

Scope of Work

Agency Name: Pecos Valley Regional Communications

Date: March 24, 2025

Agency Address: 1 Saint Mary's Place, Roswell, NM 88203

Agency Contact/Phone #: Teri Best - 575.495.0923 | t.best@roswell-nm.gov

Agency CAD System: Central Square/OneSolution

Agency 911 Platform: Intrado Viper

Agency Radio System: Zetron

Introduction:

getResQ911 LLC will provide the scope of work detailed below for work to be performed by 911 contractors. Details of the agreement, contract duration and associated costs are listed below.

Agreements

Client Responsibilities – include but not limited to the following:

- Day to day management of the Contractor will be the responsibility of the Client.
- Client agrees to provide on-boarding information at least two weeks prior to Contractor start date including the following:
 - o Call taking, CAD Screen Images of Data Entry location.
 - o Local call types
 - o CAD codes/commands.
 - o Radio codes
 - o Agencies dispatched listing.
 - o Appropriate SOP / Policy Documentation
 - o Any additional on-boarding materials deemed necessary or encouraged to learn and understand.
- Adjustments to the weekly hours for each 911 Contractor will be coordinated monthly between Client/Agency and Contractor via a monthly schedule update.
- Union approvals, if required.
- Contractor pay including monthly housing will be paid electronically/ACH to the Company on a monthly basis on the first Wednesday of each month.

911 Contractor Responsibilities – includes but not limited to the following:

- Receive and process 911, non-emergency and administrative calls.
- Enter calls into the Client Computer Aided Dispatch (CAD) system as required by the Client.
- If authorized, leverage the National Law Enforcement Teletype System (NLETS) and the National Crime Information Center (NCIC) to perform required duties.
- Work to the best of their abilities to assimilate into the overall work environment and culture of the organization.

Scope of Work

- Contractor agrees to provide two weeks' notice to Client for any work schedule change request.
- Contractor agrees to participate in additional background checks facilitated by the Client, if required.
- Contractor agrees to be or become compliant with the following certifications and training deemed required by the Client during the period of the contract. (check mark the appropriate certifications requested)
 - ☐ NCIC Certification
 - ☒ EMD, EPD, EFD
 - ☐ APCO
 - ☒ Priority Dispatch
 - ☐ Other _____
 - ☐ Other _____

Company Responsibilities – include but not limited to the following:

- getResQ911 will provide Contractor resume's, verification of certifications and will provide a National and County Criminal and Credit background check if requested by the Client/Agency.
- getResQ911 and Client agrees to meet (virtually) every thirty days to review status of Contractor job performance and/or any challenges that need to be addressed.
- Logistics coordination with the 911 Contractor.
- Coordinate preboarding materials as outlined and agreed to in the Client Responsibilities section.

PAYMENT SCHEDULE

911 Contractor(s): 5

Name: Christine Delgado

Phone #: _____

Name: Alfredo Delgado

Phone #: _____

Name: Tera Sills

Phone #: _____

Name: Raven Terry

Phone #: _____

Name: TBD

Phone #: _____

Start Date at Clients location: **TBD**

Point of Contact at Client location: _____

Point of Contact Phone/Email: _____

Itemized Invoice: 6 Month Option

Item	Description	Hourly rate	Duration	# of contractors	Total
1	911 Contractor	\$55	960 (160 hrs/month x 6 mths)	5	\$264,000
2	Contractor Monthly Stipend	\$2,200	6 months	5	\$66,000
3	Client Start Up Fee	\$15,000	(one time fee)		\$15,000
	Total Contract				\$345,000
	Due at Signing				\$70,000
	\$15,000 Start Up Fee+ (1 st month pay + \$2,200 housing x 5 contractors)				
	Amount invoiced monthly till end of contract				\$55,000
	(Hourly pay plus monthly stipend x 5)				

Bi-Monthly invoice will reflect any optional overtime hours per employee in arrears.

This contract may be extended by Change Order.

Overtime and Holiday will be paid at \$82/hr rate.

AUTHORIZING SIGNATURES

Client Signature _____
Client Name _____
Client Title _____
Date _____

getResQ911 Signature _____
getResQ911 Name _____
Date _____