EMPLOYEE ALERT SYSTEM 5-16-2017	CIVICPLUS INC	AMT-USC LLC AKA AMT	EVERBRIDGE INC
	302 S. 4TH ST. STE 500 MANHATTAN KS 66502	PO BOX 111 (131 E PALMETTO AVE) HOWEY FL 34737	155 N LAKE AVE PASADENA CA 91101
TOTAL COST FOR THE SYSTEM $	$5,903.00	$23,697.00	$12,393.00
REQUIRED DOCUMENTS			
NOTARIZED WORK AFFIDAVIT COMPLETED	Y	N	Y
E-VERIFICATION DOCUMENTATION (Y/N):	N	N	Y
COPY OF INSURANCE PROVIDED	Y	Y	N
TAX RECEIPTS OR NOTARIZED LETTER STATING NO REAL OR PERSONAL PROPERTY OWNED IN JEFFERSON COUNTY	Y	Y	Y
COOPERATIVE BID FORM (Y/N)	Y	Y	Y
COOPERATIVE CONTACT INFO:	Y	Y	Y
COMPANY INFORMATION AND SIGNATURE	Y	Y	N
BID DEPOSIT REQUIRED	N/A	N/A	N/A
COMMENTS:	PLEASE SEE ATTACHED	PLEASE SEE ATTACHED	PLEASE SEE ATTACHED

JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050
WWW.JEFFCOMO.ORG

BID #: 17-0036

Request for Proposal: **EMPLOYEE ALERT SYSTEM**

Date Issued: **4-4-2017**

PROPOSALS SHALL BE ACCEPTED UNTIL: **TUESDAY, MAY 16, 2017,** AT 2:00 P.M. LOCAL TIME.

Specification Contact:	**RANDY MULLER** Department of Information Technology 636-797-5592 rmuller@jeffcomo.org
Contract Contact:	**VICKIE PRATT** Department of Administrative Services 636-797-5380

SAMPLE ENVELOPE

VENDOR NAME	
VENDOR ADDRESS	
CONTACT NUMBER	**DEPARTMENT OF THE COUNTY CLERK**
	JEFFERSON COUNTY MISSOURI
	729 MAPLE ST / PO BOX 100
	HILLSBORO MO 63050-0100
SEALED PROPOSAL: (PROPOSAL NAME)	

Mail (3) Three Complete Copies With Vendor And Proposal Information As Shown In Sample:

Contract Term: upon approval by the County Council and County Executive

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

Vendor Information:

CivicPlus, Inc.		Brian Rempe
Company Name		**Authorized Agent (Print)**
302 S. 4th Street, Suite 500		*[signature]*
Address		**Signature**
Manhattan, KS 66502		President
City/State/Zip Code		**Title**
888-228-2233		5/10/17 48-1202104
Telephone #		**Date** **Tax ID #**
hahlbeck@civicplus.com		785-587-8951
E-mail		**Fax #**

SPECIFICATIONS

Employee Alert System

Vendor specifications:		
Service Level Agreement The vendor must sign a Service Level Agreement (SLA) directly with Jefferson County assigning dedicated vendor resources. Service Level Agreements between Jefferson County and Vendor will include metrics for response time and message delivery. Provide a copy of your standard SLA. **Vendor SLA with third-party vendor infrastructure providers will not be considered an acceptable substitute.**	Y	Please see Service Level Agreement attached.
The vendor maintains all infrastructure aspects of the system.	Y	
The vendor must provide a "touchless upload" process that does not require integration with Vendor APIs. This upload process must be able to automatically upload contact information at pre-scheduled intervals without requiring manual intervention.	N	CivicReady gives your staff the power to quickly and easily update your contact lists by providing a secure FTP site to which administrators can effortlessly upload .csv files from your databases directly to CivicReady groups. LDAP and ADFS integration is available for an additional cost.
Database capacity and phone ports are **NOT** purchased by the customer and usage and performance are managed by the vendor.	Y	
Security:		
The system must have the ability to maintain privacy of all contact information through access control where only administrators with appropriate rights can view or update recipient and contact information.	Y	
The system must have the ability to allow selected recipients to add or modify individual's contact information.	Y	

The system must have the ability for an administrator to set the default order of devices used to notify recipients, but also allow users to override the order if they have appropriate rights to do so.	N	All devices are notified on available devices simultaneously to ensure communication is received as quickly as possible.
The system administrators must have the ability to create groupings of recipients. For example, by team, department, division, or building.	Y	
System must adhere to a "defense in-depth" approach to ensure application and infrastructure security.	Y	
The system must be SSAE16 compliant.	Y	
All network and application servers must be "locked down" with no extraneous services running on them. Describe your network security.	Y	Please see our Hosting & Security section attached.
The system must have security to prevent inappropriate use and to maintain data privacy. This includes login/password authentication on the telephone and on the web.	Y	
SSL must be used to transmit data across the internet. Describe your transmission security.	Y	Secure data transfer is ensured by our 256-bit encryption, https, SSH FTP, and only allowing database logins via secure keys.
Key data must be encrypted in the database. Describe your database security and encryption practices and techniques.	Y	See above and CivicReady uses an OS-level firewall with login via ssh / secure keys. Clients can use our direct Secure FTP (SFTP) access for delivering information.
The application must regularly undergo a security audit. Upon request Vendor must be willing to provide the most recent security audit/test report.	Y	
Vendor employees with access to any customer data facility must have undergone comprehensive background investigations. Describe the investigation processes your company has completed.	Y	CivicPlus conducts background checks, drug tests and E-Verify work authorization of all employees. Rackspace, our hosting provider, has been certified with numerous audits and industry standard reports that include evaluation of all individuals with access to the data facilities.

General System Specifications:	Y/N	Comments
The system must be offered as a Software as a service, SaaS platform.	Y	
No hardware is required beyond existing PC workstations with Microsoft OS: Windows 2000 – Windows 2010 must all be supported	Y	
Separate installation of software and hardware is not required.	Y	
Microsoft Internet Explorer 6.0 or later, Firefox, and Google Chrome must be supported browsers. Please specify if you do not support one of these browsers.	Y	
Set up must be fast and easy	Y	
Upgrades and enhancements are provided seamlessly at no additional cost.	Y	
There are no limits to the number of users who simultaneously access the system	Y	
There are no limits to the number of administrators who can simultaneously access the system.	Y	
There must **NOT** be any 'fail-over' time when Jefferson County would be unable to access the notification system if a data center becomes unavailable.	Y	
The system must have the capability to initiate **AT LEAST** 2,000 30-second local or long-distance voice messages per hour.	Y	CivicReady can, at a minimum, place well over one million calls per hour to reach landline, cell phone and VoIP. Exact outbound call output depends on the length of the call.
The system must have the ability to send multiple notifications at the same time to the same or different recipients.	Y	
The system must be scalable to accommodate additional recipients' contact information on-demand.	Y	
The system must have the ability to prioritize *emergency*	Y	

notifications over *standard* notifications in the message delivery queue.		
The system must be able to support at least ten (10) different communication path types per recipient, including all voice path types, email, text message, fax, pager, PC, and instant message.	Y	
The system must have the ability to initiate and deliver notifications 24x7x365 with **AT LEAST 99.99% availability.**	Y	
The system must run on a robust, high transaction volume database (e.g., Oracle) that can handle large volumes of data used for transmissions of notifications during an emergency.	Y	
The system must have a 'quick-launch' feature that allows a user to initiate a notification from a single screen after logging in to the system.	Y	
The system must be accessible for launching a notification using an iPad, iPhone, Android, PC, and Windows Mobile devices.	Y	
The system must have the ability to add or edit recipient and contact information directly within the system.	Y	
The system must have the ability to import all or some contact information from an existing database through a regularly scheduled process.	Y	
The system must have the ability to add or change all or some contact data through an imported file.	Y	
The system must have the ability to export existing recipient and contact information to Excel or a csv file.	Y	
The system must have the ability to send a notification to a list of recipients from a spreadsheet or a database output file "on-the-fly" without storing the recipient's contact information in the database.	Y	
The system must have the ability to upload group and escalation information along with contact information.	Y	

The system must have the ability to notify recipients via: 1. Phone (landline, mobile, satellite) BlackBerry PDA 1-way and 2-way SMS text message Instant message Email Fax TDD / TTY PC Please note any exceptions to the above.	Y	CivicReady can provide PC desktop notifications through our integrated partner, Alertus Technologies. Alertus Desktop Notifications are not included within the CivicReady solution and would be roughly an additional $8,000 setup cost and $3,500 annually.
The system must have the ability to send native SMS text messages using both SMS over SMPP and SMS over SMTP.	Y	CivicReady uses SMPP protocol for our text messages at a minimum 350 messages per second or 1,200,000 million texts per hour. Unlimited texts are included with your CivicReady system.
The system must allow the notification initiator to select from two different device contact sequences depending on whether an emergency notification or a standard notification is sent.	N	
The system must have the ability to customize the greeting that precedes a message delivered by voice.	Y	
The system must have the ability to receive confirmations on all of the contact devices. Phone (landline, mobile, satellite) BlackBerry PDA 1-way and 2-way SMS text message Instant message Email Fax TDD / TTY PC	Y	CivicReady can provide PC desktop notifications through our integrated partner, Alertus Technologies. Alertus Desktop Notifications are not included within the CivicReady solution and would be roughly an additional $8,000 setup cost and $3,500 annually.
The system must have the ability to store and use at least ten (10) different contact numbers / addresses for each recipient.	Y	
The system must have the ability to sequence the contact		

devices/paths so that a recipient's devices are attempted in a prescribed order.	N	
The system must have the ability to notify those with special needs through TDD/TTY.	Y	If the TDD/TTY accepts text messages, we can communicate with that hardware. CivicReady processes messages to TTY/TDD machines that are connected to valid phone numbers.
Either globally, or on a message by message basis, the system must have the ability to allow the notification initiator to customize the telephone number displayed (caller ID) for voice notifications and the email addresses for text notifications.	Y	
The system must have the ability to override call-blocking.	Y	CivicReady works with telco providers to remove call blocking if it is unnecessary applied.
The system must have the ability for a recipient to be a member of any number of groups.	Y	
The system must have the ability to identify one or more "group leaders" for any particular group.	Y	
The system must have the ability to assign multiple administrators complete access to all functions and user data.	Y	
The system must have the ability to initiate a notification on any PC with a browser through a secure SSL website.	Y	
The system must be able to interrupt a PC session with the notification.	Y	
The system must have the ability to initiate a notification 24x7x365 via an automated telephone system / IVR (Interactive Voice Response) system where callers are guided through the process of sending a notification through a series of telephone key-presses.	Y	
Vendor must provide 24x7x365 message initiation assistance with dedicated live operators via a toll-free number.	Y	
The system must have a "quick-launch" feature that allows a user to initiate a notification from a single screen after logging in to the system.	Y	
The system must be accessible for launching a	Y	

