minimum Users/ELIN.)	User	\$17.98	\$899.24

Term License-RedSky E911 Anywhere Enhanced Notification for 499 ELINs+Users - 101-55-55-0008-000

RedSky's Enhanced Notification is an optional add-on to RedSky's E911 Anywhere® cloud-based network service used for routing 911 calls and notifying onsite personnel of the 911 calls in progress. Enhanced Notification provides additional notification capabilities, beyond the standard email and SMS notifications included in E911 Anywhere®. Capabilities like call monitoring, barge-in, call recording, desktop notifications and integration with the Everbridge Incident Communications functionality.

Usage

- Requires the E911 Anywhere® service.
- Unlimited Enhanced Onsite Notification (EON) Windows clients.
- Fully cloud-based with no additional on-premises infrastructure required.

Key Features

- Desktop notifications are available with screen popup, siren, and alert acknowledgement with the Windows Enhanced Onsite Notification (EON) desktop application.
- Call monitoring, with voice barge-in capability, for the live 9-1-1 call.
- Call recording, with 30-day retention, of the live 9-1-1 call.
- Integration with Everbridge's Incident Communications module to create 9-1-1 incidents.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE- Per Unit (with IFF)	GSA PRICE- Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-55-55-0008-000	Term License - RedSky E911 Anywhere Enhanced Notification for 499 ELINs+Users	YR	\$1,027.71	\$1,027.71

Term License-Redsky E911 Manager as a Service Enterprise Phone - 101-55-55-0028-000

RedSky's E911 Manager® automatically finds the dispatchable location of customer devices as they move throughout the enterprise and eliminates the administration necessary in maintaining an emergency response location database. This subscription SKU covers Enterprise phones located within the campus, typically consisting of hard phones located in common areas or users with strictly a desktop phone.

Usage:

- E911 Manager® software with support for unlimited call server/PBX integrations
- License required per Enterprise phone (hard phone or softphone campus only) or
- Unlimited SMS and email notifications
- Enhanced Onsite Notification (EON) Clients included
- Can pinpoint the location of a 911 caller by associating a dispatchable location to various elements of a customer's network
- Scalable to thousands of endpoints to meet the complexities of large customer environments
- E911Manager for Nomadic Phones (Mobility Bundle) bundles the RedSky suite together at a per-user cost

Key Features:

- E911 Manager® integrates with leading call servers and supports mixed hardware environments providing a centrally managed E911 system
- Active/Active deployment for a redundant solution
- Provides real-time location tracking of all endpoints (analog, digital, SIP and H.323)
- Integrated and certified with Cisco, Avaya, Atos Unify, Genesys, and Microsoft Skype for Business voice platforms
- Automatically updates all PS-ALI databases in the USA and Canada with accurate phone locations
- Monitors all call servers/PBXs for 9-1-1 calls and sends real-time notifications to security and administrators over email, SMS text messaging, desktop notifications available with the Enhanced Onsite Notification (EON) application
- Layer 3 Network Discovery
- Layer 2 Network Discover - Track devices to the switch or port level
- WiFi tracking with WiFi Software Module
- Can be deployed on a server or virtual machine within the datacenter or as a service via RedSky's managed private cloud
- Integrates with RedSky's E911 Anywhere® cloud-based national 9-1-1 call routing service to route 9-1-1 calls to the appropriate emergency response center, based on the location of the caller for any Nomadic User licenses
- Track nomadic softphone users on and off premise

Set-up, Implementation & Support

- Purchase of standard E911 Manager Standard Installation Fee is required

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-55-55-0028-000	Term License - Redsky E911 Manager as a Service Enterprise Phone (Minimum dollar value per single order is no less than \$6,166.25 or 500 devices, whichever is greater. Everbridge will provide per device discount pricing on a pro-rata basis beyond the minimum purchase value/minimum device.)	Device	\$12.33	\$6,166.25

Term License-Redsky E911 Manager as a Service Nomadic User - 101-55-55-0029-000

RedSky's E911 Manager® automatically finds the dispatchable location of customer devices as they move throughout the enterprise and eliminates the administration necessary in maintaining an emergency response location database. This subscription SKU covers Nomadic Users that are moving on and off the campus, typically consisting of soft phones running on a variety of devices assigned to the users.

Usage:

- E911 Manager® software with support for unlimited call server/PBX integrations
- License required per Nomadic User (with up to 10 devices) including MyE911® client
- Unlimited SMS and email notifications
- Enhanced Onsite Notification (EON) Clients included
- Can pinpoint the location of a 911 caller by associating a dispatchable location to various elements of a customer's network
- Scalable to thousands of endpoints to meet the complexities of large customer environments
- E911Manager for Nomadic Phones (Mobility Bundle) bundles the RedSky suite together at a per-user cost

Key Features:

- E911 Manager® integrates with leading call servers and supports mixed hardware environments providing a centrally managed E911 system
- Active/Active deployment for a redundant solution
- Provides real-time location tracking of all endpoints (analog, digital, SIP and H.323)
- Integrated and certified with Cisco, Avaya, Atos Unify, Genesys, and Microsoft Skype for Business voice platforms
- Automatically updates all PS-ALI databases in the USA and Canada with accurate phone locations
- Monitors all call servers/PBXs for 9-1-1 calls and sends real-time notifications to security and administrators over email, SMS text messaging, desktop notifications available with the Enhanced Onsite Notification (EON) application
- Layer 3 Network Discovery
- Layer 2 Network Discover - Track devices to the switch or port level
- WiFi tracking with WiFi Software Module
- Can be deployed on a server or virtual machine within the datacenter or as a service via RedSky's managed private cloud
- Integrates with RedSky's E911 Anywhere® cloud-based national 9-1-1 call routing service to route 9-1-1 calls to the appropriate emergency response center, based on the location of the caller for any Nomadic User licenses
- Track nomadic softphone users on and off premise

Set-up, Implementation & Support

- Purchase of standard E911 Manager Standard Installation Fee is required

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE- Per Unit (with IFF)	GSA PRICE- Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-55-55-0029-000	Term License - Redsky E911 Manager as a Service Nomadic User (Minimum dollar value per single order is no less than \$10,277.08 or 500 User licenses, whichever is greater. Everbridge will provide block discount pricing on a pro-rata basis beyond the minimum purchase value.)	License	\$20.55	\$10,277.08

Term License-Redsky E911 Manager Standard Installation Fee for E911 Manager - 101-55-55-0040-000

RedSky's E911 Manager® automatically finds the dispatchable location of customer devices as they move throughout the enterprise and eliminates the administration necessary in maintaining an emergency response location database. This Installation Fee is required to install and deploy the E911 Manager server software on the customer's premises.

The Installation and Deployment service includes:

- Software installation on 1 server/VM
- Integrated with 1 Call Server or PBX
- Layer 3/ Wi-Fi tracking
- Maximum of 50 project hours
- E911 Anywhere® installation with Nomadic phone license purchases
- Remote installation of E911 Manager and purchased options.
- Additional project hours are required for Active-Active deployments, additional PBX/Call Server interfaces, and layer 2 network discovery.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE- Per Unit (with IFF)	GSA PRICE- Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-55-55-0040-000	Term License - Redsky E911 Manager Standard Installation Fee for E911 Manager for installation of up to 9,999 users/devices. (One-Time Installaion Fee)	EA	\$8,564.23	\$8,564.23

Term License-Redsky E911 Anywhere Block of 10 Emergency Calls to Relay Center (ECRC) - 101-55-55-0006-000

An emergency 911 call that cannot be connected to the appropriate Public Safety Answering Point ("PSAP") due to incomplete or missing location data is a "Failed User Emergency 9-1-1 Call." Failed User Emergency 9-1-1 Calls will be routed to an emergency call response center ("ERC") that operates 24/7 and is staffed by trained and certified professionals that receive 911 calls which cannot be connected to the appropriate PSAP. The ERC will then, to the extent possible, route the call to the appropriate PSAP, based on the location information communicated by the 9-1-1 Customer will be responsible for and will reimburse RedSky for all expenses associated with any calls that are routed to the ERC ("ERC Expenses"). This SKU allows customers to pre-purchase blocks of 10 ERC calls as part of their initial order or during renewal, as opposed to being billed monthly for the ERC call.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-55-55-0006-000	Term License - Redsky E911 Anywhere - Block of 10 Emergency Calls to Relay Center (ECRC) (One-Time Fee)	EA	\$856.42	\$856.42

Term License-Redsky Pre-paid Professional Service Hours 10-hour block - 101-55-55-0036-000

As part of the E911 Anywhere Network Service activation or E911 Manager Standard Installation, typical setup and installation is covered by those SKUs. In the event an installation is more complex, and beyond the scope of what is included, or the organization requires a custom project, Professional Service hours can be purchased in 10-hour, pre-paid time blocks.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-55-55-0036-000	Term License - Redsky Pre-Paid Service Hours - 10-hour block (One-Time Fee)	EA	\$2,826.20	\$2,826.20

Term License-Digital Operations Advanced - Full User (xM Platform) - 100-20-20-0003-000

xMatters by Everbridge is a digital operations platform that enables IT and DevOps professionals to automate and streamline digital service delivery and incident management to accelerate digital transformation and deliver continuous service uptime. With a code-free workflow builder, adaptive approach to incident management, and real-time performance analytics xMatters' supports a single goal: deliver customer happiness at any scale. Key capabilities include on-call management, incident response & management, service intelligence, AI-powered insights, workflow automation, and reporting & analytics. xMatters' globally available and secure cloud infrastructure supports teams of limitless size. Digital Operations Advanced includes the top license tier (xMatters Advanced) with enterprise features like longer data retention, additional privacy capabilities and an integrated continuous improvement process to keep digital services available and ITSM processes flowing.

Full users are defined as users within an account and/or instance. Each user can be provisioned to login and access the account, initiate manual message workflows, initiate and work incidents, access development features if authorized and interact with 2-way messaging on all supported communication channels (email, SMS, phone, etc.).

Full users are in contrast to **stakeholder users**, which are covered by another SKU.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-20-20-0003-000	Term License - Digital Operations Advanced - Full User (xM Platform) (Minimum dollar value per single order is no less than \$60,634.76 or 100 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$606.35	\$60,634.76

Term License-Digital Operations - Stakeholder User (xM Platform) - 100-20-20-0004-000

xMatters by Everbridge is a digital operations platform that enables IT and DevOps professionals to automate and streamline digital service delivery and incident management to accelerate digital transformation and deliver continuous service uptime. With a code-free workflow builder, adaptive approach to incident management, and real-time performance analytics xMatters' supports a single goal: deliver customer happiness at any scale. Key capabilities include on-call management, incident response & management, service intelligence, AI-powered insights, workflow automation, and reporting & analytics. xMatters' globally available and secure cloud infrastructure supports teams of limitless size. Digital Operations Advanced includes the top license tier (xMatters Advanced) with enterprise features like longer data retention, additional privacy capabilities and an integrated continuous improvement process to keep digital services available and ITSM processes flowing.

Stakeholder users are defined as users who have the ability to receive 1-way messages on all supported communication channels (email, SMS, phone, etc.), but are not enabled for response options therefore, they cannot respond to them. In addition, these users do not have the ability to initiate any manual messaging workflows in the product (predefined or custom) or initiate or work incidents, as they can only receive messages.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-20-20-0004-000	Term License - Digital Operations - Stakeholder User (xM Platform) (Everbridge will provide per contact discount pricing on a pro-rata basis.)	Contact	\$50.64	\$50.64

Term License-Digital Operations - Stakeholder User (EVBG ITA Platform) - 100-20-20-0007-000

IT Alerting provides an Enterprise closed-loop incident response automation solution backed up by multiple patented technologies. The platform integrates and automates communications, collaboration and orchestration processes for ServiceOps, IT Security Ops, DevOps, and Disaster recovery Ops for faster recovery and delivery. IT Alerting capabilities

include group and calendar management, on-call scheduling, automated escalation, pinless conference bridges, ChatOps, workflow automation, analytics and reporting. The solution is offered as a cloud service based on the secure, highly available, resilient, and globally scalable Everbridge CEM platform.

Stakeholder users can receive communications. They are not allowed access to the manager portal to perform IT functions.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE- Per Unit (with IFF)	GSA PRICE- Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-20-20-0007-000	Term License - Digital Operations - Stakeholder User (EVBG ITA Platform) (Everbridge will provide per contact discount pricing on a pro-rata basis.)	Contact	\$50.64	\$50.64

Term License-Digital Operations Essentials - Full User (xM Platform) - 100-20-20-0001-000

xMatters by Everbridge is a digital operations platform that enables IT and DevOps professionals to automate and streamline digital service delivery and incident management to accelerate digital transformation and deliver continuous service uptime. With a code-free workflow builder, adaptive approach to incident management, and real-time performance analytics xMatters' supports a single goal: deliver customer happiness at any scale. Key capabilities include on-call management, incident response & management, service intelligence, workflow automation, and reporting & analytics. xMatters' globally available and secure cloud infrastructure supports teams of limitless size. Digital Operations Essentials includes the entry-level license tier (xMatters Starter), providing scalable incident response and management for teams.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE- Per Unit (with IFF)	GSA PRICE- Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-20-20-0001-000	Term License - Digital Operations Essentials - Full User (xM Platform) (Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$92.49	\$92.49

Term License-Digital Operations Standard - Full User (EVBG ITA Platform) -100-20-20-0005-000

IT Alerting provides an Enterprise closed-loop incident response automation solution backed up by multiple patented technologies. The platform integrates and automates communications, collaboration and orchestration processes for ServiceOps, IT Security Ops, DevOps, and Disaster recovery Ops for faster recovery and delivery. IT Alerting capabilities include group and calendar management, on-call scheduling, automated escalation, pinless conference bridges, ChatOps,

workflow automation, analytics and reporting. The solution is offered as a cloud service based on the secure, highly available, resilient, and globally scalable Everbridge CEM platform.

Full users are allowed access to the manager portal to initiate communications, view reports, configure the system and perform other IT functions.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-20-20-0005-000	Term License - Digital Operations Standard - Full User (EVBG ITA Platform) (Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$328.87	\$328.87

Term License-Digital Operations Standard - Full User (xM Platform) - 100-20-20-0002-000

xMatters by Everbridge is a digital operations platform that enables IT and DevOps professionals to automate and streamline digital service delivery and incident management to accelerate digital transformation and deliver continuous service uptime. With a code-free workflow builder, adaptive approach to incident management, and real-time performance analytics xMatters' supports a single goal: deliver customer happiness at any scale. Key capabilities include on-call management, incident response & management, service intelligence, workflow automation, and reporting & analytics. xMatters' globally available and secure cloud infrastructure supports teams of limitless size. Digital Operations Standard includes the mid-level license tier (xMatters Base) with additional features for managing larger multi-team environments and additional service automation capabilities.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-20-20-0002-000	Term License - Digital Operations Standard - Full User (xM Platform) (Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$400.81	\$400.81

Term License-Digital Operations Connect - Full User (xM Platform) - 101-00-11-8812-000

xMatters by Everbridge is a digital operations platform that enables IT and DevOps professionals to automate and streamline digital service delivery and incident management to accelerate digital transformation and deliver continuous service uptime. With a code-free workflow builder, adaptive approach to incident management, and real-time performance analytics xMatters' supports a single goal: deliver customer happiness at any scale. Key capabilities include on-call

management, incident response & management, basic service intelligence, workflow automation, and reporting & analytics. xMatters' globally available and secure cloud infrastructure supports teams of limitless size. Digital Operations Connect combines select features from Digital Operations Essentials (xMatters Starter) and Digital Operations Standard (xMatters Base) to provide support other products that provide event management, incident management, issue tracking and other workflows in larger multi-team environments.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-00-11-8812-000	Term License - Digital Operations Connect - Full User (xM Platform) (Minimum dollar value per single order is no less than \$1,952.64 or 10 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$195.26	\$1,952.64

Term License-ProServ - Digital Operations Data Sync (xM Platform) - 100-00-20-0003-000

Designed to help you get the most from your xMatters subscription as quickly as possible, this Professional Services package includes the essentials for you to successfully implement a user and group data synchronization with xMatters in a production environment.

This offering includes all the necessary tasks to implement the following scope:

- A Professional Services-led implementation of User and Group data synchronization
- User and Group Data Synchronization Planning
- Data Synchronization Implementation
- User Acceptance Testing and Go Live Support

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-00-20-0003-000	Term License - ProServ - Digital Operations Data Sync (One-Time Fee)	EA	\$8,564.23	\$8,564.23

Term License-ProServ - Digital Operations T&M Pay-As-You-Go (Per Hour) - 100-00-20-0004-000

** There is no Inclusion Sheet/standard description. This is sold as a variable number of hours with no named deliverables (a SOW will define the scope & cost)

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-00-20-0004-000	Term License - ProServ - Digital Operations T&M Pay-As-You-Go (Per Hour)	EA	\$256.93	\$256.93

Term License-ProServ - Digital Operations T&M Prepaid (Per Hour) - 100-00-20-0005-000

** There is no Inclusion Sheet/standard description. This is sold as a variable number of hours with no named deliverables (a SOW will define the scope & cost)

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-00-20-0005-000	Term License - ProServ - Digital Operations T&M Prepaid (Per Hour)	EA	\$231.23	\$231.23

Term License-Digital Operations Advanced – Full User (EVBG ITA Platform) – 100-20-20-0006-000

IT Alerting provides an Enterprise closed-loop incident response automation solution backed up by multiple patented technologies. The platform integrates and automates communications, collaboration, and orchestration processes for ServiceOps, IT Security Ops, DevOps, and Disaster recovery Ops for faster recovery and delivery. IT Alerting capabilities include group and calendar management, on-call scheduling, automated escalation, pinless conference bridges, ChatOps, workflow automation, analytics, and reporting. The solution is offered as a cloud service based on the secure, highly available, resilient, and globally scalable Everbridge CEM platform.

