

Agency Name: TBRDA 911

Date: July 1, 2024

Agency Address: _____

Agency Contact/Phone #: _____

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 will be coordinated bi-weekly between Client and Company via a Change Order (CO) to this contract and paid upon signature of the Change Order.
 - Union approvals, if required.
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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.
- 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
 - ☐ APCO
 - ☐ Priority Dispatch
 - ☐ Other _____
 - ☐ Other _____

Company Responsibilities – include but not limited to the following:

- getResQ911 will perform a National, 7-Year County background check upon contract signature.
- getResQ911 and Client agrees to meet (in person or virtual) 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): 2

Name: TBD

Phone #: _____

Name: TBD

Phone #: _____

Start Date at Clients location: _____

Client Address: _____

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	\$50	1,044 hrs. (40hrs.x 4.35wks x 6 mth)	3	\$156,600
2	Contractor Monthly Stipend	\$2,000	6 months	3	\$36,000
3	Client Start Up Fee (one time)	\$10,000	1		\$10,000
	Total Contract				\$202,600
	Due at Signing				\$16,000
	(Startup fee plus 1 st month stipend for 3 contractors)				
	Amount invoiced after first month				\$26,100
	(Hourly pay less first month stipend-\$50 x 40hrs x 4.35wks x 3 contractors)				
	Amount invoiced monthly till end of contract				\$32,100
	(Hourly pay plus monthly stipend)				

Monthly invoice may reflect any optional overtime hours per employee in arears.

This contract may be extended by Change Order.

AUTHORIZING SIGNATURES

Client Signature _____

Client Name _____

Client Title _____

Date _____

Total Contract \$ _____

getResQ911 Signature _____

Date _____