notification using a BlackBerry, Palm Treo, Android, or Windows Mobile device.	Y	
The system must have the ability to send a single notification to combinations of individual recipients and pre-defined groups of recipients where each individual recipient within the group has their own information.	Y	
The system must have the ability to set up user-defined fields in the profiles of notification recipients. The system must have the ability to select notification recipients based on user-defined fields (e.g., to send the notification to recipients in a particular location or with a particular skill).	Y	
The system must have the ability to record a message directly from a message-creation page using a telephone.	Y	
The system must have the ability to send both a recorded message and a text message in a single notification to all recipients for delivery to appropriate devices.	Y	
The system must have the ability to select a file containing a recorded message for inclusion in a notification.	Y	
The system must have the ability to enter a message in text and have it converted to speech (i.e., "text-to-speech" conversion) for delivery to appropriate devices.	Y	
The system must have the ability to create and save pre-recorded voice and text messages for later use in notifications.	Y	
The system must have the ability to attach and send documents to a text-based device.	N	
The system must have the ability to attach a file to a notification and have it sent to a facsimile (fax) machine.	N	CivicReady provides the ability to attach multiple documents to email messages. Links can be inserted in text based devices.
The system must have the ability to provide a library of message maps to incorporate into notifications. Please list available message libraries and number of available maps for each: (e.g. pandemics, earthquakes, hurricanes, etc.)	Y	Unlimited quick launch templates with maps can be created using our integrated ESRI mapping functionality.

The system must have the ability to request as many redial attempts as required, varying by notification.	N	CivicReady redial attempts are hard set at 3.
The system must have the ability to require a delivery confirmation (or not).	Y	
The system must have the ability to require recipients to enter a PIN to authenticate their identity before a message is delivered.	N	
The system must have the ability to set up recurring notifications.	Y	
The system must have the ability to escalate notifications when the intended recipient has not confirmed receipt of a notification (with at least three levels of person-to-person escalation).	N	
The system must have a "one-click" capability to re-send a notification to only those who did not respond to the original notification.	N	
The system must have the ability to select a subset of the available device types for delivery of a particular notification.	Y	
The system must have the ability to schedule any type of notification to be sent at a future date and time.	Y	
The system must have the ability to pre-determine the duration of the notification (i.e., the length of time for which deliveries will be attempted).	N	
The system must have the ability to select the number of delivery attempts through all recipient paths.	N	
The system must have the ability to distinguish when a live recipient is reached vs. when an answering machine or voicemail has been reached on voice-delivered devices.	Y	
The system must have the ability to leave a message when a voice-delivered message reaches an answering machine or voicemail.	Y	
The system must have the ability to tailor the message for live-delivery vs. machine delivery (e.g., to provide a toll-free call-in number to respond to machine-delivered notifications).	N	
The system must have the ability to allow recipients to confirm a notification via a key press on voice-delivery devices such as telephones.	Y	

Message recipients must be able to confirm a notification via email or text message.	Y	
The system must have the ability to send "polling" notifications where a recipient is asked to respond to a question or series of questions.	Y	
The system must have the ability to record or convert text-entered polling responses to speech. For example, if the possible responses are 1 o'clock, 2 o'clock, or 3 o'clock, these responses can be recorded or entered in text that is converted to speech.	Y	
The system must have the ability to actively "call transfer" notification recipients to a different phone number based upon their message response.	N	
The system must have the ability to request and collect additional numeric information from notification recipients during the polling process (e.g., dates, phone numbers, times, other numeric information)	Y	
The system must have the ability to record a message which intended recipients can access by calling a toll-free number.	N	
The system must have the ability to access a customized call tree for callers to navigate pre-determined options to retrieve posted messages.	N	
The system must have the ability to pre-position a set of notifications each with pre-set recipients and pre-recorded messages that relate to a single situation or scenario.	Y	
Conference Calling:		
The system must have the ability to automatically transfer notification recipients directly into a live conference bridge without requiring them to dial an additional phone number or an access code.	Y	
The system must have the ability to allow notification recipients to automatically join a conference call.	Y	
The system must have the ability to provide the recipient with the phone number and access code for the conference bridge via voicemail when a conference notification is delivered to a phone device that is not answered.	N	

The system must have the ability to provide the recipient with the phone number and access code for the conference bridge via e-mail or text message when a conference notification is delivered to a text device or through e-mail.	Y	
The system must have the ability to schedule a conference notification so that it is delivered in the future.	N	
The system must have the ability to send a reminder to recipient's minutes, hours, or days before a scheduled conference notification/call.	N	
The system must have the ability to use the company's internal conference bridge or other conference bridge for conference notifications.	Y	
The system must have the ability to set up "quota notifications" that end after a pre-determined number of confirmations are received.	N	
The system must have the ability to automatically contact those who confirm **after** the quota is reached to inform them that they are no longer needed.	N	
Reports:		
The system must provide a real-time dashboard for each active notification broadcast allowing users to perform functions by simply clicking on links and buttons to: • See status of broadcast results without manually refreshing the page • See confirmations and responses in real-time • Re-send notification to unconfirmed recipients • Stop a broadcast • Print broadcast results • View broadcast parameters (e.g., devices, start time, duration, number of cycles, type of notification)	Y	Please see Reporting section attached.
The system must have the ability to view history of notification results.	Y	
Notification broadcast results reports must contain the following information: 1. Name of the notification 2. Date and time of the notification broadcast 3. Name of the person who initiated the broadcast	Y	

4. Number of redial attempts requested by initiator		
5. Summary statistics including total recipients, total confirming receipt/not confirming receipt, %confirming/not confirming receipt. If a polling notification, a total for each response.	Y	
6. Detailed calling information including call-result of each attempt within the broadcast including the addresses and associated phone numbers attempted, the attempt number (if multiple attempts/re-dials are requested) and the result: Confirmed (with date and time) Busy No answer Voicemail Please note any exceptions to the above.		
The system must have the ability to view notification results by either confirmed or non-confirmed responses or both.	Y	Yes, reports are built based on automated IVR prompts.
The system must have the ability to capture and view "polled" responses whether they are selected responses (e.g., press 1 for yes; press 2 for no) or an informational response to a polling question (e.g., a phone number, a date, or a quantity).	Y	Yes, reports are built based on automated IVR prompts.
The system must have the ability to produce ad-hoc reports using all application data, including recipient information, group information, broadcast summary, and broadcast/notification information.	Y	Preconfigured reports are available and ad-hoc reports can be requested. Ad-hoc reports will be set up by CivicReady administration and made available to the client.
The ad-hoc reporting capability must have the ability to view multiple notifications in one report.	Y	Upon request.
The system must have the ability to use ad-hoc filters and sort on user-selected data fields.	Y	
The system must have the ability to track and report on user-defined fields (such as division or building location).	N	
The system must have the ability to export all ad-hoc report data in CSV, HTML, or PDF format.	Y	Reports can be downloaded in.csv format.

Support		
Online documentation must be provided and be understandable by non-technical users.	Y	CivicReady provides unlimited access for all users to our Help site with an FAQ knowledge base and instructional video library.
Customer service and message initiation assistance must be staffed with live support staff at all times and available 24x7x365 for all calls.	Y	When you choose CivicPlus, our knowledgeable staff is available from 7 a.m. to 7 p.m. (CST) to field unlimited calls and emails, and unlimited live emergency services are available after regular hours with our on-call staff 24/7/365.
Both initial and follow-up training must be available. Describe available training options.	Y	Unlimited web-based training is included with your annual services and can be scheduled for refreshers, new hires or new features as needed.

Total Cost of the system $ 5,903

JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050
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BID #: 17-0036

Request for Proposal: **EMPLOYEE ALERT SYSTEM**   **Date Issued:** **4-4-2017**

PROPOSALS SHALL BE ACCEPTED UNTIL: **TUESDAY, MAY 16, 2017,** AT 2:00 P.M. LOCAL TIME.

Specification Contact:	**RANDY MULLER** Department of Information Technology 636-797-5592 rmuller@jeffcomo.org
Contract Contact:	**VICKIE PRATT** Department of Administrative Services 636-797-5380

SAMPLE ENVELOPE

VENDOR NAME	
VENDOR ADDRESS	
CONTACT NUMBER	**DEPARTMENT OF THE COUNTY CLERK** **JEFFERSON COUNTY MISSOURI** **729 MAPLE ST / PO BOX 100** **HILLSBORO MO 63050-0100**

SEALED PROPOSAL: (PROPOSAL *NAME*)

Mail (3) Three Complete Copies With Vendor And Proposal Information As Shown In Sample:

Contract Term: upon approval by the County Council and County Executive

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

Vendor Information:

AMT-USC, LLC aka AMT	Hugh E. Douthit
Company Name	**Authorized Agent (Print)**
PO Box 111 (131 E. Palmetto Ave.)	*Hugh E. Douthit*
Address	**Signature**
Howey, FL 34737	
City/State/Zip Code	**Title**
1-407-242-5810	81-5097645
Telephone #	**Date** **Tax ID #**
hdouthit@amt-usc.com	407-386-3057
E-mail	**Fax #**
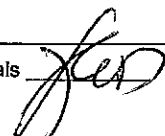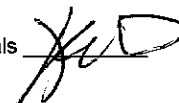
SPECIFICATIONS

Employee Alert System

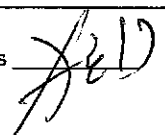| Vendor specifications:		
Service Level Agreement The vendor must sign a Service Level Agreement (SLA) directly with Jefferson County assigning dedicated vendor resources. Service Level Agreements between Jefferson County and Vendor will include metrics for response time and message delivery. Provide a copy of your standard SLA. **Vendor SLA with third-party vendor infrastructure providers will not be considered an acceptable substitute.**		AMT-USC, LLC is willing to sign a SLA if required
The vendor maintains all infrastructure aspects of the system.	Yes	Vendor will maintain all infrastructure aspects
The vendor must provide a "touchless upload" process that does not require integration with Vendor APIs. This upload process must be able to automatically upload contact information at pre-scheduled intervals without requiring manual intervention.	Yes	Any integration is by API, AMT offers this integration and testing by web dial in.
Database capacity and phone ports are **NOT** purchased by the customer and usage and performance are managed by the vendor.	Yes	All transmissions of alerts take place on AMT's global communication network with our cell carrier
Security:		
The system must have the ability to maintain privacy of all contact information through access control where only administrators with appropriate rights can view or update recipient and contact information.	Yes	The software provides the privacy of all contact information through access control where only administrators with appropriate rights can view or update recipient and contact information.
The system must have the ability to allow selected recipients to add or modify individual's contact information.	Yes	The software has the ability to allow selected recipients to add or modify individual's contact information.

