

**PORT OF PALM BEACH DISTRICT
REQUEST FOR DISCUSSION AND
COMMISSION ACTION**

**CONSENT AGENDA
ITEM H-5**

PREPARED BY: Paul Zielinski Chief Financial Officer September 20, 2018

SUBJECT: CONTRACT RENEWALS

- A. Everbridge, Inc.
- B. Nozzle Nolen – Subterranean Termite/Chiller Plant
- C. Social Navigator, Inc.

BACKGROUND:

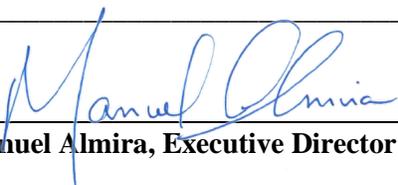
- A. Everbridge, Inc. provides a mass notification/communications platform including a web-based portal to initiate emergency alerts and testing messages, reporting and administration in the event of operational emergency incidents, natural disasters and other crises. The annual cost is \$14,998.00 – 75% Port Security Grant (\$11,248.00) / 25% Port (\$3,750.00), with no increase.
- B. Nozzle Nolen provides yearly termite service to the Chiller Plant. The annual cost is \$160.00, with no increase.
- C. Social Navigator, Inc. is a real-time, live monitoring tool and search engine for web profiles, non-indexed web pages and social media intelligence, allowing the Port to quickly retrieve custom filtered data acquiring visibility on potential criminal and terrorist chatter and activities. The annual cost is \$24,500.00 – 75% Port Security Grant (\$18,375.00) / 25% Port (\$6,125.00), reflecting a 25% increase, which represents the inclusion of Dark Web Access for the term of the subscription.

ADDITIONAL INFORMATION ATTACHED: No _____ Yes X

FINANCIAL IMPACT: These services are funded 75% Port Security Grant/25% Port (Everbridge, Inc. and Social Navigator, Inc.) and the FY2019 Operating Budget (Nozzle Nolen).

RECOMMENDATION: The Board of Commissioners is respectfully requested to authorize the Executive Director to execute 1-year contract extensions with Everbridge, Inc., Nozzle Nolen and Social Navigator, Inc.

Respectfully Submitted By:



Manuel Almira, Executive Director

DATE ACTION TAKEN: _____
Approved: _____
Disapproved: _____
Deferred To: _____
Incorporated into Minutes: _____

Motion By: _____
Seconded By: _____
Unanimous: Yes _____ No _____
By: _____



155 North Lake Avenue, Suite 900
Pasadena, CA 91101 USA

tel: +1-818-230-9700
fax: +1-818-230-9505

www.everbridge.com

Quotation

Prepared for:

Aidy Alonzo
Port of Palm Beach
One East 11th Street, Suite 600
Riviera Beach FL 33404
United States
Ph: (561) 383-4138
Email: aalonzo@portofpalmbeach.com

Quote #: Q-08520
Date: 10/5/2017
Expires On: 11/4/2017
Confidential

Rep: Michael Cardarelli
Phone: (818) 230-9509
Email: michael.cardarelli@everbridge.com

Contract Summary Information:

Contract Period: 36 Months

Contact Summary:

Employee Count:	650
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Year 1

QTY	DESCRIPTION	PRICE
650	Everbridge Mass Notification (MN) with Unlimited Domestic Minutes	USD 8,098.00
1	Incident Communications with Smart Conferencing	USD 2,125.00
1	Everbridge ContactBridge	USD 1,275.00
1	Everbridge Community Engagement	USD 3,500.00
Year 1 TOTAL:		USD 14,998.00

Professional Services

QTY	DESCRIPTION	PRICE
1	Everbridge On-site Education Services (GSA)	USD 3,294.00
Professional Services TOTAL:		USD 3,294.00

Pricing Summary:

Year One Fees:	USD 14,998.00
One-time Implementation and Setup Fees:	USD 568.00

Professional Services:	USD 3,294.00
Total Year One Fees Due:	USD 18,860.00

Ongoing Fees:

Year Two Fees:	USD 14,998.00
Year Three Fees:	USD 14,998.00

Terms & Conditions

1. Additional rates apply for all international calls.
2. Quote subject to terms & conditions of GSA Contract No. GS-35F-0692P and the GSA Approved End User License Agreement ("EULA"), the latter of which is attached hereto and incorporated by reference.
3. Subject to sales taxes where applicable.
4. The supplemental notes below, if any, supplied in this Quote are for informational purposes and not intended to be legally binding or override GSA Contract No. GS-35F-0692P, or the EULA.

