

**Prepared for:**

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**Quotation**

**Quote #:** Q-224779  
**Date:** 6/26/2025  
**Expires On:** 9/9/2025  
**Confidential**

**Salesperson:** James Kwan  
**Phone:**  
**Email:** james.kwan@everbridge.com  
**Payment Term:** Net 30  
**Entity ID:** Everbridge, Inc. - 26-1919312

**Contract Summary Information:**

Contract Period:	60 Months
Contract Start Date:	9/24/2025
Contract End Date:	9/23/2030

## Year 1

QTY	DESCRIPTION	PRICE
175,000	Public Communications Advanced - US	USD 42,995.31
175,000	Resident Connection - Phonebook Data	USD 1.00
<b>Year 1 TOTAL:</b>		USD 42,996.31

## Year 2

QTY	DESCRIPTION	PRICE
175,000	Public Communications Advanced - US	USD 42,995.31
175,000	Resident Connection - Phonebook Data	USD 1.00
<b>Year 2 TOTAL:</b>		USD 42,996.31

## Year 3

QTY	DESCRIPTION	PRICE
175,000	Public Communications Advanced - US	USD 42,995.31
175,000	Resident Connection - Phonebook Data	USD 1.00
<b>Year 3 TOTAL:</b>		USD 42,996.31

Year 4

QTY	DESCRIPTION	PRICE
175,000	Public Communications Advanced - US	USD 42,995.31
175,000	Resident Connection - Phonebook Data	USD 1.00
<b>Year 4 TOTAL:</b>		USD 42,996.31

Year 5

QTY	DESCRIPTION	PRICE
175,000	Public Communications Advanced - US	USD 42,995.31
175,000	Resident Connection - Phonebook Data	USD 1.00
<b>Year 5 TOTAL:</b>		USD 42,996.31

**Pricing Summary:**

Year One Fees:	USD 42,996.31
One-time Implementation and Setup Fees:	USD 0.00
Professional Services:	USD 0.00
<b>Total Year One Fees Due:</b>	<b>USD 42,996.31</b>

**Ongoing Fees:**

Year Two Fees:	USD 42,996.31
Year Three Fees:	USD 42,996.31
Year Four Fees:	USD 42,996.31
Year Five Fees:	USD 42,996.31

**Messaging Credits Summary:**

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

**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](https://trust.everbridge.com).