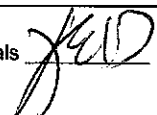|		
The system must have the ability for an administrator to set the default order of devices used to notify recipients, but also allow users to override the order if they have appropriate rights to do so.	Yes	The software allows the administrator to set the default order of devices used to notify recipients, but also allow users to override the order if they have appropriate rights to do so.
The system administrators must have the ability to create groupings of recipients. For example, by team, department, division, or building.	Yes	The software allows system administrators must have the ability to create groupings of recipients. For example, by team, department, division, or building.
System must adhere to a "defense in-depth" approach to ensure application and infrastructure security.	Yes	The software allows a "defense in-depth" approach to ensure application and infrastructure security.
The system must be SSAE16 compliant.	Yes	Yes the software is compliant
All network and application servers must be "locked down" with no extraneous services running on them. Describe your network security.	Yes	All network and application servers must be "locked down" with no extraneous services running on them. It is fully UTM, all IDS and ITS, content filtering,
The system must have security to prevent inappropriate use and to maintain data privacy. This includes login/password authentication on the telephone and on the web.	Yes	Yes, the system meets and exceeds these requirements
SSL must be used to transmit data across the internet. Describe your transmission security.	Yes	Yes the cloud storage for the software the system provides this is SSL and can offer two factor authentication if needed
Key data must be encrypted in the database. Describe your database security and encryption practices and techniques.	Yes	Yes
The application must regularly undergo a security audit. Upon request Vendor must be willing to provide the most recent security audit/test report.	Yes	Yes, fulfills all security audit requirements for SOC 1, SOC 2, CJIS, HIPAA and SSAE16 type II, Service leadership.
Vendor employees with access to any customer data facility must have undergone comprehensive background investigations. Describe the investigation processes your company has completed.	Yes	Yes employees have undergone comprehensive background checks and will provide upon request.
	Yes	

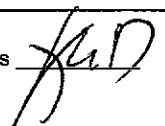| General System Specifications:	Y/N	Comments
The system must be offered as a Software as a service, SaaS platform.	Yes	Yes software solution is offered as SaaS
No hardware is required beyond existing PC workstations with Microsoft OS: Windows 2000 – Windows 2010 must all be supported	Yes/No	AMT-USC/DTA will support any current in life OS, if OS is end of life we do not support it
Separate installation of software and hardware is not required.	Yes	Correct
Microsoft Internet Explorer 6.0 or later, Firefox, and Google Chrome must be supported browsers. Please specify if you do not support one of these browsers.	Yes	Yes all current browsers are supported
Set up must be fast and easy	Yes	Can install in less than 3 hours in a fast and easy installation
Upgrades and enhancements are provided seamlessly at no additional cost.	Yes	Yes, Upgrades and enhancements are provided seamlessly at no additional cost.
There are no limits to the number of users who simultaneously access the system	Yes	Yes, this is a licensed user product, as long as user is licensed there is no limit
There are no limits to the number of administrators who can simultaneously access the system.	Yes	Yes - There are no limits to the number of administrators who can simultaneously access the system.
There must **NOT** be any 'fail-over' time when Jefferson County would be unable to access the notification system if a data center becomes unavailable.	Yes	Yes, as long as network access is available the system. If there is a fail-over, disaster recovery would cycle into action
The system must have the capability to initiate **AT LEAST** 2,000 30-second local or long-distance voice messages per hour.	Yes	Yes with ease
The system must have the ability to send multiple notifications at the same time to the same or different recipients.	Yes	Yes The system has the ability to send multiple notifications at the same time to the same or different recipients.
The system must be scalable to accommodate additional recipients' contact information on-demand.	Yes	Yes The system is scalable to accommodate additional recipients' contact information on-demand.
The system must have the ability to prioritize *emergency*		

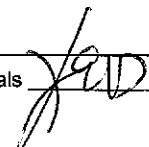|		
notifications over *standard* notifications in the message delivery queue.	Yes	Yes
The system must be able to support at least ten (10) different communication path types per recipient, including all voice path types, email, text message, fax, pager, PC, and instant message.	Yes	Yes The system is able to support at least ten (10) different communication path types per recipient, including all voice path types, email, text message, fax, pager, PC, and instant message (through one to many)
The system must have the ability to initiate and deliver notifications 24x7x365 with **AT LEAST 99.99% availability.**	Yes	Yes the system is
The system must run on a robust, high transaction volume database (e.g., Oracle) that can handle large volumes of data used for transmissions of notifications during an emergency.	Yes	Yes The system does run on a robust, high transaction volume database (e.g., Oracle) that can handle large volumes of data used for transmissions of notifications during an emergency at 141 send sets
The system must have a 'quick-launch' feature that allows a user to initiate a notification from a single screen after logging in to the system.	Yes	Yes The system has a 'quick-launch' feature that allows a user to initiate a notification from a single screen after logging in to the system via panic buttons and quick sends
The system must be accessible for launching a notification using an iPad, iPhone, Android, PC, and Windows Mobile devices.	Yes	Yes The system is accessible for launching a notification using an iPad, iPhone, Android, PC now and Windows Mobile devices in the next rev release
The system must have the ability to add or edit recipient and contact information directly within the system.	Yes	Yes The system has the ability to add or edit recipient and contact information directly within the system
The system must have the ability to import all or some contact information from an existing database through a regularly scheduled process.	Yes	Yes the system has the ability to import all or some contact information from an existing database through a regularly scheduled process.
The system must have the ability to add or change all or some contact data through an imported file.	Yes	Yes the system has the ability to add or change all or some contact data through an imported file
The system must have the ability to export existing recipient and contact information to Excel or a csv file.	Yes	Yes system has the ability to export existing recipient and contact information to Excel csv file
The system must have the ability to send a notification to a list of recipients from a spreadsheet or a database output file "on-the-fly" without storing the recipient's contact information in the database.	Yes	Yes the system has the ability to send a notification to a list of recipients from a spreadsheet or a database output file "on-the-fly" without storing the recipient's contact information in the database.
The system must have the ability to upload group and escalation information along with contact information.	Yes	Yes the system has the ability to upload group and escalation information along with contact information
	Yes	

The system must have the ability to notify recipients via:	Yes	Yes the system does all items listed
1. Phone (landline, mobile, satellite) BlackBerry PDA 1-way and 2-way SMS text message Instant message Email Fax TDD / TTY PC Please note any exceptions to the above.		
The system must have the ability to send native SMS text messages using both SMS over SMPP and SMS over SMTP.	Yes	Yes the system does this
The system must allow the notification initiator to select from two different device contact sequences depending on whether an emergency notification or a standard notification is sent.	Yes	Yes by simply selecting the device/devices to contact
The system must have the ability to customize the greeting that precedes a message delivered by voice.	Yes	Yes
The system must have the ability to receive confirmations on all of the contact devices. Phone (landline, mobile, satellite) BlackBerry PDA 1-way and 2-way SMS text message Instant message Email Fax TDD / TTY PC	Yes	Yes
The system must have the ability to store and use at least ten (10) different contact numbers / addresses for each recipient.	Yes	Yes
The system must have the ability to sequence the contact	Yes	Yes select any or all devices to send to

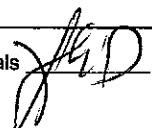|		
devices/paths so that a recipient's devices are attempted in a prescribed order.		
The system must have the ability to notify those with special needs through TDD/TTY.	Yes	Total Alert causes phone to vibrate
Either globally, or on a message by message basis, the system must have the ability to allow the notification initiator to customize the telephone number displayed (caller ID) for voice notifications and the email addresses for text notifications.	Yes	Yes by menu selection
The system must have the ability to override call-blocking.	No	This is a Federal government allowance only; no alert or cell carrier can legally do this
The system must have the ability for a recipient to be a member of any number of groups.	Yes	Yes or multiple groups
The system must have the ability to identify one or more "group leaders" for any particular group.	Yes	Yes easily done
The system must have the ability to assign multiple administrators complete access to all functions and user data.	Yes	Four levels
The system must have the ability to initiate a notification on any PC with a browser through a secure SSL website.	Yes	Yes for all current browser, we support no browsers that are EOL
The system must be able to interrupt a PC session with the notification.	Yes	Yes by Pop-ups
The system must have the ability to initiate a notification 24x7x365 via an automated telephone system / IVR (Interactive Voice Response) system where callers are guided through the process of sending a notification through a series of telephone key-presses.	See Right	User with mobile or desktop app can initiate a notification anywhere, anytime, anyplace with rapid launch or panic button. Can create email and send to Total Alert for Alert notification.
Vendor must provide 24x7x365 message initiation assistance with dedicated live operators via a toll-free number.	Yes	Yes 8-5 M-F live, 1-3-hour response non office hour support. We provide a web support webpage that is 24x7
The system must have a "quick-launch" feature that allows a user to initiate a notification from a single screen after logging in to the system.	Yes	Yes by panic button
The system must be accessible for launching a		

notification using a BlackBerry, Palm Treo, Android, or Windows Mobile device.	Yes see right	Android, Apple and Blackberry
The system must have the ability to send a single notification to combinations of individual recipients and pre-defined groups of recipients where each individual recipient within the group has their own information.	Yes	Yes with ease
The system must have the ability to set up user-defined fields in the profiles of notification recipients.

The system must have the ability to select notification recipients based on <u>user-defined</u> fields (e.g., to send the notification to recipients in a particular location or with a particular skill). | Yes | Yes with many definable fields per user |
The system must have the ability to record a message directly from a message-creation page using a telephone.	Yes	Yes by text to voice or message to voice
The system must have the ability to send both a recorded message and a text message in a single notification to all recipients for delivery to appropriate devices.	Yes	Yes with ease
The system must have the ability to select a file containing a recorded message for inclusion in a notification.	Yes	Yes simple cut and paste
The system must have the ability to enter a message in text and have it converted to speech (i.e., "text-to-speech" conversion) for delivery to appropriate devices.	Yes	Yes type text message, select sent to phone as option, select text to voice-done
The system must have the ability to create and save pre-recorded voice and text messages for later use in notifications.	Yes	Yes as editable alert, a template alert and as a scenario
The system must have the ability to attach and send documents to a text-based device.	Yes	Can attach a PDF attachment
The system must have the ability to attach a file to a notification and have it sent to a facsimile (fax) machine.	Yes	Done easily
The system must have the ability to provide a library of message maps to incorporate into notifications.

