

Prepared for:

Therese Cremonte
 Livingston County Emergency Management
 1911 Tooley Rd.
 Howell MI 48855
 United States
 Ph: (517) 540-7926
 Fax:
 Email: thcremonte@livgov.com

Quotation

Quote #: Q-223604
Date: 7/3/2025
Expires On: 8/29/2025
Confidential

Salesperson: Cristy Keeton
Phone: (832) 682-9404
Email: cristy.keeton@everbridge.com
Payment Term: Net 30
Entity ID: Everbridge, Inc. - 26-1919312

Contract Summary Information:

Contract Period: 60 Months

Year 1

QTY	DESCRIPTION	PRICE
150,000	Public Communications Advanced - US	USD 24,998.00
Year 1 TOTAL:		USD 24,998.00

Year 2

QTY	DESCRIPTION	PRICE
150,000	Public Communications Advanced - US	USD 24,998.00
Year 2 TOTAL:		USD 24,998.00

Year 3

QTY	DESCRIPTION	PRICE
150,000	Public Communications Advanced - US	USD 24,998.00
Year 3 TOTAL:		USD 24,998.00

Year 4

QTY	DESCRIPTION	PRICE
150,000	Public Communications Advanced - US	USD 24,998.00
Year 4 TOTAL:		USD 24,998.00

Year 5

QTY	DESCRIPTION	PRICE
150,000	Public Communications Advanced - US	USD 24,998.00
Year 5 TOTAL:		USD 24,998.00

Professional Services

QTY	DESCRIPTION	PRICE
150,000	ProServ - Public Communications Advanced	USD 3,000.00
Professional Services TOTAL:		USD 3,000.00

Pricing Summary:

Year One Fees:	USD 24,998.00
One-time Implementation and Setup Fees:	USD 0.00
Professional Services:	USD 3,000.00
Total Year One Fees Due:	USD 27,998.00

Ongoing Fees:

Year Two Fees:	USD 24,998.00
Year Three Fees:	USD 24,998.00
Year Four Fees:	USD 24,998.00
Year Five Fees:	USD 24,998.00

Messaging Credits Summary:

	Initial Credits Allowance	Additional Credits Purchased	Total Credits
Year 1	3,500,000	0	3,500,000
Year 2	3,500,000	0	3,500,000
Year 3	3,500,000	0	3,500,000
Year 4	3,500,000	0	3,500,000
Year 5	3,500,000	0	3,500,000

Quote Terms:

- By signing this Quote, or issuing a Purchase Order referencing this Quote or the services in this Quote, you represent that you read, understand and agree the terms of the Master Service Agreement below apply to this Quote and any other services provided by Everbridge and are authorized on behalf of the Client to execute the Quote and bind Client to the Master Services Agreement
<https://www.everbridge.com/master-services-agreement-v11-jan-2025>

2. Subject to sales taxes where applicable.
3. 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 the language of the Master Services Agreement.

Supplemental Notes:

Pricing based on 150,000 contacts. Contacts or opts in that exceed the 150,000 will be billed at an additional cost.

Please, Sign, Date and Return:

Signature:

Date:

Name (Print):

Title:

Please, Sign, Date and Return:

Signature:

Date:

Name (Print):

Title:

Everbridge, Inc.
8300 Boone Blvd, Suite 800
Vienna, VA 22182
(818) 230-9700
THANK YOU FOR YOUR BUSINESS!

Everbridge Public Safety Communications Advanced – US

Everbridge Public Safety Communications Advanced (US) 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. Below is a list of key system inclusions:

Communication channels

- Unlimited notifications through any of the IPAWS channels (EAS, WEA, NWEM, COG-to-COG) for authorized authorities in the United States only
- Unlimited email notifications
- Unlimited notification to social media
- Unlimited text pager notifications
- Unlimited Everbridge mobile app push notifications
- Unlimited notification streams to publicly accessible websites through Everbridge Web Widget
- Unlimited notifications directly to websites and services that support API access via HTTPS using 'Web Posting'
- Unlimited access to one Audio Bulletin Board for contacts to retrieve the audio message at their convenience
- Everbridge Network for situational intelligence & notifications shared by other public and private groups
- SMPP-based True SMS text messaging for reliable and timely message delivery
- Our service transmits messages through various channels using standard protocols. Messaging services like email, voice calls, and SMS may experience delays or undelivered messages due to third parties, often chosen by you or the recipient (e.g., busy signal, carrier network issues, or dead battery). We cannot guarantee delivery and advise against relying solely on one messaging channel for important communications.
- Our service supports messaging through various channels, subject to usage limits ("Message Credits"). Your Quote or pricing document outlines your annual Message Credit Limit. This limit includes unlimited push notifications via our app, email, or pager, and a maximum number of individual messages before incurring extra costs. You can monitor your Message Credit usage, limit, and remaining credits on our Client Portal. If you exceed your limit, we may charge you for overages. We advise purchasing more Message Credits if you are close to your limit. Additional Message Credits can be bought anytime.

