



**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

**VIA EMAIL:** bmartin@cyracom.com

**CONTRACT # 336959 / 911 Emergency Language Interpretation & Non-Emergency**

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

VIDEO REMOTE INTERPRETING (VRI) SERVICES Vendor shall provide Client with video remote interpretation ("VRI") Services. Client may access Vendor VRI Services using Vendor's interface with Client's own video equipment or Vendor's FEU by entering a valid PIN. Client is solely responsible for the security of Client's PIN as well as for any use of Services arising out of or relating to unauthorized access thereto. If Client discovers or suspects unauthorized use of Client's PINs, Vendor shall promptly disable any such PIN upon Client's request and issue a replacement PIN.

FLEX ELITE UNITS ("FEU"). Vendor shall provide a successful test VRI connectivity and Vendor's standard instruction in the use of the FEU in conjunction with VRI Services. Vendor shall provide reasonable over-the-phone technical support for each FEU at no charge to Client from 9am to 4pm MST (no DST) Monday through Friday, excluding holidays. FEU are covered under the manufacturer's warranty, and Vendor does not provide service or repair. Client agrees to pay all shipping costs of FEU.

**Interpretation Service Charges – Billed Monthly**

**VRI Interpretation – Spoken Languages \$ 0.65 Per Minute**

**VRI Interpretation – American Sign Language \$ 0.95 Per Minute**

**Activation Fee per hospital/facility location – First Month Only: Waived**

**Languages Available 24/7 - Arabic Brazilian Portuguese Haitian Creole French Creole Mandarin Russian Spanish.**

**Other Languages Available upon Request (subject to availability). Vendor reserves the right to update this list from time to time. Burmese Cantonese Farsi French Hindi Japanese Korean Nepali Polish Portuguese Somali Vietnamese**


Please indicate your willingness to renew by signing below and returning to my attention at [Latrice.Smith@louisvilleky.gov](mailto:Latrice.Smith@louisvilleky.gov) or fax the signed form to (502) 574-6977. Your prompt attention is appreciated.

Sincerely,  
**Latrice Smith**  
Buyer  
Office of Management & Budget

**SEE ATTACHED**

**Vendor**

**Date**

DocuSigned by:  


9/9/2020

B4B40003F63A42D...

**Purchasing Director**

**Date**



### **VIDEO REMOTE INTERPRETING (VRI) SERVICES**

Vendor shall provide Client with video remote interpretation (“VRI”) Services. Client may access Vendor VRI Services using Vendor’s interface with Client’s own video equipment or Vendor’s FEU by entering a valid PIN. Client is solely responsible for the security of Client’s PIN as well as for any use of Services arising out of or relating to unauthorized access thereto. If Client discovers or suspects unauthorized use of Client’s PINs, Vendor shall promptly disable any such PIN upon Client’s request and issue a replacement PIN.

**FLEX ELITE UNITS (“FEU”).** Vendor shall provide a successful test VRI connectivity and Vendor’s standard instruction in the use of the FEU in conjunction with VRI Services. Vendor shall provide reasonable over-the-phone technical support for each FEU at no charge to Client from 9am to 4pm MST (no DST) Monday through Friday, excluding holidays. FEU are covered under the manufacturer’s warranty, and Vendor does not provide service or repair. Client agrees to pay all shipping costs of FEU.

#### **Interpretation Service Charges – Billed Monthly**

VRI Interpretation – Spoken Languages	\$ 0.65	Per Minute
VRI Interpretation – American Sign Language	\$ 0.95	Per Minute

#### **Languages Available 24/7**

Arabic  
Brazilian Portuguese  
Haitian Creole  
French Creole  
Mandarin  
Russian  
Spanish

Other Languages Available upon Request (subject to availability). Vendor reserves the right to update this list from time to time.

Burmese	Korean
Cantonese	Nepali
Farsi	Polish
French	Portuguese Somali
Hindi	Vietnamese
Japanese	

Activation Fee per hospital/facility location – First Month Only:

**Waived**

**From:** [Bill Martin](#)  
**To:** [Smith, Latrice T](#); [Galligan, Edward W](#)  
**Subject:** RE: Video Sign Language Services  
**Date:** Wednesday, September 9, 2020 3:13:41 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[VRI Quote.pdf](#)

---

**CAUTION: This email came from outside of Louisville Metro. Do not click links or open attachments unless you recognize the sender and know the content is safe**

---

Good afternoon latrice,  
Will this work for you?  
Please advise.