Please list available message libraries and number of available maps for each: (e.g. pandemics, earthquakes, hurricanes, etc.) | No | No this is a GIS service that is very manually intensive and hard to keep up to date |
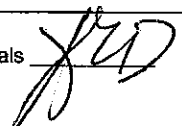| | | |

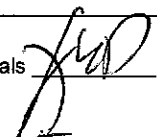|		
The system must have the ability to request as many redial attempts as required, varying by notification.	Yes	User can set any number of redial requested attempts
The system must have the ability to require a delivery confirmation (or not).	Yes	Yes both real time monitoring and post reporting
The system must have the ability to require recipients to enter a PIN to authenticate their identity before a message is delivered.	Yes/no	The system works from your staff CVE list to no authentication is required. AMT does further offers digital DNA and biometric security options
The system must have the ability to set up recurring notifications.	Yes	Both re-occurring and for future dates
The system must have the ability to escalate notifications when the intended recipient has not confirmed receipt of a notification (with at least three levels of person-to-person escalation).	Yes	Done with ease
The system must have a "one-click" capability to re-send a notification to only those who did not respond to the original notification.	Yes	Can set auto resend to no reply alerts
The system must have the ability to select a subset of the available device types for delivery of a particular notification.	Yes	Simple click on choice list
The system must have the ability to schedule any type of notification to be sent at a future date and time.	Yes	Yes can set future time and dates with ease
The system must have the ability to pre-determine the duration of the notification (i.e., the length of time for which deliveries will be attempted).	Yes	Yes duration selectable
The system must have the ability to select the number of delivery attempts through all recipient paths.	Yes	With ease and many choice are offered for this
The system must have the ability to distinguish when a live recipient is reached vs. when an answering machine or voicemail has been reached on voice-delivered devices.	Yes	A reply to alert is required to verify
The system must have the ability to leave a message when a voice-delivered message reaches an answering machine or voicemail.	Yes	Yes
The system must have the ability to tailor the message for live-delivery vs. machine delivery (e.g., to provide a toll-free call-in number to respond to machine-delivered notifications).	Yes	Can deliver message to any and all devices
The system must have the ability to allow recipients to confirm a notification via a key press on voice-delivery devices such as telephones.	Yes	Yes if desired you can allow for yes=1 and not -2 or follow reply instructions

Message recipients must be able to confirm a notification via email or text message.	Yes	Reply send back required
The system must have the ability to send "polling" notifications where a recipient is asked to respond to a question or series of questions.	Yes	Yes=1 and no=2
The system must have the ability to record or convert text-entered polling responses to speech. For example, if the possible responses are 1 o'clock, 2 o'clock, or 3 o'clock, these responses can be recorded or entered in text that is converted to speech.	yes	Does convert text to voice
The system must have the ability to actively "call transfer" notification recipients to a different phone number based upon their message response.	Yes	If alternate phone numbers are entered into the system for said user.
The system must have the ability to request and collect additional numeric information from notification recipients during the polling process (e.g., dates, phone numbers, times, other numeric information)	Yes	Both live and post with reporting
The system must have the ability to record a message which intended recipients can access by calling a toll-free number.	No	Send message by pop up, voice, text and phone with must reply/respond
The system must have the ability to access a customized call tree for callers to navigate pre-determined options to retrieve posted messages.	Yes	Simply listen to voice mail message or read text or popup sent
The system must have the ability to pre-position a set of notifications each with pre-set recipients and pre-recorded messages that relate to a single situation or scenario.	Yes	Done with pre made alerts or scenarios
Conference Calling:		
The system must have the ability to automatically transfer notification recipients directly into a live conference bridge without requiring them to dial an additional phone number or an access code.	No	
The system must have the ability to allow notification recipients to automatically join a conference call.	No	
The system must have the ability to provide the recipient with the phone number and access code for the conference bridge via voicemail when a conference notification is delivered to a phone device that is not answered.	No	

The system must have the ability to provide the recipient with the phone number and access code for the conference bridge via e-mail or text message when a conference notification is delivered to a text device or through e-mail.	No	
The system must have the ability to schedule a conference notification so that it is delivered in the future.	Yes	Can set future alerts by time and day
The system must have the ability to send a reminder to recipient's minutes, hours, or days before a scheduled conference notification/call.	Yes	Can set future alerts by time and day with repeats
The system must have the ability to use the company's internal conference bridge or other conference bridge for conference notifications.	No	This was verbally explained
The system must have the ability to set up "quota notifications" that end after a pre-determined number of confirmations are received.	Yes	This is done by use of communication credits
The system must have the ability to automatically contact those who confirm **after** the quota is reached to inform them that they are no longer needed.	Yes	The system will automatically inform you when more communication credits are needed
Reports:		
The system must provide a real-time dashboard for each active notification broadcast allowing users to perform functions by simply clicking on links and buttons to: • See status of broadcast results without manually refreshing the page • See confirmations and responses in real-time • Re-send notification to unconfirmed recipients • Stop a broadcast • Print broadcast results • View broadcast parameters (e.g., devices, start time, duration, number of cycles, type of notification)	Yes	Yes to all
The system must have the ability to view history of notification results.	Yes	Yes extensive reporting in ever increasing detail is provided
Notification broadcast results reports must contain the following information: 1. Name of the notification 2. Date and time of the notification broadcast 3. Name of the person who initiated the broadcast	Yes	Yes to all

4. Number of redial attempts requested by initiator		
5. Summary statistics including total recipients, total confirming receipt/not confirming receipt, %confirming/not confirming receipt. If a polling notification, a total for each response.		
6. Detailed calling information including call-result of each attempt within the broadcast including the addresses and associated phone numbers attempted, the attempt number (if multiple attempts/re-dials are requested) and the result: Confirmed (with date and time) Busy No answer Voicemail Please note any exceptions to the above.		
The system must have the ability to view notification results by either confirmed or non-confirmed responses or both.	Yes	In great details
The system must have the ability to capture and view "polled" responses whether they are selected responses (e.g., press 1 for yes; press 2 for no) or an informational response to a polling question (e.g., a phone number, a date, or a quantity).	Yes	As stated
The system must have the ability to produce ad-hoc reports using all application data, including recipient information, group information, broadcast summary, and broadcast/notification information.	Yes	Can do on the fly live or post
The ad-hoc reporting capability must have the ability to view multiple notifications in one report.	yes	With ease
The system must have the ability to use ad-hoc filters and sort on user-selected data fields.	Yes	In great detail
The system must have the ability to track and report on user-defined fields (such as division or building location).	Yes	Yes by user name, pc name and IP address
The system must have the ability to export all ad-hoc report data in CSV, HTML, or PDF format.	Yes/no	PDF and CSV

Support		
Online documentation must be provided and be understandable by non-technical users.	Yes	Yes documentation and assistance is provided online by AMT/DTA
Customer service and message initiation assistance must be staffed with live support staff at all times and available 24x7x365 for all calls.	Yes	8-5 M-F, 24x7 by webpage support
Both initial and follow-up training must be available. Describe available training options.	Yes	Training by web in 4 hour options or onsite option

Total Cost of the system $ 23,697.00

AMT-USC quote

CDW·G

Date: May 12, 2017
Quote # 0511-2017-D
Quote Valid to: May 13th, 2017

AMT	Attn: CDW-Trevor Cross
P.O. Box 111	JEFFERSON COUNTY
(or 131 E. Palmetto Ave)	DEPARTMENT OF ADMINISTRATIVE SERVICES
Howey, FL. 34737	729 MAPLE ST / PO BOX 100
407-242-5810	HILLSBORO MO 63050
Fax: 407-386-3057	WWW.JEFFCOMO.ORG BID #: 17-0036
hdouthit@amt-usc.com	RANDY MULLER
	Department of Information Technology
	636-797-5592
AMT A VETERAN OWNED	rmuller@jeffcomo.org
CERTIFIED SMALL BUSINESS	VICKIE PRATT
	Department of Administrative Services
	636-797-5380

	SALESPERSON	JOB		PAYMENT TERMS	EXPECTED DELIVERY DATE
	Hugh Douthit	Above		Net from License delivery of 15 days	Immediate

QTY	CATALOG NUMBER	DESCRIPTION	UNIT COST	FINAL PRICE
		PROPOSED PRODUCT SOLUTON: Total Alert software provides a highly secure, highly extensible and very transparent mass notification platform. The application is multi-media enabled and is used to deliver rich media such as text, video, images, maps, copy, web links, and other objects. Message windows can be sized, display text and links, play videos and wave files. - Unlimited Computer Pop-up Alerts - Unlimited Email Alerts - Unlimited Administrator Accounts - Unlimited Moderator Accounts - Unlimited Customized Distribution Groups - Unlimited Templates and Scenarios - Unlimited Assignable Alert Activation Icons		

AMT is the world leader in Unified Secure Communication "Total Alert" mass notification software* Guardian Shooter detection*
Metis Alert public space help stations* One to many media*GPS locate 2 way communicate Fobs*Digital DNA + Biometric
profiles* Building 4D GPS locate with reverse time lookup*Media situation awareness
Cloud Managed Services*Augmented Services*Help Desk and Asset Management Software
AMT-Tomorrows Software Today!