Full users are allowed access to the manager portal to initiate communications, view reports, configure the system and perform other IT functions.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-20-20-0006-000	Term License - Digital Operations Advanced - Full User (EVBG ITA Platform)	YR	\$513.85	\$513.85

Term License-Digital Operations TAM – Platinum (Annual Fee) - 101-00-22-8717-000

The Technical Account Manager (TAM) program is an annual service engagement that provides a part-time technical consultant to partner with the client team. Designed to help our clients get the most from their Everbridge Digital Operations subscription, the TAM plays a pivotal role in client success as an Everbridge Digital Operations expert equipped with technical solution and industry expertise and best practices. TAMs help our clients refine, improve, and automate their Critical Event Management program to realize the most value possible from their Everbridge Digital Operations investment.

Business Value

This offering includes a wide range of possible services, as shown below, that are guided by the client’s technical and business priorities and are mutually agreed upon in the TAM success plan. Example focus areas and services may include:

- Product Adoption and Process Improvement
- Administration and Configuration
- Integration Support

Success Plan Workshop

The TAM engagement begins with a Success Plan Workshop to define the specific objectives and TAM success criteria with the client stakeholders:

- Implementation status of the Digital Operations platform
- Any outstanding issues from the Digital Operations implementation
- Client presentation of their as-is and to-be processes
- Overall Digital Operations success criteria
- Client presentation of their strategic vision
- Client’s current business objectives as compared to current usage patterns
- Art of the possible

The objective of the workshop is to define the client’s Digital Operations roadmap and define a success plan for the TAM to assist the client team with driving organizational adoption and growth through best practices and recommendations for improvement. Additionally, we want to identify ways for the client to address more business needs with their current Digital Operations investment. Out of the workshop we will deliver our findings in a report that defines the TAM success plan and agreed upon services.

Delivery Scope

- Strategic planning focus
- Evaluation usage, strategic training and configuration recommendations
- Process improvements, organizational change and adoption
- Recommendation tracking, measuring continuous improvement
- Monthly Executive Summary report
- Weekly status report
- Oversight assistance with product configuration and tuning tasks and client environment backups
- Development project oversight for integration expansion
- Tactical support with steady-state product usage

- User training: planning, support and/or delivery

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-00-22-8717-000	Term License - Digital Operations TAM - Platinum (Annual Fee)	YR	\$126,750.63	\$126,750.63

Term License-Digital Operations TAM – Gold (Annual Fee) - 101-00-22-8718-000

The Technical Account Manager (TAM) program is an annual service engagement that provides a part-time technical consultant to partner with the client team. Designed to help our clients get the most from their Everbridge Digital Operations subscription, the TAM plays a pivotal role in client success as an Everbridge Digital Operations expert equipped with technical solution and industry expertise and best practices. TAMs help our clients refine, improve, and automate their Critical Event Management program to realize the most value possible from their Everbridge Digital Operations investment.

Business Value

This offering includes a wide range of possible services, as shown below, that are guided by the client’s technical and business priorities and are mutually agreed upon in the TAM success plan. Example focus areas and services may include:

- Client advocate to the Digital Operations product management team
- Review support requests and product usage for process improvement, automation and training opportunities
- Recurring product roadmap review
- Align and manage applicable client technical and business priorities to the Digital Operations configuration, usage and automation
- Regularly scheduled executive strategic plan reviews

Success Plan Workshop

The TAM engagement begins with a Success Plan Workshop to define the specific objectives and TAM success criteria with the client stakeholders:

- Implementation status of the Digital Operations platform
- Any outstanding issues from the Digital Operations implementation
- Client presentation of their as-is and to-be processes
- Overall Digital Operations success criteria
- Client presentation of their strategic vision
- Client’s current business objectives as compared to current usage patterns
- Art of the possible

The objective of the workshop is to define the client’s Digital Operations roadmap and define a success plan for the TAM to assist the client team with driving organizational adoption and growth through best practices and recommendations for

improvement. Additionally, we want to identify ways for the client to address more business needs with their current Digital Operations investment. Out of the workshop we will deliver our findings in a report that defines the TAM success plan and agreed upon services.

Delivery Scope

- Strategic planning focus
- Evaluation usage, strategic training and configuration recommendations
- Process improvements, organizational change and adoption
- Recommendation tracking, measuring continuous improvement
- Monthly Executive Summary report

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-00-22-8718-000	Term License - Digital Operations TAM - Gold (Annual Fee)	YR	\$41,108.31	\$41,108.31

Term License-ProServ - Digital Operations Platinum (xM Platform) - 100-00-20-0009-000

Designed to help you get the most from your xMatters subscription, this Professional Services package combines Administration workshops with implementation best practices and support. This approach enables you to accelerate the overall time-to-value and quickly realize a return on your investment. The process includes the training and configurations necessary to enable you to quickly use xMatters in a production capacity.

Scope

This offering presumes ‘straight-through’ work with dedicated Client resourcing. The tasks may be adjusted based on specific Client requirements, customizations or timeframes, through change management procedures.

This offering includes all the necessary tasks to implement the following scope:

- Onboarding readiness, planning and project management
- Client-specific onboarding configuration and administrator training
- A Professional Services-led implementation of a single published integration (as-built without customization) between xMatters and the Client’s selected system
- User and Group data synchronization
- Success Plan Workshop

Milestones

- Onboarding Readiness, Planning and Project Management
- Administrator Onboarding and Training
- Integration Planning
- Integration Implementation
- Data Synchronization
- User Acceptance Testing and Go Live Support

- Success Plan Workshop

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-00-20-0009-000	Term License - ProServ - Digital Operations Platinum (xM Platform) (One-Time Installation Fee)	EA	\$51,385.39	\$51,385.39

Term License-ProServ - Digital Operations Gold (xM Platform) - 100-00-20-0008-000

Designed to help you get the most from your xMatters subscription, this Professional Services package combines Administration workshops with implementation best practices and support. This approach enables you to accelerate the overall time-to-value and quickly realize a return on your investment. The process includes the training and configurations necessary to enable you to quickly use xMatters in a production capacity.

Scope

This offering presumes ‘straight-through’ work with dedicated Client resourcing. The tasks may be adjusted based on specific Client requirements, customizations or timeframes, through change management procedures.

This offering includes all the necessary tasks to implement the following scope:

- Onboarding readiness, planning and project management
- Online workshop-based onboarding configuration and training
- A Professional Services-led implementation of a single published integration (as-built without customization) between xMatters and the Client’s selected system
- User and Group data synchronization

Milestones

- Onboarding Readiness, Planning and Project Management
- Administrator Onboarding and Training
- Integration Planning
- Integration Implementation
- Data Synchronization
- User Acceptance Testing and Go Live Support

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-00-20-0008-000	Term License - ProServ - Digital Operations Gold (xM Platform) (One-Time Installation Fee)	EA	\$34,256.93	\$34,256.93

Term License-ProServ - Digital Operations Silver (xM Platform) - 100-00-20-0007-000

Designed to help you get the most from your xMatters subscription as quickly as possible, this Professional Services package includes the essentials for you to successfully implement xMatters in production. xMatters will provide a self-service onboarding guide for you to work through and a seasoned consultant to assist with the initial configuration.

Scope

This offering presumes ‘straight-through’ work with dedicated Client resourcing. The tasks may be adjusted based on specific Client requirements, customizations or timeframes, through change management procedures.

This offering includes up to forty (40) hours total to implement the following scope. Hours shall be scheduled in minimum four (4) hour increments.

- Onboarding readiness, planning and project management
- Online workshop-based onboarding configuration
- Ad hoc Professional Services support for the design, development and configuration of the Client’s xMatters instance and integration(s)

Milestones:

- Onboarding Readiness, Planning and Project Management
- Online Administration Workshop
- Ad hoc Professional Services Support

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-00-20-0007-000	Term License - ProServ - Digital Operations Silver (xM Platform) (One-Time Installation Fee)	EA	\$8,564.23	\$8,564.23

Term License-ProServ - Digital Operations Platinum (ITA Platform) - 100-00-20-0012-000

Designed to help you get the most from your IT Alerting subscription, this Professional Services package combines Administration workshops with implementation best practices and support. This approach enables you to accelerate the overall time-to-value and quickly realize a return on your investment. The process includes the training and configurations necessary to enable you to quickly use IT Alerting in a production capacity.

Scope

This offering presumes ‘straight-through’ work with dedicated Client resourcing. The tasks may be adjusted based on specific Client requirements, customizations or timeframes, through change management procedures.

This offering includes all the necessary tasks to implement the following scope:

- Onboarding readiness, planning and project management
- Professional Services support for the configuration of the Client’s IT Alerting environment
- A Professional Services-led implementation of a single published integration (as-built without customization) between IT Alerting and the Client’s selected system, or integration mentoring including access to integration methods such as REST APIs and Email
- Success Plan Workshop

Milestones:

- Onboarding Readiness, Planning and Project Management
- Platform Configuration Planning
- Platform Configuration
- Either, Integration Implementation or Integration Mentoring
- User Acceptance Testing and Go Live Support
- Success Plan Workshop

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-00-20-0012-000	Term License - ProServ - Digital Operations Platinum (ITA Platform) (One-Time Installation Fee)	EA	\$51,385.39	\$51,385.39

Term License-ProServ - Digital Operations Gold (ITA Platform) - 100-00-20-0011-000

Designed to help you get the most from your IT Alerting subscription, this Professional Services package combines Administration workshops with implementation best practices and support. This approach enables you to accelerate the overall time-to-value and quickly realize a return on your investment. The process includes the training and configurations necessary to enable you to quickly use IT Alerting in a production capacity.

Scope

This offering presumes ‘straight-through’ work with dedicated Client resourcing. The tasks may be adjusted based on specific Client requirements, customizations or timeframes, through change management procedures.

This offering includes all the necessary tasks to implement the following scope:

- Onboarding readiness, planning and project management
- Professional Services support for the configuration of the Client’s IT Alerting environment
- A Professional Services-led implementation of a single published integration (as-built without customization) between IT Alerting and the Client’s selected system, or integration mentoring including access to integration methods such as REST APIs and Email

Milestones:

- Onboarding Readiness, Planning and Project Management
- Platform Configuration Planning
- Platform Configuration
- Either, Integration Implementation or Integration Mentoring
- User Acceptance Testing and Go Live Support

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE- Per Unit (with IFF)	GSA PRICE- Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-00-20-0011-000	Term License - ProServ - Digital Operations Gold (ITA Platform) (One-Time Installation Fee)	EA	\$34,256.93	\$34,256.93

Term License-ProServ - Digital Operations Silver (ITA Platform) - 100-00-20-0010-000

Designed to help you get the most from your IT Alerting subscription, this Professional Services package combines Administration workshops with implementation best practices and support. This approach enables you to accelerate the overall time-to-value and quickly realize a return on your investment. The process includes the training and configurations necessary to enable you to quickly use IT Alerting in a production capacity.

Scope

This offering presumes ‘straight-through’ work with dedicated Client resourcing. The tasks may be adjusted based on specific Client requirements, customizations or timeframes, through change management procedures.

This offering includes all the necessary tasks to implement the following scope:

- Onboarding readiness, planning and project management
- Professional Services support for the configuration of the Client’s IT Alerting environment
- Access to integration methods such as REST APIs and Email

Milestones:

- Onboarding Readiness, Planning and Project Management

- Platform Configuration Planning
- Platform Configuration
- Integration Implementation
- User Acceptance Testing and Go Live Support

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-00-20-0010-000	Term License - ProServ - Digital Operations Silver (ITA Platform) (One-Time Installation Fee)	EA	\$8,564.23	\$8,564.23

Term License-ProServ - Travel Protector Add On for CEM People Resilience - 100-80-11-9102-000

The Everbridge Travel Protector™ – Add On Service Package offering is designed to fulfil an organization’s duty of care by protecting employees from potential critical events wherever they travel. These services are provided remotely by a team composed of highly experienced, credentialed professionals with years of industry expertise. This service is intended for customers who are adding Everbridge Travel Protector™ to their Everbridge People Resilience solution. Everbridge Travel Protector is integrated into a single production instance of an Everbridge SaaS environment known as an Organization. The standard service includes integration for one Travel Management Company (TMC), Online Booking System or GDS Queue. For non-standard integrations, the client must purchase additional implementation services.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-80-11-9102-000	Term License - ProServ - Travel Protector Add On for CEM People Resilience (Pricing for the ProServ fee is based on 8.56% of the Annual Subscription Contract Value of Travel Protector Add On with a minimum purchase value of \$2,589.82. Everbridge will provide discount pricing on a pro-rata basis beyond the minimum purchase value.) (One-Time Installation Fee)	EA	8.56%	\$2,589.82

Term License-ProServ - Everbridge Travel Protector - 100-80-11-9104-000

Overview The Everbridge Travel Protector deployment is designed to fulfil an organizations duty of care to protect their travelling staff by combining travel risk management and critical event management within a single enterprise application. These services are provided remotely by a team composed of highly experienced, credentialed professionals with years of

industry expertise. Consulting and configuration services will be provided on Travel Location Data Integration, Pre-Trip Country Reports, Bookings Alerts, Traveller Alerts & Reporting Capabilities. This service is intended for Everbridge CEM Clients who have purchased the Everbridge Travel Protector add-on. Scope Everbridge Travel Protector is integrated into a single production instance of an Everbridge SaaS environment known as an Organization. The standard service includes integration for one Travel Management Company (TMC), Online Booking System or GDS Queue. For nonstandard integrations, the client must purchase additional implementation services.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-80-11-9104-000	Term License - ProServ - Everbridge Travel Protector (Pricing for the ProServ fee is based on 10.28% of the Annual Subscription Contract Value of Everbridge Travel Protector with a minimum purchase value of \$5,179.65. Everbridge will provide discount pricing on a pro-rata basis beyond the minimum purchase value.) (One-Time Installation Fee)	EA	10.28%	\$5,179.65

Term License-ProServe - Crisis Management Solution Standard - 101-00-22-8711-001

The Everbridge Crisis Management Solution has been constructed to apply years of industry expertise, in-depth system & process knowledge, customized training & delivery of best practices. The service includes a combination of technical consulting, project management and remote training. These services are provided by a team composed of highly experienced, credentialed professionals with years of in the field crisis, incident & communications expertise. SCOPE A Professional Services resource will partner with the customer to configure, deploy, and customize the Crisis Management solution. This includes building a project plan designed to quickly implement all Everbridge system functionality while incorporating response plans and use cases. *NOTE: Custom form creation is not in scope for this out of the box Crisis Management deployment.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-00-22-8711-001	Term License - ProServe - Crisis Management Solution Standard (Pricing for the ProServ fee is based on 11.13% of the Annual Subscription Contract Value of Crisis Management Standard with a minimum purchase value of \$7,964.74. Everbridge will provide discount pricing on a pro-rata basis beyond the minimum purchase value.) (One-Time Installation Fee)	EA	11.13%	\$7,964.74

Term License-ProServe - Crisis Management Solution Pro - 101-00-22-8712-001

The Everbridge Crisis Management Solution has been constructed to apply years of industry expertise, in-depth system & process knowledge, customized training & delivery of best practices. The service includes a combination of technical consulting, project management and remote training. These services are provided by a team composed of highly experienced, credentialed professionals with years of in the field crisis, incident & communications expertise. Scope A Professional Services resource will partner with the customer to configure, deploy, and customize the Crisis Management solution. This includes building a project plan designed to quickly implement all Everbridge system functionality while incorporating response plans and use cases. *NOTE: Custom form creation is not in scope for this out of the box Crisis Management deployment.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-00-22-8712-001	Term License - ProServe - Crisis Management Solution Pro (Pricing for the ProServ fee is based on 11.13% of the Annual Subscription Contract Value of Crisis Management Pro with a minimum purchase value of \$7,964.74. Everbridge will provide discount pricing on a pro-rata basis beyond the minimum purchase value.) (One-Time Installation Fee)	EA	11.13%	\$7,964.74

Term License-ProServ - People Resilience Advanced - 100-00-45-0003-000

The Everbridge People Resilience Advanced Service Package offerings are designed to fulfil your duty of care by protecting employees from potential critical events wherever they work or travel. These services are provided remotely by a team composed of highly experienced, credentialed professionals with years of industry expertise. Scope People Resilience allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. People Resilience Advanced is deployed into a single production instance of an Everbridge SaaS environment known as an Organization.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-00-45-0003-000	Term License - ProServ - People Resilience Advanced (Pricing for the ProServ fee is based on 11.99% of the Annual Subscription Contract Value of People Resilience Advanced with a minimum purchase value of \$18,224.69. Everbridge will provide discount pricing on a pro-rata basis beyond the minimum purchase value.) (One-Time Installation Fee)	EA	11.99%	\$18,224.69

Term License-ProServ - Business Operations Essentials - 100-00-30-0001-000

The Everbridge Business Operations Essentials Service Package offerings are designed to build enterprise resilience by enhancing business operations and safeguarding assets. These services are provided remotely by a team composed of highly experienced, credentialed professionals with years of industry expertise. Scope Business Operations allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. Business Operations Essentials is deployed into a single production instance of an Everbridge SaaS environment known as an Organization.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-00-30-0001-000	Term License - ProServ - Business Operations Essentials (Pricing for the ProServ fee is based on 10.28% of the Annual Subscription Contract Value of Business Operations Essentials with a minimum purchase value of \$5,138.54.) (One-Time Installation Fee)	EA	10.28%	\$5,138.54

