

Aaron Duncan
Fire Chief & Director of Emergency Services

Fire Department Headquarters
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Telephone 661-391-7000 • FAX 661-399-2915 • TTY Relay 800-735-2929



December 9, 2025

Board of Supervisors
Kern County Administrative Center
1115 Truxtun Avenue
Bakersfield, CA 93301

**PROPOSED AMENDMENT NO. 20 TO AGREEMENT NO. 1019-2008 WITH EVERBRIDGE,
INC., FOR EMERGENCY MANAGEMENT SERVICES TO EXTEND THE TERM TO
DECEMBER 31, 2026, AND INCREASE FUNDING BY \$106,820**
Fiscal Impact: \$106,820; Fire Fund; Budgeted; Discretionary

This is to request your Board's approval of the attached Amendment No. 20 to Agreement No. 1019-2008 with Everbridge, Inc., for emergency management services. The proposed amendment will extend the term of the agreement for a successive twelve (12) month period and increase contract funding by \$106,820.

This amendment will allow continued operation of the ReadyKern system. ReadyKern was launched in January 2009. Since then, the Fire Department and other County departments and non-governmental organizations have continuously promoted ReadyKern and encouraged people who live and work in Kern County to register contact information, including but not limited to landline and mobile telephone numbers, email addresses, and text message numbers. These efforts have led to several thousand Kern County residents registering a variety of contact paths.

From January 1, 2025, to November 10, 2025, there were 31 ReadyKern messages distributed throughout Kern County. While the majority of the alert and warning emergency messages were circulated during wildfires in the Kern River Valley, Frazier Park and Lebec areas, other hazards plagued parts of the County that required immediate emergency notifications, providing protective action constituents could take to keep themselves, their property and animals safe.

The ReadyKern system was used to issue evacuation warnings to constituents in Western Kern County due to the Madre Fire that was burning out of control within San Luis Obispo County. ReadyKern emergency messaging was also distributed during two separate HAZMAT situations that required those within the area to be under an evacuation warning and a shelter in place advisory. The protective actions that were within these messages provided constituents in the area with instructions to follow to keep safe, and to be aware of the situation. Two later summer weather events prompted the use of an Advisory message, sent to those within the Borel Burn Scar providing information on how to stay prepared during the forecasted heavy rains and flooding. Within all broadcasted ReadyKern messages, recipients have benefited Kern County's capability of Wireless Emergency Alerts (WEAs) being simultaneously disseminated, allowing unsuspecting travelers and visitors to these affected regions to be informed immediately of the threats.

ReadyKern continues to be an essential tool to quickly disseminate public safety information based on incident geography. In addition, premium features added in previous years allow us to increase the reach of the County's emergency notifications by several thousand residents using social media and decrease the amount of time it takes to launch emergency notifications, allowing us to provide important safety information to residents even more quickly.

ReadyKern continues to be a reliable, easy-to-use Telephone Emergency Notification System. Everbridge, Inc., continues to demonstrate they are responsive to the County's needs, committed to ensuring that ReadyKern functions properly, and eager to work with the County to make the system as effective as possible.

County Counsel has approved the amended Agreement as to form and agrees with the Fire Department's recommendation to utilize this contractor.

Therefore, IT IS RECOMMENDED that your Board approve and authorize the Chairman to sign Amendment No. 20 to Agreement 1019-2008 with Everbridge, Inc., to extend the term from January 1, 2026, to December 31, 2026, and increase the funding by \$106,820 for emergency management services for a telephone emergency notification system.

Sincerely,



AARON DUNCAN

Fire Chief & Director of Emergency Services

**Amendment No. 20
To
Agreement for Emergency Management Services
Independent Contractor
(County of Kern – Everbridge, Incorporated)**

THIS AMENDMENT NO. 20 TO AGREEMENT, effective this _____ day of _____, 20__, is between COUNTY OF KERN, a political subdivision of the State of California (hereinafter "COUNTY"), as represented by the FIRE DEPARTMENT, OFFICE OF EMERGENCY SERVICES, and EVERBRIDGE, INC., a Delaware corporation, Federal Tax ID 26-2919312 (hereinafter "CONTRACTOR"), whose principal place of business is at 8300 Boone Blvd, Vienna, VA 22182.