Thank you,

**Bill Martin**  
*Senior Strategic Account Manager*  
(520)573-2367  
Cell: (480)258-3430  
[www.cyacominternational.com](http://www.cyacominternational.com)

► [Experience Large-Scale US Interpreter Contact Centers](#)



DISCLAIMER: This e-mail and any attached content may contain confidential or privileged material delivered for the sole use of the intended recipient(s). Any review, use, distribution or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive for the recipient), please contact the sender immediately by reply e-mail and delete all copies of this message. It is the recipient's responsibility to scan this e-mail and any attachments for viruses. The content of this e-mail message, including any attachments, does not comprise a contract or a portion of a contract, and so does not bind CyraCom International, Inc. or any of its agents or subsidiaries. CyraCom, LLC and Voiance Language Services, LLC are wholly owned subsidiaries of CyraCom International, Inc.

---

**From:** Smith, Latrice T <Latrice.Smith@louisvilleky.gov>  
**Sent:** Friday, September 4, 2020 7:49 AM  
**To:** Galligan, Edward W <Edward.Galligan@louisvilleky.gov>; Bill Martin <bmartin@cyacom.com>  
**Subject:** RE: Video Sign Language Services

Good Morning,

Although there is no cost, please send a formal quote that reference no charge to amend the current contract to add the additional services.

Thanks,  
Latrice Smith, MBA  
Buyer III  
611 West Jefferson Street  
Louisville, KY 40202  
(502) 574-3913

---

**From:** Galligan, Edward W <[Edward.Galligan@louisvilleky.gov](mailto:Edward.Galligan@louisvilleky.gov)>  
**Sent:** Thursday, September 3, 2020 4:02 PM  
**To:** Bill Martin <[bmartin@cyracom.com](mailto:bmartin@cyracom.com)>  
**Cc:** Warner, Maria A. <[Maria.Warner@louisvilleky.gov](mailto:Maria.Warner@louisvilleky.gov)>; Gillespie, Robin <[Robin.Gillespie@louisvilleky.gov](mailto:Robin.Gillespie@louisvilleky.gov)>; Smith, Latrice T <[Latrice.Smith@louisvilleky.gov](mailto:Latrice.Smith@louisvilleky.gov)>  
**Subject:** Re: Video Sign Language Services

Hello Bill,

I believe Latrice is our purchasing contact and have copied her on my response

Have a great day!

Thanks,

Ed Galligan

Sent from my iPhone

On Sep 3, 2020, at 3:57 PM, Bill Martin <[bmartin@cyracom.com](mailto:bmartin@cyracom.com)> wrote:

**CAUTION: This email came from outside of Louisville Metro. Do not click links or open attachments unless you recognize the sender and know the content is safe**

---

Hi,  
Yes, for video interpretation you will need a web cam, mic and speaker.

You can use a lap top, cell phone or tablet too.  
I hope that helps.  
Thank you,

**Bill Martin**  
*Senior Strategic Account Manager*  
(520)573-2367  
Cell: (480)258-3430  
[www.cyracominternational.com](http://www.cyracominternational.com)

<image002.png>

[Experience Large-Scale US Interpreter Contact Centers](#)

<image003.png>

DISCLAIMER: This e-mail and any attached content may contain confidential or privileged material delivered for the sole use of the intended recipient(s). Any review, use, distribution or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive for the recipient), please contact the sender immediately by reply e-mail and delete all copies of this message. It is the recipient's responsibility to scan this e-mail and any attachments for viruses. The content of this e-mail message, including any attachments, does not comprise a contract or a portion of a contract, and so does not bind CyraCom International, Inc. or any of its agents or subsidiaries. CyraCom, LLC and Voiance Language Services, LLC are wholly owned subsidiaries of CyraCom International, Inc.

---

**From:** Warner, Maria A. <[Maria.Warner@louisvilleky.gov](mailto:Maria.Warner@louisvilleky.gov)>

**Sent:** Thursday, September 3, 2020 12:56 PM

**To:** Bill Martin <[bmartin@cyracom.com](mailto:bmartin@cyracom.com)>; Galligan, Edward W  
<[Edward.Galligan@louisvilleky.gov](mailto:Edward.Galligan@louisvilleky.gov)>

**Cc:** Gillespie, Robin <[Robin.Gillespie@louisvilleky.gov](mailto:Robin.Gillespie@louisvilleky.gov)>

**Subject:** RE: Video Sign Language Services

Hi Bill,

While you are waiting for Ed to answer, I have a quick question for this: does the VRI service require us to have a webcam? Can we just call the VRI representative who will be performing the sign language interpretation from a regular landline phone?