Term License-ProServ - People Resilience Standard - 100-00-45-0002-000

The Everbridge People Resilience Standard Service Package offerings are designed to fulfil your duty of care by protecting employees from potential critical events wherever they work or travel. These services are provided remotely by a team composed of highly experienced, credentialed professionals with years of industry expertise. Scope People Resilience allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. People Resilience Standard is deployed into a single production instance of an Everbridge SaaS environment known as an Organization.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-00-45-0002-000	Term License - ProServ - People Resilience Standard (Pricing for the ProServ fee is based on 10.28% of the Annual Subscription Contract Value of People Resilience Standard with a minimum purchase value of \$12,949.12. Everbridge will provide discount pricing on a pro-rata basis beyond the minimum purchase value.) (One-Time Installation Fee)	EA	10.28%	\$12,949.12

Term License-ProServ - Business Operations Standard - 100-00-30-0002-000

The Everbridge Business Operations Standard Service Package offerings are designed to build enterprise resilience by enhancing business operations and safeguarding assets. These services are provided remotely by a team composed of highly experienced, credentialed professionals with years of industry expertise. Scope Business Operations allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. Business Operations Standard is deployed into a single production instance of an Everbridge SaaS environment known as an Organization.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-00-30-0002-000	Term License - ProServ - Business Operations Standard (Pricing for the ProServ fee is based on 10.28% of the Annual Subscription Contract Value of Business Operations Standard with a minimum purchase value of \$9,736.22. Everbridge will provide discount pricing on a pro-rata basis beyond the minimum purchase value.) (One-Time Installation Fee)	EA	10.28%	\$9,763.22

Term License-ProServ - Business Operations Advanced - 100-00-30-0003-000

The Everbridge Business Operations Advanced Service Package offerings are designed to build enterprise resilience by enhancing business operations and safeguarding assets. These services are provided remotely by a team composed of highly experienced, credentialed professionals with years of industry expertise. Scope Business Operations allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. Business Operations Advanced is deployed into a single production instance of an Everbridge SaaS environment known as an Organization.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-00-30-0003-000	Term License - ProServ - Business Operations Advanced (Pricing for the ProServ fee is based on 11.99% of the Annual Subscription Contract Value of Business Operations Advanced with a minimum purchase value of \$17,195.50. Everbridge will provide discount pricing on a pro-rata basis beyond the minimum purchase value.) (One-Time Installation Fee)	EA	11.99%	\$17,325.44

Term License-ProServ - People Resilience Essentials - 100-00-45-0001-000

The Everbridge People Resilience Essentials Service Package offerings are designed to fulfil your duty of care by protecting employees from potential critical events wherever they work or travel. These services are provided remotely by a team composed of highly experienced, credentialed professionals with years of industry expertise. Scope People

Resilience allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. People Resilience Essentials is deployed into a single production instance of an Everbridge SaaS environment known as an Organization.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-00-45-0001-000	Term License - ProServ - People Resilience Essentials (Pricing for the ProServ fee is based on 11.99% of the Annual Subscription Contract Value of People Resilience Essentials with a minimum purchase value of \$1,390.43. Everbridge will provide discount pricing on a pro-rata basis beyond the minimum purchase value.) (One-Time Installation Fee)	EA	11.99%	\$11,390.43

Term License-Public Communications Standard - US - 100-46-46-0002-000

Everbridge Public Communications Standard enables government agencies to quickly and reliably send broad or targeted notifications based on lists or location to the public via text, voice, email, and over 100 other modalities. With Everbridge, you are supported by an expandable and redundant infrastructure, industry-leading security and compliance, and real-time visualized intelligence.

Key Capabilities include:

Messaging:

- IPAWS, SMPP-based SMS, email, phone, TTY, FAX, pagers, and Everbridge Mobile app (iOS and Android) delivery methods as part of a multi-modal communication plan.
- Publishing channels to access notifications shared by organizations, post messages to Web sites, posting messages to your Everbridge custom-branded opt-in portal to post messages to Twitter and Facebook accounts, and post audio board messages for easy retrieval by Contacts.

Launching and Managing Messages

- Notifications and Incidents with unlimited templates to manage non-routine and routine alerts.
- Web-based portal to initiate notifications, track responses, and review reports.
- ManageBridge app (iOS, Android) to manage communications while away from your desk.

Collaboration

- Smart Conference (including 4 bridge lines) for resolution of events with global stakeholders.

Contact Management

- Custom branded opt-in portal to collect contact information and subscriptions from your Contacts.
- REST API to automate synchronization of Contact records.
- Secure FTP for bulk managing Contact records via CSV-formatted files.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-46-46-0002-000	Term License - Public Communications Standard - US (Minimum dollar value per single order is no less than \$4,282.12 or 10,000 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$0.43	\$4,282.12

Term License-Public Communications Advanced – US - 100-46-46-0003-000

Everbridge Public Communications Advanced enables government agencies to quickly and reliably send broad or targeted notifications based on lists or location to the public via text, voice, email, and over 100 other modalities, including desktop alerts. Communicate and collaborate internally securely. Engage with your community through zip code and keyword opt-in. With Everbridge, you are supported by an expandable and redundant infrastructure, industry-leading security and compliance, and real-time visualized intelligence.

Key Capabilities include:

Messaging:

- IPAWS, SMPP-based SMS, email, phone, TTY, FAX, pagers, Everbridge Mobile app (iOS and Android) and Desktop Alerts delivery methods as part of a multi-modal communication plan.
- Publishing channels to access notifications shared by organizations, post messages to Web sites, posting messages to your Everbridge custom-branded opt-in portal to post messages to Twitter and Facebook accounts, and post audio board messages for easy retrieval by Contacts.
- Custom From Email Address, Dynamic Caller ID per country, and Domestic and International SMS codes to ensure message delivery.
- Remote wiping push notifications from Everbridge Mobile App.

Launching and Managing Messages

- Notifications and Incidents with unlimited templates to manage non-routine and routine alerts.
- Web-based portal to initiate notifications, track responses, and review reports.
- ManageBridge app (iOS, Android) to manage communications while away from your desk.
- Automated weather tracking and alerting.
- Email Ingestion to launch Incidents from remote applications.

- REST API to manage templates, to launch Notifications and Incidents from remote applications, and to automatically retrieve notification results for further processing and decision-making.

Collaboration

- Smart Conference (including 4 bridge lines) for resolution of events with global stakeholders.
- Incident Chat for incident resolution via desktop devices.
- Directory Chat via mobile app for incident resolution while away from the office.

Contact Management

- Community Engagement to ensure the safety of the public through SMS keyword opt-in.
- Custom branded opt-in portal to collect contact information and subscriptions from your Contacts.
- REST API to automate synchronization of Contact records.
- Secure FTP for bulk managing Contact records via CSV-formatted files.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-46-46-0003-000	Term License - Public Communications Advanced - US (Minimum dollar value per single order is no less than \$8,564.23 or 10,000 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$0.86	\$8,564.23

Term License-ProServe - Safety Connection Pro Deployment - Corporate - 101-00-22-8637-000

The Everbridge Safety Connection (“SC”) Service Package offerings has been constructed to apply years of industry expertise, in depth system and process knowledge, customized training and delivery of best practices. Deployments are led by an experienced consultant(s) with Critical Event Management (“CEM”) and communications expertise. Our methodology follows a four-stage approach to achieve targeted results. SC is deployed via a single production instance of an Everbridge Software as a Service (“SaaS”) environment known as an organization. An additional single test organization is provisioned to allow the client to test automation for data management and test communications protocols.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-00-22-8637-000	Term License - ProServe - Safety Connection Pro Deployment - Corporate (Pricing for the ProServ fee is based on 10.28% of the Annual Subscription Contract Value of Safety Connection Pro with a minimum purchase value of \$12,846.35) (One-Time Installation Fee)	EA	10.28%	\$12,846.35

Term License-ProServe - Safety Connection Base Deployment - Corporate - 101-00-22-8636-000

The Everbridge Safety Connection (“SC”) Service Package offerings has been constructed to apply years of industry expertise, in depth system and process knowledge, customized training and delivery of best practices. Deployments are led by an experienced consultant(s) with Critical Event Management (“CEM”) and communications expertise. Our methodology follows a four-stage approach to achieve targeted results. SC is deployed via a single production instance of an Everbridge Software as a Service (“SaaS”) environment known as an organization. An additional single test organization is provisioned to allow the client to test automation for data management and test communications protocols.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-00-22-8636-000	Term License - ProServe - Safety Connection Base Deployment - Corporate (Pricing for the ProServ fee is based on 10.28% of the Annual Subscription Contract Value of Safety Connection Base with a minimum purchase value of \$7,707.81) (One-Time Installation Fee)	EA	10.28%	\$7,707.81

Term License-ProServe - Mass Notification Base Deployment - Corporate - 101-00-22-8633-000

The Everbridge Mass Notification (“MN”) Deployment follows a four-stage project methodology to provide a client with targeted communication to key audiences based upon business use cases. The service includes consulting assistance for system configuration, data management, and message sender training. Deployments are led by experienced consultant(s) with Critical Event Management (“CEM”) and communications expertise. Mass Notification is deployed via a single production instance of an Everbridge Software as a Service (“SaaS”) environment known as an organization.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-00-22-8633-000	Term License - ProServe - Mass Notification Base Deployment - Corporate (Pricing for the ProServ fee is based on 10.28% of the Annual Subscription Contract Value of Mass Notification Base with a minimum purchase value of \$2,826.20) (One-Time Installation Fee)	EA	10.28%	\$2,826.20

Term License-ProServe - Mass Notification Pro Deployment - Corporate - 101-00-22-8635-000

The Everbridge Mass Notification (“MN”) Deployment follows a four-stage project methodology to provide a client with targeted communication to key audiences based upon business use cases. The service includes consulting assistance for system configuration, data management, and message sender training. Deployments are led by experienced consultant(s) with Critical Event Management (“CEM”) and communications expertise. Mass Notification is deployed via a single production instance of an Everbridge Software as a Service (“SaaS”) environment known as an organization.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-00-22-8635-000	Term License - ProServe - Mass Notification Pro Deployment - Corporate (Pricing for the ProServ fee is based on 10.28% of the Annual Subscription Contract Value of Mass Notification Pro with a minimum purchase value of \$2,826.20) (One-Time Installation Fee)	EA	10.28%	\$2,826.20

Term License-ProServe - Mass Notification Standard Deployment - Corporate - 101-00-22-8634-000

The Everbridge Mass Notification (“MN”) Deployment follows a four-stage project methodology to provide a client with targeted communication to key audiences based upon business use cases. The service includes consulting assistance for system configuration, data management, and message sender training. Deployments are led by experienced consultant(s) with Critical Event Management (“CEM”) and communications expertise. Mass Notification is deployed via a single production instance of an Everbridge Software as a Service (“SaaS”) environment known as an organization.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-00-22-8634-000	Term License - ProServe - Mass Notification Standard Deployment - Corporate (Pricing for the ProServ fee is based on 10.28% of the Annual Subscription Contract Value of Mass Notification Standard with a minimum purchase value of \$2,826.20) (One-Time Installation Fee)	EA	10.28%	\$2,826.20

Term License-ProServ - Public Communications Standard - 100-00-46-0002-000

The Everbridge Public Safety Communications Standard Service Package offerings are designed to fulfill your duty of care by protecting residents & visitors from potential critical events wherever they live or work These services are provided remotely by a team composed of highly experienced, credentialed professionals with years of industry expertise.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-00-46-0002-000	Term License - ProServ - Public Communications Standard (Pricing for the ProServ fee is based on 11.13% of the Annual Subscription Contract Value of Public Communications Standard with a minimum purchase value of \$2,826.20 for a resident count of over 100,000.) (One-Time Installation Fee)	EA	11.13%	\$2,826.20

Term License-ProServ - Public Communications Advanced - 100-00-46-0003-000

The Everbridge Public Communications Advanced Service Package offerings are designed to fulfill your duty of care by protecting residents & visitors from potential critical events wherever they live or work These services are provided remotely by a team composed of highly experienced, credentialed professionals with years of industry expertise.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-00-46-0003-000	Term License - ProServ - Public Communications Advanced (Pricing for the ProServ fee is based on 13.70% of the Annual Subscription Contract Value of Public Communications Advanced with a minimum purchase value of \$2,826.20 for a resident count of over 60,000.) (One-Time Installation Fee)	EA	13.70%	\$2,826.20

Term License-SnapComms Engage Service - 100-01-19-0004-000

The SnapComms Engage Service Offering delivers a robust multi-channel communications service for critical and non-critical messages in a format that maximizes employee engagement without interrupting workflows and reducing productivity. The Engage Service onboarding includes the setup and delivery of unlimited messages through Desktop Alerts, Video Alerts, Tickers, Registration Alert, Screensavers, Quiz, Surveys, Wallpaper, Lock Screen and Newsletters and Stories.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-01-19-0004-000	Term License - SnapComms Engage Service (Pricing for SnapComms Engage Service is based on 8.56% of the Annual Subscription Contract Value of SnapComms Engage with a minimum purchase value of \$513.85.) (One-Time Installation Fee)	EA	8.56%	\$513.85

Term License-SnapComms Inform Service - 100-01-19-0002-000

SnapComms Inform Service Offering delivers instant communications using attention management principles to ensure important messages achieve cut-through, while non-critical messages are delivered in a format that maximizes employee engagement without interrupting workflows and reducing productivity. The Inform Service Offering includes unlimited messages using Desktop and Video Alerts, Tickers, and RSS tickers.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-01-19-0002-000	Term License - SnapComms Inform Service (Pricing for SnapComms Inform Service is based on 8.56% of the Annual Subscription Contract Value of SnapComms Inform with a minimum purchase value of \$342.57.) (One-Time Installation Fee)	EA	8.56%	\$342.57

Term License- Mass Notification for Corporate - 101-11-11-0243-000

Everbridge Mass Notification for Corporate allows organizations to implement their global operational or employee alert communication plans for ensuring business resilience and employee safety. Mass Notification for Corporate is supported by state-of-the-art security protocols to protect your data, elastic infrastructure to support your growing needs, advanced mobility, interactive reporting, adaptive people and resource mapping to mirror your organization, automation options, and true enterprise class data management capabilities to provide a wide array of data management options.

Core Platform Access

- Three (3) Organizations to use for live communications plan and for testing and/or training.
- Unlimited Users, API accounts, Administrators, and Secure FTP clients.
- Single Sign On for controlling access to your Everbridge service.
- Web-based portal to configure your user environment and perform all tasks.

Key Features

Messaging

- SMPP-based SMS, email, phone, TTY, fax, pagers, Everbridge Mobile App (iOS and Android), and Everbridge Desktop App delivery methods as part of a multi-modal communication plan. Voice and phone communications are subject to fair use policy.
- Publishing channels to access notifications shared by public and private organizations, to post messages to Web sites, to post messages to your Everbridge custom-branded opt-in portal, to post messages to your Twitter and Facebook accounts, and to post audio board messages for easy retrieval by your Contacts.
- Custom From Email Address for identifying your organization in email notifications, Dynamic Caller ID per country, and domestic and international SMS codes to ensure message delivery.
- Remote wiping push notifications from Everbridge Mobile App to ensure older messages are removed from the mobile app or to remove all messages when a Contact leaves your organization.
- Integrate your existing corporate mobile app (or similar) with Everbridge Digital App Interface API to push notifications to employees as an additional modality.
- Everbridge Desktop Alerts full screen take over pop-up with five emergency alerting templates designed to interrupt and capture your recipient's attention.

Launching and Managing Messages

- Notifications and Incidents with unlimited templates to manage non-routine and routine alerts.
- Automated weather tracking and alerting your Contacts to protect your assets and your employees. (United States and Europe only)
- Email Ingestion to launch Incident Templates from remote applications.
- Web-based portal to initiate notifications, track responses, and review reports.
- ManageBridge app (iOS, Android) to launch and manage communications while away from your desk.
- REST API to manage templates, to launch Notifications and Incidents from remote applications, and to automatically retrieve notification results for further processing and decision-making.

Collaboration

- Incident Chat launched from Incident Templates for 1x1 or group incident resolution via desktop devices.
- Secure Collaboration via mobile app for incident resolution while away from the office.
- Smart Conference (including 4 bridge lines) for resolution of events with global stakeholders.

Contact Management

- Visitor Engagement to ensure the safety of visitors to your sites through SMS keyword opt-in. (United States only)
- Custom branded opt-in portal to collect contact information and subscriptions from your Contacts.
- REST API to automate synchronization of Contact records.
- Secure FTP for bulk managing Contact records via CSV-formatted files.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-11-11-0243-000	Term License-Mass Notification for Corporate (Minimum dollar value per single order is no less than \$5,523.93 or 150 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$36.83	\$5,523.93

Term License-Everbridge Risk Center - RENEWAL ONLY - 100-80-11-9093-000

Risk Center combines thousands of the most trustworthy data sources with an experienced team of analysts to empower organizations to proactively monitor and mitigate risk. Built on Everbridge platform, the solution provides powerful visualization and orchestration for managing critical events used in organizational functions such as security, business

continuity, supply chain and operations to mitigate or eliminate the impact of risk. Through targeted real-time alerting, organizations can proactively monitor and analyze incidents and events worldwide, dramatically increasing the ability to respond to risks that threaten people, assets, operations, and organizations – locally and globally.