RECITALS:

- A. COUNTY and CONTRACTOR entered into an Agreement, dated November 18, 2008, for the term of November 18, 2008, through December 31, 2010, Kern County Agreement #1019- 2008, which was amended on January 6, 2009, Kern County Agreement #009-2009, April 28, 2009, Kern County Agreement #251-2009, December 7, 2010, Kern County Agreement #1080-2010, June 14, 2011, Kern County Agreement #389-2011, December 13, 2011, Kern County Agreement #892-2011, January 22, 2013, Kern County Agreement #045-2013, December 17, 2013, Kern County Agreement #946-2013, December 2, 2014, Kern County Agreement #859-2014, January 5, 2016, Kern County Agreement #004-2016, February 9, 2016, Kern County Agreement #073-2016, November 15, 2016, Kern County Agreement #1107-2016, December 5, 2017, Kern County Agreement #716-2017, December 4, 2018, Kern County Agreement #747-2018, Kern County Agreement #708-2019, November 19, 2019, Kern County Agreement #003-2021, January 5, 2021, Kern County Agreement #716-2021, January 7, 2022, Kern County Agreement #007-2023, January 10, 2023, Kern County Agreement #679-2024, December 17, 2024 (hereinafter "Amended Agreement"), for the provision of Emergency Management Services to provide mass notification services; and
- B. COUNTY wishes to extend the term of the Amended Agreement for a successive twelve (12) month period, as permitted under the Amended Agreement; and
- C. COUNTY recently secured alerting authority within FEMA's Integrated Public Alert and Warning System (IPAWS), which allows COUNTY to interface with the IPAWS Open Platform for Emergency Networks (OPEN); and
- D. IPAWS-OPEN integrates access to traditional public alert and warning systems, such as the Emergency Alert System and National Weather Service radio, as well as newer technologies such as Wireless Emergency Alerts (WEA), which can be simultaneously pushed to every compatible mobile device within a targeted area,

despite network congestion and regardless of COUNTY residency or registration status, to rapidly communicate essential information in an emergency; and

- E. To finish creating a comprehensive alert and warning program, COUNTY must integrate the existing mass notification platform with IPAWS-OPEN; and
- F. To integrate with IPAWS-OPEN, COUNTY must procure IPAWS-compatible software; and
- G. CONTRACTOR is willing and able to provide COUNTY with IPAWS-compatible software as part of the existing mass notification platform at no additional fee; and
- H. COUNTY desires to access the IPAWS-OPEN through the CONTRACTOR's mass notification services; and
- I. CONTRACTOR wishes to add Amended Agreement Paragraph 2. k. RESPONSIBILITIES OF CONTRACTOR to state that the mass notification services provided shall include IPAWS-compatible software; and
- J. COUNTY wishes to add Amended Agreement Paragraph 3. h. RESPONSIBILITIES OF COUNTY to add the terms and conditions on which COUNTY will have access to IPAWS-OPEN; and
- K. The Parties to the Amended Agreement desire to amend the Agreement as specified hereinbelow.

NOW, THEREFORE, COUNTY and CONTRACTOR do mutually agree as follows:

- 1. Paragraph 2. k., RESPONSIBILITIES OF CONTRACTOR, is hereby added to the Amended Agreement to read in its entirety as follows:

“The service shall include access to software compatible with IPAWS (FEMA's Integrated Public Alert and Warning System) OPEN (Open Platform for Emergency Networks) to enhance the COUNTY's ability to rapidly communicate essential information in an emergency.”

- 2. Paragraph 3. h., RESPONSIBILITIES OF COUNTY, is hereby added to the Amended Agreement to read in its entirety as follows:

“CONTRACTOR has granted COUNTY access to IPAWS (FEMA's Integrated Public Alert and Warning System) OPEN (Open Platform for Emergency Networks) to enhance the COUNTY's ability to rapidly communicate essential information in an emergency. COUNTY agrees to the following additional terms and conditions on which access is granted:

- a) “IPAWS Authorization: COUNTY represents and warrants to CONTRACTOR that any employees, agents, or representatives of COUNTY who access

IPAWS-OPEN using COUNTY's credentials provided by FEMA (each, an 'IPAWS User'), are authorized by FEMA to use IPAWS-OPEN, have completed all required training, and COUNTY has executed an IPAWS Memorandum of Agreement ('MOA') with FEMA. COUNTY shall contact CONTRACTOR immediately upon any change in COUNTY or any IPAWS User's right to access IPAWS-OPEN. COUNTY shall only access IPAWS-OPEN using its designated credentials and FEMA issued digital certificate (Digital Certificate'). COUNTY acknowledges and agrees that CONTRACTOR shall not have access to its credentials and that COUNTY assumes full responsibility for maintaining the confidentiality of any credentials issued to it. COUNTY shall be solely responsible for any and all claims, damages, expenses (including attorneys' fees and costs) that arise from any unauthorized use or access to IPAWS-OPEN.