Supplemental Notes:

This quote is for up to 650 contacts using Mass Notification, and up to 80,000 opt-in contacts in Community Engagement.

Authorized by Everbridge:

Signature:

Date:

Name (Print):

Title:

To accept this quote, sign, date and return:

Signature:

Date:

Name (Print):

Title:

155 North Lake Avenue, Suite 900
Pasadena, CA 91101 USA
Tel: +1-818-230-9700
Fax: +1-818-230-9505

THANK YOU FOR YOUR BUSINESS!



Everbridge Mass Notification

Everbridge Mass Notification allows users to send notifications to individuals or groups using lists, locations, and visual intelligence. Everbridge Mass Notification is supported by state-of-the-art security protocols, an elastic infrastructure, advanced mobility, interactive reporting and analytics, adaptive people and resource mapping to mirror your organization, and true enterprise class data management capabilities to provide a wide array of data management options. Below is a list of key system inclusions with your new Everbridge Mass Notification system.

Usage

Unlimited Domestic Emergency Alerts and Testing Messages

Unlimited Domestic Non-Emergency Alerts Messaging

*Usage above applies to notifications generated through the Everbridge Manager user interface. Automated notifications are subject to additional fees.

Core Platform Access

Unlimited Administrators for web-based portal to initiate messages, reporting, and administration

Unlimited Administrators for ManageBridge Application (iOS, Android) and Mobile Optimized Notification Site (for Blackberry, Windows 10, etc.)

Two (2) Organization with unlimited nested static and dynamic groups

Access to Everbridge Elastic Infrastructure for message delivery

Custom branded community opt-in portal with custom fields and opt-in subscriptions

Flexible role-based access controls to manage user permissions

Access to Real-Time Dashboard, Notifications Library, Everbridge Universe, and Custom Reporting

Key Notification Features

Integrated GIS/Map-based, rule-based, group-based, or individual contact selection

Ability to send standard, polling, or on-the-fly 'One-Touch' Conference Call messages

One-screen broadcast creation workflow to speed message creation and reduce human error

Everbridge Network to access situational intelligence & notifications shared by other public and private groups

Publish notifications directly to Websites and services that support API access via HTTPS using 'Web Posting'

Contact filtering based on custom criteria

Map-based drawing and selection tools and imported shape files (e.g. Google Maps, Bing Maps, ESRI) Automatic address geo-coding for contacts

Organization specific customizable caller ID, greetings, and broadcast settings

SMPP based SMS text messaging

Multi-language Text to Speech Engine and Custom Voice Recording

Real-time reporting for improved situational awareness and easier after action analysis

5 Live Operator Message Initiations per year

Interactive Dashboard for Organizational Activity Summary

Unlimited Notification Templates

Self-service Single Contact Record Adjustments

Self-service Contact Import via CSV Upload

Bulk Contact Management Automation via Secure FTP

4 Everbridge basic conference bridge codes

Set-up, Implementation & Support

Up to 10 total hours of a dedicated Implementation Specialist during a Standard Implementation
Self Service Administrative Set-up, Configuration and Default Preferences
Initial Member Data Upload and Test Broadcast Support
Unlimited Access to Everbridge University classes
24x7 Customer Support (phone, web, email)
Global Support/Operations Centers for Redundant Live Support Dedicated
Account Manager

www.everbridge.com



Everbridge Incident Communications

Delays and errors in operational communications happen every day increasing recovery times, impacting revenue and increasing risk. Everbridge Incident Communications automates your notification procedures by allowing users to select pre-defined messages and processes to use for a specified incident and then determining the correct list of stakeholders and responders.

