

# OFFICE OF MANAGEMENT AND BUDGET LOUISVILLE, KENTUCKY

GREG FISHER MAYOR

DANIEL FROCKT
CHIEF FINANCIAL OFFICER

#### **CONTRACT AMENDMENT**

VOIANCE LANGUAGE SERVICES LLC 5780 N SWAN ROAD TUCSON, AZ 85718 CONTRACT # 336959 RFP@VOIANCE.COM

The Louisville Metro Government is hereby amending the above referenced contract to include:

Non-Emergency Language Services from Louisville Metro Police Department, Corrections, and Youth Detention Center at \$0.75.

All other items and conditions of this contract remain the same.

Please sign below to acknowledge your receipt and acceptance of this amendment and return the original copy to the Purchasing Department.

May 5, 2017

Vendor

Date

**Agency Director** 

Purchasing Director

Date

Sincerely,

Latrice Smith
Buyer
Office of Management & Budget



## Louisville Metro **Revenue Commission**



### **Account Verification**

#### **Account Lookup**

Account Number: 148820

Retrieve Account

**Change My Password** 

**Account Detail** 

\* Account OK \*

FID: 364036218

SSN:

Business: CORP Start Date: 1/2/2004

Trade Name:

Name: CYRA COM INTERNATIONAL INC Business Address: 5780 N SWAN RD

Address Status: ACT City: TUCSON

State: AZ

Zip Code: 85718 -PhoneNo: 5207459447

Ext. Fax No:



Louisville Metro Revenue Commission ES P.O. Box 35410, Louisville, KY 40232-5410 ES 502-574-4860



## **Vendor Information**

System Vendor Number

CLOSE WINDOW X





Vendor Information	
Business Name	VOIANCE LANGUAGE SERVICES LL
Contact Person	RFP Marketing
Address > Map This Address	P O BOX 74008101 CHICAGO, IL 60674-8101
Phone -	
Fax Email	rfp@voiance.com
Website	TIPE TOURISE COIII

20351333 1/25/2018

Translation services, language

Commodity Codes	
Code	Description
NAICS 541930	Interpretation services, language
NAICS 541930	Language interpretation services
NAICS 541930	Language services (e.g., interpretation, sign, translation)
NAICS 541930	Language translation services
NAICS 541930	Sign language services
NAICS 541930	Speech (i.e., language) interpretation services

**Customer Support** 

NAICS 541930

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We operate a unified telephonic video interpretation platform, offering equally-priced access to either modality depending on user preference.

Pricing: \$0.75 per minute

### Unified, Premier Pricing

Phone and Video Interpretation options offer significant cost savings over traditional, on-site interpretation:

- Only pay for the number of minutes you use.
- Flat fee across all languages, 24/7/365.

## How Interpretation Should Be.

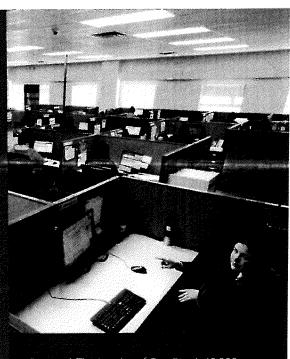
Consider Voiance an extension of your client experience - more than just a 3rd party vendor.

#### Next Steps

- 1. Discuss your goals, requirements, and timeline.
- 2. Meet to streamline/optimize your connection process.
- 3. Change the toll-free number your staff dials.

Primary Contact

Secondary Contact



Pictured: The interior of CyraCom's 12,000 square foot interpreter contact center in Las Cruces, NM.