		Features included:		
		• Easy-to-use, no special computer skills required • Administrator, Moderator and end-user controlled access • Content delivery to a select audience or audiences • Embedded web-based editor for easy multi-media alert creation • Create, preview and schedule alerts in advance • On-the-fly group creation as well as Active Directory group structure • Create alerts from your own pre-defined and customized alert templates • Alerts open with "upper most screen" functionality • Audit trails for all published alerts • Opt-in or silent client application installation • Built-in Windows client authentication • Open architecture with capability to integrate with existing systems. • Common Alerting Protocol (CAP) Enabled for interfaces • Includes Software Assurance and Remote Technical Support		
1	TA500-NAS-A	Total Alert **Annual** Network Alerting Software License • 500 User Max • Primary Server Application • Single Network Domain • Desktop pop-up and Email	INCLUDED (INC.)	INCLUDED (INC.)
100	TA501-999-A+	Total Alert Annual Network Alerting Software License • Additional Per Each User License: addition of 100 additional licenses for a total of 600 user licenses. • Expansion of Existing Primary Server Application License • Single Network Domain • Desktop pop-up and Email	INC.	INC.
1	TA-ISRV-RE-P	Remote - Installation and Training (8 Hours)	INC.	INC.
1	TA-COMM-10000	Communication Credits - 10000 Pre-paid Telephony or SMS Message Delivery (Calls within USA, 1 minute per call) (Short Code SMS, 140 Characters per)	INC.	INC.
200	TA-1000PHAPP-CL	Alert Mobile Application 101 to 1000 Annual Licenses • 200 Alert Mobile Application Annual licenses. (Each License) (Android / iOS / Blackberry) For each Desktop Alert Mobile Application license, the assigned end user may activate a maximum of three mobile devices. (For use with the Desktop Alert NAS)	INC.	INC.
1	TA-PHAPP-CNF	Mobile Application Configuration and Initialization Note: Customer Responsibility: At a minimum, to implement the Desktop Alert mobile application with an on premises Desktop Alert server, the on premises server must have the ability to make outbound HTTPS requests (on destination port 443)	INC.	INC.

50	TA-PB-1	Alert Activation Button on desktops and Apple and Android cell phones • 50 Alert Activation Buttons for desktops and cell phones. (For use with the Desktop Alert NAS)	INC.	INC.
Unlimited	TA-PB-1	Total Alert/DTA free downloadable APP for all users/community. User downloads fee TA/DTA App, then city/county issues a site code, site code is entered and all app users are passively receiving all city/county alerts. No opt in or out is required as user voluntarily downloads app. No GIS mapping, addresses or phone number tracking is necessary with the app.	INC.	INC.
Option available	TA-IPAWS	Real time weather alerting IPAWS - Approved per city/county by the Federal government for "amber" type alerts within your approved GPS coordinates. Once customer has received Federal approval, AMT will provide an upgrade integration cost. Integrated Public Alert and Warning System (IPAWS) compliant: Allows the ability for authorized users to activate IPAWS features within the system's framework Total Alert allows for loading of the IPAWS certificate provided by FEMA Vendor is responsible for integration with IPAWS for any future updates or changes to IPAWS. All IPAWS updates or changes will be made in a timely manner AMT/DTA is a recognized by FEMA as an Open Developer for IPAWS AMT/DTA is Mobile API/device compliant	Optional upgrade Upon request	Optional upgrade Upon request
1	TA-CAP	CAP INTERFACE INCLUDED	INC.	INC.
1	TA-CLOUD	Description: Virtual Private Cloud - 1500 User Reference Bandwidth Commit Per 1Mb: 95th Percentile Billing Base VM Charge IaaS Per vCPU IaaS RAM (GB) Virtual Firewall Standard - 1 x FWaaS SAN-Tier III Storage (GB) - High IOPS SPLA - Windows Server Standard 2 Core License SPLA - SQL Server Standard- 2 Core License Data Protection Application Recovery Agent - Database, Active Directory Servers VM Protection Agent SAN -Tier IIII Backup Storage (GB) Deployment Services Virtual Private Cloud & Data Protection Provisioning	INC.	INC.

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profiles* Building 4D GPS locate with reverse time lookup*Media situation awareness
Cloud Managed Services*Augmented Services*Help Desk and Asset Management Software
AMT-Tomorrows Software Today!

1	REF-SITE-01	**SUB TOTAL FOR ABOVE** - Total Alert **"Annual"** Network Alerting Software License		$ 25,259.00
		REFERENCE SITE DISCOUNT - includes listing the customer on the AMT and Total Alert websites, a joint press release, collaboration on product improvements and usage, and the occasional phone call from prospective customers.	(-$300.00)	(-$300.00)
DISCOUNT APPLIED	DISCOUNT	5% DISCOUNT TO CUSTOMER		(-$1,262.95)
		FINAL ANNUALIZED YEARLY CLOUD INSTALLED, TESTED, TRAINED AND GO LIVE PRICE		$23,697.00
Option available	IPAWS	IPAWS - Approved per city/county by the Federal government for "amber" type alerts within your approved GPS coordinates. Once customer has received Federal approval, AMT will provide an upgrade integration cost.	Optional upgrade Upon request	Optional upgrade Upon request
Option available	API INTERFACES	TOTAL ALERT CAN BE INTEGRATED WITH YOUR: **INTRUSION/ALARM AND FIRE SYSTEMS**	Optional upgrade Upon request	Optional upgrade Upon request
Option available	SHOOTER DETECTION SYSTEM	GUARDIAN SHOOTER DETECTION SYSTEM - Sensor installation for acoustic **and** flash gunfire detection for immediate gunshot alert and notification. Seamless integration with Total Alert for Active Shooter identification to protect your staff and visitors from gun violence	Optional upgrade Upon request	Optional upgrade Upon request
Option available	SAFEKEY	GPS LOCATE AND 2 WAY COMMUNICATE EMERGENCY FOB for use by staff and employees for safety and assistance. A rescue in the palm of your hand. **Delivery of Software with web installation at customer site equals completion of the order**	Optional upgrade Upon request	Optional upgrade Upon request
		TOTAL PRICE FOR SOFTWARE, INSTALL ASSIT AND TRAINING		$23,697.00
		TAXES, UNLESS FL OR TAX EXCP		All Federal and all applicable taxes due are the liability of the purchaser for this product and are not paid by AMT EMD or taxes due should be added to the amount of purchase by the buyer
		FINAL ANNUALIZED TOTAL		**$23.697.00**

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profiles* Building 4D GPS locate with reverse time lookup*Media situation awareness
Cloud Managed Services*Augmented Services*Help Desk and Asset Management Software
AMT-Tomorrows Software Today!

JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050
WWW.JEFFCOMO.ORG

BID #: 17-0036

Request for Proposal: **EMPLOYEE ALERT SYSTEM**   **Date Issued:**   **4-4-2017**

PROPOSALS SHALL BE ACCEPTED UNTIL: TUESDAY, MAY 16, 2017, AT 2:00 P.M. LOCAL TIME.

Specification Contact:	**RANDY MULLER** Department of Information Technology 636-797-5592 rmuller@jeffcomo.org
Contract Contact:	**VICKIE PRATT** Department of Administrative Services 636-797-5380

SAMPLE ENVELOPE

Mail (3) Three Complete Copies With Vendor And Proposal Information As Shown In Sample:	[illegible] [illegible] [illegible] **DEPARTMENT OF THE COUNTY CLERK** **JEFFERSON COUNTY MISSOURI** **729 MAPLE ST / PO BOX 100** **HILLSBORO MO 63050-0100** [illegible]

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

Contract Term:
upon approval by the County Council and County Executive

Vendor Information:

Everbridge, Inc.	Elliot Mark
Company Name	Authorized Agent (Print)
155 N Lake Ave	[signature]
Address	Signature
Pasadena, CA 91101	Sr. Vice President and General Counsel
City/State/Zip Code	Title
(818) 230-9700	5/11/2017 26-2419312
Telephone #	Date Tax ID #
travis.scott@everbridge.com	
E-mail	Fax #

SPECIFICATIONS

Vendor specifications:		
Service Level Agreement **The vendor must sign a Service Level Agreement (SLA) directly with Jefferson County assigning dedicated vendor resources.** **Service Level Agreements between Jefferson County and Vendor will include metrics for response time and message delivery.** **Provide a copy of your standard SLA.** **Vendor SLA with third-party vendor infrastructure providers will not be considered an acceptable substitute.**	Yes	Everbridge shall use commercially reasonable efforts to make Everbridge services available to our clients with a Broadcast Availability of 99.99% or greater. "Broadcast Availability" includes the ability to access the Everbridge solution in conjunction with the ability to deploy notifications to one or more contact paths (devices) per recipient. Our solution is high-performance, scalable, and reliable. It will provide a monthly broadcast availability of 99.99% or greater, allowing for real-time call prioritization which provides optimal service to customers at all subscribed service levels. **Broadcast Performance Target** During a 60-minute period, Everbridge shall make a minimum number of notification attempts to the first contact path for all client broadcasts, using the standard configuration to include: ContactBridge—500 characters, Voice—30 seconds, SMS—500 characters, and Email—500 characters. Each will have a minimum of 600,000 notification attempts with the exception of voice, which will have a minimum of 300,000 notification attempts. Notification attempts do not include third-party network delivery. Minimum numbers do not apply where a client uses the broadcast delivery throttling feature or intervals between delivery methods. Everbridge delivered the industry's first and only Elastic Infrastructure Model capable of near infinite scale. This elastic infrastructure significantly increases the performance of the service, by combining the company's large pool of dedicated communication resources with a near infinite pool of on-demand resources from strategic partners. This next generation service and architecture ensures that Everbridge can satisfy the increasing global demand for the company's notification and incident management services, which has the capability to send more than 1 billion messages per year for both emergency incidents and daily operational communications, to reliably protect over 106 million people.

The vendor maintains all infrastructure aspects of the system.	Yes	Everbridge fully hosts, manages, and maintains all aspects of its solution in order to achieve our leading uptime, performance and security commitments to our customers. We utilize a variety of industry leading technologies, vendors, and standards to deliver our solutions. However, Everbridge does not disclose specific information regarding products/versions/specific security details utilized within our solution to any outside party in order to maintain compliance with our security framework which is based on NIST SP 800-37/53. Please see our security and data privacy compliance details at - http://www.everbridge.com/company/about-us/privacy-security-compliance/.
The vendor must provide a "touchless upload" process that does not require integration with Vendor APIs. This upload process must be able to automatically upload contact information at pre-scheduled intervals without requiring manual intervention.		Everbridge supports numerous data management options which include single contact entry, manual upload of Comma Separated Value (CSV) files through the web console, automated upload of CSV files using SFTP, and using our API. Clients may also extend the management of contact data directly to user, if desired. All communication with the Everbridge platform occurs over HTTPS using our valid GeoTrust 2048-Bit TLS 1.2 security certificate which effectively secures all traffic as it traverses the public
Database capacity and phone ports are NOT purchased by the customer and usage and performance are managed by the vendor.	Yes	Everbridge is implemented as a fully redundant, geographically dispersed SaaS infrastructure. Using Everbridge requires no more than an existing PC workstation with a web browser that supports HTTPS TLS encryption. Clients are not required to purchase, install, or maintain any hardware, software, or capacity to leverage the Everbridge system. Historically, the computer operating system, patch level, or service pack level has not had any effect on client's use or access of the system.
Security:		
The system must have the ability to maintain privacy of all contact information through access control where only administrators with appropriate rights can view or update recipient and contact information.	Yes	Everbridge provides a range of security roles that clients will manage and assign to their authorized users. These security roles will define what permissions/access the client user will get when logging into the Everbridge solution. At all times, clients maintain full control over granting/altering/revoking access for any of their users. Client may define as many administrative users as they require.

