



Huntsville, Alabama

305 Fountain Circle
Huntsville, AL 35801

Cover Memo

Meeting Type: City Council Regular Meeting **Meeting Date:** 3/12/2026

File ID: TMP-6632

Department: Police

Subject:

Type of Action: Approval/Action

Resolution authorizing the Mayor to enter into a sales agreement by and between the City of Huntsville and HigherGround, Inc.

Resolution No.

Finance Information:

Account Number: 1000-41-41110-515340-00000000

City Cost Amount: \$7,380

Total Cost: \$7,380

Special Circumstances:

Grant Funded: n/a

Grant Title - CFDA or granting Agency: n/a

Resolution #: n/a

Location: (list below)

Address: n/a

District: District 1 District 2 District 3 District 4 District 5

Additional Comments: HigherGround, Inc (Live 911) will provide NAMACC with the opportunity to monitor critical 911 calls in real time to aid in improving HPD's response time. Live 911 will enable the NAMACC to determine the precise location of the caller, immediately orient our systems (video, drones, LPRs) for that area saving critical seconds if not minutes, while listening to specific details and sense of urgency of a call.

RESOLUTION NO. 26 - _____

BE IT RESOLVED by the City Council of the City of Huntsville, Alabama, that the Mayor be, and is hereby authorized to enter into a Sales Agreement by and between the City of Huntsville and HigherGround, Inc., on behalf of the City of Huntsville, a municipal corporation in the State of Alabama, which said agreement is substantially in words and figures similar to that certain document attached hereto and identified as "LIVE911 Sales Agreement By and Between HigherGround, Inc and The Huntsville Police Department," consisting of Two (2) pages, and the date of March 12, 2026, appearing on the margin of the first page, together with the signature of the President or President Pro Tem of the City Council, and executed copy of said document being permanently kept on file in the office of the City Clerk of the City of Huntsville, Alabama.

ADOPTED this the 12th day of March, 2026.

President of the City Council of
the City of Huntsville, Alabama

APPROVED this the 12th day of March, 2026.

Mayor of the City of
Huntsville, Alabama



LIVE911 SALES AGREEMENT

This Live911 service Sales Agreement, By and Between, HigherGround, Inc., 275 E. Hillcrest Drive, Ste. 160-108, Thousand Oaks, CA 91360 and Huntsville Police Department, 815 Wheeler Avenue, Huntsville, AL 35801 is effective on the date of the activation of the service.

Live911 provides the ability for first responders in the field, as well as any support personnel such as Watch Commanders, UAS Operators (DFR), Real Time Crime Center (RTCC) Staff, Incident Commanders, EOC Staff, SRO's, etc., to monitor the location and audio of incoming 911 emergency calls. The geotagged call is provided to those field personnel within a pre-determined radius. The intent is to provide first responders with the most immediate and complete information of an ongoing emergency incident.

Live911 Solution	Price
Software (annual recurring cost)	
Base Software and 5 Concurrent Licenses	\$6,000
Additional Concurrent Licenses: 0	
Total Annual Cost	\$6,000
Professional Services (one-time cost)	
Remote Installation and Configuration	\$785
Remote Virtual Basic Training	\$595
Total One-Time Cost	\$1,380
Total Initial Investment	\$7,380

HigherGround will load, configure, and turn up the Live911 software via remote access.

Live911 will be installed on a Customer provided VM or server.

Remote virtual training is provided.

The Base License fee and the Additional License fee(s) are annual recurring charges (\$6,000). If the renewal fees are paid, the service will continue.

Maintenance support and updates to the software are included in the software license fees.

The Live911 server must be able to communicate with HigherGround's License Management Server (LMS). Alarms are sent from the Live911 server to the LMS. The Live911 server also queries LMS for license changes.

The customer is responsible for connecting the Live911 server to the dispatch answering positions audio via port spanning or SIP, ANI/ALI data feed, RapidSOS and the local LAN.



Additional Terms & Conditions

1. The Customer is granted a License to use the Software within the scope and terms of this Agreement.
2. The Software is protected by copyright laws and international copyright treaties as well as other laws and conventions related to intellectual property. In relation to the Customer, the intellectual property rights to the Software remain exclusively with HigherGround or, where applicable, with HigherGround's suppliers and partners.
3. Neither the Software itself nor the right to use the Software may, without the prior written consent, be rented-out or leased-out, borrowed-out, or sub-licensed. The Software may not be duplicated or copied, either in part or in whole.
4. 100% payment is due within 30 days after software installation and upon invoice.

Huntsville Police Department

HigherGround, Inc.

Authorized Signature

Tommy Battle

Print Name

Mayor

Print Title

03/12/2026

Date

A handwritten signature in blue ink that reads 'Mike Halliwell'.

Authorized Signature

Mike Halliwell

Print Name

Vice President, Sales

Print Title

01/13/2026

Date