

Scope of Work

Agency Name: University Park, TX 911

Date: 08/14/25

Agency Address: 3800 University Blvd, Dallas, TX 75205

Agency Contact/Phone #: 214-987-5355

Agency CAD System: CentralSquare ProSuite

Agency 911 Platform: Motorola Vesta

Agency Radio System: Motorola

Introduction:

getResQ911 LLC will provide the scope of work detailed below for work to be performed by 911 subcontractors. 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 subcontractor will be the responsibility of the Client.
- Agency agrees to provide on-boarding information, as available, at least two weeks prior to subcontractor start date including but not limited to 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 before the starting date.
- Union approvals, if required.
- Payments will be paid electronically/ACH, if possible, to the Company on a monthly basis.

911 Subcontractor 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 Client.
- Subcontractor agrees to provide two weeks' notice to Client for any work schedule change request.
- Subcontractor agrees to participate in additional background checks facilitated by the Client, if required.

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

PAYMENT SCHEDULE

911 Subcontractor(s): 2

Name: TBD

Phone #: _____

Name: TBD

Phone #: _____

Start Date at Clients location: _____

Duration of Services: 6 Months from: _____ to: _____

Client Address: _____

Point of Contact at Client location: _____

Point of Contact Phone/Email: _____

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Itemized Invoice: 6 Month Option

Item	Description	Hourly rate	Duration	# of 911 subs	Total
1	911 Subcontractor	\$55	960 (160 hrs/month x 6 mths)	2	\$105,600
2	Subcontractor Housing Stipend	\$2,500	6 months	2	\$30,000
3	Agency Start Up Fee	\$15,000	(one time fee)		\$15,000
	Total Contract				\$150,600
	Due at Signing				\$37,600
	\$15,000 SUF+ (1 st month pay + \$2,500 housing stipend x 2 subcontractors)				
	Amount invoiced monthly till end of contract				\$22,600
	(Hourly pay plus monthly housing stipend x 2)				
	OPTION - Psych and Drug Test @\$600 Each			2	\$1,200

getResQ911 will invoice monthly for following months regular pay, previous month overtime (if applicable), monthly housing stipend, credits for previous months unworked regular hours.

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 'Agency Start Up 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 Bill Mathes
Client Name Bill Mathes
Client Title Chief of Police
Date 9-11-2025

getResQ911 Signature Diane Carroll
getResQ911 Name Diane Carroll - Founder
Date 09/11/2025