- b) **Credentials:** COUNTY shall load and maintain within its CONTRACTOR account Organization, its Digital Certificate, COG ID (Collaborating Operating Group identification), and Common Name. COUNTY authorizes and requests CONTRACTOR to use the foregoing stored information to connect COUNTY to IPAWS-OPEN.
- c) **Messaging:** COUNTY acknowledges and agrees that: (i) upon submission of messages to IPAWS-OPEN, CONTRACTOR shall have no further liability for the distribution of such message, and that the distribution through IPAWS-OPEN, including, but not limited to, delivery through the Emergency Alert System or the Commercial Mobile Alert System, is in no way guaranteed or controlled by CONTRACTOR; (ii) CONTRACTOR shall not be liable as a result of any failure to receive messages distributed through IPAWS-OPEN; (iii) IPAWS may include additional features not supported through the CONTRACTOR system, and CONTRACTOR shall not be required to provide such additional features to COUNTY; and (iv) COUNTY shall be solely responsible and liable for the content of any and all messages sent through IPAWS-OPEN utilizing its access codes.
- d) **Term:** COUNTY acknowledges and agrees that access to IPAWS-OPEN shall be available once COUNTY has provided CONTRACTOR with the Digital Certificate and any other reasonably requested information to verify access to the system. Upon termination of the Agreement access to IPAWS-OPEN shall immediately terminate. In addition, CONTRACTOR may immediately terminate, without liability, access to IPAWS-OPEN, if COUNTY breaches this Addendum, the MOA, or FEMA changes the IPAWS-OPEN system so that it materially changes the business terms and/or feasibility for CONTRACTOR to provide such access."
 - i. The term of the Amended Agreement shall be extended for an additional twelve (12) month period from January 1, 2026, to December 31, 2026.

3. Compensation

- ii. Fees payable by COUNTY under the Agreement shall increase from One Million, Six Hundred Fifty-Seven Thousand, Three Hundred Nine Dollars and Sixty-Four Cents (\$1,657,309.64) to a new total not to exceed the amount of One Million, Seven Hundred Sixty-Four Thousand, One Hundred Twenty-Eight Dollars and Ninety Cents (\$1,764,128.90) for the term of the Agreement.

- 4. Services: See Exhibit A to Amendment No. 20, which is attached hereto and incorporated herein for Services.

Except as expressly amended herein, all provisions of the Amended Agreement shall remain in full force and effect. In the event there is any inconsistency between the terms hereof and the Agreement, this Amendment No. 20 shall control.

IN WITNESS WHEREOF, this Amendment No. 20 to the Amended Agreement has been executed as of the date indicated above.

"COUNTY"
COUNTY OF KERN

"CONTRACTOR"
EVERBRIDGE, INC.

By _____
Chairman, Board of Supervisors

By _____
Shirley Devlin-Lebow
Chief Accounting Officer

Dated: _____

Dated: _____

APPROVED AS TO CONTENT:
Kern County Fire Department
Office of Emergency Services

APPROVED AS TO FORM:
Office of the County Counsel

By _____
Aaron Duncan
Fire Chief & Director of Emergency Services

By _____
Joshua H. Rudnick
Deputy County Counsel

Dated: _____

Dated: _____

Prepared for:

Jolene Murillo
 Kern County, CA
 2601 Panorama Dr. Building B
 Bakersfield CA 93306
 United States
 Ph: 661-873-2603
 Fax: (602) 470-5063
 Email: jmurillo@kerncountyfire.org

Quotation

Quote #: Q-210585-1
Date: 10/22/2025
Expires On: 12/17/2025
Confidential

Salesperson: Joanna Walter
Phone:
Email: joanna.walter@everbridge.com
Payment Term: Net 30
Entity ID: Everbridge, Inc. - 26-2919312

Contract Summary Information:

Contract Period:	12 Months
Contract Start Date:	1/1/2026
Contract End Date:	12/31/2026

Year 1

QTY	DESCRIPTION	
910,235	Public Communications Advanced - US	
Year 1 TOTAL:		USD 106,819.26

Pricing Summary:

Year One Fees:	USD 106,819.26
One-time Implementation and Setup Fees:	USD 0.00
Professional Services:	USD 0.00
Total Year One Fees Due:	USD 106,819.26

Messaging Credits Summary:

	Initial Credits Allowance	Additional Credits Purchased	Total Credits
Year 1	13,500,000	0	13,500,000

Quote Terms:

1. Quote subject to the terms and conditions of the Master Services Agreement, including any amendments, executed between the relevant Everbridge entity and the customer listed above (the "Agreement"). Client accepts this by signing the Quote or issuing a Purchase Order referencing the Quote or the services in this quote.
2. Subject to sales taxes where applicable.
3. Except for currency designation, the supplemental notes below, if any, supplied in this Quote are for informational purposes and not intended to be legally binding or override the language of the Agreement.

