



**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 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

B4B40003F63A42E...

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.

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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](#)

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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.cyracominternational.com

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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@cyracom.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>
Sent: Thursday, September 3, 2020 4:02 PM
To: Bill Martin <bmartin@cyracom.com>
Cc: Warner, Maria A. <Maria.Warner@louisvilleky.gov>; Gillespie, Robin <Robin.Gillespie@louisvilleky.gov>; Smith, Latrice T <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> wrote:

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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

<image002.png>

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<image003.png>

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From: Warner, Maria A. <Maria.Warner@louisvilleky.gov>
Sent: Thursday, September 3, 2020 12:56 PM
To: Bill Martin <bmartin@cyracom.com>; Galligan, Edward W <Edward.Galligan@louisvilleky.gov>
Cc: Gillespie, Robin <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>

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

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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

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

<image003.png>

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From: Galligan, Edward W <Edward.Galligan@louisvilleky.gov>
Sent: Thursday, September 3, 2020 11:46 AM
To: Bill Martin <bmartin@cyracom.com>
Cc: Warner, Maria A. <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

<image006.jpg>

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