The system must have the ability to allow selected recipients to add or modify individual's contact information.	Yes	Everbridge provides a range of security roles that clients will manage and assign to their authorized users. These security roles will define what permissions/access the client user will get when logging into the Everbridge solution. At all times, clients maintain full control over granting/altering/revoking access for any of their users. Client may define as many administrative users as they require.
The system must have the ability for an administrator to set the default order of devices used to notify recipients, but also allow users to override the order if they have appropriate rights to do so.	Yes	Everbridge supports rules to define the sequence of message delivery. This functionality is offered from an "admin" perspective whereby the Delivery Methods (devices) to which notification are sent are contacted in a desired order. This setting is "global" within the platform. Furthermore, "admin" level users may also access any contact profile and adjust the priority settings for any user directly.
The system administrators must have the ability to create groupings of recipients. For example, by team, department, division, or building.	Yes	Everbridge Complies. Through the Everbridge User Interface a user has the ability to select contacts (based on their access control and role type) either by selecting Individuals, selecting groups or selecting a rule. Within the individual contact selection area Everbridge has built in an advanced filtering capabilities for the on the fly scenarios where a user needs to dynamically select a "smart group" of contacts without having that "smart group" defined in advance.

| System must adhere to a "defense in-depth" approach to ensure application and infrastructure security. | Yes | Everbridge employs a Defense-in-Depth strategy to protect our resources and our Client Information Resources and to protect our clients' privacy. Our strategy encompasses four critical categories: *access, network security, infrastructure security*, and *application security*.

 • **Access:** Everbridge controls access to client data and to Everbridge's computing and networking resources by using industry standards for physical and logical access and by employing corporate controls to safeguard against unauthorized disclosures. Everbridge also requires all clients to comply with the Terms of Use agreement for the use of the Everbridge product.
 • **Network Security:** Everbridge's internal corporate and SaaS production networks are protected on a number of levels. The internal corporate network is physically separate from the Everbridge SaaS production network. Firewall technologies are employed to protect computing assets. A security assessment is performed annually by a recognized third party authority on network security, penetration testing, and intrusion detection.
 • **Infrastructure Security:** Everbridge's SaaS production infrastructure security implementation encompasses auditing, internal monitoring, load-balancing, and component clustering. Automated auditing includes tracking all activity (add, delete, change) on all data in the system. Monitoring encompasses user activity, application activity, and infrastructure activity. The combination of automated auditing and monitoring ensures no unauthorized processes run on any component of the infrastructure and all access requests and attempts are challenged and recorded in a log.
 • **Application Security:** Everbridge uses industry standard practices for controlling changes to the application, and for applying updates and patches to any part of the application solution.
 • Everbridge performs monthly internal and external vulnerability scans against our systems using and, we contract with a third-party for annual penetration testing as well. |

		Continued from above: • Data transmission that occurs between the customer organization and the Everbridge SaaS solution is done via secure HTTP (HTTPS) TLS 1.2 256-Bit encryption, securing the data transfer. • Client contact data stored in the Everbridge system is encrypted "at rest" using AES 256-Bit encryption
The system must be SSAE16 compliant.	Yes	Everbridge's SOC3 is a publicly available document (http://17711-presscdn-0-27.pagely.netdna-cdn.com/wp-content/uploads/2015/12/SOC-3_2015-Everbridge-Inc.-Audit-Report-Management-Assertion-System-Description.pdf) and attests to Everbridge having successfully completed a SOC2. The SOC2 is a confidential document and upon final selection and under NDA, Everbridge's able to provide this document to a designated client contact using a secure communication method (DocuSign). Please contact your assigned Account Representative for more information.
All network and application servers must be "locked down" with no extraneous services running on them. **Describe your network security.**	Yes	Network Security - Network security is based on the principle of "hide everything, control all access." Firewalls are locked down to allow access only via HTTPS and SMTP (for mail) and DNS (our name servers). Administrative access is authenticated by the VPN server and is encrypted. No direct access from the public is allowed to any Everbridge application or database servers. Servers are locked down; no extraneous services are allowed to run on them.
The system must have security to prevent inappropriate use and to maintain data privacy. **This includes login/password authentication on the telephone and on the web.**	Yes .	Everbridge exposes administrative settings at the Account Level and the Organization Level of the Everbridge solution. These options are configurable by authorized client administrators and without Everbridge intervention. Additionally, clients will maintain full control over the users that have been granted login access to the Everbridge solution, the security role they have been granted and access may be enabled/edited/revoked at any time without Everbridge intervention.

SSL must be used to transmit data across the internet. Describe your transmission security.	No	Everbridge does not comply. Everbridge supports the communication with our solution using HTTPS TLS 1.2 encryption/security. SSL is no longer utilized for security reasons (see POODLE vulnerability: https://www.us-cert.gov/ncas/alerts/TA14-290A). At this time, we do not support further use of digital certificates with our solution in regards to communication. Everbridge would be glad to discuss this topic further upon downselect and under NDA. Please contact your assigned Everbridge Account Representative for more information.
Key data must be encrypted in the database.	Yes	Everbridge maintains a centralized key management and store system for the encryption technologies utilized within the production notification platform.
The application must regularly undergo a security audit. Upon request Vendor must be willing to provide the most recent security audit/test report.	Yes	Yes. To verify the effectiveness of our security policies and procedures, Everbridge engages a third party to conduct an annual independent security audit. The audit is performed by a third party who is knowledgeable in network designs, penetration testing, and vulnerability assessments. The audit assesses: • Security policy and administrative controls (as compared to ISO 27000-series) • Internal vulnerability Network architecture and configuration (as compared to industry best practices) • Technical security controls and mechanisms (i.e., implementation and configuration of anti-virus, firewall, intrusion detection, etc.) • Application vulnerabilities (application design and coding) In addition, Everbridge's data center provider performs SOC 2 audits annually. All findings are documented and remediation plans are developed and added to an ongoing Plan of Action and Milestones document (PoAM).

Vendor employees with access to any customer data facility must have undergone comprehensive background investigations. Describe the investigation processes your company has completed.	Yes	Everbridge complies. Everbridge performs or has previously performed a rigorous background check on all Everbridge employees who have access to technology infrastructure or client data. We use an industry-leading third party for these checks, which include: - Social Security Number Trace/Address Verification - Consumer Credit Report * - County Criminal - Federal District Criminal - Driving Record * - Education Verification * - Employment Verification - Nationwide Criminal Search with Alias - Nationwide Registered Sex Offender Search * Specific background element conducted based on position and position requirements.
General System Specifications:	**Y/N**	**Comments**
The system must be offered as a Software as a service, SaaS platform.	Yes	
No hardware is required beyond existing PC workstations with Microsoft OS: **Windows 2000 – Windows 2010 must all be supported**	Yes	Using Everbridge requires no more than an existing Windows or Mac PC workstation with a web browser that supports HTTPS TLS 1.2 256-Bit encryption. Clients are not required to purchase, install, or maintain any hardware, software, or capacity to leverage the Everbridge system. Should a client choose to use the Everbridge "Online Recorder" or attach files to a notification deployment, the Adobe Flash player is required. Other plug-ins are not required.
Separate installation of software and hardware is not required.	Yes	Using Everbridge requires no more than an existing Windows or Mac PC workstation with a web browser that supports HTTPS TLS 1.2 256-Bit encryption. Clients are not required to purchase, install, or maintain any hardware, software, or capacity to leverage the Everbridge system. Should a client choose to use the Everbridge "Online Recorder" or attach files to a notification deployment, the Adobe Flash player is required. Other plug-ins are not required.

Microsoft Internet Explorer 6.0 or later, Firefox, and Google Chrome must be supported browsers. Please specify if you do not support one of these browsers.	Yes	Everbridge supports any browser that can connect using HTTPS TLS 1.2 256-Bit encryption. Specific versions of popular browsers include: • Internet Explorer 9 (recommended), 10 (recommended), 11 • Mozilla Firefox --latest version • Google Chrome--latest version • Apple Safari—5.1.2 (recommended), 6, 7
Set up must be fast and easy	Yes	Please refer to our standard onboarding documentation (Everbridge Standard Implementation.pdf) accompanying this response. Everbridge also offers premium implementation and support services as Professional Services for additional fees.
Upgrades and enhancements are provided seamlessly at no additional cost.	Yes	Due to the hosted nature of the system, all maintenance and upgrades are performed internally by authorized Everbridge personnel and at no charge to our clients. However, from time to time, we introduce premium features to which clients have the option to subscribe to
There are no limits to the number of users who simultaneously access the system	Yes	
There are no limits to the number of administrators who can simultaneously	Yes	
There must NOT be any 'fail-over' time when Jefferson County would be unable to access the notification system if a data center becomes unavailable.	Yes	Everbridge is implemented as a fully redundant, geographically dispersed SaaS infrastructure. Using Everbridge requires no more than an existing PC workstation with a web browser that supports HTTPS TLS encryption. Clients are not required to purchase, install, or maintain any hardware, software, or capacity to leverage the Everbridge system. Historically, the computer operating system, patch level, or service pack level has not had any
The system must have the capability to initiate AT LEAST 2,000 30-second local or	Yes	We have the capability of 300,000 notification attempts per hour.
The system must have the ability to send multiple notifications at the same time to the same or different recipients.	Yes	The Everbridge infrastructure allows for multiple broadcasts to be simultaneously launched. For example, during Winter Storm Juno 1,700 broadcasts were launched in a single hour. This was the result of multiple agencies simultaneously launching different broadcasts to different recipients.
The system must be scalable to accommodate additional recipients' contact information on-demand.	Yes	Yes, clients may add new contact information (or remove contact information) from the Everbridge solution at any time using any of our available delivery methods.

