



CITY OF HOUSTON - CITY COUNCIL

Meeting Date: 10/15/2024

ALL

Item Creation Date: 9/25/2024

T26102.A2- Mass Notification System (Everbridge, Inc.) - ORDINANCE

Agenda Item#: 31.

Background:

T26102.A2— Approve an ordinance amending Ordinance No.2017-0817 (approved on October 18, 2017) to increase the maximum contract amount from \$802,500.00 to \$907,500.00; Approve and authorize a Second Amendment to Contract No. 4600014578 between the City of Houston and Everbridge, Inc. to extend the contract term from October 24, 2024, to October 24, 2025, for the mass notification system for the Office of Emergency Management.

Specific Explanation:

The Director of Public Safety and Homeland Security and the Chief Procurement Officer recommend that City Council approve an amending ordinance to increase the maximum contract amount from **\$802,500.00 to \$907,500.00** and authorize a Second Amendment to the contract between the City of Houston and **Everbridge, Inc.** to extend the contract term from **October 24, 2024 to October 24, 2025**, for the mass notification system for the Office of Emergency Management.

The original agreement was awarded on October 18, 2017, by Ordinance No. 2017-0817 for a five (5) year initial term, with two (2) additional one-year option periods in the original amount of \$645,000.00. On February 22, 2023, a First Amendment was approved by Ordinance No. 2023-121, increasing the maximum contract amount from \$645,000.00 to \$802,500.00 and adding federal provisions to the original agreement. Expenditures as of October 7, 2024 totaled \$765,110.67. The additional funding and time added to this contract will allow SPD to complete a new procurement prior to the expiration of this contract on October 24, 2025.

The scope of work requires Everbridge, Inc. to provide a mass notification system with the flexibility to accommodate subscriber preferences and the refinement to meet the unique needs of specific populations. Such related services shall include, but may not be limited to:

- Web-based application with remote access and mobile device responsiveness for system users.
- Secure and encrypted connection and contact encryption, protecting sensitive documents and contact information.
- System supports high volume (>200,000 contacts) and high-frequency notifications.
- Ability to customize contact groups for targeted messages based on specific form fields (ex., zip code, department, organization, building number).
- The ability to customize messages based on the alert mode (ex., short message for SMS or Twitter, paragraph format with images for email).
- Platform integration with FEMA iPAWS.
- Real-time language translation services for Houston’s primary Limited English Proficiency (LEP) populations to include Spanish, Vietnamese, Chinese, Arabic, and French.

MWBE Participation:

M/WBE Zero Percentage Goal document approved by the Office of Business Opportunity.

Fiscal Note:

No fiscal note is required on grant items.

10/8/2024

DocuSigned by:

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 Jedediah Greenfield
 Chief Procurement Officer
 Finance/Strategic Procurement Division

 Department Approval

Estimated Spending Authority			
Department	FY2025	Out-Years	Total
Public Safety and Homeland Security	\$105,000.00	\$0.00	\$105,000.00