Key Capabilities Include:

- Send Domestic and International Alerts and Testing Messages
- Unlimited Email and Mobile App Push Notifications
- One (1) additional Organization
- Unlimited response plans
- Named Users
- Global fixed assets
- Real-time incidents with hyper-local data
- Access to Analyst team for real-time updates and up to 8 custom reports
- Delivered in a multi-tenant Software-as-a-Service (SaaS) environment
- Connect to an Everbridge Org
- Access to Operator Console
- Access to Admin Console
- One (1) Contact Data Store in the United States, Germany, or the United Kingdom
- Visualization of up to the number of organizational fixed assets purchased
- Self-service configuration: severity/distance/category
- Acknowledge Alerts; Add Notes to Alerts; Assess Context with Alert Selected; Hide All Alerts, Reinstate Alerts
- Select Multiple Alerts and Perform Actions on Selected Alerts, Snooze Alerts
- Show Distance from Alert to Assets View Alert Log
- View Details on Related Assets
- Filter Alerts using a Map Query, Search, Timeline
- View Acknowledged and Snoozed Alerts
- Data feeds

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-80-11-9093-000	Term License - Risk Center - Renewal Only (Minimum dollar value per single order is no less than \$29,118.39 or 35 contacts/assets, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$831.96	\$29,118.39

Term License-Threat View - RENEWAL ONLY - 100-04-11-1034-000

Threat View powered by NC4 combines the world-class threat assessment intelligence of NC4 with Everbridge's critical communications suite and global reach. Threat View provides security executives and emergency managers the intelligence and the communications platform needed to quickly assess and disseminate risk-related information.

Key Capabilities Include:

- NC4 threat summary information for up to five geographic locations with a maximum of 10 thresholds
- Single Web interface console to display aggregated information
- Unlimited administrator access to the Everbridge System
- Integrated with Everbridge Mass Notification broadcast features to notify contacts in surrounding areas using phone, email, SMS text, and mobile push notifications
- Configurable thresholds and settings for NC4 Incidents
- Set up alerts based on proximity, severity, and type of NC4 incident
- Define messages and key recipients upon threshold trigger
- Visualize NC4 incident alerts on a map alongside your Everbridge contacts
- Quickly communicate with potentially impacted contacts using map-based targeting

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-04-11-1034-000	Term License - Threat View - Renewal Only	YR	\$2,141.06	\$2,141.06

Term License-Everbridge Critical Event Management (CEM) for Safety and Continuity - RENEWAL ONLY - 100-80-11-9091-000

Everbridge Critical Event Management (CEM) for Safety and Continuity aggregates thousands of the most trustworthy data sources with an experienced team of analysts to empower organizations to proactively monitor and mitigate risk. The solution provides powerful visualization and orchestration for managing critical events used in organizational functions such as security, business continuity, supply chain and operations to mitigate or eliminate the impact of risk. Through risk event correlation with assets, targeted real-time alerting, organizations can proactively monitor and analyze incidents and events worldwide, dramatically increasing the ability to respond to risks that threaten people, assets, operations, and organizations – locally and globally. CEM for Safety and Continuity allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. The solution is supported by state-of-the-art security protocols, 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.

Key Capabilities Include:

- Unlimited email notifications
- Unlimited Everbridge mobile app push notifications

- Unlimited usage of Secure Collaboration mobile app encrypted communications
- Global Messaging Credits equal to 10% of the aggregate license fee paid (Each voice call is charged ten Global Messaging Credits per recipient and each SMS message is charged five Global Messaging Credits per recipient)
- Includes Everbridge Risk Center
- Includes Everbridge Mass Notification Pro
- Includes Everbridge Visual Command Center
- Access to Single Sign On to simplify user management
- Three (3) Organization with unlimited nested static and dynamic groups
- One (1) Contact Data Location
- Self-service configuration: severity/distance/category
- Acknowledge Alerts
- Add Notes to Alerts
- Assess Context with Alert Selected
- Hide All Alerts, Reinstate Alerts
- Select Multiple Alerts and Perform Actions on Selected Alerts, Snooze Alerts
- Show Distance from Alert to Assets View Alert Log
- View Details on Related Assets
- Filter Alerts using a Map Query, Search, Timeline
- View Acknowledged and Snoozed Alerts
- Data feeds
- Custom branded 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 Access to Incident Management to automate incident communication workflows
- Access to Incident Chat for responders to coordinate and collaborate Access to SmartConference audio conference bridging
- Access to Secure Collaboration mobile functionality for chat and texting with one colleague or a group from mobile phones and desktops
- Access to Visitor and Customer Engagement with five Keywords to allow people to opt-in to a database using keywords
- Access to Email Ingestion or EB Open Broadcast API to distribute up to 100 annual multi-modal notifications

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	100-80-11-9091-000	Term License - CEM for Safety & Continuity (Minimum dollar value per single order is no less than \$149,874.06 or 1000 contacts, whichever is greater. Everbridge will provide per contact discount pricing on a pro-rata basis beyond the minimum purchase value/minimum contacts.)	Contact	\$149.87	\$149,874.06

Term License-Technical Account Manager / Embedded Intelligence Analyst (Recurring) - RENEWAL ONLY - 101-00-11-8706-000

Augment your organization's capabilities with our combined Technical Account Management (TAM) and Embedded Intelligence Analyst (EIA) Service. This offering grants clients the benefit of a dual role professional, serving both as your TAM and EIA, thereby streamlining operations and optimizing resource allocation. As a TAM, this professional ensures successful adoption and expansion of Everbridge solutions, providing system support, end-user training, strategic planning assistance, system optimization recommendations, issue resolution, and the opportunity to influence future product enhancements. Simultaneously serving as your EIA, they bring comprehensive security capabilities to your organization. Embedded within your team, they focus on threat assessments, risk reports, and monitoring activities pertinent to your unique security challenges. With their background in intelligence communities, corporate intelligence, and military intelligence, you gain a dedicated resource equipped with a vast array of risk intelligence data and cutting-edge tools.

Key Features:

- **Dual Role Efficiency:** Experience the advantages of having a single professional who is both a TAM and EIA.
- **End-to-End Service:** From system support to intelligence assessments, this role provides a holistic approach to address your needs.
- **Expertise and Experience:** Leverage their technical expertise in Everbridge products and extensive experience in intelligence analysis.

With this package, not only do you receive technical support for your Everbridge products, but also gain a competitive edge in your security posture. This dual role service, tailored to meet your specific needs, ensures you navigate both the technical and global threat landscape effectively.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE-Per Unit (with IFF)	GSA PRICE-Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-00-11-8706-000	Term License - Technical Account Manager / Embedded Intelligence Analyst (Recurring) - Renewal Only. This SKU is to support Flex hours outside normal buckets. (One-Time Installation Fee)	HR	\$214.11	\$214.11

Everbridge IT Alerting Recipients - RENEWAL ONLY - 101-05-11-1252-000

Critical IT events can have significant impact on companies' operations and on the business users. This can lead to user frustration and higher-than-usual inbound call volumes into the company's IT support centers. The IT Alerting Recipient license is designed to offer 1-way notifications to all impacted business users (or recipients) who are not expected to actively work on the incident resolution. The notifications are sent from the Everbridge Incident module, a component of Everbridge of IT Alerting in the form of emails, mobile push notification, SMS or Voice.

IT Alerting Recipient licenses are only available to accounts who have IT Alerting Resolver Standard Licenses with the following ratio 20 resolvers/80 recipients.

SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME	UOI	GSA PRICE- Per Unit (with IFF)	GSA PRICE- Minimum Purchase Amount (with IFF)
511210	Everbridge, Inc	101-05-11-1252-000	Term License - IT Alerting Recipients (Per recipient) - Renewal Only	Recipient	\$50.64	\$50.64

Everbridge, Inc.
GSA End User License Agreement – Software

This End User License Agreement (“**Agreement**”) is entered into by and between Everbridge, Inc. (“**Everbridge**”) and an Ordering Activity, an entity entitled to order under GSA Schedule contracts as defined in GSA Order ADM 4800.2H, as may be revised from time to time (“**Client**”), effective on the date of signature by an authorized signatory on the Quote or other ordering document (“**Effective Date**”). Everbridge and Client are each hereinafter sometimes referred to as a “**Party**” and collectively, the “**Parties**.”

1. SERVICES.

- 1.1. Orders.** Everbridge shall provide Client access to its proprietary interactive communication solutions (the “**Solutions**”) subject to the terms and conditions set forth in this Agreement and the description of services and pricing provided in the applicable quote or other ordering document (e.g., statement of work) (the “**Quote**”) and the applicable Solution documentation (the “**Documentation**”). If applicable, Everbridge shall provide the training and professional services (“**Professional Services**”) set forth in the Quote. Collectively, the Solutions and Professional Services are referred to as the “**Services**”. Everbridge shall provide Client with login and password information for each User (as defined below) and will configure the Solutions based on the maximum number of Contacts (as defined below) or Users, as applicable depending on the Solutions ordered. Client shall undergo the initial setup and training as set forth in the onboarding Documentation within sixty (60) days of the Effective Date. Unless otherwise provided in the applicable Quote or Documentation, Services are purchased as annual subscriptions.
- 1.2. Users; Contacts.** “**Users**” are individuals who are authorized by Client from time to time to use the Solutions for the purposes of sending notifications, configuring templates, reporting or managing data, serving as system administrators, or performing similar functions, and who have been supplied user identifications and passwords by Client. Users may include employees and contractors of Client or an Included Department. “**Included Department**” means any enterprise department, office, agency, or other entity that receives a majority of its funding from the same general or enterprise fund, as applicable, as the Client. “**Contacts**” are individuals who Client contacts through the Solutions and/or who provides their personal contact information to Everbridge, including through an opt-in portal. If applicable to the particular Solution, the number of Users and/or Contacts that may be authorized by Client is set forth on the Quote.

- 2. PAYMENT TERMS.** Everbridge shall invoice Client annually in advance for all Solutions and Professional Services, and Client shall pay the fees set forth in the Quote within thirty (30) days from date of invoice. All pricing must be consistent with the Schedule Price List. If Client exceeds any role-based numbers, messaging credits or other usage levels consistent with the Schedule Price list. All Professional Services must be used within 12 months from date of purchase.

3. RESPONSIBILITIES.

- 3.1. Client Data.** Client shall retain all ownership rights in all Contact data and all electronic data Client transmits to Everbridge to or through the Solutions (“**Client Data**”). Client represents that it has the right to authorize and hereby does authorize Everbridge to collect, store and process Client Data subject to the terms of this Agreement. Client shall maintain a copy of all Contact data it provides to Everbridge.

- 3.2. Use of Solutions.** Client is responsible for all activity occurring under Client's account(s) and shall comply with all applicable Privacy Laws (as defined below) and all other applicable laws and regulations in connection with Client's use of the Services, including its provision of Client Data to Everbridge. Client shall be responsible for ensuring that there is a lawful basis for sending communications through the Solutions to Contacts including, where applicable, obtaining the required consent of Contacts. Client shall use the Service in accordance with Everbridge's then applicable Acceptable Use Policy posted on www.everbridge.com. Client shall promptly notify Everbridge of any unauthorized use of any password or account of which Client becomes aware. Client acknowledges that the Solutions are a passive conduit for the transmission of Client Data, and Everbridge has no obligation to screen, preview or monitor content, and shall have no liability for any errors or omissions or for any defamatory, libelous, offensive or otherwise unlawful content in any Client Data, or for any losses, damages, claims, or other actions arising out of or in connection with any data sent, accessed, posted or otherwise transmitted via the Solutions by Client, Users or Contacts, except to the extent such losses are caused directly by the acts or omissions of Everbridge personnel.
- 3.3. Data Privacy.** Everbridge shall abide by all applicable Privacy Laws in connection with the operation of the Solutions. "Privacy Laws" means all U.S. federal and state laws and regulations regarding consumer and data protection and privacy.
- 3.4. Data Security.** Everbridge's IT security and compliance program includes the following standards generally adopted by industry leading providers: (i) reasonable and appropriate technical, organizational, and security measures against the destruction, loss, unavailability, unauthorized access or alteration of Client Data in the possession or under the control of Everbridge, including measures to ensure the availability of information following interruption to, or failure of, critical business processes; and (ii) an annual assessment of its security controls performed by an accredited third party audit firm in accordance with the Statement on Standards for Attestation Engagements No. 18 (SSAE 18). Upon request, Everbridge shall provide Client with a copy of its current SSAE 18 SOC 2 report. Everbridge's security framework is based on the security requirements and controls within US National Institute of Standards and Technology (NIST) Special Publication 800-53 – Security and Privacy Controls for Information Systems and Organizations. The NIST 800-53 security requirement standard has direct mapping to other security and data privacy frameworks, including global information security standard ISO 27001, HIPAA-HITECH, and HITRUST. The data security procedures that Everbridge follows when providing the Solutions are included at the following URL: <https://docs.everbridge.com/cdn/legal/Data-Security-Exhibit.pdf>.
- 4. TERM.** The term of this Agreement shall begin on the Effective Date and shall expire when all underlying Quotes with Client or its Affiliates have expired in accordance with the terms of such Quotes, unless terminated earlier as provided herein.
- 5. SUSPENSION.**
- 5.1. Suspension.** Everbridge may temporarily suspend Client's access to the Solutions or any portion thereof for (i) emergency network repairs, threats to, or actual breach of network security; or (ii) any legal, regulatory, or governmental prohibition affecting the Solution. Everbridge shall use its best efforts to notify Client through its Client Portal and/or via email prior to such suspension and shall reactivate any affected portion of the Solution as soon as possible.
- 6. PROPRIETARY RIGHTS.**

- 6.1. Grant of License.** Subject to the terms and conditions of this Agreement, Everbridge hereby grants to Client, during the term of this Agreement, a limited, non-exclusive, non-transferable, non-sublicensable right to use the Solutions.
- 6.2. Restrictions.** Client shall use the Solution solely for its internal business purposes. In particular, Client's use of the Solutions shall not include service bureau use, outsourcing, renting, reselling, sublicensing, or time-sharing. Client shall not (i) sell, transfer, assign, distribute or otherwise commercially exploit or make the Solution available to any third party except as expressly set forth herein; (ii) modify or make derivative works based upon the Solution; (iii) reverse engineer the Solution; (iv) remove, obscure or alter any proprietary notices or labels on the Solution or any materials made available by Everbridge; (v) use, post, transmit or introduce any device, software or routine (including viruses, worms or other harmful code) which interferes or attempts to interfere with the operation of the Solution; or (vi) defeat or attempt to defeat any security mechanism of any Solution.
- 6.3. Reservation of Rights.** The Solutions (including all associated computer software (whether in source code, object code, or other form), databases, indexing, search, and retrieval methods and routines, HTML, active server pages, intranet pages, and similar materials) and all intellectual property and other rights, title, and interest therein (collectively, "IP Rights"), whether conceived by Everbridge alone or in conjunction with others, constitute Confidential Information and the valuable intellectual property, proprietary material, and trade secrets of Everbridge and its licensors and are protected by applicable intellectual property laws of the United States and other countries. Everbridge owns (i) all voluntary feedback regarding the design or operation of the Services (except for the Client Data) provided to Everbridge by Users, Client and Contacts in conjunction with the Services, and (ii) all aggregated and anonymized transactional, performance, derivative data and metadata generated in connection with the Solutions, which are generally used to improve the functionality and performance of the Services. Except for the rights expressly granted to Client in this Agreement, all rights in and to the Solutions and all of the foregoing elements thereof (including the rights to any work product resulting from Professional Services and to any modification, enhancement, configuration or derivative work of the Solutions) are and shall remain solely owned by Everbridge and its respective licensors. Everbridge may use and provide Solutions and Professional Services to others that are similar to those provided to Client hereunder, and Everbridge may use in engagements with others any knowledge, skills, experience, ideas, concepts, know-how and techniques used or gained in the provision of the Solutions or Professional Services to Client, provided that, in each case, no Client Data or Client Confidential Information is disclosed thereby.

7. CONFIDENTIAL INFORMATION.

- 7.1. Definition.** "Confidential Information" means all information of a Party ("Disclosing Party") disclosed to the other Party ("Receiving Party"), whether orally, electronically, in writing, or by inspection of tangible objects (including, without limitation, documents or prototypes), that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure. Confidential Information includes without limitation, all Client Data, the Solutions, and either Party's business and marketing plans, technology and technical information, product designs, reports and business processes. Confidential Information shall not include any information that: (i) is or becomes generally known to the public without breach of any obligation owed to Disclosing Party; (ii) was known to Receiving Party prior to its disclosure by Disclosing Party without breach of any obligation owed to Disclosing Party; (iii) was independently developed by Receiving Party without breach of any obligation owed to Disclosing Party; or (iv) is received from a third party without breach of any obligation owed to Disclosing Party.
- 7.2. Protection.** Receiving Party shall not disclose or use any Confidential Information of Disclosing Party for any purpose other than performance or enforcement of this Agreement without Disclosing Party's prior written

consent. If Receiving Party is compelled by law to disclose Confidential Information of Disclosing Party, including under the Freedom of Information Act or other public information request (i.e., “state sunshine” laws) it shall provide Disclosing Party with prior notice of such compelled disclosure (to the extent legally permitted) and reasonable assistance, at Disclosing Party's cost, if Disclosing Party wishes to contest the disclosure. Receiving Party shall protect the confidentiality of Disclosing Party's Confidential Information in the same manner that it protects the confidentiality of its own confidential information of like kind (but in no event using less than reasonable care). Receiving Party shall promptly notify Disclosing Party if it becomes aware of any breach of confidentiality of Disclosing Party's Confidential Information.

7.3. Upon Termination. Upon any termination of this Agreement, the Receiving Party shall continue to maintain the confidentiality of the Disclosing Party's Confidential Information and, upon request and to the extent practicable, destroy all materials containing such Confidential Information. Notwithstanding the foregoing, either Party may retain a copy of any Confidential Information if required by applicable law or regulation, in accordance with internal compliance policy, or pursuant to automatic computer archiving and back-up procedures, subject at all times to the continuing applicability of the provisions of this Agreement.

