

**AGENDA PLACEMENT FORM**

(Submission Deadline – Monday, 5:00 PM before Regular Court Meetings)

Date: 12/04/25

Meeting Date: 12/22/2025

Submitted By: J. Moore

Department: Emergency Management

Signature of Elected Official/Department Head:



Description:

Review of Quotation Q-232677-1 For Everbridge Emergency Notification

---

---

---

---

---

---

---

---

(May attach additional sheets if necessary)

Person to Present: J. Moore

(Presenter must be present for the item unless the item is on the Consent Agenda)

Supporting Documentation: (check one)     PUBLIC     CONFIDENTIAL

(PUBLIC documentation may be made available to the public prior to the Meeting)

Estimated Length of Presentation: 3 minutes

Session Requested: (check one)

Action Item     Consent     Workshop     Executive     Other \_\_\_\_\_

Check All Departments That Have Been Notified:

County Attorney     IT     Purchasing     Auditor

Personnel     Development Services     Facilities Management

Other Department Official (list) \_\_\_\_\_

**Please List All External Persons Who Need a Copy of Signed Documents  
In Your Submission Email**

Approved in CC on 9/11/2023



**Prepared for:**

Jamie Moore  
 Johnson County, TX  
 116 S. Mill St.  
 Cleburne TX 76033  
 United States  
 Ph: (817) 556-6989  
 Fax:  
 Email: jmoore@johnsoncountytexas.org

**Quotation**

**Quote #:** Q-232677-2  
**Date:** 12/9/2025  
**Expires On:** 12/8/2025  
**Confidential**

**Salesperson:** Courtney Chaplo  
**Phone:**  
**Email:** courtney.chaplo@everbridge.com  
**Payment Term:** Net 30  
**Entity ID:** Everbridge, Inc. - 26-2919312

<b>Contract Summary Information:</b>	
Contract Period:	36 Months
Contract Start Date:	12/23/2025
Contract End Date:	12/22/2028

Year 1

QTY	DESCRIPTION	PRICE
500	Smart Weather Alerting (includes 1 location in base weather subscription)	USD 875.00
5,500	Mass Notification Base	USD 8,063.45
<b>Year 1 TOTAL:</b>		USD 8,938.45

Year 2

QTY	DESCRIPTION	PRICE
500	Smart Weather Alerting (includes 1 location in base weather subscription)	USD 875.00
5,500	Mass Notification Base	USD 8,063.45
<b>Year 2 TOTAL:</b>		USD 8,938.45

Year 3

QTY	DESCRIPTION	PRICE
500	Smart Weather Alerting (includes 1 location in base weather subscription)	USD 875.00

QTY	DESCRIPTION	PRICE
5,500	Mass Notification Base	USD 8,063.45
<b>Year 3 TOTAL:</b>		<b>USD 8,938.45</b>

**Pricing Summary:**

Year One Fees:	USD 8,938.45
One-time Implementation and Setup Fees:	USD 0.00
Professional Services:	USD 0.00
<b>Total Year One Fees Due:</b>	<b>USD 8,938.45</b>

**Ongoing Fees:**

Year Two Fees:	USD 8,938.45
Year Three Fees:	USD 8,938.45

**Messaging Credits Summary:**

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

**Quote Terms:**

1. Quote subject to the terms and conditions of the Core Platform Service Agreement.(Master Services Agreement), including any amendments, executed between the relevant Everbridge entity and the customer listed above (the "Agreement"). Client accepts this by signing the Quote or issuing a Purchase Order referencing the Quote or the services in this quote.
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 Agreement.

Please, Sign, Date and Return:

Signature: Shirley Devlin-Lebow  
Shirley Devlin-Lebow (Dec 10, 2025 20:34:44 GMT-1)

Date: Dec 10, 2025

Name (Print): Shirley Devlin-Lebow

Title: CAO

Please, Sign, Date and Return:

Signature: CPK Bork

Date: 12-22-25

Name (Print): Christopher Borker

Title: County Judge

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

# Everbridge Mass Notification Base for State and Local Government

## Overview

Everbridge Mass Notification Base for SLG 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.

Below is a list of key system inclusions with your new Everbridge Mass Notification system.

