

INDigital Next Generation 911 (NG911) Services Agreement

Project Overview

This agreement upgrades Effingham County's emergency communications system to a Next Generation 911 (NG911) platform. It replaces aging infrastructure with a secure, modern, IP-based network that improves reliability, strengthens disaster recovery, and prepares the County for the future of emergency communications.

What We Are Receiving

- Next Generation Core Services (NGCS)
- Emergency Services IP Network (ESInet)
- Enhanced caller location services
- Text-to-911 capability
- MEVO disaster recovery solution
- Secure, redundant 911 network connectivity

Benefits to Effingham County

- Improves the reliability of our 911 system
- Multiple redundant network paths help keep 911 operational during outages
- Enhanced disaster recovery and continuity of operations
- Greater local control over 911 call routing
- Supports future technologies and continued NG911 enhancements
- Modernizes the County's emergency communications infrastructure

Financial Summary

Total Project Cost: \$522,240.76

Agreement Term: Five (5) years with annual renewals unless either party provides notice of non-renewal.

Once the NG911 system is fully operational, the County will eliminate the recurring costs associated with the current legacy 911 telephone circuits.

Why This Investment Matters

Every emergency response begins with a 911 call.

This project is not simply a software upgrade—it is an investment in the County's most critical public safety infrastructure.

By modernizing our 911 system, Effingham County will have a more reliable, resilient, and future-ready emergency communications network that helps ensure every call for help reaches us—even during disasters or network outages.

“We can replace equipment later. We can't replace a missed 911 call.”