8. WARRANTIES; DISCLAIMER.

8.1. Everbridge Warranty. During the duration of the Term or sixty (60) days after the Effective Date, whichever is longer, Everbridge shall provide the Solutions in material compliance with the functionality and specifications set forth on the applicable Solution Documentation during the period the Services are purchased. Everbridge shall provide 24X7X365 Client support in accordance with its most recently published Support Services Guide. Professional Services shall be performed in a professional manner consistent with industry standards.

8.2. Disclaimer. THE FOREGOING REPRESENT THE ONLY WARRANTIES MADE BY EVERBRIDGE HEREUNDER, AND EVERBRIDGE EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. EVERBRIDGE DOES NOT WARRANT THAT THE SOLUTION WILL OPERATE ERROR FREE OR WITHOUT INTERRUPTION. WITHOUT LIMITING THE FOREGOING, IN NO EVENT SHALL EVERBRIDGE HAVE ANY LIABILITY FOR PERSONAL INJURY (INCLUDING DEATH) OR PROPERTY DAMAGE ARISING FROM FAILURE OF THE SOLUTION TO DELIVER AN ELECTRONIC COMMUNICATION, HOWEVER CAUSED AND UNDER ANY THEORY OF LIABILITY, EVEN IF EVERBRIDGE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

8.3. SMS Transmission. CLIENT ACKNOWLEDGES THAT THE USE OF SHORT MESSAGING SERVICES (“SMS”), ALSO KNOWN AS TEXT MESSAGING, AS A MEANS OF SENDING MESSAGES INVOLVES A REASONABLY LIKELY POSSIBILITY FROM TIME TO TIME OF DELAYED, UNDELIVERED, OR INCOMPLETE MESSAGES AND THAT THE PROCESS OF TRANSMITTING SMS MESSAGES CAN BE UNRELIABLE AND INCLUDE MULTIPLE THIRD PARTIES THAT PARTICIPATE IN THE TRANSMISSION PROCESS, INCLUDING MOBILE NETWORK OPERATORS AND INTERMEDIARY TRANSMISSION COMPANIES. ACCORDINGLY, EVERBRIDGE RECOMMENDS THAT SMS MESSAGING NOT BE USED AS THE SOLE MEANS OF COMMUNICATION IN AN EMERGENCY SITUATION.

9. INDEMNIFICATION.

9.1. By Everbridge. Everbridge shall defend, indemnify and hold Client harmless from and against any Claim against Client arising out of (i) any breach by Everbridge of applicable Privacy Laws; (ii) any breach by Everbridge of its data security obligations under Section 3.4; or (iii) an allegation that the Solution as contemplated hereunder infringes an issued patent or other IP Right in a country in which the Solution is provided to Client. If (x) any aspect of the Solution is found or, in Everbridge's reasonable opinion is likely to be found, to infringe upon the IP Right of a third party or (y) the continued use of the Solution is enjoined, then Everbridge will promptly and at its own cost and expense at its option: (i) obtain for Client the right to continue using the Solution; (ii) modify such aspect of the Solution so that it is non-infringing; or (iii) replace such aspect of the Solution with a non-infringing functional equivalent. If, after all commercially reasonable efforts, Everbridge determines in good faith that options (i) - (iii) are not feasible, Everbridge will remove the infringing items from the Solution and refund to Client on a pro-rata basis any prepaid unused fees paid for such infringing element. The remedies set forth in this Section 9.2 are Client's exclusive remedy for Claims for infringement of an IP Right. Everbridge shall have no obligation or liability for any claim pursuant to this Section to the extent arising from: (i) the combinations, operation, or use of the Solution supplied under this Agreement with any product, device, or software not supplied by Everbridge to the extent the combination creates the infringement; (ii) the unauthorized alteration or modification by Client of the Solution; or (iii) Everbridge's compliance with Client's designs, specifications, requests, or instructions pursuant to an engagement for Everbridge Professional Services relating to the Solution to the extent the claim of infringement is based on the foregoing.

9.2. Indemnification Process. The indemnifying party's obligations under this Section 9 are contingent upon the indemnified party (a) promptly giving notice of the Claim to the indemnifying party once the Claim is known; (b) giving the indemnifying party sole control of the defense and settlement of the Claim (provided that the indemnifying party may not settle such Claim unless such settlement unconditionally releases the indemnified party of all liability and does not adversely affect the indemnified party's business or service); and (c) providing the indemnifying party all available information and reasonable assistance.

10. LIABILITY LIMITS. To the maximum extent permitted by law, neither Party shall have any liability to the other Party for any indirect, special, incidental, punitive, or consequential damages, however caused, under any theory of liability, and whether or not the Party has been advised of the possibility of such damage. Notwithstanding anything in this Agreement to the contrary, in no event shall Everbridge's aggregate liability, regardless of whether any action or claim is based on warranty, contract, tort or otherwise, exceed amounts paid or due by Client to Everbridge hereunder during the 12-month period prior to the event giving rise to such liability. Client understands and agrees that these liability limits reflect the allocation of risk between the Parties and are essential elements of the basis of the bargain, the absence of which would require substantially different economic terms. This clause shall not impair the U.S. Government's right to recover for fraud or crimes arising out of or related to this Agreement under any federal fraud statute. Furthermore, this clause shall not impair nor prejudice the U.S. Government's right to express remedies provided in the schedule contract (i.e. Price Reductions, Patent Indemnification, Liability for Injury or Damage, Price Adjustment, Failure to Provide Accurate Information).

11. INSURANCE. Everbridge will maintain during the term of this Agreement the following coverages: (i) General Liability insurance, with liability limits of at least \$5,000,000; (ii) Network Technology/Cyber Liability coverage with limits of at least \$5,000,000; and (iii) workers' compensation insurance as required by the state or local law in which the work is performed. Upon request by Client, Everbridge shall provide Client a certificate of insurance evidencing such coverages.

12. MISCELLANEOUS.

- 12.1. Non-Solicitation.** As additional protection for Everbridge’s proprietary information, for so long as this Agreement remains in effect, and for one year thereafter, Client agrees that it shall not, directly or indirectly, solicit, hire or attempt to solicit any employees of Everbridge; provided, that a general solicitation to the public for employment is not prohibited under this section.
- 12.2. Force Majeure; Limitations.** See GSA Schedule 70 contract and individual ordering document.
- 12.3. Waiver; Severability.** The failure of either Party hereto to enforce at any time any of the provisions or terms of this Agreement shall in no way be considered to be a waiver of such provisions. If any provision of this Agreement is found by any court or other authority of competent jurisdiction to be invalid, illegal or unenforceable, that provision shall, to the extent required, be deemed deleted or revised, and the remaining provisions shall continue in full force and effect to the maximum extent possible so as to give effect to the intent of the Parties.
- 12.4. Assignment.** Neither this Agreement nor any rights granted hereunder may be sold, leased, assigned (including an assignment by operation of law), or otherwise transferred, in whole or in part, by Client, and any such attempted assignment shall be void and of no effect without the advance written consent of Everbridge, which shall not be unreasonably withheld.
- 12.5. Governing Law.** This Agreement shall be governed and construed in accordance with the federal laws of the United States of America.
- 12.6. Notices.** Legal notices (e.g., claimed breach or termination) to be provided under this Agreement shall be delivered in writing (a) in person, (b) by nationally recognized overnight delivery service, or (c) by U.S. certified or first class mail to the other party as set forth on the signature page hereto. All legal notices shall be deemed to have been given upon receipt or, if under (c), three (3) business days after being deposited in the mail. Either party may change its address by giving notice of the new address to the other party pursuant to this Section and identifying the effective date of such change. Everbridge may provide all other notices to Client’s billing contact on the Client Registration Form or, with respect to availability, upgrades or maintenance of the Solutions, to the Everbridge Support Center.
- 12.7. No Third-Party Beneficiaries.** There are no third- party beneficiaries to this Agreement.
- 12.8. Survival.** Sections 2, 3.1, 6, 7, 9, 10 11, 12 and the applicable provisions of Exhibit A shall survive the expiration or earlier termination of this Agreement.
- 12.9. Equal Employment Opportunity.** Everbridge, Inc. is a government contractor and is subject to the requirements of Executive Order 11246, the Rehabilitation Assistance Act and VEVRAA. Pursuant to these requirements, the Equal Opportunity Clauses found at 41 Code of Federal Regulations sections 60-1.4(a) (1-7), sections 60-250.4(a-m), sections 60-300.5 (1-11) and sections 60-741.5 (a) (1-6) are incorporated herein by reference as though set forth at length, and made an express part of this Agreement.
- 12.10. Export Compliant.** Neither Party shall export, directly or indirectly, any technical data acquired from the other pursuant to this Agreement or any product utilizing any such data to any country for which the U.S. Government or any agency thereof at the time of export requires an export license or other governmental approval without first obtaining such license or approval. Client shall not permit Users to send notifications to a Contact in a U.S. embargoed country or in violation of any U.S. export law or regulation.
- 12.11. U.S. Government End-Users.** The Solutions and related documentation are “commercial items” as defined at 48 C.F.R. 2.101, consisting of “commercial computer software” and “commercial computer software documentation” as such terms are used in 48 C.F.R. 12.212. Consistent with 48 C.F.R. 12.212 and 48 C.F.R.

227.7202-1 through 227.7202-4, U.S. government Clients and end-users acquire licenses to the Solutions and related documentation with only those rights set forth herein.

12.12. General. Any right, obligation or condition that, by its express terms or nature and context is intended to survive the termination or expiration of this Agreement, shall survive any such termination or expiration hereof. This Agreement, and any other document referencing and governed by this Agreement may be executed in one or more counterparts, each of which shall be deemed an original, but which together shall constitute the same agreement. Each Party agrees to be bound by its digital or electronic signature, whether transmitted by fax machine, in the form of an electronically scanned image (e.g., in .pdf form), by email, or by other means of e-signature technology, and each Party agrees that it shall accept the signature of the other Party transmitted in such a manner.

EXHIBIT A

Additional Business Terms

The following additional business terms are incorporated by reference into the Agreement as applicable based on the particular products and services described on the Quote.

If Client Is Ordering Nixle® Products or Community Engagement:

1. Client grants to Everbridge a non-exclusive, royalty free, worldwide and perpetual right and license (including sublicense) to (a) use, copy, display, disseminate, publish, translate, reformat and create derivative works from communications Client sends through the Solutions for public facing communications to citizens, other public groups and public facing websites, including social media (e.g., Google®, Facebook®) (collectively, “Public Communications”), (b) use and display Client’s trademarks, service marks and logos, solely as part of the Public Communications to Contacts who have opted in to receive those Communications, and on other websites where Everbridge displays your Public Communications, as applicable, and (c) place a widget on Client’s website in order to drive Contact opt-in registrations. Client further acknowledges and agrees that all personal information from individuals registering through such widget is owned expressly by Everbridge and such information will be governed by the applicable Privacy Policy.

If Client Is Ordering Everbridge Suite Products:

1. **Messaging Credits.** The Solutions include units of usage (“**Messaging Credits**”) for communications sent by Client through the Solutions to multiple Contacts via one or more communication paths (“**Notifications**”). No Messaging Credits shall be required to send Notifications by push notification (Everbridge mobile application), by email or by pager. If Client’s use of the Solutions exceeds the amount of Messaging Credits allocated to the account or previously purchased, Client shall pay for such overages and charges back to the date they were incurred. Unused Messaging Credits expire at the

end of the annual billing period under the applicable Quote and are not refundable. Additional Messaging Credits may be purchased separately.

2. **Usage.** Messaging Credits shall be applied per Notification sent by Client through the Solutions. A single Notification is defined as follows:
 - SMS Text messages:
 - i. For messages that contain only GSM characters, each 153 characters or portion thereof.
 - ii. For messages that contain any non-GSM characters, each 67 characters or portion thereof.
 - iii. GSM characters include only characters in the GSM 7-bit default alphabet.
 - iv. Character limits for SMS Text messages are determined by telecommunication providers. Everbridge reserves the right to change the length of a single SMS Text message if telecommunication providers update these amounts.
 - Voice messages or Conference Voice: One minute or portion of a minute of the voice message, calculated on a cumulative basis per month, per destination country.
 - TTY: One minute per TTY message.
 - Fax: Per page transmitted.
3. **Role-based Limits.** If Client exceeds any role-based limits (such as the number of Contacts, Resolvers or authorized users of a Solution) set forth on the applicable Quote, Client shall pay for such additional role-based numbers as of the date that the overage began. Payment shall be at the role-based number rate in the Quote and shall be paid for the duration of the term of such Quote.
4. **Other Usage Limits.** If the applicable Quote sets forth any geographic, departmental, entity-based or other limitation on usage of the Solutions, then Client's use of the Solutions is expressly limited to Contacts who are based in such geographic area, department or entity or who otherwise meet the usage limitation criteria specified in the Quote. Client's use of the Solutions with any Contacts who are not included within such limitations shall constitute a material default under this Agreement and shall subject such Client to additional charges for such unauthorized usage.
5. **Data Feeds.** Client shall not use any automated device, computer program, software, tool, algorithm, bot or similar process to mine or systematically scrape or extract data from any of the products, except as authorized in writing by Everbridge. Notwithstanding anything to the contrary in this Agreement, to the extent that Client has purchased or accesses Data Feeds, the content such feeds are provided solely on an "AS IS" and "AS AVAILABLE" basis and Everbridge disclaims any and all liability of any kind or nature resulting from (a) any inaccuracies or failures with respect to such Data Feeds or (b) any actions taken by Client as a result of its use of the Solutions or its content. All Data Feeds are provided solely as a convenience and do not constitute an endorsement by Everbridge. The sole and exclusive remedy for any failure, defect, or inability to access the content of such Data Feed shall be to terminate the Data Feed with no further payments due. "**Data Feed**" means data content or websites licensed or

provided by third parties to Everbridge and supplied to Client in connection with the Solution (e.g., real time weather system information and warnings, 911 data, third party maps, and situational intelligence) or publicly-available information that Client accesses on the Internet while using the Services. Clients purchasing Visual Command Center or Signal products further agree that they will comply with the Data Feed Terms and Conditions found at <https://www.everbridge.com/wp-content/uploads/Data-Feed-Terms-and-Conditions-Oct-2019.pdf>.

6. **Resident Connection Data.** If a Client is purchasing Resident Connection Data, Everbridge provides to Client a limited, non-exclusive, non-transferable, non-sublicensable, right to use mobile, landline and VoIP telephone records (“Resident Connection Data”) in connection with emergency notifications sent through the Everbridge Solutions. Resident Connection Data is Confidential Information of Everbridge and is subject to the confidentiality obligations in Section 7 and the license restrictions in Section 6.2 of this Agreement. Unless provided herein, Resident Connection Data is owned expressly by Everbridge and rights to use such data terminates upon the termination or expiration of this Agreement.

Non-Emergency Messaging

1. If Client is using the solution to send non-emergency calls, text messages or emails to consumers, Client expressly agrees to comply with the Telephone Consumer Protection Act of 1991, including its implementing regulations, and any other similar laws and regulation (collectively, “Consumer Protection Law”). Client shall not violate these or others applicable laws and warrants that it shall receive express consent from Contacts if its messages fall within these Consumer Protection Laws.

EXHIBIT B

IPAWS- CMAS/WEA Addendum

This addendum is incorporated by reference into the Agreement as applicable based on the particular products and services described on the Quote.

1. **IPAWS Authorization.** Client represents and warrants to Everbridge that any employee, agents, or representatives of Client who access IPAWS-OPEN using Client’s credentials provided by FEMA (each, an “IPAWS User”), are authorized by FEMA to use IPAWS-OPEN, have completed all required training, and Client has executed an IPAWS Memorandum of Agreement (“MOA”) with FEMA. Client shall contact Everbridge immediately upon any change in Client or any IPAWS User’s right to access IPAWS-OPEN. Client shall only access IPAWS-OPEN using its designated credentials and FEMA issued digital certificate (“Digital Certificate”). Client acknowledges and agrees that Everbridge shall not have access to its credentials and that Client assumes full responsibility for maintaining the confidentiality of any credentials issued to it. Client shall be solely responsible for any and all claims, damages, expenses (including attorneys’ fees and costs) that arise from any unauthorized use or access to IPAWS-OPEN.

