



Scope of Work-Extension Aug-Feb

Agency Name: Pecos Valley Regional Communications

Date: June 17, 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

Agency Responsibilities – include but not limited to the following:

- Day to day management of the Contractor will be the responsibility of the Agency.
- Agency 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 Agency and Contractor via a monthly schedule update.
- Contractor pay including monthly housing will be paid electronically/ACH, if possible, to the Company on receipt of invoice.

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

- Receive and process 911, non-emergency and administrative calls.
- Enter calls into the Agency Computer Aided Dispatch (CAD) system as required by the Agency.
- 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 while adhering to the Agency Code of Conduct.

- Contractor agrees to provide two weeks' notice to the Agency for any work schedule change request.
- Contractor agrees to participate in additional background checks facilitated by the Agency, if required.
- Contractor agrees to be or become compliant with the following certifications and training deemed required by the Agency 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: TBD****Phone #:** _____**Name: TBD****Phone #:** _____**Start Date at Clients location: August 2025 - February 2026****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 Housing	\$2,200	6 months	5	\$66,000
	Total Contract				\$330,000
	Due at Signing				\$11,000
	(1 st month pay + \$2,200 housing x 1 additional contractors)				
	Amount invoiced monthly till end of contract				\$55,000
	(Hourly pay plus monthly stipend x 5)				

getResQ911 will invoice bi-monthly for regular pay and overtime (if applicable). Monthly housing stipend will be invoiced monthly on the last invoice of the month for next month's housing allowance.

Any work assignments over and above call taking and/or dispatching assigned to getResQ911 Subcontractors need to be agreed to by getResQ911 and may include an hourly pay increase.

This contract may be extended by Change Order.

Overtime and Holiday will be paid at \$82.50/hr rate.

Overtime hours include any hours over 40 hours per week.

The 'Due at Signing fee' will need to be paid before getResQ911 can identify and get Subcontractor commitments for the Agency contract.

Holiday's are standard Federal Holidays.

2025 Holiday Schedule:

- New Year's Day: Wednesday, January 1
- Martin Luther King Jr. Day: Monday, January 20
- George Washington's Birthday: Monday, February 17
- Memorial Day: Monday, May 26

- Juneteenth: Thursday, June 19
- Independence Day: Friday, July 4
- Labor Day: Monday, September 1
- Indigenous Peoples' Day/Columbus Day: Monday, October 13
- Veterans Day: Tuesday, November 11
- Thanksgiving Day: Thursday, November 27
- Christmas Day: Thursday, December 25

AUTHORIZING SIGNATURES

Client Signature 
Client Name Teri Best
Client Title Director
Date 8-18-25

getResQ911 Signature Diane Carroll
getResQ911 Name Diane Carroll
Date Aug 19, 2025



STATE OF NEW MEXICO SOLE SOURCE REQUEST AND DETERMINATION FORM

A sole source *determination* is not effective until the *sole source request for determination* has been posted for thirty (30) calendar days without challenge, and subsequently approved in writing by the State Purchasing Agent or, for Professional Services Agreements, the Secretary of the General Services Department. The foregoing requirement is regardless of whether the *sole source request for determination* has been signed by the Agency and/or the Contractor.

- I. Name of Agency: City of Roswell
- Agency Chief Procurement Officer: Arely Peek
- Telephone Number: 575.637.6299
- Agency Contact for this request: Teri Best
- Telephone Number: 575.624.7590
- Email Address: t.best@roswell-nm.gov
- II. Name of prospective Contractor: getResQ911
- SHARE Vendor Number (must be active): 15105
- Address of prospective Contractor: 12268 Eastern Pine Lane,
Parker, CO 80138
- Contact Name, Telephone Number and Email Address:
- Amount of prospective contract before tax: \$279,000
- Estimated tax amount (tax is subject to change):
- Term of prospective contract: 6 Months
- Note: For terms longer than one year, Request for Policy Exemption from DFA MUST be included.

- III. Agency is required to state purpose/need of purchase and thoroughly list the services (scope of work), construction or items of tangible personal property of the prospective contract (if this is an amendment request to an existing contract, include current contract number issued by SPD):

The Roswell and Chaves County Dispatch Center is critically understaffed. This shortage affects the center's ability to perform its mission-critical operations, which require certified emergency dispatchers to handle emergency calls and coordinate responses efficiently.

The contracted agency must provide qualified, certified, experienced emergency dispatch personnel who can perform duties with minimal supervision and support. The scope of work includes:

Personnel must be certified in Emergency, Fire, Police, and EMS Dispatch through the

International Academies of Emergency Dispatch (IAED).

Personnel must hold current CPR certification.

Personnel must have passed a federal background check, including fingerprinting, in order to obtain full access to the Criminal Justice Information Systems (CJIS).

Verifiable working experience and knowledge of Central Square OneSolution CAD software or equivalent.