- Each of the following is counted as a single message credit:
 - SMS Text messages:
 - For messages that contain only GSM characters, each 153 characters or portion thereof.
 - For messages that contain any non-GSM characters, each 67 characters or portion thereof.
 - GSM characters include only characters in the GSM 7-bit default alphabet.
 - Character limits for SMS Text messages are determined by telecommunication providers. Everbridge reserves the right to change the length of a single SMS Text message if telecommunication providers update these amounts.
 - Voice messages or Conference Voice: One minute or portion of a minute of the voice message, calculated on a cumulative basis per month, per destination country.
 - TTY: One minute per TTY message.
 - Fax: Per Page Transmitted.
- Desktop Alerts – Urgent Full-Screen Takeover Alerts
- Everbridge Google Public Alerts displayed in Google Search and Google Maps
- Unlimited notifications through authorized IPAWS channels:
 - Emergency Alert System (EAS)—send short text message to televisions and audio message to radio
 - Wireless Emergency Alerts (WEA) – send short text message to mobile phones
 - Non-Weather Emergency Alerts (NWEM) – send short audio messages to NOAA radio
 - **IPAWS Authorization.** Client represents and warrants to Everbridge that any employee, agents, or representatives of Client who access IPAWS-OPEN using Client’s credentials provided by FEMA (each, an “IPAWS User”), are authorized by FEMA to use IPAWS-OPEN, have completed all required training, and Client has executed an IPAWS Memorandum of Agreement (“MOA”) with FEMA. Client shall contact Everbridge immediately upon any change in Client or any IPAWS User’s right to access IPAWS-OPEN. Client shall only access IPAWS-OPEN using its designated credentials and FEMA issued digital certificate (“Digital Certificate”). Client acknowledges and agrees that Everbridge shall not have access to its credentials and that Client assumes full responsibility for maintaining the confidentiality of any credentials issued to it. Client shall be solely responsible for any and all claims, damages, expenses (including attorneys’ fees and costs) that arise from any unauthorized use or access to IPAWS-OPEN.
 - **Credentials.** Client shall load and maintain within its Everbridge account Organization, its Digital Certificate, COG ID, and Common Name. Client authorizes and requests Everbridge to use the foregoing stored information to connect Client to IPAWS-OPEN.
 - **Messaging.** Client acknowledges and agrees that: (i) upon submission of messages to IPAWS-OPEN, Everbridge shall have no further liability for the distribution of such message, and that the distribution through IPAWS-OPEN, including, but not limited to, delivery through the Emergency Alert System or the Commercial Mobile Alert System, is in no way guaranteed or controlled by Everbridge; (ii) Everbridge shall not be liable as a result of any failure to receive messages distributed through IPAWS-OPEN; (iii) IPAWS may include additional features not supported through the Everbridge system, and Everbridge shall not be required to provide such additional features to Client; and (iv) Client shall be solely responsible and liable for the content of any and all messages sent through IPAWS-OPEN utilizing its access codes.

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

SMS, Voice, Fax, conference calls, TTY communications (US & Canada), numeric pager, and notifications are subject to the Everbridge Credit Based Usage Policy.

Core platform access

- Three (3) Organization with unlimited nested static and dynamic groups
- One (1) Contact Data Location per organization
- Access to Single Sign-On
- Access to web-based portal to initiate messages, reporting, and administration
- Access to ManageBridge Application (iOS, Android) and Mobile Optimized Notification Site
- Access to incident management for streamlining and automating communication plans
- Access to incident communications with incident chat for streamlining and automating communication plans
- Secure collaboration (mobile app) for encrypted communication to coordinate and collaborate
- Access to REST APIs for automated contacts management and for launching notifications from external applications
- Access to email ingestion for launching notifications from external applications through email

Key features

- Unlimited Mass Notification and Incident Templates
- Map-based drawing and selection tools and imported shape files (e.g. Google Maps, Bing Maps, ESRI)
- One-screen broadcast creation workflow to speed message creation and reduce human error
- Downloadable PDF report for each incident
- Real-time reporting for improved situational awareness and easier after-action analysis
- Unlimited user accounts with role-based permissions for contacts
- Flexible role-based access controls to manage user permissions
- Custom branded community opt-in portal with custom fields and opt-in subscriptions
- Organization specific customizable caller ID, greetings, and broadcast settings
- Multi-language text to speech engine and custom voice recording
- Notification escalation to automatically send a notification to the next person or group if there is no confirmation