The system must have the ability to prioritize emergency notifications over standard notifications in the message delivery queue.	Yes	The system provides two potential notification priorities—High Priority and Non-Priority. High-Priority notifications are initiated before any of the Non-Priority notifications ensuring emergency communications are deployed as fast
The system must be able to support at least ten (10) different communication path types per recipient, including all voice path types, email, text message, fax, pager, PC, and instant message.	Yes	Everbridge supports up to 29 contact paths per recipient.
The system must have the ability to initiate and deliver notifications 24x7x365 with AT LEAST 99.99% availability.	Yes	The Everbridge system will have a service availability of 99.99% or greater for all clients. Everbridge suite is a Software-as-a-Service (SaaS) solution that is fully redundant, fully hosted, geographically dispersed, and available
The system must run on a robust, high transaction volume database (e.g., Oracle) that can handle large volumes of data used for transmissions of notifications during an emergency.	Yes	While Everbridge does not divulge specific details on client implementations or deployments (to maintain confidentiality), our performance during events such as Winter Storm Juno demonstrates that Everbridge is able to reliably deploy the messages that are demanded by our client base. These are the times when infrastructure and usability are most important, and these are the times when Everbridge shines the brightest. • During Winter Storm Juno, Everbridge deployed nearly 11,300,000 messages from 1/26/3015 to 1/29/2015 (42,838 broadcasts launched; 7,100,000 individuals contacted; 11,300,000 messages sent) From a historical viewpoint, broadcasts including over 50,000 recipients were considered to be large and unusual in the Everbridge platform 2 years ago. However, today, 100,000+ recipient broadcasts are considered routine and have no impact on the platform or other client broadcasts. Furthermore, from a total business perspective, Everbridge enjoys a 98% client retention rate and we continually work hard to make our system scalable, reliable, high-performing, and constantly available for our clients.

The system must have a 'quick-launch' feature that allows a user to initiate a notification from a single screen after logging in to the system.	Yes	In regards to creating new notifications, we provide a single page workflow which allows clients to specify message type, message content, target audience, and deployment options (such as devices to target, number of contact cycles, etc.). Using this workflow, it takes less than one minute to define a notification and send it from the platform. Furthermore, notifications may be launched even more quickly using our Notification Templates, whereby various elements of the notification deployment may be defined ahead of time – reducing the selection of the options to send the notification when needed.
The system must be accessible for launching a notification using an iPad, iPhone, Android, PC, and Windows Mobile devices.	Yes	This functionality is available to authorized client administrators using our ManageBridge app (for iOS and Android devices) or from our universal mobile URL (which is accessible from any computing device with an HTTPS TLS supported web browser).
The system must have the ability to add or edit recipient and contact information directly within the system.	Yes	Everbridge supports numerous data management options which include single contact entry, manual upload of Comma Separated Value (CSV) files through the web console, automated upload of CSV files using SFTP, and using our API. Clients may also extend the management of contact data directly to user, if desired. All communication with the Everbridge platform occurs over HTTPS using our valid GeoTrust 2048-Bit TLS 1.2 security certificate which effectively secures all traffic as it traverses the public internet. Regardless of the data management option selected, clients: • Maintain full control of the data management process • Maintain full control over the data fields that are populated within Everbridge • May pass data to the Everbridge system from multiple internal data sources • May choose to update single contact records or data elements, manage data in bulk or "batch" fashion, or programmatically manage data using our Contact API • May assign Group membership and manage "dynamic grouping" elements (Additional Information fields) • May blend our data management options to achieve the best solution for their organization • May update data at any desired frequency

The system must have the ability to import all or some contact information from an existing database through a regularly	Yes	
The system must have the ability to add or change all or some contact data through an	Yes	
The system must have the ability to export existing recipient and contact information	Yes	
The system must have the ability to send a notification to a list of recipients from a spreadsheet or a database output file "on-the-fly" without storing the recipient's contact information in the database.	Partial	While the Everbridge suite does not support this exact use case as described, we can support an "on the fly upload" of these contacts as a specific Record Type (i.e. – Temporary Contacts), send the notification, and then use another upload file to remove these contacts from the system. This is default functionality available to clients.
The system must have the ability to upload group and escalation information along with contact information.	Partial	Everbridge supports the upload of contacts and group assignments. Escalation pathways are not defined on a per contact basis (they are defined on a per notification basis) and therefore we do not support uploading escalation details.
The system must have the ability to notify recipients via: 1. Phone (landline, mobile, satellite) BlackBerry PDA 1-way and 2-way SMS text message Instant message Email Fax TDD / TTY PC Please note any exceptions to the above.	Yes	Everbridge supports all delivery methods listed for notification deployments with the exception of Instant Messaging.
The system must have the ability to send native SMS text messages using both SMS over SMPP and SMS over SMTP.	Yes	Everbridge supports both the "native" SMS protocol (SMS via SMPP) as well as through email (SMS via SMTP). This is default functionality in the solution.
The system must allow the notification initiator to select from two different device contact sequences depending on whether	Yes	
The system must have the ability to customize the greeting that precedes a	Yes	

The system must have the ability to receive confirmations on all of the contact devices. Phone (landline, mobile, satellite) BlackBerry PDA 1-way and 2-way SMS text message Instant message Email Fax TDD / TTY PC	Partial	Everbridge supports confirmation on all delivery methods listed with the exception of Instant Messaging as we do not support IM clients as a delivery method.
The system must have the ability to store and use at least ten (10) different contact numbers / addresses for each recipient.	Yes	
The system must have the ability to sequence the contact devices/paths so that a recipient's devices are attempted in a prescribed order.	Yes	
The system must have the ability to notify those with special needs through TDD/TTY.	Yes	
Either globally, or on a message by message basis, the system must have the ability to allow the notification initiator to customize the telephone number displayed (caller ID) for voice notifications and the email addresses for text notifications.	Yes	As clients create notifications to be sent, options such as the target audience, the message content, Sender Caller ID and Sender Email Address, Confirmation options, duration for the broadcast, devices to select, etc. may be customized, if desired, prior to deployment.
The system must have the ability to override call- blocking.	No	Regarding voice calls, Everbridge has been designed to circumvent many call blocking systems and provides best practice guidelines to decrease the likelihood of your calls being blocked. Though we cannot guarantee the ability to avoid all call-blocking technologies, our rotational contact methodology allows the user to sidestep this issue by contacting recipients on other devices/telephones if they don't confirm on the number where call blocking is enabled.
The system must have the ability for a recipient to be a member of any number of groups.	Yes	
The system must have the ability to identify one or more "group leaders" for any particular group.	Yes	

The system must have the ability to assign multiple administrators complete access to all functions and user data.	Yes	
The system must have the ability to initiate a notification on any PC with a browser through a secure SSL website.	Yes	
The system must be able to interrupt a PC session with the notification.	Yes	This can be achieved with a desktop alert/popup provided through our partnership with Alertus. Please contact your assigned Everbridge Account Representative for more information.
The system must have the ability to initiate a notification 24x7x365 via an automated telephone system / IVR (Interactive Voice Response) system where callers are guided through the process of sending a notification through a series of telephone key-presses.	Yes	Everbridge supports the ability to launch messages via telephone using our Phone Launch and our Live Operator. Additionally, we support secure web based message initiation as well as through our ManageBridge smartphone/table app. Please contact your assigned Everbridge Account Representative for more information.
Vendor must provide 24x7x365 message initiation assistance with dedicated live operators via a toll-free number.	Yes	Everbridge supports the ability to launch messages via telephone using our Phone Launch and our Live Operator. Additionally, we support secure web based message initiation as well as through our ManageBridge smartphone/table app. Please contact your assigned Everbridge Account Representative for more information.
The system must have a "quick-launch" feature that allows a user to initiate a notification from a single screen after logging in to the system.	Yes	In regards to creating new notifications, we provide a single page workflow which allows clients to specify message type, message content, target audience, and deployment options (such as devices to target, number of contact cycles, etc.). Using this workflow, it takes less than one minute to define a notification and send it from the platform. Furthermore, notifications may be launched even more quickly using our Notification Templates, whereby various elements of the notification deployment may be defined ahead of time – reducing the selection of the options to send the notification when needed.
The system must be accessible for launching a notification using a BlackBerry, Palm Treo, Android, or Windows Mobile device.	Yes	This functionality is available to authorized client administrators using our ManageBridge app (for iOS and Android devices) or from our universal mobile URL (which is accessible from any computing device with an HTTPS TLS supported web browser).

The system must have the ability to send a single notification to combinations of individual recipients and pre-defined groups of recipients where each individual recipient within the group has their own information.		Everbridge supports this requirement by default.
The system must have the ability to set up user-defined fields in the profiles of notification recipients. The system must have the ability to select notification recipients based on user-defined fields (e.g., to send the notification to recipients in a particular location or with a particular skill).	Yes	Many clients leverage our Additional Information fields and our Rules for "dynamic targeting" of notifications.
The system must have the ability to record a message directly from a message-creation page using a telephone.	Yes	
The system must have the ability to send both a recorded message and a text message in a single notification to all recipients for delivery to appropriate devices.	Yes	
The system must have the ability to select a file containing a recorded message for inclusion in a notification.	Yes	
The system must have the ability to enter a message in text and have it converted to speech (i.e., "text-to- speech" conversion) for delivery to appropriate devices.	Yes	
The system must have the ability to create and save pre- recorded voice and text messages for later use in notifications.	Yes	
The system must have the ability to attach and send documents to a text-based device.	Yes	Yes, file attachments can be included with any notification and attachments are delivered to email, fax, and our ContactBridge app.
The system must have the ability to attach a file to a notification and have it sent to a facsimile (fax) machine.	Yes	

The system must have the ability to provide a library of message maps to incorporate into notifications. Please list available message libraries and number of available maps for each: (e.g. pandemics, earthquakes, hurricanes, etc.)	Yes	Everbridge provides extensive message templating capabilities within the solution. We can also offer example messages (message maps) and custom messaging for our clients through our Professional Services team. Please contact your assigned Everbridge Account Representative for more information.
The system must have the ability to request as many redial attempts as required, varying by notification.	Partial	The maximum number of Contact Cycles is 10. Everbridge would welcome the opportunity to discuss this topic further as required.
The system must have the ability to require a delivery confirmation (or not).	Yes	
The system must have the ability to require recipients to enter a PIN to authenticate their identity before a message is delivered.	Yes	Everbridge allows the verification of a telephone recipient's identity through the use of a PIN code before delivering a notification.
The system must have the ability to set up recurring notifications.	Yes	
The system must have the ability to escalate notifications when the intended recipient has not confirmed receipt of a notification (with at least three levels of person-to-person escalation).	Yes	
The system must have a "one-click" capability to re- send a notification to only those who did not respond to the original notification.	Yes	
The system must have the ability to select a subset of the available device types for delivery of a particular notification.	Yes	
The system must have the ability to schedule any type of notification to be sent at a future date and time.	Yes	
The system must have the ability to pre-determine the duration of the notification (i.e., the length of time for which deliveries will be attempted).	Yes	
The system must have the ability to select the number of delivery attempts through all recipient paths.	Yes	

