



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