- Contact Management APIs
- Self-Service Contact Record Management, Contact Import via CSV Upload and via Contact API or via Secure FTP
- Contact filtering based on custom criteria
- Map-based, rule-based, group-based, or individual contact selection
- Automatic address geo-coding for contacts
- Ability to send standard, polling, or on-the-fly 'One-Touch' Conference Call messages
- Public Incident Zone – Alert residents through Everbridge Mobile App on their entry into the impacted area
- 4 Smart Conference bridge lines (subject to regional availability)
- International support:
 - Dynamic caller ID to customize caller IDs with local number per country or broadcast
 - Globally local calling for faster communications using local or regional message initiation
 - International long and short codes for SMS delivery (where available)
- SmartWeather: Access to automated severe weather alerting from the National Weather Service for 1 (ONE) area no greater than a single County – Only available to US contacts
- Community Engagement: Communicate via Text, Email, and/or Voice Messages and provide an easy way for residents or visitors to Text Opt-In (text zip-code or a keyword to 888-777) – Only available to US contacts

Set-up, implementation, and support

- Up to 10 remote support hours via a dedicated Implementation Specialist to be used within 60 days of contract signing. These 10 hours include web-based training, system testing, and administrative set-up. Your Implementation Specialist will also deliver your EB Suite system with best-practice recommended settings configured.
- Unlimited access to Everbridge University classes
- 24x7 customer support (phone, web, email)
- To enable our customer support teams to more effectively solve our customers' support-related issues, we use an artificial intelligence feature to provide analytics, suggest guidance, and improve our knowledge base. Access to support tickets is required for the feature to operate.
- Global support/operations centers for redundant live support
- Initial contact data upload and test broadcast support
- 5 live operator message initiations per year

Usage

- For more information about the policies that apply to our Services and how you use them, refer to our Policy Page <https://www.everbridge.com/company-policies>. You will obtain all requisite permissions or



consents to support your use. For more information on the accreditations, certifications and operational practices relevant to the Service(s) you have purchased from us, refer to trust.everbridge.com.

Public Communications Advanced (Deployment for US customers)

Overview

The Everbridge Public Safety 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.

Scope

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

Data Management & Data Feeds: Instructs client on methods to upload data into production environment (manual and/or automated) based on Everbridge data requirements (.CSV, SFTP).

System Configuration: Pre-populate the system with optimized configuration and data settings. Provide hands-on assistance with system configuration to allow administrators to learn as they are guided through the enablement of system functionality and features to include:

- Configuration of IPAWS channels for authorized authorities **United States only**
 - Emergency Alert System (EAS) – send short text messages to televisions and audio messages to radio
 - Wireless Emergency Alerts (WEA) – send short text messages to mobile phones
 - Non-Weather Emergency Alerts (NWEM) – send short audio messages to NOAA radio
- Configuration setup of Single Sign On (SSO)
- Customizable caller ID, greetings, broadcast settings and custom voice recording
- Configuration of Incident Communications with Incident Chat
- Configuration of Audio Bulletin Board audio message retrieval
- Access to Email ingestion or EB Broadcast API

Best Practices: Detailed review of best practices compiled through years of software deployments illustrating lessons learned throughout and guidance to direct customers down their path to success. These practices include data management, global communications, effective messaging content and use of Everbridge University online tools as part of a training program.

Reporting & Analysis: Provides reporting capabilities to analyze the effectiveness of sent messages and alert data.

System Training & Proficiency: Includes remote delivery of system administrator and system user training courses.

Project Management: Provides a project plan, project status updates, solution design document.

Delivery Milestones

- **System Provisioning:**
 - Identify the named users who will receive user accounts and their respective roles
 - Setup of initial user accounts and hand-off to stakeholders
 - Default system & notification settings configuration
- **Project Kick-Off Meeting:**
 - Review high-level goals for implementation & confirm client use cases
 - Review project plan & schedule identifying critical path items
 - Set implementation milestone dates
- **Data Management:**
 - Review data sources for static & dynamic sources
 - Import data (contacts) from an initial spreadsheet or CSV file
- **System Configuration:** Assist with in-scope system configuration items
- **System Training:** Execute the training schedule for remote instruction of end users
- **Go-Live and transition to Technical Support and Account Management Teams:**
 - Confirm Go-Live Readiness
 - Project review and a 9 to 12-month roadmap definition with your Account Manager, including discussion of additional phases or enhancements identified during the implementation process.
 - Introduction to the Technical Support team & access to support portal

Activities Not in Scope

- Onsite training (requires a minimum of 2 consecutive days at (1) client location)
- Development & maintenance of custom data integrations into Everbridge (e.g., API)
- Integration with risk management, badging, travel, Wi-Fi, CRM, ENS, or IoT systems outside of current Everbridge list of connectors
- Migrating data from 1 or more legacy systems into Everbridge

Year 1: One-Time Deployment Services*

Use Case	Costs (USD)
Build community resilience by protecting the public before, during, and after critical events.	As quoted based on total contact/asset count

*Completion Criteria

The engagement is considered complete upon the delivery of the Professional Services milestones outlined within this inclusion sheet.

*Terms & Conditions

The Professional Services rendered pursuant to this inclusion sheet shall be valid and usable for the lesser of twelve (12) months or the remainder of the current term. At the contract end date, all remaining consulting support will expire and will be no longer valid.