Please, Sign, Date and Return:

Signature:

Date:

Name (Print):

Title:

Please, Sign, Date and Return:

Signature:

Date:

Name (Print):

Title:

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

Everbridge Public Safety Communications Advanced – US

Everbridge Public Safety Communications Advanced (US) enables government agencies to quickly and reliably send broad or targeted notifications based on lists or location to the public via text, voice, email, and over 100 other modalities, including desktop alerts. Communicate and collaborate internally securely. Engage with your community through zip code and keyword opt-in. With Everbridge, you are supported by an expandable and redundant infrastructure, industry-leading security and compliance, and real-time visualized intelligence. Below is a list of key system inclusions:

Communication channels

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

- Each of the following is counted as a single message credit:
 - SMS Text messages:
 - For messages that contain only GSM characters, each 153 characters or portion thereof.
 - For messages that contain any non-GSM characters, each 67 characters or portion thereof.
 - GSM characters include only characters in the GSM 7-bit default alphabet.
 - Character limits for SMS Text messages are determined by telecommunication providers. Everbridge reserves the right to change the length of a single SMS Text message if telecommunication providers update these amounts.
 - Voice messages or Conference Voice: One minute or portion of a minute of the voice message, calculated on a cumulative basis per month, per destination country.
 - TTY: One minute per TTY message.
 - Fax: Per Page Transmitted.
- Desktop Alerts – Urgent Full-Screen Takeover Alerts
- Everbridge Google Public Alerts displayed in Google Search and Google Maps
- Unlimited notifications through authorized IPAWS channels:
 - Emergency Alert System (EAS)—send short text message to televisions and audio message to radio
 - Wireless Emergency Alerts (WEA) – send short text message to mobile phones
 - Non-Weather Emergency Alerts (NWEM) – send short audio messages to NOAA radio
 - **IPAWS Authorization.** Client represents and warrants to Everbridge that any employee, agents, or representatives of Client who access IPAWS-OPEN using Client’s credentials provided by FEMA (each, an “IPAWS User”), are authorized by FEMA to use IPAWS-OPEN, have completed all required training, and Client has executed an IPAWS Memorandum of Agreement (“MOA”) with FEMA. Client shall contact Everbridge immediately upon any change in Client or any IPAWS User’s right to access IPAWS-OPEN. Client shall only access IPAWS-OPEN using its designated credentials and FEMA issued digital certificate (“Digital Certificate”). Client acknowledges and agrees that Everbridge shall not have access to its credentials and that Client assumes full responsibility for maintaining the confidentiality of any credentials issued to it. Client shall be solely responsible for any and all claims, damages, expenses (including attorneys’ fees and costs) that arise from any unauthorized use or access to IPAWS-OPEN.
 - **Credentials.** Client shall load and maintain within its Everbridge account Organization, its Digital Certificate, COG ID, and Common Name. Client authorizes and requests Everbridge to use the foregoing stored information to connect Client to IPAWS-OPEN.
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SMS, Voice, Fax, conference calls, TTY communications (US & Canada), numeric pager, and notifications are subject to the Everbridge Credit Based Usage Policy.

Core platform access

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

Key features

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

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

Set-up, implementation, and support

- Up to 10 remote support hours via a dedicated Implementation Specialist to be used within 60 days of contract signing. These 10 hours include web-based training, system testing, and administrative set-up. Your Implementation Specialist will also deliver your EB Suite system with best-practice recommended settings configured.
- Unlimited access to Everbridge University classes
- 24x7 customer support (phone, web, email)
- To enable our customer support teams to more effectively solve our customers' support-related issues by providing analytics, suggesting guidance, and improving our knowledge base, as well as allow customers access to our knowledge base through a chat feature. Access to support tickets is needed for the feature to operate, except for the chat feature where no support ticket or other customer data is required.
- Global support/operations centers for redundant live support
- Initial contact data upload and test broadcast support
- 5 live operator message initiations per year

Usage



- For more information about the policies that apply to our Services and how you use them, refer to our Policy Page <https://www.everbridge.com/company-policies>. You will obtain all requisite permissions or consents to support your use. For more information on the accreditations, certifications and operational practices relevant to the Service(s) you have purchased from us, refer to trust.everbridge.com.