Thanks!

**Maria Warner BA RD, LD**

WIC Nutrition Supervisor

4810 Exeter Avenue

Louisville, KY 40202

OFFICE: 502-574-5985

BUSINESS CELL: 502-974-7876

FAX: 502-456-4842

<image005.gif>

**Notice of Confidentiality:** *This e-mail, including any attachments, is intended only for the use of the individual or entity to which it is addressed and may contain confidential information that is legally privileged and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, you are notified that any review, use, disclosure, distributing or copying of this communication is strictly prohibited. If you have received this communication in error, please contact the sender by reply e-mail and destroy (delete) all forms of the original message.*

---

**From:** Bill Martin <[bmartin@cyracom.com](mailto:bmartin@cyracom.com)>  
**Sent:** Thursday, September 3, 2020 3:38 PM  
**To:** Galligan, Edward W <[Edward.Galligan@louisvilleky.gov](mailto:Edward.Galligan@louisvilleky.gov)>  
**Cc:** Warner, Maria A. <[Maria.Warner@louisvilleky.gov](mailto:Maria.Warner@louisvilleky.gov)>  
**Subject:** RE: Video Sign Language Services

**CAUTION: This email came from outside of Louisville Metro. Do not click links or open attachments unless you recognize the sender and know the content is safe**

---

Good afternoon sir.

We currently don't have VRI on the existing contract.  
I can request this be added. There's no additional cost to have it available.

The VRI service is easy to use and I can even provide you with my test credentials if you would like to try it out? Can't run real calls because it's a test account.

Last modification was signed by Latrice Smith, is she still the buyer?

Thank you,

**Bill Martin**  
*Senior Strategic Account Manager*  
(520)573-2367  
Cell: (480)258-3430  
[www.cyracominternational.com](http://www.cyracominternational.com)

<image002.png>  
[Experience Large-Scale US Interpreter Contact Centers](#)

<image003.png>

DISCLAIMER: This e-mail and any attached content may contain confidential or privileged material delivered for the sole use of the intended recipient(s). Any review, use, distribution or disclosure by others is strictly prohibited. If you are not the intended recipient (or authorized to receive for the recipient), please contact the sender immediately by reply e-mail and delete all copies of this message. It is the recipient's responsibility to scan this e-mail and any attachments for viruses. The content of this e-mail message, including any attachments, does not comprise a contract or a portion of a contract, and so does not bind CyraCom International, Inc. or any of its agents or subsidiaries. CyraCom, LLC and Voiance Language Services, LLC are wholly owned subsidiaries of CyraCom International, Inc.

---

**From:** Galligan, Edward W <[Edward.Galligan@louisvilleky.gov](mailto:Edward.Galligan@louisvilleky.gov)>  
**Sent:** Thursday, September 3, 2020 11:46 AM  
**To:** Bill Martin <[bmartin@cyracom.com](mailto:bmartin@cyracom.com)>  
**Cc:** Warner, Maria A. <[Maria.Warner@louisvilleky.gov](mailto:Maria.Warner@louisvilleky.gov)>  
**Subject:** Video Sign Language Services

Hello Bill,

We have a client scheduled in October who will need visual sign language translation services. We have never used this service before, but are interested in to see if it something we can utilize on occasion. Do you have someone at Voiance who can help explain whether we can set this call up for a one time trial?

Thanks,

**Ed Galligan**

*Logistics Administrator*

Louisville Metro Department of Public Health and Wellness

400 East Gray Street

Louisville, KY 40202

(502) 574-2011

Email: [Edward.Galligan@louisvilleky.gov](mailto:Edward.Galligan@louisvilleky.gov)

<image006.jpg>

"Notice of Confidentiality: This e-mail, including any attachments, is intended only for the use of the individual or entity to which it is addressed and may contain confidential information that is legally privileged and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, you are notified that any review, use, disclosure, distributing or copying of this communication is strictly prohibited. If you have received this communication in error, please contact the sender by reply e-mail and destroy (delete) all forms of the original message."

The information contained in this communication from the sender is confidential. It is intended solely for use by the recipient and others authorized to receive it. If you are not the recipient, you are hereby notified that any disclosure, copying, distribution or taking action in relation of the contents of this information is strictly prohibited and may be unlawful.