

## **AMENDMENT #3 TO AGREEMENT BY AND BETWEEN COUNTY OF MONTEREY & Everbridge, Inc.**

**THIS AMENDMENT** is made to the PROFESSIONAL SERVICES AGREEMENT for the provision of Mass Notification services by and between **Everbridge, Inc.**, hereinafter "CONTRACTOR", and the County of Monterey, a political subdivision of the State of California, hereinafter referred to as "County".

**WHEREAS**, the County and CONTRACTOR wish to amend the AGREEMENT to reflect the County's exercise of the option to extend for one (1) additional year; and

**WHEREAS**, the County and CONTRACTOR wish to upgrade and expand the services provided to County by CONTRACTOR at no additional cost to the County.

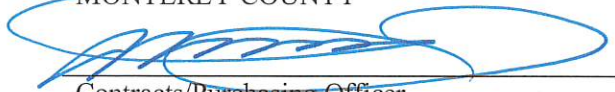
**NOW THEREFORE**, the County and CONTRACTOR hereby agree to amend the AGREEMENT in the following manner:

1. **Paragraph 3, "TERM OF AGREEMENT", shall be amended by removing "The term of this Agreement is from October 8, 2013 to October 7, 2018, unless sooner terminated pursuant to the terms of this Agreement", and replacing it with "The term of this Agreement is from October 8, 2013 to October 7, 2019, unless sooner terminated pursuant to the terms of this Agreement".**
2. The Scope of Services to the Agreement, as amended, shall be further amended by adding the services and upgrades described in attachment 1 to this Amendment as services to be provided by CONTRACTOR to the County.
3. Except as provided herein, all remaining terms, conditions and provisions of the AGREEMENT are unchanged and unaffected by this AMENDMENT and shall continue in full force and effect as set forth in the AGREEMENT.
4. A copy of this AMENDMENT shall be attached to the original AGREEMENT dated October 8, 2013, and amendments Nos. 1 and 2.

*This space left blank intentionally*

IN WITNESS WHEREOF, the parties have executed this AMENDMENT on the day and year written below.

MONTEREY COUNTY

  
Contracts/Purchasing Officer

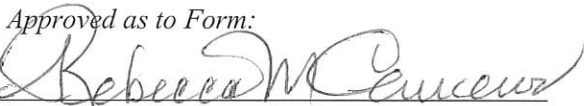
Dated: 11-5-18

Approved as to Fiscal Provisions:  
  
Deputy Auditor/Controller

Dated: 11-1-18


Approved as to Liability Provisions:  
  
Risk Management

Dated: \_\_\_\_\_

Approved as to Form:  
  
Deputy County Counsel

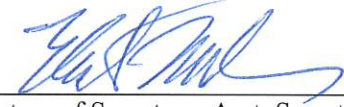
Dated: Oct 31, 2018

CONTRACTOR

By:   
Signature of Chair, President, or  
Vice-President

Phillip E. Huff - VP & Corporate Controller  
Printed Name and Title

Dated: 10/11/2018

By:   
(Signature of Secretary, Asst. Secretary, CFO,  
Treasurer or Asst. Treasurer)\*

Elliot J. Mark, Secretary  
Printed Name and Title

Dated: 10/11/2018

\*INSTRUCTIONS: If CONTRACTOR is a corporation, including limited liability and non-profit corporations, the full legal name of the corporation shall be set forth above together with the signatures of two specified officers. If CONTRACTOR is a partnership, the name of the partnership shall be set forth above together with the signature of a partner who has authority to execute this Agreement on behalf of the partnership. If CONTRACTOR is contracting in an individual capacity, the individual shall set forth the name of the business, if any, and shall personally sign the Agreement.

**Attachment 1 to Amendment No. 3  
to  
Agreement with Everbridge Inc.**

In addition to the services to be provided to County, described in the Scope of Services as amended, CONTRACTOR will upgrade the County's current subscription to the Everbridge Mass Notification Pro Bundle at no additional cost. This upgrade includes 5 additional features not previously provided to the County.