Access

1 (one) Incident Management Organization Unlimited
Incident Administrator and User seats

Key Features

- Unlimited Incident Templates
- Incident Templates supporting different messages & delivery settings based on notification phase (New, Update, Close)
- Multi-step workflow that prompts users to add required incident details
- Incident communication logging for all broadcast and confirmations
- Incident journal to capture additional details not included in incident communications
- Reporting of all incident communications details and responses in a PDF format
- Custom reports analyze incident communications effectiveness
- Communication broadcasts and confirmations include audit trails and timestamps
- Search across incidents using status, user, type and date
- Real-time incident dashboard for operators showing all open incidents
- 4 Everbridge basic conference bridge codes

Set-up, Implementation, and Support

- Up to 10 total hours of a dedicated Implementation Specialist inclusive of Mass Notification Implementation
- Self Service Administrative Set-up, Configuration and Default Preferences
- Initial Member Data Upload and Test Broadcast Support
- Unlimited Access to Everbridge University classes
- 24x7 Customer Support (phone, web, email)
- Global Support/Operations Centers for Redundant Live Support Dedicated Account Manager

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.

www.everbridge.com

Everbridge ContactBridge

Everbridge ContactBridge application allows users to aggregate mobile recipient feedback in a single communications place enabling decision makers to communicate efficiently with first responders, and their employees and constituents. Below is a list of key system inclusions with Everbridge ContactBridge Application.

Usage

Unlimited Outbound Notifications to Everbridge Mobile Recipient Application via ContactBridge Notifications
Unlimited Inbound Notifications from Everbridge Mobile Recipient Application

Access

Single Web interface console to display aggregated Information
Unlimited administrator access to the Everbridge System

Key Notification Features

Fully integrated with Everbridge Mass Notification
Custom threshold rules and settings for ContactBridge initiated messages

- Define messages and key recipients upon threshold trigger
- Visual and automated alerts when Threshold is reached

Receive and display images, comments and location information from contacts
Advanced Graphical Reporting including Geographic locations if available
Recipient ContactBridge Application for iOS and Android Devices

Set-up & Implementation

Access to a dedicated Implementation Specialist during a Standard Implementation
Self Service Administrative Set-up, Configuration and Default Preferences
Initial Member Creation and Test Notification Support
Unlimited Access to Everbridge University
24x7 Customer Support (phone, web, email)
Global Support/Operations Centers
Dedicated Account Manager

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.

Everbridge Community Engagement (SLG)

The Community Engagement solution supports easy opt-in capabilities for both public and private events. Gathering opt-ins, whether the general public or internal stakeholders, can be very difficult. With mobile keywords, large groups of people can easily opt-in to a database by texting a keyword. Additionally, the Visitor Engagement solution allows you enable event-focused web pages to increase the visibility and safety of your event.

Usage*

- Unlimited E-mail Messages
- Unlimited Facebook & Twitter Postings
- Unlimited SMS Messages within the United States

Core Platform Access

- Unlimited Administrators for web-based portal to initiate messages, reporting, and administration
- Unlimited number of keyword Opt-In recipients
- Access to 5 event keywords
- Access to Public and Private Event Web Pages which are integrated with your Member Portal and can include registration widgets and social sharing options so visitors can share your notifications to their social networks.

Key Notification Features

- Publish event based notifications via e-mail and SMS
- Publish event based notifications directly to Facebook and Twitter
- Publish event based notifications directly to Event Web Pages
- Automatic opt-in expirations
- Zip Code opt-in functionality for residents
- Google Public Alerts integration
- SMPP based SMS text messaging
- Messaging templates to speed up communications
- SMS, Email, Delivery Reporting

Set-up, Implementation & Support

- Self Service Administrative Set-up, Configuration and Default Preferences
- Initial Member Data Upload and Test Broadcast Support Unlimited
Access to Everbridge University classes
- 24x7 Customer Support (phone, web, email)
- Global Support/Operations Centers for Redundant Live Support

1 DAY MASS NOTIFICATION ON-SITE TRAINING



MASS NOTIFICATION - ADMINISTRATOR TRAINING

- + Audience: All Everbridge Organization Leaders and organization administrators using Mass Notification
- + Prerequisites: No prerequisites
- + Duration: 1/2 Day