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

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

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

Everbridge, Inc.
GSA End User License Agreement - RedSky

This End User License Agreement (“**Agreement**”) is entered into by and between Everbridge, Inc. (“**Everbridge**”) and an Ordering Activity, an entity entitled to order under GSA Schedule contracts as defined in GSA Order ADM 4800.2H, as may be revised from time to time (“**Client**”), effective on the date of signature by an authorized signatory on the Quote or other ordering document (“**Effective Date**”). Everbridge and Client are each hereinafter sometimes referred to as a “**Party**” and collectively, the “**Parties.**”

1. **The Service.** Subject to the terms and conditions of this Agreement, Everbridge shall provide Client access to the (“**Service**”), which consists of Everbridge’s E911 Anywhere service, and any additional Services, which enables the tracking of IP phone locations, notifications of 911 calls, and the routing of 911 calls originating in the United States to the appropriate United States Public Service Answering Point (“**PSAP**”) based on a location assigned to a phone, endpoint, or Emergency Location Identification Number (“**ELIN**”). The Service includes any Everbridge software, proprietary agent, plug-in, or similar software which Client may be required to download and install to use the Service. The Services are more fully described in applicable Inclusion Sheet(s).
2. **Fees and Invoicing.** Everbridge shall invoice Client annually in advance for all Services, and Client shall pay the fees set forth in the Quote within thirty (30) days from receipt date of invoice. All pricing must be consistent with the Schedule Price List. If Client exceeds any role-based numbers, messaging credits or other usage levels consistent with the Schedule Price list. All Professional Services must be used within 12 months from date of purchase.
 - 2.1. **Fees.** Everbridge will invoice Client for the annual license subscription fees upon Service Activation (defined below). The date of the initial invoice will start the annual license subscription period, which is billable annually, and which date shall be the anniversary date for Service.
 - 2.2. **Service Activation.** Upon execution of this Agreement and Everbridge’s receipt of a Purchase Order, Everbridge will establish an account for Client in the Service and deliver login credentials to the Client. Establishment of an account and delivery of the login credentials constitutes “**Service Activation.**” The Service Activation process is more fully described in the applicable Deployment Service Inclusion Sheet.
 - 2.3. **ERC Expenses.** Client is responsible for and shall pay Everbridge for any calls that are routed to the emergency response center (“**ERC**”). An ERC is an external call center contracted by Everbridge, staffed by trained and certified professionals that receive 911 calls which cannot be connected to the appropriate PSAP due to incomplete or missing location data. Each call that arrives at the ERC will incur a usage charge as detailed in the Quote (“**ERC Expenses**”). Everbridge will notify Client of any ERC calls and associated ERC Expenses within 24 hours of such call and Everbridge will invoice Client monthly for all ERC Expenses. ERC Expenses shall be paid within thirty (30) days from the date of the invoice. Alternatively, Clients may pre-purchase ERC calls as blocks of 10 calls which will be held in an account for the Client and each ERC call will be deducted from the Client’s bank of ERC calls.
3. **Proprietary Rights.**
 - 3.1. **Everbridge Reservation of Rights.** The Service (including all associated computer software (whether in source code, object code, or other form), databases, indexing, search, and retrieval methods and routines, HTML, active server pages, intranet pages, and similar materials) and all intellectual property and other rights, title, and interest therein, constitute Confidential Information and the valuable intellectual property, proprietary material, and trade secrets of Everbridge and its licensors and are protected by applicable intellectual property laws. Everbridge

owns all voluntary feedback regarding the design or operation of the Services (except for the Client Data) provided to Everbridge by Client, Users, or others in connection with the Services. Except for the rights expressly granted to Client in this Agreement, all rights in and to the Service and all of the foregoing elements thereof are and shall remain solely owned by Everbridge and its respective licensors.

3.2. **Software License & Restrictions.** Subject to the terms of this Agreement, Everbridge grants Client a limited, non-exclusive, non-sublicensable and non-transferable license to use the Service. The Service includes any Everbridge software, proprietary agent, plug-in, or similar software which Client may be required to download and install to use the Service. Client may not nor allow a third party to, sell, transfer, assign, distribute, or make the Service available to any third party, use, copy, modify, reverse engineer, decompile, or otherwise attempt to derive the source code for the Service, or create derivative works of the Service except, in accordance with: (i) this Agreement; or (ii) Client's standard backup procedures; or, (iii) as legally required for interoperability purposes.

4. **Documentation.** Client recognizes and agrees that: (i) the Documentation is the property of Everbridge or its licensors and is protected by copyright, trademark, and other intellectual property laws; (ii) Client does not acquire any right, title, or interest in or to the Documentation except the limited and temporary right to use it as necessary for Client's use of the Service; (iii) Client will not remove, obscure or alter any proprietary notices or labels on the Documentation, the Service or any material made available by Everbridge. "**Documentation**" means all instructions, information manuals, user guides, and other information whether in printed or electronic form, relating to the use and operation of the Service.

5. **Responsibilities.**

5.1. **Client Obligations and Ownership Rights.** Client agrees that Everbridge's obligation to provide the Service is expressly conditioned on Client's performance of all its obligations under this Agreement. Client retains all right, title and interest in and to Client's data ("**Client Data**"). Client represents that it has the right to authorize and hereby does authorize Everbridge to collect, store, and process Client Data subject to the terms of this Agreement. Client consents to the storage and retention, in Everbridge's database, of Client Data including telephone numbers, location records, and email addresses (if applicable). Client further consents to the transmission of said data in connection with the routing of Client emergency 911 calls. Everbridge may use Client Data to (i) provide the Service, and (ii) derive statistical data.

5.2. **Intended Use.** Client shall use the Service solely for its internal business purposes and will use and will undertake to cause its Users ("**User**" means the Client's user typically an employee, agent, or visitor that uses the Client's telephony system) to use the Service and user interface only for the purposes of establishing locations for Phones, End Points and ELINs and for routing Client 911 emergency calls and for no other purpose. Use of the Service for any purpose other than that contemplated by the Agreement will constitute a material breach and will be grounds for termination.

5.3. **Accurate and Complete User Location Data.** Client expressly acknowledges that it is solely Client's responsibility to enter correct, complete, and current User location data into the Service. Everbridge will provide Client access to the Service through the user interface. Client expressly acknowledges that it is solely Client's responsibility to update such information promptly in response to changes in registered locations via the user interface. User location data will be as specific as possible to provide emergency personnel the information they require. Client acknowledges and understands that failure to maintain the current, correct, and complete physical address and location data in the Service will result in misdirection of Client's emergency calls and delay in the provision of emergency services.

5.4. **Connectivity and Required Facilities and Networks.** Client is responsible for providing, at its cost, all facilities, network connections and trunks required to operate with and interconnect to the Service and user interface. Client is responsible for regularly monitoring and managing its networks and equipment and undertakes to cause its Users to

regularly monitor and manage their networks and equipment to ensure that there is no interruption in connectivity to the Service. Client will promptly notify Everbridge Technical Support by email (with delivery receipt of such email), or voice call for resolution of any connectivity issues that may arise.

5.5. Notice of Service Affecting Activities. Client will use and undertakes to cause Users to use commercially reasonable efforts to notify Everbridge ten (10) working days in advance of any scheduled maintenance activities that could affect the Service. Such activities include but are not limited to hardware or software upgrades to voice and data network components.

5.6. User Support. Client's support staff will be the primary point of contact for and will address all issues raised by Users. Client's designated personnel may contact Everbridge for issues such as technical support related to call delivery or subscriber provisioning and User configuration updates.

5.7. ERC Calls. An emergency 911 call that cannot be immediately connected to the appropriate PSAP due to incomplete or missing User location data (e.g., a phone number not mapped to a location, a phone not found by network discovery, or a MyE911 user that did not set a location) will be routed to an emergency response center ("ERC"). The ERC is a 24x7x365 call center, contracted by Everbridge, staffed by trained emergency services operators that provides a failsafe option to manually process User emergency 911 calls. Calls that are routed to the ERC will be answered by trained emergency services operators and to the extent possible routed to the appropriate PSAP based on the location information communicated by the 911 caller.

5.8. Compliance with Laws. Each Party agrees to comply with the laws, rules, and regulations applicable to performance of its obligations under this Agreement. It is the Client's responsibility to ensure that it is compliant with any laws, rules and regulations related to 911 emergency calling, including any federal, state, or local statutory or regulatory requirements; and Everbridge specifically disclaims any such obligation. In the event that 911 service limitations or requirements different than those stated in this Agreement are, in Everbridge's reasonable opinion, necessary or advisable based on Everbridge's interpretation of currently evolving 911 service laws, rules and regulations, Client agrees to negotiate modifications to the Agreement as requested by Everbridge, and if agreement respecting the same cannot be reached, Everbridge may terminate the Agreement without liability.

5.8.1. Data Privacy. To the extent applicable to 911 service providers, the Parties recognize and shall abide by all applicable Privacy Laws in connection with the operation of the Service. "**Privacy Laws**" includes all U.S. laws, treaties and regulations regarding consumer data protection and privacy. Everbridge does not, under any circumstance, sell any Client Data collected through the Everbridge Service and unless provided otherwise in this Agreement, upon termination of this Agreement all Client Data is destroyed by Everbridge.

5.8.2. CCPA/CPRA Compliance. Everbridge is a service provider under the California Consumer Privacy Act of 2018 (Cal. Civ. Code §1798.100, et seq.) (the "**CCPA**") and the California Privacy Rights Act, 2020 ("**CPRA**"). Everbridge shall not retain or use the personal information of a California resident except for the purpose of performing the Services specified in the Agreement. Everbridge shall not sell, rent, lease, disclose, disseminate, make available, transfer, or otherwise communicate orally, in writing, or by electronic or other means, personal information of California residents (referred to as "consumers" under the CCPA) to another business, person, or third party for monetary or other valuable consideration. Everbridge shall not disclose personal information of California residents to another business, person, or a third party, except for the purpose of performing Services specified in the Agreement or to the extent such disclosure is permitted hereunder or required by applicable law. Everbridge shall notify Client of any verifiable consumer request within two (2) working days of receiving it and shall assist Client with meeting its CCPA and CPRA

compliance obligations and responding to CCPA/CPRA related inquiries. Everbridge certifies that it understands and will comply with the restrictions of this Section.

6. **Warranty.**

6.1. **Everbridge's Limited Warranty.** During the duration of the Term or sixty (60) days after the Effective Date, whichever is longer, Everbridge warrants to Client that the Service described herein will operate in material conformance with the product specifications in the applicable Inclusion Sheet(s). If it is determined that the Service does not operate in material conformance with the product specifications set forth in the Inclusion Sheet(s), Everbridge will undertake good faith efforts to cure the nonconformity. Client's only remedy in the event of material nonconformity in the Service, or for breach of any warranty is, at Everbridge's option, to either (i) repair the Service, or (ii) provide Client with a pro-rated refund of any prepaid fees from the period of non-conformance.

6.2. **WARRANTY DISCLAIMERS.** EXCEPT AS SPECIFICALLY PROVIDED IN THIS SECTION, EVERBRIDGE DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED AS TO ANY MATTER WHATSOEVER, INCLUDING, WITHOUT LIMITATION, ANY EXPRESS OR IMPLIED WARRANTIES OF SATISFACTORY QUALITY, TITLE, NONINFRINGEMENT, MERCHANTABILITY, AND FITNESS FOR ANY PARTICULAR PURPOSE. Everbridge does not warrant that the Service will perform without error or that it will run without immaterial interruption. Everbridge makes no warranty and will have no responsibility for any claim arising out of: (i) a modification of the Service(s) made by anyone other than Everbridge unless Everbridge approved such modification in writing; or (ii) use of the Service in combination with any operating system not authorized in the Documentation or product specifications.

7. **Limitations of Liability.** TO THE MAXIMUM EXTENT PERMITTED BY LAW, NEITHER PARTY SHALL HAVE ANY LIABILITY TO THE OTHER PARTY FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, HOWEVER CAUSED, UNDER ANY THEORY OF LIABILITY, AND WHETHER OR NOT THE PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. NOTWITHSTANDING ANYTHING IN THIS AGREEMENT TO THE CONTRARY, IN NO EVENT SHALL EVERBRIDGE'S AGGREGATE LIABILITY, REGARDLESS OF WHETHER ANY ACTION OR CLAIM IS BASED ON WARRANTY, CONTRACT, TORT, OR OTHERWISE, EXCEED AMOUNTS PAID OR DUE BY CLIENT TO EVERBRIDGE HEREUNDER DURING THE TWELVE (12) MONTH PERIOD PRECEDING THE FIRST ACT GIVING RISE TO LIABILITY. THE FOREGOING LIMITATIONS SHALL APPLY TO LIABILITY FOR NEGLIGENCE AND EVEN IF THE NON-BREACHING PARTY'S REMEDIES UNDER THIS AGREEMENT FAIL THEIR ESSENTIAL PURPOSE. CLIENT UNDERSTANDS AND AGREES THAT THESE LIABILITY LIMITS REFLECT THE ALLOCATION OF RISK BETWEEN THE PARTIES AND ARE ESSENTIAL ELEMENTS OF THE BASIS OF THE BARGAIN, THE ABSENCE OF WHICH WOULD REQUIRE SUBSTANTIALLY DIFFERENT ECONOMIC TERMS. THIS CLAUSE SHALL NOT IMPAIR THE U.S. GOVERNMENT'S RIGHT TO RECOVER FOR FRAUD OR CRIMES ARISING OUT OF OR RELATED TO THIS AGREEMENT UNDER ANY FEDERAL FRAUD STATUTE. FURTHERMORE, THIS CLAUSE SHALL NOT IMPAIR NOR PREJUDICE THE U.S. GOVERNMENT'S RIGHT TO EXPRESS REMEDIES PROVIDED IN THE SCHEDULE CONTRACT (I.E. PRICE REDUCTIONS, PATENT INDEMNIFICATION, LIABILITY FOR INJURY OR DAMAGE, PRICE ADJUSTMENT, FAILURE TO PROVIDE ACCURATE INFORMATION).

7.1. CLIENT ACKNOWLEDGES THAT EVERBRIDGE WILL NOT BE LIABLE FOR ANY CLAIMS ARISING FROM ANY EFFORTS UNDERTAKEN BY EVERBRIDGE OR THE ERC TO CORRECT ANY USER EMERGENCY 911 CALLS THAT ARE ROUTED TO THE ERC, INCLUDING BUT NOT LIMITED TO, THOSE THAT ARE A RESULT OF INCOMPLETE OR MISSING USER LOCATION DATA; THOSE THAT

ARE A RESULT OF INTERRUPTIONS IN THE VOICE CONNECTIVITY BETWEEN THE END USER'S PBX/CALL SERVER AND THE ERC, OR THOSE WHICH THE ERC IS UNABLE TO RE-ROUTE TO THE APPROPRIATE PSAP BECAUSE THE USER CANNOT OR DOES NOT PROVIDE THE ERC WITH VALID OR CORRECT INFORMATION REGARDING THEIR LOCATION.

8. **Limitations of the Service.** Everbridge has advised Client that the Service is used to route 911 emergency calls and that there are limits on the delivery of calls.

8.1. Everbridge has advised, and Client acknowledges that Client may not be able to place 911 calls using the Service:

8.1.1. During any disruption of power at the Client's or a User's location;

8.1.2. During any disruption of internet connectivity to the Client's or a User's location;

8.1.3. During any period in which the Client's or a User's VoIP telephony service provider or Local Exchange carrier has cancelled or suspended delivery of services to Client or a User, as applicable, for any reason (including suspension or cancellation for failure to pay or their default);

8.1.4. During any period of Service outage or failure beyond Everbridge's reasonable control (including natural disasters, wide-spread telephony or Internet network failures or a service failure of Everbridge or its third-party suppliers);

8.1.5. If Client's, or a User's, equipment fails to function, is not properly configured or is defective.

8.1.6. Everbridge has advised, and Client acknowledges, that 911 calls may not be properly routed,

8.1.7. If Client attempts a 911 call from a location different from the Client's then current address stored in the Service;

8.1.8. If incorrect or invalid Client address information is provided or if such information is not updated by the Client in the event of a change in their location;

8.2. Everbridge shall route every 911 VoIP call either with the enhanced location data provided by Client to the appropriate PSAP or ERC, subject to any limitations that are: (a) described in this Agreement, (b) established by the PSAPs, or (c) that present circumstances outside of the Everbridge's commercially reasonable control. Client will advise all individuals who may have occasion to place calls using the Service of the limitations described in this Section.

9. **Indemnification.**

9.1. **Everbridge Indemnification.** Everbridge shall indemnify and defend, or at Everbridge's sole option settle any Claim against Client arising out of an allegation that the Service as provided hereunder infringes on any U.S. patent, or copyright, or misappropriates a trade secret. If (a) any aspect of the Service is found or, in Everbridge's reasonable opinion is likely to be found, to infringe upon or misappropriate the United States intellectual property rights of a third party or (b) the continued use of the Service is enjoined, then Everbridge will promptly and at its own cost and expense, at its option: (i) obtain for Client the right to continue using the Service; (ii) modify such aspect of the Service so that it is non-infringing; or (iii) replace such aspect of the Service with a non-infringing functional equivalent. If, after all commercially reasonable efforts, Everbridge determines in good faith that options (i) - (iii) are not feasible, Everbridge will upon written notice to Client, terminate this Agreement, remove the infringing items, cancel access to the Service and return to Client the balance of any prepaid annual license subscription Fee. Everbridge shall have no obligation or liability for any claim pursuant to this Section to the extent such claim arises from or is related to: (i) the combination, operation, or use of the Service supplied under this Agreement with any product, device, or software not supplied by Everbridge to the extent the combination creates the infringement; (ii) the unauthorized alteration or modification by Client of the Service; or (iii) use of the Service other than as permitted under this Agreement or for a purpose or in a manner

for which the Service was not designed; (iv) use of the Service after receiving notice of a claim that it infringes the rights of a third party.

- 9.2. **Indemnification Process.** The indemnifying party's obligations are contingent upon the indemnified party (a) promptly giving notice of the Claim to the indemnifying party once the Claim is known; (b) giving the indemnifying party sole control of the defense and settlement of the Claim (provided that the indemnifying party may not settle such Claim unless such settlement unconditionally releases the indemnified party of all liability and does not adversely affect the indemnified party's business or service); and (c) providing the indemnifying party all available information and reasonable assistance. The remedies set forth in this Section 9 are Client's exclusive remedy for Claims of infringement or misappropriation of an intellectual property right.