The upgrade to the Everbridge Mass Notification Pro bundle will include updating all features currently used by Monterey County. The upgrade will provide County with the following additional features:

1. Incident Communications – form-driven templates to automate workflow and produce consistent, error-free messaging
2. Pre-built messaging templates
3. Everbridge mobile recipient app with Incident Zones
4. Smart Conference – enhanced conference call management capabilities
5. Premium Audio Bulletin Board – if a resident or employee misses a call, they can call back and the notification will replay

CONTRACTOR will provide the upgrade, including the additional features specified above, within 30 days after County executes Amendment 3.



155 North Lake Avenue, Suite 900  
Pasadena, CA 91101 USA

tel: +1-818-230-9700  
fax: +1-818-230-9505

www.everbridge.com

## Quotation

### Prepared for:

William Harry  
County of Monterey, CA.  
1322 Natividad Road  
Salinas CA 93906  
United States  
Ph: 831-769-8880  
Fax:  
Email: harryw1@co.monterey.ca.us

**Quote #:** Q-14433  
**Date:** 9/6/2018  
**Expires On:** 10/7/2018  
**Confidential**

**Salesperson:** Lindsay Rogers  
**Phone:** 818-230-9585  
**Email:** lindsay.rogers@everbridge.com

### Contract Summary Information:

Contract Period:	12 Months
Contract Start Date:	10/8/2018
Contract End Date:	10/7/2019

### Contact Summary:

Household Count:	142,825
Employee Count:	5,633

Qty	Description	Price
1	Mass Notification Pro	USD 88,850.00
20	Everbridge Additional Organization	USD 0.00
20	Additional CE/VE Keywords	USD 0.00


### Pricing Summary:

Year One Fees:	USD 88,850.00
One-time Implementation and Setup Fees:	USD 0.00
Professional Services:	USD 0.00
<b>Total Year One Fees Due:</b>	<b>USD 88,850.00</b>

1. Additional rates apply for all international calls.
2. Quote subject to the terms and conditions of the service agreement, including any amendments, executed between Everbridge, Inc. and the customer listed above.
3. Subject to sales taxes where applicable.
4. Except for currency designation, the supplemental notes below, if any, supplied in this Quote are for informational purposes and not intended to be legally binding or override negotiated language of the Everbridge Inc. Service Agreement.

Authorized by Everbridge:

Signature:



Date:

10.11.2018

Name (Print):

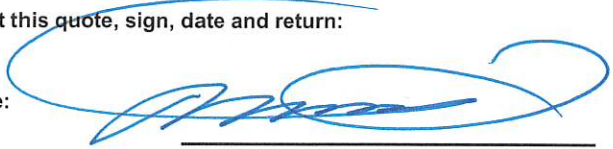
PHILLIP E. HUFF

Title:

VP - CONTROLLER

To accept this quote, sign, date and return:

Signature:



Date:

11-5-18

Name (Print):

Michael R Deane

Title:

CONTRACTS / PURCHASING OFFICER  
COUNTY OF MONTEREY

155 North Lake Avenue, Suite 900  
Pasadena, CA 91101 USA  
Tel: +1-818-230-9700  
Fax: +1-818-230-9505

THANK YOU FOR YOUR BUSINESS!



## Everbridge Mass Notification PRO for State and Local Government

Everbridge Mass Notification PRO 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.

### Usage\*

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

\*Usage above applies to notifications generated through the Everbridge Manager user interface. Automated notifications are subject to additional fees.

### Core Platform Access

- Unlimited Administrators for web-based portal to initiate messages, reporting, and administration
- Unlimited Administrators for ManageBridge Application (iOS, Android) and Mobile Optimized Notification Site (for Blackberry, etc.)
- Three (3) 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
- 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)
- Access to automated severe weather alerting from the National Weather Service via SMARTWeather for 1 (ONE) area no greater than a single County
- Access to Incident Management to automate incident communication workflows
- Access to 1 (ONE) dedicated toll free number via Premium Audio Bulletin Board
- Access to Auto-Translate, Missing Person and 20+ Pre-built Message Guides

### 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 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 Application (fka ContactBridge)
- Publish approved notifications directly to Google Public Alerts website
- Access to IPAWS for authorized agencies
- 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
- Everbridge basic conference bridge codes
- Auto translate, Boil water, Weather alert and 10 pre-built message guides

### 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

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

[www.everbridge.com](http://www.everbridge.com)

Rev. April 2018