Verifiable working experience and knowledge of Intrado Viper 7 E911 Call Taking System or equivalent.

Verifiable working experience and knowledge of Zetron Dispatch Max Pro Radio Console or equivalent.

Personnel must be able to work independently and efficiently with minimal onboarding training.

Continuity coverage is crucial to avoid repetitive onboarding and ensure seamless service delivery.

Under the contract agreement, the contracted agency will manage all travel, lodging, and compensation for the support personnel.

- IV. Provide a detailed explanation of the criteria developed and specified by the agency as necessary to perform and/or fulfill the contract and upon which the state agency reviewed available sources. (Do not use "technical jargon;" use plain English. Do not tailor the criteria simply to exclude other contractors if it is not rationally related to the purpose of the contract.)

The following criteria are deemed necessary to ensure the contractor can efficiently perform and fulfill the terms of the contract. These requirements are essential to address the critical understaffing situation in the Roswell and Chaves County Dispatch Center and maintain uninterrupted emergency services.

Certifications:

Cardiopulmonary Resuscitation Certification (CPR)

International Academies of Emergency Dispatch (IAED) Certifications:

Emergency Medical Dispatch (EMD) Certification

Emergency Fire Dispatch (EFD) Certification

Emergency Police Dispatch (EFD) Certification

A federal background check, including fingerprinting, is required to ensure personnel meets the Criminal Justice Information Systems (CJIS) standards for secure access to sensitive information.

Personnel must have demonstrable knowledge and prior working experience with the following systems to ensure seamless integration into the dispatch center.

Intrado Viper 7 Call-Taking System (or equivalent)

Central Square OneSolution Computer-aided Dispatch (CAD) system (or equivalent)

Zetron Max Dispatch Radio Console (or equivalent)

Personnel must have direct, verifiable experience as working dispatchers in police, fire, and emergency medical dispatch. This ensures they can handle a multi-disciple

dispatch center's diverse and high-pressure demands.

The agency reviewed potential sources to identify contractors capable of meeting these essential criteria. The qualifications and experience outlined above ensure that the contractor can immediately and effectively contribute to the operations of a critically understaffed dispatch center. Each requirement directly relates to the contract: to provide qualified, trained, and experienced personnel who can maintain uninterrupted emergency dispatch services with minimal training or supervision.

- V. Provide a detailed, sufficient explanation of the reasons, qualifications, proprietary rights or unique capabilities of the prospective contractor that makes the prospective contractor *the one source* capable of providing the required professional service, service, construction or item(s) of tangible personal property. (Please do not state the source is the "best" source or the "least costly" source. Those factors do not justify a "sole source.")

Emergency dispatch is a highly specialized and demanding field that requires extensive training and experience. Dependable, consistent, qualified, and experienced staffing is needed to facilitate immediate coverage of positions in the center with minimal direction, allow full-time personnel reprieve from working shifts without days off, and allow for training of newly hired recruits. GetResQ911 provides personnel who hold the required certifications. The nature of their work necessitates qualified and certified personnel capable of performing under high-pressure situations with minimal supervision or training.

- VI. Provide a detailed, sufficient explanation of how the professional service, service, construction or item(s) of tangible personal property is/are *unique and how this uniqueness is substantially related to the intended purpose of the contract*.

The professional services required for this contract are unique due to the highly specialized nature of emergency dispatch operations and the critical role they play in public safety. These services are unique due to specialized skills and certifications, operational experience with critical systems, and dependable and consistent staffing.

- VII. Explain why other similar professional services, services, construction or item(s) of tangible personal property *cannot* meet the intended purpose of the contract.

Other similar services cannot meet the intended purpose of the contract because of the lack of specialized certifications and verifiable experience with specific systems. The unique requirements of this contract make it essential to work with a provider that can guarantee personnel who are fully prepared to perform at a high level without additional training or delays, ensuring uninterrupted emergency dispatch services.

- VIII. Provide a narrative description of the agency's due diligence in determining the basis for the procurement, including procedures used by the agency to conduct a review of available

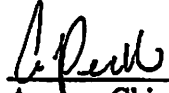
sources such as researching trade publications, industry newsletters and the internet;; contacting similar service providers; and reviewing the State Purchasing Divisions' Statewide Price Agreements. Include a list of businesses contacted (*do not state that no other businesses were contacted*), date of contact, method of contact (telephone, mail, e-mail, other), and documentation demonstrating an explanation of why those businesses could not or would not, under any circumstances, perform the contract; or an explanation of why the agency has determined that no businesses other than the prospective contractor can perform the contract.

The agency conducted a thorough review of available sources and directly contacted potential service providers. The businesses contacted were unable to meet the requirements. The agency determined that getReQ911 is the only contractor capable of meeting all the critical requirements of the contract.



Certified by:

Date: 1/19/25



Agency Chief Procurement Officer

Agency Approval by:

Date: _____



1/14/2025

City Manager, City of Roswell, NM