10. **Confidential Information.**

- 10.1. **Definition.** "Confidential Information" means all information of a Party ("Disclosing Party") disclosed to the other Party ("Receiving Party"), whether orally, electronically, in writing, or by inspection of tangible objects (including, without limitation, documents or prototypes), that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure. Confidential Information includes without limitation, the Services, and either Party's business and marketing plans, technology and technical information, product designs, reports, and business processes. Confidential Information shall not include any information that: (i) is or becomes generally known to the public without breach of any obligation owed to Disclosing Party; (ii) was known to Receiving Party prior to its disclosure by Disclosing Party without breach of any obligation owed to Disclosing Party; (iii) was independently developed by Receiving Party without breach of any obligation owed to Disclosing Party; or (iv) is received from a third party without breach of any obligation owed to Disclosing Party.
- 10.2. **Protection.** Receiving Party shall not disclose or use any Confidential Information of Disclosing Party for any purpose other than performance or enforcement of this Agreement without Disclosing Party's prior written consent. If Receiving Party is compelled by law to disclose Confidential Information of Disclosing Party, it shall provide Disclosing Party with prior notice of such compelled disclosure (to the extent legally permitted) and reasonable assistance, at Disclosing Party's cost, if Disclosing Party wishes to contest the disclosure. Receiving Party shall protect the confidentiality of Disclosing Party's Confidential Information in the same manner that it protects the confidentiality of its own confidential information of like kind, but in no event using less than reasonable care. Receiving Party shall promptly notify Disclosing Party if it becomes aware of any breach of confidentiality of Disclosing Party's Confidential Information.
- 10.3. **Upon Termination.** Upon any termination of this Agreement, the Receiving Party shall continue to maintain the confidentiality of the Disclosing Party's Confidential Information and, upon request and to the extent practicable, destroy all materials containing such Confidential Information. Notwithstanding the foregoing, either Party may retain a copy of any Confidential Information if required by applicable law or regulation, in accordance with internal compliance policy, or pursuant to automatic computer archiving and back-up procedures, subject at all times to the continuing applicability of the provisions of this Agreement.

11. **Term And Termination; Suspension**

- 11.1. **Term.** The term of this Agreement shall begin on the Effective Date and shall expire when all underlying Quotes with Client or its Affiliates have expired in accordance with the terms of such Quotes, unless terminated earlier as provided herein.
- 11.2. **Effect Of Termination.** Termination of this Agreement by either Party will not release Client from any obligation to pay any and all fees and ERC Expenses that accrued prior to the effective date of termination. On

the effective date of termination Everbridge shall be entitled to cancel Service to Client and all accrued fees and ERC Expenses shall be immediately due and payable. If Client terminates for cause, Everbridge will refund the pro-rated balance of the Fee paid in advance for all months beyond the month of termination, provided that such refund shall be Client's sole and exclusive remedy.

11.3. **Suspension.** Everbridge may temporarily restrict Client's or a User's access to the Service, or any portion thereof, effective immediately if Everbridge reasonably believes that the Client or a User Abused the Service or associated technical support resources ("**Abuse**" shall include any use not contemplated by this Agreement or which disrupts the normal operation of the Service for Everbridge or its other Clients). Everbridge may restrict a User's access to the Service by written notice, effective in ten (10) days, if User engages in any activity that would be a material breach of this Agreement if Client engaged in that activity, unless the breach is cured within the ten (10) day period.

11.4. **Survival.** Any right, obligation, or condition that, by its express terms or nature and context is intended to survive the termination or expiration of this Agreement, shall survive any such termination or expiration hereof.

12. **Maintenance and Support.** Maintenance and support is provided in accordance with Everbridge's then current Maintenance and Support Policy.

13. **General Provisions**

13.1. **Export Law Controls; Export Assurance Declaration.** Client will comply with all export and re-export laws, restrictions, and regulations (the "**Export Requirements**") imposed by the governments of the United States or the country to which the Service is delivered to Client. Client will not commit any act or omission that will result in a violation of any Export laws, regulations, or restrictions. Client will comply in all respects with any governmental laws, orders, or other restrictions on the export of Everbridge or its licensor's Service (including any related information and documentation) that may be imposed from time to time by the government of the United States or the country to which the Everbridge or its licensor's Service is delivered. This Section will survive the expiration or termination of the license or this Agreement.

13.2. **Force Majeure.** See GSA Schedule 70 contract and individual ordering document.

13.3. **Notice.** All notices under this Agreement, including notice of address change, must be in writing and will be deemed to have been given when sent by (i) registered mail return receipt requested; or (ii) a nationally recognized overnight delivery service (such as Federal Express) to the addresses included in the signature block.

13.4. **Assignment.** Neither this Agreement nor any rights granted hereunder may be sold, leased, assigned (including an assignment by operation of law), or otherwise transferred, in whole or in part, by Client, and any such attempted assignment shall be void and of no effect without the advance written consent of Everbridge, which shall not be unreasonably withheld.

13.5. **Governing Law.** This Agreement shall be governed and construed in accordance with the federal laws of the United States of America.

13.6. **Severability.** If any provision of this Agreement will be held invalid, illegal, or unenforceable, by a court of competent jurisdiction, such provision will be interpreted to fulfill its intended purpose to the maximum extent permitted by applicable law and the remaining provisions of the Agreement shall continue in full force and effect.

13.7. **Waiver.** Neither Party will be deemed to have waived any of its rights under this Agreement by lapse of time or by any statement or representation other than (i) by an authorized representative and (ii) in an explicit written

waiver. No waiver of any default or breach of this Agreement will constitute a waiver of any prior or subsequent default or breach of this Agreement.

- 13.8. **Third Party Beneficiaries.** This Agreement will not create any third-party beneficiary rights or benefits to parties other than Client except as may be specifically stated herein.
- 13.9. **Equal Employment Opportunity.** Everbridge, Inc. is a government contractor and is subject to the requirements of Executive Order 11246, the Rehabilitation Assistance Act and VEVRAA. Pursuant to these requirements, the Equal Opportunity Clauses found at 41 Code of Federal Regulations sections 60-1.4(a) (1-7), sections 60-250.4(a-m), sections 60-300.5 (1-11) and sections 60-741.5 (a) (1-6) are incorporated herein by reference as though set forth at length, and made an express part of this Agreement.
- 13.10. **U.S. Government End-Users.** The Solutions and related documentation are “commercial items” as defined at 48 C.F.R. 2.101, consisting of “commercial computer software” and “commercial computer software documentation” as such terms are used in 48 C.F.R. 12.212. Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 through 227.7202-4, U.S. government Clients and end-users acquire licenses to the Solutions and related documentation with only those rights set forth herein.
- 13.11. **Conflicts.** In the event of any conflict between this Agreement, the Purchase Order, and the Quote, the terms and conditions contained in this Agreement will control, followed by the terms and conditions of the Quote. If Client issues a Purchase Order hereunder, such Purchase Order will be considered issued for the purpose of authorization and Client’s internal use only and none of the terms and conditions will modify the terms and conditions of this Agreement or affect the obligations of Everbridge to Client as set forth in this Agreement.
- 13.12. **Entire Agreement.** This Agreement, together with all schedules, exhibits, riders, attachments, addenda, documents referenced herein and any amendments which are hereby incorporated by reference, constitute the entire understanding between the Parties hereto with respect to the subject matter hereof and supersedes all prior negotiations, understandings, and agreements between the Parties, whether written or oral. This Agreement may not be modified, amended, supplemented, or otherwise changed in any manner unless done so in a subsequently dated writing signed by officers of both Client and Everbridge.
- 13.13. **Headings, Counterparts and Corporate Warranty.** The paragraph headings appearing in this Agreement are inserted only as a matter of convenience and in no way define or limit the scope of such paragraph. This Agreement may be signed in counterparts which together shall form a single agreement as if the Parties had executed the same document. Each Party represents and warrants that (i) such Party has the authority to execute and perform all obligations under this Agreement; and (ii) entering into this Agreement does not violate any agreement or obligation existing between such Party and any third-party.



Everbridge, Inc.
GSA Approved End User License Agreement - SaaS

This End User License Agreement (“**Agreement**”) is entered into by and between Everbridge, Inc. (“**Everbridge**”) and an Ordering Activity, an entity entitled to order under GSA Schedule contracts as defined in GSA Order ADM 4800.2H, as may be revised from time to time (“**Client**”), effective on the date of signature by an authorized signatory on the Quote or other ordering document (“**Effective Date**”). Everbridge and Client are each hereinafter sometimes referred to as a “**Party**” and collectively, the “**Parties**.”

1. SERVICES.

1.1 Orders. Everbridge shall provide Client access to its proprietary interactive communication solutions (the “**Solutions**”) subject to the terms and conditions set forth in this Agreement and the description of services and pricing provided in the applicable quote or other ordering document (e.g., statement of work) (the “**Quote**”) and the applicable Solution documentation (the “**Documentation**”). If applicable, Everbridge shall provide the training and professional services (“**Professional Services**”) set forth in the Quote. Collectively, the Solutions and Professional Services are referred to as the “**Services**”. Everbridge shall provide Client with login and password information for each User (as defined below) and will configure the Solutions based on the maximum number of Contacts (as defined below) or Users, as applicable depending on the Solutions ordered. Client shall undergo the initial setup and training as set forth in the onboarding Documentation within sixty (60) days of the Effective Date. Unless otherwise provided in the applicable Quote or Documentation, Services are purchased as annual subscriptions.

1.2 Users; Contacts. “**Users**” are individuals who are authorized by Client from time to time to use the Solutions for the purposes of sending notifications, configuring templates, reporting or managing data, serving as system administrators, or performing similar functions, and who have been supplied user identifications and passwords by Client. Users may include employees and contractors of Client or an Included Department. “**Included Department**” means any enterprise department, office, agency, or other entity that receives a majority of its funding from the same general or enterprise fund, as applicable, as the Client. “**Contacts**” are individuals who Client contacts through the Solutions and/or who provides their personal contact information to Everbridge, including through an opt-in portal. If applicable to the particular Solution, the number of Users and/or Contacts that may be authorized by Client is set forth on the Quote.

2. PAYMENT TERMS. Everbridge shall invoice Client annually in advance for all Solutions and Professional Services, and Client shall pay the fees set forth in the Quote within thirty (30) days from date of invoice. All pricing must be consistent with the Schedule Price List. If Client exceeds any role-based numbers, messaging credits or other usage levels consistent with the Schedule Price list. All Professional Services must be used within 12 months from date of purchase.

3. RESPONSIBILITIES.

3.1 Client Data. Client shall retain all ownership rights in all Contact data and all electronic data Client transmits to Everbridge to or through the Solutions (“**Client Data**”). Client represents that it has the right to authorize and hereby does authorize Everbridge to collect, store and process Client Data subject to the terms of this Agreement. Client shall maintain a copy of all Contact data it provides to Everbridge.

3.2 Use of Solutions. Client is responsible for all activity occurring under Client’s account(s) and shall comply with all applicable Privacy Laws (as defined below) and all other applicable laws and regulations in connection with Client’s use of the Services, including its provision of Client Data to Everbridge. Client shall be responsible for ensuring that there is a lawful basis for sending communications through the Solutions to Contacts including, where applicable, obtaining the required consent of Contacts. Client shall use the Service in accordance with Everbridge’s then applicable Acceptable Use Policy posted on www.everbridge.com. Client shall promptly notify Everbridge of any unauthorized use of any password or account of which Client becomes aware. Client acknowledges that the Solutions are a passive conduit for the transmission of Client Data, and Everbridge has no obligation to screen, preview or monitor content, and shall have no liability for any errors or omissions or for any defamatory, libelous, offensive or otherwise unlawful content in any Client Data, or for any losses, damages, claims, or other actions arising out of or in connection with any data sent, accessed, posted or otherwise transmitted via the Solutions by Client, Users or Contacts, except to the extent such losses are caused directly by the acts or omissions of Everbridge personnel.

3.3 Data Privacy. Everbridge shall abide by all applicable Privacy Laws in connection with the operation of the Solutions. “**Privacy Laws**” means all U.S. federal and state laws and regulations regarding consumer and data protection and privacy.

3.4 Data Security. Everbridge’s IT security and compliance program includes the following standards generally adopted by industry leading SaaS providers: (i) reasonable and appropriate technical, organizational, and security measures against the destruction, loss, unavailability, unauthorized access or alteration of Client Data in the possession or under the control of Everbridge, including measures to ensure the availability of information following interruption to, or failure of, critical business processes; and (ii) an annual assessment of its security controls performed by an accredited third party audit firm in accordance with the Statement on Standards for Attestation Engagements No. 18 (SSAE 18). Upon request, Everbridge shall provide Client with a copy of its current SSAE 18 SOC 2 report. Everbridge’s security framework is based on the security requirements and controls within US National Institute of Standards and Technology (NIST) Special Publication 800-53 – Security and Privacy Controls for Information Systems and Organizations. The NIST 800-53 security requirement standard has direct mapping to other security and data privacy frameworks, including global information security standard ISO 27001, HIPAA-HITECH, and HITRUST. The data security procedures that Everbridge follows when providing the Solutions are included at the following URL: <https://docs.everbridge.com/cdn/legal/Data-Security-Exhibit.pdf>.

4. TERM. The term of this Agreement shall begin on the Effective Date and shall expire when all underlying Quotes with Client or its Affiliates have expired in accordance with the terms of such Quotes, unless terminated earlier as provided herein.

5. SUSPENSION.

5.1 Suspension. Everbridge may temporarily suspend Client's access to the Solutions or any portion thereof for (i) emergency network repairs, threats to, or actual breach of network security; or (ii) any legal, regulatory, or governmental prohibition affecting the Solution. Everbridge shall use its best efforts to notify Client through its Client Portal and/or via email prior to such suspension and shall reactivate any affected portion of the Solution as soon as possible.

6. PROPRIETARY RIGHTS.

6.1 Grant of License. Subject to the terms and conditions of this Agreement, Everbridge hereby grants to Client, during the term of this Agreement, a limited, non-exclusive, non-transferable, non-sublicensable right to use the Solutions.

6.2 Restrictions. Client shall use the Solution solely for its internal business purposes. In particular, Client's use of the Solutions shall not include service bureau use, outsourcing, renting, reselling, sublicensing, or time-sharing. Client shall not (i) sell, transfer, assign, distribute or otherwise commercially exploit or make the Solution available to any third party except as expressly set forth herein; (ii) modify or make derivative works based upon the Solution; (iii) reverse engineer the Solution; (iv) remove, obscure or alter any proprietary notices or labels on the Solution or any materials made available by Everbridge; (v) use, post, transmit or introduce any device, software or routine (including viruses, worms or other harmful code) which interferes or attempts to interfere with the operation of the Solution; or (vi) defeat or attempt to defeat any security mechanism of any Solution.

6.3 Reservation of Rights. The Solutions (including all associated computer software (whether in source code, object code, or other form), databases, indexing, search, and retrieval methods and routines, HTML, active server pages, intranet pages, and similar materials) and all intellectual property and other rights, title, and interest therein (collectively, "**IP Rights**"), whether conceived by Everbridge alone or in conjunction with others, constitute Confidential Information and the valuable intellectual property, proprietary material, and trade secrets of Everbridge and its licensors and are protected by applicable intellectual property laws of the United States and other countries. Everbridge owns (i) all voluntary feedback regarding the design or operation of the Services (except for the Client Data) provided to Everbridge by Users, Client and Contacts in conjunction with the Services, and (ii) all aggregated and anonymized transactional, performance, derivative data and metadata generated in connection with the Solutions, which are generally used to improve the functionality and performance of the Services. Except for the rights expressly granted to Client in this Agreement, all rights in and to the Solutions and all of the foregoing elements thereof (including the rights to any work product resulting from Professional Services and to any modification, enhancement, configuration or derivative work of the Solutions) are and shall remain solely owned by Everbridge and its respective licensors. Everbridge may use and provide Solutions and Professional Services to others that are similar to those provided to Client hereunder, and Everbridge may use in engagements with others any knowledge, skills, experience, ideas, concepts, know-how and techniques used or gained in the provision of the Solutions or Professional Services to Client, provided that, in each case, no Client Data or Client Confidential Information is disclosed thereby.

7. CONFIDENTIAL INFORMATION.

7.1 Definition. "**Confidential Information**" means all information of a Party ("**Disclosing Party**") disclosed to the other Party ("**Receiving Party**"), whether orally, electronically, in writing, or by inspection of tangible objects (including, without limitation, documents or prototypes), that is designated as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure. Confidential Information includes without limitation, all Client Data, the Solutions, and either Party's business and marketing plans, technology and technical information, product designs, reports and business processes. Confidential Information shall not include any information that: (i) is or becomes generally known to the public without breach of any obligation owed to Disclosing Party; (ii) was known to Receiving Party prior to its disclosure by Disclosing Party without breach of any obligation owed to Disclosing Party; (iii) was independently developed by Receiving Party without breach of any obligation owed to Disclosing Party; or (iv) is received from a third party without breach of any obligation owed to Disclosing Party.

7.2 Protection. Receiving Party shall not disclose or use any Confidential Information of Disclosing Party for any purpose other than performance or enforcement of this Agreement without Disclosing Party's prior written consent. If Receiving Party is compelled by law to disclose Confidential Information of Disclosing Party, including under the Freedom of Information Act or other public information request (i.e., "state sunshine" laws) it shall provide Disclosing Party with prior notice of such compelled disclosure (to the extent legally permitted) and reasonable assistance, at Disclosing Party's cost, if Disclosing Party wishes to contest the disclosure. Receiving Party shall protect the confidentiality of Disclosing Party's Confidential Information in the same manner that it protects the confidentiality of its own confidential information of like kind (but in no event using less than reasonable care). Receiving Party shall promptly notify Disclosing Party if it becomes aware of any breach of confidentiality of Disclosing Party's Confidential Information.

7.3 Upon Termination. Upon any termination of this Agreement, the Receiving Party shall continue to maintain the confidentiality of the Disclosing Party's Confidential Information and, upon request and to the extent practicable, destroy all materials containing such Confidential Information. Notwithstanding the foregoing, either Party may retain a copy of any Confidential Information if required by applicable law or regulation, in accordance with internal compliance policy, or pursuant to automatic computer archiving and back-up procedures, subject at all times to the continuing applicability of the provisions of this Agreement.

