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QUOTATION

Quote Number: 00012313

Confidential

1 of 2

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Quotation Date: February 5, 2015
Quote Expiration Date: March 30, 2015
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Contract Summary Information

Contract Period: 4 Years, 9 Months

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

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

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

PREMIUM FEATURES / USAGE

<u>Service</u>	<u>Fee Type</u>	<u>Qty</u>	<u>Unit Price</u>	<u>Total Price</u>
Interactive Visibility: Mobile Member	Recurring	1	\$14,850.00	\$0.00

Everbridge Mass Notification

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

Usage

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

Core Platform Access

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

Key Notification Features

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

Set-up, Implementation & Support

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

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



ONBOARDING - STANDARD

OVERVIEW

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

Included Standard Onboarding Resources

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

TIME FRAME

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

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

SCOPE

A standard onboarding will provide the following:

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

KEY MILESTONES

ORIENTATION CALL

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

KICK-OFF CALL

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

CONSULTATION CALL

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

CLOSE-OUT CALL

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

KEY MILESTONES

ORIENTATION CALL

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

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

Time: 1.5-2 hours

KICK-OFF CALL

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

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

Time: 1-2 hours

CONSULTATION CALL

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

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

Time: 1-2 hours

CLOSE-OUT CALL

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

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

Time: 1 hour

EVERBRIDGE UNIVERSITY

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



CLIENT REGISTRATION FORM

***Required information**

***Client Name:**

Account Number: (Internal use only)

***Requestor/Approver of Services:**

Contact Name:

Email Address:

Phone Number:

Other Number:

***Billing Address:**

Contact Name:

Address:

City: State/Province/Region:

--	--

Postal/Zip Code: Country:

--	--

***Shipping/Primary Service Location Address:**

Contact Name:

Address:

City: State/Province/Region:

--	--

Postal/Zip Code: Country:

--	--

***Accounts Payable Department:**

Contact Name:

Email Address:

--	--

Phone Number:

Fax Number:

--	--

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

City: State/Province/Region:

--	--

Postal/Zip Code: Country:

--	--

***Purchasing Department:**

Contact Name:

Email Address:

--	--

Phone Number:

Fax Number:

--	--

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

City: State/Province/Region:

--	--

Postal/Zip Code: Country:

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***Invoice Submission Email Address(s):**

***Do you require a Purchase Order to process payment?**

Yes

No

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

(For U.S. Clients only)

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

Yes

No

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

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

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

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

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