

Agency Name: Pecos Valley Regional Communications

Date: Jan 13, 2026

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

Agency Contact/Phone #: [Alison Herring/ A.Herring@roswell-nm.gov](mailto:A.Herring@roswell-nm.gov) / 575-624-7590

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 weekly hours and pay will be communicated in writing to the Company once agreed to by Client and Contractor.
- Adjustments to the weekly hours for each 911 Contractor will be coordinated monthly between Client and Company 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-4 months

- 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, EFD, EPD
☐	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): 3

Name: Alfredo Delgado

Phone #: _____

Name: Christina Delgado

Phone #: _____

Name: Crystal Corral

Phone #: _____

Start Date at Clients location: _____

Client Address: _____

Point of Contact at Client location: _____

Point of Contact Phone/Email: _____

Itemized Invoice: 4 Month Option

Item	Description	Hourly rate	Duration	# of contractors	Total
1	911 Contractor-Reg	\$55	640hrs (40hrs x 16wks)	3	\$105,600
2	911 Contractor-OT	\$82.50	144 hrs (avg 9hrs/wk x 16 wks)	3	\$35,640
3	Contractor Monthly Stipend	\$2,200	4 months	3	\$26,400
	Total Contract				\$167,640
	Due at Signing				\$41,910

*Hours and pricing are indicated based on a 40 hour work week. Alternate hours can be agreed too prior to contract signing.

getResQ911 will invoice bi-weekly actual regular hours and overtime hours, if applicable. Monthly housing allowance will be invoiced on the last invoice of the month for the following month housing.

Initial payment, including 1st month pay and housing per contractor, will be credited on the last month of the contract.

The first month's housing allowance will be charged in full, regardless of the start date.

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.

Overtime and Holiday will be paid at \$82.50/hr rate and overtime hours include any hours over 40 hours per week.

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

Drug testing and/or backgrounds performed by getResQ911 will require additional fees, if required by the agency.

Holiday's are based on the standard Federal Holidays.

Holiday Schedule:

- Tuesday, November 11 - Veterans Day
- Thursday, November 27 - Thanksgiving Day
- Thursday, December 25 - Christmas Day
- Thursday, January 01 - New Year's Day
- Monday, January 19 - Birthday of Martin Luther King, Jr.
- Monday, February 16 * - Washington's Birthday
- Monday, May 25 - Memorial Day
- Friday, June 19 - Juneteenth National Independence Day
- Friday, July 03 ** - Independence Day
- Monday, September 07 - Labor Day
- Monday, October 12 - Columbus Day
- Wednesday, November 11 - Veterans Day
- Thursday, November 26 - Thanksgiving Day
- Friday, December 25 - Christmas Day

AUTHORIZING SIGNATURES

Client Signature _____
Client Name _____
Client Title _____
Date _____

getResQ911 Signature _____
getResQ911 Name _____
Date _____