

Staff Report

Subject: Indigital 9-1-1 Services and Software License Agreement and Addendum

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Department: Procurement and E911

Meeting Date: October 6, 2026

Item Description: Consideration to approve the 9-1-1 Services and Software License Agreement and Addendum with Communications Venture Corporation d/b/a INDigital.

Summary Recommendation: Staff recommends the Board approve the 9-1-1 Services and Software License Agreement and associated Addendum with Communications Venture Corporation d/b/a INDigital.

Executive Summary/Background:

Effingham County is seeking to upgrade its emergency communications system to a Next Generation 911 (NG911) platform through an agreement with Communications Venture Corporation d/b/a INDigital. The agreement will provide Next Generation Core Services, an Emergency Services IP Network (ESInet), enhanced caller location services, Text-to-911 capabilities, disaster recovery services, and secure, redundant 911 network connectivity.

The proposed agreement has a five-year term and a total project cost of \$522,240.76. The NG911 system will modernize the County's emergency communications infrastructure, improve system reliability and disaster recovery capabilities, and provide greater continuity of 911 operations during network outages or emergencies.

The associated Addendum supplements and modifies the agreement to include terms and protections applicable to Effingham County. The Addendum provides for annual fiscal-year renewals in accordance with Georgia law, allows the County to terminate for convenience with 90 days' written notice, and limits the County's financial obligations to funds budgeted and appropriated during each applicable fiscal year.

The Addendum also addresses County ownership of 911 call and customer data, insurance and cybersecurity requirements, liability, confidentiality, assignment, governing law, and continuity of emergency 911 services. Except for the provisions specifically modified by the Addendum, the remaining terms and conditions of the 9-1-1 Services and Software License Agreement remain in effect.

Alternatives for Commission to Consider:

1. Approve the 9-1-1 Services and Software License Agreement and Addendum with Communications Venture Corporation d/b/a INDigital.
2. Do not approve the Agreement and Addendum.

Recommended Alternative: 1

Other Alternatives: 2

Department Review: Procurement, E911

Funding Source: E911 Fund FY27

Attachments: Addendum to 9-1-1 Services and Software License Agreement