The system must have the ability to distinguish when a live recipient is reached vs. when an answering machine or voicemail has been reached on voice-delivered devices.	Yes	
The system must have the ability to leave a message when a voice-delivered message reaches an answering machine or voicemail.	Yes	
The system must have the ability to tailor the message for live-delivery vs. machine delivery (e.g., to provide a toll-free call-in number to respond to machine-delivered notifications).	Yes	As a premium option, Everbridge can also provide an audio bulletin board that allows clients to post messages to a toll-free call in number and recipients may call in and retrieve notifications from the solution.
The system must have the ability to allow recipients to confirm a notification via a key press on voice-delivery devices such as telephones.	Yes	
Message recipients must be able to confirm a notification via email or text message.	Yes	
The system must have the ability to send "polling" notifications where a recipient is asked to respond to a question or series of questions.	Yes	
The system must have the ability to record or convert text-entered polling responses to speech. For example, if the possible responses are 1 o'clock, 2 o'clock, or 3 o'clock, these responses can be recorded or entered in text that is converted to speech.	Yes	
The system must have the ability to actively "call transfer" notification recipients to a different phone number based upon their message response.	No	
The system must have the ability to request and collect additional numeric information from notification recipients during the polling process (e.g., dates, phone numbers, times, other numeric information)	Yes	Yes, client recipients using our ContactBridge application (for iOS/Android devices) can share additional details (text), pictures, and geo-location information with the Everbridge solution and the client administrators managing the incident(s).

The system must have the ability to record a message which intended recipients can access by calling a toll- free number.	Yes	As a premium option, Everbridge can also provide an audio bulletin board that allows clients to post messages to a toll-free call in number and recipients may call in and retrieve notifications from the solution.
The system must have the ability to access a customized call tree for callers to navigate pre-determined options to retrieve posted messages.	Yes	
The system must have the ability to pre-position a set of notifications each with pre-set recipients and pre- recorded messages that relate to a single situation or scenario.	Yes	
Conference Calling:		
The system must have the ability to automatically transfer notification recipients directly into a live conference bridge without requiring them to dial an additional phone number or an access code.	Yes	Everbridge also provides two-way communication via conference notifications which quickly join selected recipients of the notification to the same conference bridge. Clients may create conference notifications that include up to 96 individuals using our conference bridge system or by leveraging their own internal system for the calls. As target recipients receive the conference notification, they simply "Press 1" to join the call. The recipient is not disconnected from the initial notification call, and does not have to dial an additional telephone number or pass code to be connected to the conference call.
The system must have the ability to allow notification recipients to automatically join a conference call.	Yes	
The system must have the ability to provide the recipient with the phone number and access code for the conference bridge via voicemail when a conference notification is delivered to a phone device that is not answered.	Yes	
The system must have the ability to provide the recipient with the phone number and access code for the conference bridge via e-mail or text message when a conference notification is delivered to a text device or through e-mail.	Yes	

The system must have the ability to schedule a conference notification so that it is delivered in the future.	Yes	
The system must have the ability to send a reminder to recipient's minutes, hours, or days before a scheduled conference notification/call.	Yes	
The system must have the ability to use the company's internal conference bridge or other conference bridge for conference notifications.	Yes	
The system must have the ability to set up "quota notifications" that end after a pre-determined number of confirmations are received.	Yes	
The system must have the ability to automatically contact those who confirm after the quota is reached to inform them that they are no longer needed.	Yes	Everbridge provides the ability to create and send quota-based notifications by using our Polling Notification with Quota enabled. This gives customers the ability to specify a certain number of positions to be filled. Once deployed, the quota notification will start contacting the pool of candidates and continue until enough successful responses are provided to fill the quota count. Once the quota is filled, the system will automatically stop calling the group.

If desired, customers can use our follow-up capability to re-communicate to any desired audience—such as those who confirm receipt after the quota is filled—very quickly.

In a future release, we are planning to introduce an "auto call back" functionality to notify those recipients are not required, but who confirmed/accepted after the quota was met.

Please contact your assigned Everbridge Account Representative for more information. |
| Reports: | | |

The system must provide a real-time dashboard for each active notification broadcast allowing users to perform functions by simply clicking on links and buttons to: • See status of broadcast results without manually refreshing the page • See confirmations and responses in real-time • Re-send notification to unconfirmed recipients • Stop a broadcast • Print broadcast results • View broadcast parameters (e.g., devices, start time, duration, number of cycles, type of notification)	Yes	
The system must have the ability to view history of notification results.	Yes	
Notification broadcast results reports must contain the following information: 1. Name of the notification 2. Date and time of the notification broadcast 3. Name of the person who initiated the broadcast	Yes	

4. Number of redial attempts requested by initiator	Yes	
5. Summary statistics including total recipients, total confirming receipt/not confirming receipt, %confirming/not confirming receipt. If a polling notification, a total for each response.		
6. Detailed calling information including call-result of each attempt within the broadcast including the addresses and associated phone numbers attempted, the attempt number (if multiple attempts/re-dials are requested) and the result: Confirmed (with date and time) Busy No answer Voicemail Please note any exceptions to the above.		
The system must have the ability to view notification results by either confirmed or non-confirmed responses or both.	Yes	Note this is limited to those notifications where a Confirmation was requested. You do have the ability to send without the need for Confirmation.
The system must have the ability to capture and view "polled" responses whether they are selected responses (e.g., press 1 for yes; press 2 for no) or an informational response to a polling question (e.g., a phone number, a date, or a quantity).	Yes	
The system must have the ability to produce ad-hoc reports using all application data, including recipient information, group information, broadcast summary, and broadcast/notification information.	Yes	
The ad-hoc reporting capability must have the ability to view multiple notifications in one report.	Yes	
The system must have the ability to use ad-hoc filters and sort on user-selected data fields.	Yes	
The system must have the ability to track and report on user-defined fields (such as division or building location).	Yes	

The system must have the ability to export all ad-hoc report data in CSV, HTML, or PDF format.	Yes	PDF or CSV only.
Support		
Online documentation must be provided and be understandable by non-technical users.	Yes	
Customer service and message initiation assistance must be staffed with live support staff at all times and available 24x7x365 for all calls.	Yes	

Both initial and follow-up training must be available. Describe available training options.	Yes	In addition to free, unlimited web-based training and a comprehensive on-line knowledge base, Everbridge offers customized training and documentation development to formalize knowledge transfer and ensure ongoing self-sufficiency.
		Whether you select from a list of popular topics or designate specific learning needs, Everbridge Professional Services supplies instructor-led training, course content and documentation customized to match to your organization's unique structure and system usage requirements. This service is advantageous for large entities with well-defined communication processes and/or organizations with frequent employee turnover.
		Everbridge Premium Implementation Service The Everbridge Premium Implementation is offered through a three day onsite program that focuses on system knowledge and customized training to optimize the effectiveness of the Everbridge solution. Furthermore, the Everbridge Premium Implementation leverages expertise and industry best practices to reduce time to adoption maturity and accelerate the solution's ROI. The service is provided by a team composed of highly experienced, credentialed professionals with years of front line boots-on-the-ground incident communications expertise. The Everbridge QuickStart Service focuses on the following key practices.
		Everbridge Best Practices Alignment Service The Everbridge Best Practices Alignment Service is delivered 3-6 months after the GoLive date as an onsite engagement to enhance system configurations, communication processes, and overall program governance. An assessment will be provided to the customer, which includes a gap report on the system deployment maturity and your readiness against industry best practices. Based upon the results of the assessment, the potential areas of focus may include the following actions and deliverables.
		Premium Client Care Services In addition to our in-house 24x7x365 client care/live operator service and self-service portal, Everbridge offers premium service packages that include proactive usage service plan reviews, Certified Emergency Management (CEM) professional operational reviews, dedicated client care representatives, bi-weekly service reviews, monthly custom web-based training sessions, and development of client-specific communications materials to increase internal awareness of system value and ROI.

SPECIFICATIONS

Employee Alert System

Vendor specifications:		
Service Level Agreement The vendor must sign a Service Level Agreement (SLA) directly with Jefferson County assigning dedicated vendor resources. Service Level Agreements between Jefferson County and Vendor will include metrics for response time and message delivery. Provide a copy of your standard SLA. **Vendor SLA with third-party vendor infrastructure providers will not be considered an acceptable substitute.**		********************************** Please see all feature specification responses in the Everbridge proposal document. Complete responses for each specification are included in the section titled "Specifications". **********************************
The vendor maintains all infrastructure aspects of the system.		
The vendor must provide a "touchless upload" process that does not require integration with Vendor APIs. This upload process must be able to automatically upload contact information at pre-scheduled intervals without requiring manual intervention.		
Database capacity and phone ports are **NOT** purchased by the customer and usage and performance are managed by the vendor.		
Security:		
The system must have the ability to maintain privacy of all contact information through access control where only administrators with appropriate rights can view or update recipient and contact information.		
The system must have the ability to allow selected recipients to add or modify individual's contact information.		

Support		
Online documentation must be provided and be understandable by non-technical users.		
Customer service and message initiation assistance must be staffed with live support staff at all times and available 24x7x365 for all calls.		
Both initial and follow-up training must be available. Describe available training options.		

Total Cost of the system $＿＿＿＿$12,393/year＿＿＿＿＿＿＿＿＿
＿＿＿＿＿＿＿(*see Everbridge price quote for additional details)

Quotation

Prepared for:

Randy Muller
Jefferson County, MO
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House Springs MO 63051-2457
United States
Ph: 636 797 5592
Fax:
Email: rmuller@jeffcomo.org

Quote #:	Q-04024-2
Date:	5/10/2017
Expires On:	6/9/2017
	Confidential

Salesperson:	Travis Scott
Phone:	818-275-5415
Email:	travis.scott@everbridge.com

Contract Summary Information:	
Contract Period:	12 Months

Contact Summary:

Household Count:	0
Employee Count:	700

Year 1

QTY	DESCRIPTION	PRICE
1	Everbridge Mass Notification (MN) with Unlimited Domestic Minutes	USD 12,975.00
1	Everbridge ContactBridge	USD 0.00
	Year 1 TOTAL:	USD 12,975.00

Pricing Summary:

Year One Fees:	USD 12,975.00
One-time Implementation and Setup Fees:	USD 1,038.00
Professional Services:	USD 0.00
Total Year One Fees Due:	**USD 14,013.00**