COURSE OUTLINE

- + Introduction of Mass Notification
 - + Everbridge URL and Logging In
 - + Everbridge Roles
- + User Management
 - + Creating Users
 - + Assigning Roles - Account Admin, Organization Admin, and Group Leader
- + Notifications
 - + Overview of New Notifications
 - + Notifications Templates
 - + Active Broadcast/Historical Reporting
- + Contacts
 - + Creating Contacts Manually
 - + Creating Groups Manually
 - + Creating Rules that are Used When Sending a Notification
 - + Using an Upload File
- + Settings
 - + Organization Settings
 - + Broadcast Settings
 - + Contact and Group Settings
 - + GIS Settings
- + Mobile Manager App
 - + Organization Settings
 - + Broadcast Settings

MASS NOTIFICATION - USER TRAINING

- + Audience: All Everbridge Organization Leaders, organization administrators, and group Leaders (Users) using Mass Notification
- + Prerequisites: No prerequisites
- + Duration: 1/2 Day

COURSE OUTLINE

- + Introduction of Mass Notification
- + Notification
 - + Initiating New Notifications to Individual Contacts, Groups, and Rules
 - + Active Notifications
 - + Viewing the Detailed Results of an Active Notification
 - + Message Templates
 - + Notifications Templates
 - + Scheduled Notifications
- + Universe, Initiating Notifications Using the Map
 - + Defining an Address With/Without a Radius
 - + Drawing a Circle or a Polygon
 - + Latitude and Longitude
 - + Shape Library
 - + Importing or Exporting a Shape
 - + Ad Hoc Reports
- + Initiating Notifications
 - + Using Contacts, Groups, or Rules
 - + Viewing the Results on the Map
- + Reports
 - + View an Overview of All Sent Notifications
 - + Create Custom Reports



NOZZLE NOLEN Termite Department

RENEWAL NOTICE

20
11/01/18

AMOUNT DUE

160.00

BILL TO

Bill-To: 1059628
PORT OF PALM BEACH
CHILLER PLANT
1 EAST 11TH STREET
RIVERIA BEACH, FL 33404

SERVICE LOCATION

Location: 1059628
PORT OF PALM BEACH
CHILLER PLANT
1 EAST 11TH STREET
RIVERIA BEACH, FL 33404

Sub. termite treat. renewable

Dear valued customer,

It's time to schedule your annual termite inspection. Please call us at 561-844-3544. The inspection process is a very important part of maintaining the protection of your property against termites. Whether it is subterranean or drywood termites, our experienced inspectors will thoroughly inspect your property to ensure that there are no signs of live activity. So please call to schedule your inspection today.

Here in South Florida, our tropical climate makes for a perfect environment for both subterranean and drywood termites to thrive. Don't let these termites destroy your most valuable asset!

Here at Nozzle Nolen, we firmly stand behind our termite service guarantee. We truly value you as a customer and we look forward to protecting your property for another year. To better serve you, please update us with any changes to your contact information: cell phone numbers, e-mail addresses, etc. Also, please include your account information with your form of payment. Once again, thank you for your business and we look forward to serving you in the coming year.

Sincerely,
Your Nozzle Nolen Family
561-844-3544
www.nozzlenolen.com

PLEASE RETURN THIS PORTION WITH PAYMENT TO INSURE PROPER CREDIT - THANK YOU

Bill-To: 1059628 PORT OF PALM BEACH
Work Location: 1059628 PORT OF PALM BEACH

20
11/01/18
160.00

REMIT TO

Nozzle Nolen
Attn: Termite Department
5400 Broadway Avenue
West Palm Beach, FL 33407

AMOUNT PAID \$ _____ CHECK NO. _____

CREDIT CARD NO. _____ EXP. _____

SIGNATURE _____

OR YOU MAY PAY YOUR BILL ONLINE: WWW.NOZZLENOLEN.COM

navigator

Open Source Intelligence Proposal
August 15, 2018



Prepared By:

Richard Bagnell
Intelligence Solutions Executive
LifeRaft
902-292-2656
richard@liferaftinc.com

Port of Palm Beach – Renewal Pricing + Dark Web

Valid Until:
Oct 31, 2018

Annual Subscription Details:

Service	Description	Term Pricing	Term
Full Feature Access - Protected Pricing	<ul style="list-style-type: none"> • Live-Monitoring for Geo & Non-Geo Queries • Maximum of 5 Administrative Users • Maximum 300,000 posts/month (no overage fees*) • Historic Searches - 60 days/month • Basic People Search • Network Link Analysis • Post & Image Retention • Reporting & Export capabilities • Ongoing Client Support • Enhanced People Search - 500 credits/yr • Deep Web Search - Unlimited • Dark Web Search – 18,000 credits/yr 	\$24,500.00	Annual Contract
Renewal Subscription Dates	11/27/2018 - 11/26/2019	N/A	Annual
Promotional Feature	<ul style="list-style-type: none"> • On signing renewal agreement, receive Dark Web Access at no charge for remainder of current subscription 	No charge	Renewal Signature date – Nov 27, 2018
TOTAL	Paid up-front in full. All prices quoted in USD, applicable taxes & fees not included.	\$24,500.00	USD

***Fair Usage Model:** Data usage and feature expiries can be tracked within the platform. If you continually exceed your monthly data limit (300,000 posts) or what is a deemed reasonable and appropriate data usage, a representative from our team will reach out to assist you in refining your queries. Additional Enhanced People can be purchased at any time. Our Standard Terms of Use apply.

Customer Approval:

Customer Name:		Signature:	
Title:		Date:	
Email:		PO Required?	Yes / No
Phone:		PO#	

Please see appendix attached for feature details of the Navigator Platform.

Appendix – Feature Description

Live Monitoring: View real-time posts populated from your custom query in list view, tile view, map view, word cloud, and authors. Additional tools within the Live Monitoring feature include Advanced Search, Channel Filters and CSV Export.

Dashboards: Display live graphs, charts, word clouds and maps using real-time data from live queries and subjects. Multiple dashboards can be created based on case management or investigative needs.

Queries: Customized search that captures posts from selected channels, using customer defined geographic and keyword criteria, with or without a Geo-Fence. Combine queries to merge live queries and/or historic queries together under a single view for combined review and analytics.

Geo-Fences: Set a perimeter around a geographic location to pull in posts with location services turned on within that geographic area.

Peek: Real-time snapshot of the most recent geo-located posts within a defined Geo-Fence.

Global Awareness: Display emerging global risks and localized event data. Events will be plotted on the map and annotated with details. Add custom user-defined Twitter feeds to display alerts from local emergency services accounts.

Historic Search: Recreate an event from a social perspective, with or without a Geo-Fence, to find posts from a specific date range.

Social Graph: Perform enhanced link analysis on social accounts. Identify Community, Influence and Location data to display the level and strength of an individual's social connections.

Mention Graph: Create a visualization of custom real-time relationship graphs of an account's @mentions on Twitter. Understand how many times users converse, at what times, and in relation to which topics.

People Search: Search custom criteria related a person to gain knowledge of potential social media accounts, locations, public records, phone numbers, and other data sources.

Following: Individual social media accounts that are flagged to initiate monitoring on an ongoing basis. Multiple accounts can be connected to a single Following.

Social Search: View an account's social history and social connections.

Deep Web Search: Perform web searches while being protected from counter surveillance techniques. Search topic-specific categories on unindexed web sources such as Pastebin, Reddit, Back Page, and others.

Dark Web: Search topics within Tor, I2P, Zeronet, Public FTP sites, Pastebin and other relevant Dark Web sources. Users can search within the Dark Web sources with several filters.

Tags: Create customized categories and associate all items within the platform to a single category or multiple categories.

Alerts: Set up notifications and summaries on your queries, high-risk keywords, and a Subject's activity.

Reports: Generate a custom report for a live, historic, or following that display graphs of data.

Translation: Translate individual posts or entire data sets to a specified language (all those currently supported by Google Translate).

Collaboration Notes: Add notes to almost all elements of the platform. Notes are viewable to the user-only, unless the element is shared, in which case the notes will also be shared.

Read-Only Users: An empty account that will be contributed to from other Full Access users determine what is shared. The Read-Only user can only see what is shared with them, they cannot edit.