## Usage

- Unlimited email notifications
- Unlimited Everbridge mobile app push notifications
- SMS, Voic, Fax, conference calls, TTY communications and notifications are subject to the Everbridge Credit Based Usage Policy.
- 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.

## Core Platform Access

- Unlimited Users for web-based portal to initiate messages, reporting, and administration
- Unlimited Users 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 per organization in the United States, Germany, Canada, or the United Kingdom
- Access to Incident Management
- Access to Incident Chat for responders to coordinate and collaborate

## Key features

- 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  
Mobile app check-in functionality that allows users to provide their geo location
- 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
- **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.
- 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

## Set-up, Implementation & Support

- Up to 10 remote hours of support via a dedicated Implementation Specialist to be used within 60 days of contract signing. These 10 hours are inclusive of 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.
- Initial Contact Data Upload and Test Broadcast Support
- 5 Live Operator Message Initiations per year
- 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 by providing analytics, suggesting guidance, and improving our knowledge base, as well as allow customers access to our knowledge base through a chat feature. Access to support tickets is needed for the feature to operate, except for the chat feature where no support ticket or other customer data is required.
- Global Support/Operations Centers for Redundant Live Support

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).

**JOHNSON COUNTY CONTRACT TERMS  
ADDENDUM - EVERBRIDGE, INC.  
2025**

---

This Johnson County Contract Terms Addendum to Service Contract, (hereinafter referred to as the “ADDENDUM”) is between **Johnson County, Texas**, a political subdivision of the State of Texas, (hereinafter referred to as “COUNTY”), and **Everbridge, Inc.** (hereinafter referred to as “SERVICE PROVIDER”), collectively referred to as the “PARTIES”, and is an addendum to the Everbridge, Inc. **Core Platform Service Agreement** between the Parties for notification and communication services and together the Everbridge, Inc. **Core Platform Service Agreement** (hereafter “Service Contract”), and this Addendum shall constitute the entire and complete contract, (hereinafter referred to as the “AGREEMENT”), between the Parties.

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, the Parties agree as follows:

1. The Parties agree and understand that this Addendum is to clarify, limit, modify or delete terms and provisions of the Service Contract and in the event of any conflict between the terms and provisions of this Addendum and the terms and provisions of those contractual provisions tendered to Johnson County in the Service Contract **or any other document**, this Addendum shall control and amend the contractual provisions of the Service Contract **or any other document** and any provisions in the Service Contract **or other document** to the contrary are hereby deleted. The Term **Master Services Agreement** as may be used in the **Quote** is deemed to refer to the **Core Platform Services Agreement** as approved by Johnson County in 2013 and thereafter to the date of this Addendum.
2. This Agreement will be governed by and construed according to the laws of the State of Texas. Venue for any action or claim arising out of the Agreement will be in the state district courts in Johnson County, Texas or the federal district courts in Dallas County, Texas. Any provision stating that County agrees to waive any right to trial by jury is hereby deleted.
3. Limitations for the right to bring an action, regardless of form, shall be governed by the laws of the State of Texas, Texas Civil Practice and Remedies Code §16.070, as amended, and any provision to the contrary is hereby deleted.
4. Under Texas law, a contract with a governmental entity that contains a claim against future revenues is void; therefore, any term which provides for such a claim is hereby deleted.
5. **The Parties agree that under the Texas Constitution and laws of the State of Texas, Johnson County cannot enter into an agreement whereby Johnson County agrees to indemnify or hold harmless any other party; therefore, all references of any kind to Johnson County indemnifying and holding harmless any individuals or entities for any reason whatsoever are**

**hereby deleted.**

6. The Parties agree and understand that County is a political subdivision of the State of Texas, and therefore has certain governmental/sovereign immunity and limitations on liability, and that County's general liability and vehicle insurance coverage is with the Texas Association of Counties Risk Pool and said insurance coverage is limited to the statutory maximum limits of the Texas Tort Claims Act (Chapter 101, Texas Civil Practice and Remedies Code); therefore, any provisions requiring County to provide and maintain any insurance in excess of the statutory maximum limits are hereby deleted.

7. The Parties agree and understand that County does not waive any of its common law, statutory or constitutional defenses to which it may be entitled; therefore any provisions to the contrary are hereby deleted.