8. WARRANTIES; DISCLAIMER.

8.1 Everbridge Warranty. During the duration of the Term, Everbridge shall provide the Solutions in material compliance with the functionality and specifications set forth on the applicable Solution Documentation during the period the Services are purchased. Everbridge shall provide 24X7X365 Client support in accordance with its most recently published Support Services Guide. Professional Services shall be performed in a professional manner consistent with industry standards.

8.2 Disclaimer. THE FOREGOING REPRESENT THE ONLY WARRANTIES MADE BY EVERBRIDGE HEREUNDER, AND EVERBRIDGE EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. EVERBRIDGE DOES NOT WARRANT THAT THE SOLUTION WILL OPERATE ERROR FREE OR WITHOUT INTERRUPTION. WITHOUT LIMITING THE FOREGOING, IN NO EVENT SHALL EVERBRIDGE HAVE ANY LIABILITY FOR PERSONAL INJURY (INCLUDING DEATH) OR PROPERTY DAMAGE ARISING FROM FAILURE OF THE SOLUTION TO DELIVER AN ELECTRONIC COMMUNICATION, HOWEVER CAUSED AND UNDER ANY THEORY OF LIABILITY, EVEN IF EVERBRIDGE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

8.3 SMS Transmission. CLIENT ACKNOWLEDGES THAT THE USE OF SHORT MESSAGING SERVICES ("SMS"), ALSO KNOWN AS TEXT MESSAGING, AS A MEANS OF SENDING MESSAGES INVOLVES A REASONABLY LIKELY POSSIBILITY FROM TIME TO TIME OF DELAYED, UNDELIVERED, OR INCOMPLETE MESSAGES AND THAT THE PROCESS OF TRANSMITTING SMS MESSAGES CAN BE UNRELIABLE AND INCLUDE MULTIPLE THIRD PARTIES THAT PARTICIPATE IN THE TRANSMISSION PROCESS, INCLUDING MOBILE NETWORK OPERATORS AND INTERMEDIARY TRANSMISSION COMPANIES. ACCORDINGLY, EVERBRIDGE RECOMMENDS THAT SMS MESSAGING NOT BE USED AS THE SOLE MEANS OF COMMUNICATION IN AN EMERGENCY SITUATION.

9. INDEMNIFICATION.

9.1 By Everbridge. Everbridge shall defend, indemnify and hold Client harmless from and against any Claim against Client arising out of (i) any breach by Everbridge of applicable Privacy Laws; (ii) any breach by Everbridge of its data security obligations under Section 3.4; or (iii) an allegation that the Solution as contemplated hereunder infringes an issued patent or other IP Right in a country in which the Solution is provided to Client. If (x) any aspect of the Solution is found or, in Everbridge's reasonable opinion is likely to be found, to infringe upon the IP Right of a third party or (y) the continued use of the Solution is enjoined, then Everbridge will promptly and at its own cost and expense at its option: (i) obtain for Client the right to continue using the Solution; (ii) modify such aspect of the Solution so that it is non-infringing; or (iii) replace such aspect of the Solution with a non-infringing functional equivalent. If, after all commercially reasonable efforts, Everbridge determines in good faith that options (i) - (iii) are not feasible, Everbridge will remove the infringing items from the Solution and refund to Client on a pro-rata basis any prepaid unused fees paid for such infringing element. The remedies set forth in this Section 9.2 are Client's exclusive remedy for Claims for infringement of an IP Right. Everbridge shall have no obligation or liability for any claim pursuant to this Section to the extent arising from: (i) the combinations, operation, or use of the Solution supplied under this Agreement with any product, device, or software not supplied by Everbridge to the extent the combination creates the infringement; (ii) the unauthorized alteration or modification by Client of the Solution; or (iii) Everbridge's compliance with Client's designs, specifications, requests, or instructions pursuant to an engagement for Everbridge Professional Services relating to the Solution to the extent the claim of infringement is based on the foregoing.

9.2 Indemnification Process. The indemnifying party's obligations under this Section 9 are contingent upon the indemnified party (a) promptly giving notice of the Claim to the indemnifying party once the Claim is known; (b) giving the indemnifying party sole control of the defense and settlement of the Claim (provided that the indemnifying party may not settle such Claim unless such settlement unconditionally releases the indemnified party of all liability and does not adversely affect the indemnified party's business or service); and (c) providing the indemnifying party all available information and reasonable assistance.

10. LIABILITY LIMITS. To the maximum extent permitted by law, neither Party shall have any liability to the other Party for any indirect, special, incidental, punitive, or consequential damages, however caused, under any theory of liability, and whether or not the Party has been advised of the possibility of such damage. Except for its indemnification obligations under Section 9, notwithstanding anything in this Agreement to the contrary, in no event shall Everbridge's aggregate liability, regardless of whether any action or claim is based on warranty, contract, tort or otherwise, exceed amounts paid or due by Client to Everbridge hereunder during the 12-month period prior to the event giving rise to such liability. Client understands and agrees that these liability limits reflect the allocation of risk between the Parties and are essential elements of the basis of the bargain, the absence of which would require substantially different economic terms. This clause shall not impair the U.S. Government's right to recover for fraud or crimes arising out of or related to this Agreement under any federal fraud statute. Furthermore, this clause shall not impair nor prejudice the U.S. Government's right to express remedies provided in the schedule contract (i.e. Price Reductions, Patent Indemnification, Liability for Injury or Damage, Price Adjustment, Failure to Provide Accurate Information).

11. INSURANCE. Everbridge will maintain during the term of this Agreement the following coverages: (i) General Liability insurance, with liability limits of at least \$5,000,000; (ii) Network Technology/Cyber Liability coverage with limits of at least \$5,000,000; and (iii) workers' compensation insurance as required by the state or local law in which the work is performed. Upon request by Client, Everbridge shall provide Client a certificate of insurance evidencing such coverages.

12. MISCELLANEOUS.

12.1 Non-Solicitation. As additional protection for Everbridge's proprietary information, for so long as this Agreement remains in effect, and for one year thereafter, Client agrees that it shall not, directly or indirectly, solicit, hire or attempt to solicit any employees of Everbridge; provided, that a general solicitation to the public for employment is not prohibited under this section.

12.2 Force Majeure; Limitations. See GSA Schedule 70 contract and individual ordering document.

12.3 Waiver; Severability. The failure of either Party hereto to enforce at any time any of the provisions or terms of this Agreement shall in no way be considered to be a waiver of such provisions. If any provision of this Agreement is found by any court or other authority of competent jurisdiction to be invalid, illegal or unenforceable, that provision shall, to the extent required, be deemed deleted or revised, and the remaining provisions shall continue in full force and effect to the maximum extent possible so as to give effect to the intent of the Parties.

12.4 Assignment. Neither this Agreement nor any rights granted hereunder may be sold, leased, assigned (including an assignment by operation of law), or otherwise transferred, in whole or in part, by Client, and any such attempted assignment shall be void and of no effect without the advance written consent of Everbridge, which shall not be unreasonably withheld.

12.5 Governing Law. This Agreement shall be governed and construed in accordance with the federal laws of the United States of America.

12.6 Notices. Legal notices (e.g., claimed breach or termination) to be provided under this Agreement shall be delivered in writing (a) in person, (b) by nationally recognized overnight delivery service, or (c) by U.S. certified or first class mail to the other party as set forth on the signature page hereto. All legal notices shall be deemed to have been given upon receipt or, if under (c), three (3) business days after being deposited in the mail. Either party may change its address by giving notice of the new address to the other party pursuant to this Section and identifying the effective date of such change. Everbridge may provide all other notices to Client's billing contact on the Client Registration Form or, with respect to availability, upgrades or maintenance of the Solutions, to the Everbridge Support Center.

12.7 No Third-Party Beneficiaries. There are no third- party beneficiaries to this Agreement.

12.8 Survival. Sections 2, 3.1, 6, 7, 9, 10 11, 12 and the applicable provisions of Exhibit A shall survive the expiration or earlier termination of this Agreement.

12.9 Equal Employment Opportunity. Everbridge, Inc. is a government contractor and is subject to the requirements of Executive Order 11246, the Rehabilitation Assistance Act and VEVRAA. Pursuant to these requirements, the Equal Opportunity Clauses found at 41 Code of Federal Regulations sections 60-1.4(a) (1-7), sections 60-250.4(a-m), sections 60-300.5 (1-11) and sections 60-741.5 (a) (1-6) are incorporated herein by reference as though set forth at length, and made an express part of this Agreement.

12.10 Export Compliant. Neither Party shall export, directly or indirectly, any technical data acquired from the other pursuant to this Agreement or any product utilizing any such data to any country for which the U.S. Government or any agency thereof at the time of export requires an export license or other governmental approval without first obtaining such license or approval. Client shall not permit Users to send notifications to a Contact in a U.S. embargoed country or in violation of any U.S. export law or regulation.

12.11 U.S. Government End-Users. The Solutions and related documentation are "commercial items" as defined at 48 C.F.R. 2.101, consisting of "commercial computer software" and "commercial computer software documentation" as such terms are used in 48 C.F.R. 12.212. Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 through 227.7202-4, U.S. government Clients and end-users acquire licenses to the Solutions and related documentation with only those rights set forth herein.

12.12 General. Any right, obligation or condition that, by its express terms or nature and context is intended to survive the termination or expiration of this Agreement, shall survive any such termination or expiration hereof. This Agreement, and any other document referencing and governed by this Agreement may be executed in one or more counterparts, each of which shall be deemed an original, but which together shall constitute the same agreement. Each Party agrees to be bound by its digital or electronic signature, whether transmitted by fax machine, in the form of an electronically scanned image (e.g., in .pdf form), by email, or by other means of e-signature technology, and each Party agrees that it shall accept the signature of the other Party transmitted in such a manner.

EXHIBIT A
Additional Business Terms

The following additional business terms are incorporated by reference into the Agreement as applicable based on the particular products and services described on the Quote.

If Client Is Ordering Nixle® Products or Community Engagement:

1. Client grants to Everbridge a non-exclusive, royalty free, worldwide and perpetual right and license (including sublicense) to (a) use, copy, display, disseminate, publish, translate, reformat and create derivative works from communications Client sends through the Solutions for public facing communications to citizens, other public groups and public facing websites, including social media (e.g., Google®, Facebook®) (collectively, "**Public Communications**"), (b) use and display Client's trademarks, service marks and logos, solely as part of the Public Communications to Contacts who have opted in to receive those Communications, and on other websites where Everbridge displays your Public Communications, as applicable, and (c) place a widget on Client's website in order to drive Contact opt-in registrations. Client further acknowledges and agrees that all personal information from individuals registering through such widget is owned expressly by Everbridge and such information will be governed by the applicable Privacy Policy.

If Client Is Ordering Everbridge Suite Products:

1. **Messaging Credits.** The Solutions include units of usage ("**Messaging Credits**") for communications sent by Client through the Solutions to multiple Contacts via one or more communication paths ("**Notifications**"). No Messaging Credits shall be required to send Notifications by push notification (Everbridge mobile application), by email or by pager. If Client's use of the Solutions exceeds the amount of Messaging Credits allocated to the account or previously purchased, Client shall pay for such overages and charges back to the date they were incurred. Unused Messaging Credits expire at the end of the annual billing period under the applicable Quote and are not refundable. Additional Messaging Credits may be purchased separately.
2. **Usage.** Messaging Credits shall be applied per Notification sent by Client through the Solutions. A single Notification is defined as follows:
 - SMS Text messages:
 - i. For messages that contain only GSM characters, each 153 characters or portion thereof.
 - ii. For messages that contain any non-GSM characters, each 67 characters or portion thereof.
 - iii. GSM characters include only characters in the GSM 7-bit default alphabet.
 - iv. Character limits for SMS Text messages are determined by telecommunication providers. Everbridge reserves the right to change the length of a single SMS Text message if telecommunication providers update these amounts.
 - Voice messages or Conference Voice: One minute or portion of a minute of the voice message, calculated on a cumulative basis per month, per destination country.
 - TTY: One minute per TTY message.
 - Fax: Per page transmitted.
3. **Role-based Limits.** If Client exceeds any role-based limits (such as the number of Contacts, Resolvers or authorized users of a Solution) set forth on the applicable Quote, Client shall pay for such additional role-based numbers as of the date that the overage began. Payment shall be at the role-based number rate in the Quote and shall be paid for the duration of the term of such Quote.
4. **Other Usage Limits.** If the applicable Quote sets forth any geographic, departmental, entity-based or other limitation on usage of the Solutions, then Client's use of the Solutions is expressly limited to Contacts who are based in such geographic area, department or entity or who otherwise meet the usage limitation criteria specified in the Quote. Client's use of the Solutions with any Contacts who are not included within such limitations shall constitute a material default under this Agreement and shall subject such Client to additional charges for such unauthorized usage.
5. **Data Feeds.** Client shall not use any automated device, computer program, software, tool, algorithm, bot or similar process to mine or systematically scrape or extract data from any of the products, except as authorized in writing by Everbridge. Notwithstanding anything to the contrary in this Agreement, to the extent that Client has purchased or accesses Data Feeds, the content such feeds are provided solely on an "AS IS" and "AS AVAILABLE" basis and Everbridge disclaims any and all liability of any kind or nature resulting from (a) any inaccuracies or failures with respect to such Data Feeds or (b) any actions taken by Client as a result of its use of the Solutions or its content. All Data Feeds are provided solely as a convenience and do not constitute an endorsement by Everbridge. The sole and exclusive remedy for any failure, defect, or inability to access the content of such Data Feed shall be to terminate the Data Feed with no further payments due. "**Data Feed**" means data content or websites licensed or provided by third parties to Everbridge and supplied to Client in connection with the Solution (e.g., real time weather system information and warnings, 911 data, third party maps, and situational intelligence) or publicly-available information that Client accesses on the Internet while using the Services. Clients purchasing Visual Command Center or Signal products further agree that they will comply with the Data Feed Terms and Conditions found at <https://www.everbridge.com/wp-content/uploads/Data-Feed-Terms-and-Conditions-Oct-2019.pdf>.

6. **Resident Connection Data.** If a Client is purchasing Resident Connection Data, Everbridge provides to Client a limited, non-exclusive, non-transferable, non-sublicensable, right to use mobile, landline and VoIP telephone records ("**Resident Connection Data**") in connection with emergency notifications sent through the Everbridge Solutions. Resident Connection Data is Confidential Information of Everbridge and is subject to the confidentiality obligations in Section 7 and the license restrictions in Section 6.2 of this Agreement. Unless provided herein, Resident Connection Data is owned expressly by Everbridge and rights to use such data terminates upon the termination or expiration of this Agreement.

Non-Emergency Messaging

1. If Client is using the solution to send non-emergency calls, text messages or emails to consumers, Client expressly agrees to comply with the Telephone Consumer Protection Act of 1991, including its implementing regulations, and any other similar laws and regulation (collectively, "**Consumer Protection Law**"). Client shall not violate these or others applicable laws and warrants that it shall receive express consent from Contacts if its messages fall within these Consumer Protection Laws.

EXHIBIT B
IPAWS- CMAS/WEA Addendum

This addendum is incorporated by reference into the Agreement as applicable based on the particular products and services described on the Quote.

1. **IPAWS Authorization.** Client represents and warrants to Everbridge that any employee, agents, or representatives of Client who access IPAWS-OPEN using Client's credentials provided by FEMA (each, an "IPAWS User"), are authorized by FEMA to use IPAWS-OPEN, have completed all required training, and Client has executed an IPAWS Memorandum of Agreement ("MOA") with FEMA. Client shall contact Everbridge immediately upon any change in Client or any IPAWS User's right to access IPAWS-OPEN. Client shall only access IPAWS-OPEN using its designated credentials and FEMA issued digital certificate ("Digital Certificate"). Client acknowledges and agrees that Everbridge shall not have access to its credentials and that Client assumes full responsibility for maintaining the confidentiality of any credentials issued to it. Client shall be solely responsible for any and all claims, damages, expenses (including attorneys' fees and costs) that arise from any unauthorized use or access to IPAWS-OPEN.
2. **Credentials.** Client shall load and maintain within its Everbridge account Organization, its Digital Certificate, COG ID, and Common Name. Client authorizes and requests Everbridge to use the foregoing stored information to connect Client to IPAWS-OPEN.
3. **Messaging.** Client acknowledges and agrees that: (i) upon submission of messages to IPAWS-OPEN, Everbridge shall have no further liability for the distribution of such message, and that the distribution through IPAWS-OPEN, including, but not limited to, delivery through the Emergency Alert System or the Commercial Mobile Alert System, is in no way guaranteed or controlled by Everbridge; (ii) Everbridge shall not be liable as a result of any failure to receive messages distributed through IPAWS-OPEN; (iii) IPAWS may include additional features not supported through the Everbridge system, and Everbridge shall not be required to provide such additional features to Client; and (iv) Client shall be solely responsible and liable for the content of any and all messages sent through IPAWS-OPEN utilizing its access codes.
4. **Term.** Client acknowledges and agrees that access to IPAWS-OPEN shall be available once Client has provided Everbridge with the Digital Certificate and any other reasonably requested information to verify access to the system. Upon termination of the Agreement access to IPAWS-OPEN shall immediately terminate. In addition, Everbridge may immediately terminate, without liability, access to IPAWS-OPEN, if Client breaches this Addendum, the MOA, or FEMA changes the IPAWS-OPEN system so that it materially change the business terms and/or feasibility for Everbridge to provide such access.