8.

The Contract period will begin on the **23<sup>rd</sup> day of December 2025**, and will terminate on the **22nd day of December, 2028**. The continuation of this Agreement from year to year after **December 22, 2026** is subject to current funds available for the Agreement, the allocation of funds to meet the terms of this Agreement, and subject to the approval of the Johnson County Commissioners Court. However, this Agreement need not be specifically identified in the annual budget or budget process. Utilization of the services provided by **Everbridge, Inc.** pursuant to the terms of this Agreement by County will constitute the County's action and intent to continue this Agreement barring a specific written notice to the contrary. Notwithstanding the foregoing, **in no event shall this Agreement continue for a period exceeding 60 months** from the date the contract first becomes effective without specific consideration and approval by the commissioners Court of Johnson County, Texas.

9. Following the first anniversary of the initial effective date of this Agreement, the Commissioners Court of Johnson County Texas may, pursuant to a vote of a majority of the Court terminate this Agreement by giving 30 days Written Notice to Everbridge, Inc. of such termination of the Agreement. Any payment to Everbridge, Inc. shall be for services performed up to the time of the termination of services and in no circumstance shall Everbridge, Inc. be paid for services beyond the date of termination of the Agreement.

10. The Parties agree and understand that County does not agree to waive any rights and remedies available to County under the Uniform Commercial Code ("UCC"); therefore, any provisions to the contrary are hereby deleted.

11. The Parties agree and understand that County does not agree to waive any rights and remedies available to County under the Texas Deceptive Trade Practices-Consumer Protection Act; therefore, any provisions to the contrary are hereby deleted.

12. The Parties agree and understand that County does not agree to be responsible for any sales tax, use tax, or any other taxes, fees, fines or penalties that may be imposed, levied or assessed by any federal, state or local government or agency which relates to the Service Contract, the equipment or its use; therefore, any provisions to the contrary are hereby deleted.

13. Pursuant to Texas Government Code Section 2251.021 and this Agreement, a payment by a governmental entity under a contract is overdue on the 31<sup>st</sup> day after the later of:

- a. the date the governmental entity receives the goods under the contract;
- b. the date the performance of the service under the contract is completed; or
- c. the date the governmental entity receives an invoice for the goods or service.

Pursuant to Texas Government Code Section 2251.025 and this Agreement, a payment begins to accrue interest on the date the payment becomes overdue. The rate of interest that accrues on an overdue payment is the rate in effect on September 1 of the fiscal year in which the payment becomes overdue. The rate in effect on September 1 is equal to the sum of: (1) one percent; and (2) the prime rate as published in the Wall Street Journal on the first day of July of the preceding fiscal year that does not fall on a Saturday or Sunday. Interest on an overdue payment stops accruing on the date the governmental entity or vendor mailed or electronically transmits the payment. Therefore, all provisions to the contrary are hereby deleted.

14. To the extent, if any, that any provision in this Agreement is in conflict with Chapter 552 of the Texas Government Code (the "Public Information Act"), the same shall be of no force and effect. Furthermore, it is expressly understood and agreed that Johnson County, its officers and employees may request advice, decisions and opinions of the Attorney General of the State of Texas in regard to the application of the Public Information Act.

15. Services provided under the Agreement shall be provided in accordance with all applicable state and federal laws.

16. IN WITNESS WHEREOF, intending to be legally bound, the Parties have caused their authorized representative to execute this Agreement. Each representative whose signature appears on this Agreement represents and does hereby certify that they have the authority to enter into this Agreement for their represented Party.

**APPROVED AS TO FORM AND CONTENT:**

**JOHNSON COUNTY:**

  
\_\_\_\_\_  
Christopher Boedeker

12-22-25  
Date

As Johnson County Judge

*April Lutz*

Attest:

*[Signature]*

County Clerk, Johnson County



*12-22-25*

Date

**EVERBRIDGE, INC.:**

*Shirley Devlin-Lebow*

Authorized Representative

Shirley Devlin-Lebow (Dec 11, 2025 18:47:50 GMT+1)

12/11/2025

Date

Printed Name: Shirley Devlin-Lebow

Title: CAO