



## CONTRACT RENEWAL LETTER

**Date:** December 18, 2020  
**Contract #:** UCPJMU5756  
**Service:** Telephonic Behavioral Health Services  
**Renewal Period:** 4/2/2021 to 4/1/2022  
**Renewal #:** 1 of 9 One-Year  
**Issued By:** James Madison University  
Doug Chester, Buyer Senior  
Ph: 540-568-4272  
Fx: 540-568-7935  
**Contractor:** ProtoCall Services, Inc.  
621 SW Alder St.  
Portland, OR 97295  
**Contract Administrator:** Wendy Gerlach, Psychology

### **Description of Renewal Notice:**

In accordance with the renewal provision of the original contract all terms, conditions, and specifications of the original contract remain the same during the contract renewal period, along with any modifications that have been incorporated up until this point. The contract pricing will remain the same and is attached to this renewal.


All invoices shall be submitted within sixty days of contract renewal term expiration as well as for each subsequent contract renewal period. Any invoices submitted after the sixty day period will not be processed for payment.

Return one executed renewal notice to my attention within ten days.

### **ProtoCall Services, Inc.**

**By:** Philip Evans  
Philip Evans  
\_\_\_\_\_  
Name (print)  
CEO 12/18/2020  
\_\_\_\_\_  
Title Date Signed

### **James Madison University**

**By:**   
Doug Chester, VCO  
\_\_\_\_\_  
Name (print)  
Buyer Senior 12/18/2020  
\_\_\_\_\_  
Title Date Signed

**Contract #:** UCPJMU5756

**Contractor:** ProtoCall Services, Inc.

**Renewal Period:** 4/2/2021 to 4/1/2022

**Commodity:** Telephonic Behavioral Health Services

**Pricing Schedule**

1. The rate schedule is as follows:

Monthly retainer	Monthly call allowance	Price per call over allowance
\$1,875.00	50 Calls	\$39.50

\*Language translation services bill at \$1.44 per minute (as needed)

Billing will be monthly and based on the Go Live date for services at JMU. ProtoCall will bill in advance for the agreed upon monthly fee and in arrears for any overages or interpreter services from the previous month.

2. Contractor has disclosed all potential fees. Additional charges will not be accepted.
3. Contractor agrees that both parties have negotiated and agreed upon the terms and conditions present within the JMU IT Services Addendum document dated February 13, 2020 and that this version shall replace the original version present within RFP# FDC-1071.
4. The attached Commonwealth of Virginia Agency Contract Form Addendum to Contractor's Form is included as part of this agreement and in case of conflict the COV Agency Contract Form Addendum to Contractor's Form governs.

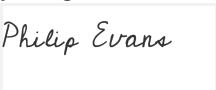
SIGNATURE  
CERTIFICATE



REFERENCE NUMBER  
9F6D880E-FFCE-4E93-AB84-98FA20052D76

TRANSACTION DETAILS	DOCUMENT DETAILS
<b>Reference Number</b> 9F6D880E-FFCE-4E93-AB84-98FA20052D76	<b>Document Name</b> James Madison Renewal Amendment 2020 12 18
<b>Transaction Type</b> Signature Request	<b>Filename</b> james_madison_renewal_amendment_2020_12_18.pdf
<b>Sent At</b> 12/18/2020 15:59 EST	<b>Pages</b> 2 pages
<b>Executed At</b> 12/18/2020 17:12 EST	<b>Content Type</b> application/pdf
<b>Identity Method</b> email	<b>File Size</b> 149 KB
<b>Distribution Method</b> email	<b>Original Checksum</b> 88fc87ac7ce9c8673ea4f1bc100195b6bfb3ba071e9f0edf8f38eeab01bafa7
<b>Signed Checksum</b> 551fbfa1f3f036fbd0734a9d2d5bf969226f46ed8d6a97b34cad03bb83d874a	
<b>Signer Sequencing</b> Disabled	
<b>Document Passcode</b> Disabled	

SIGNERS

SIGNER	E-SIGNATURE	EVENTS
<b>Name</b> Phil Evans	<b>Status</b> signed	<b>Viewed At</b> 12/18/2020 17:12 EST
<b>Email</b> phil.evans@protocallservices.com	<b>Multi-factor Digital Fingerprint Checksum</b> 02de49b38a400b781ce6f69f8750bb80f8ed52a49605d45b0227b452282f0f96	<b>Identity Authenticated At</b> 12/18/2020 17:12 EST
<b>Components</b> 4	<b>IP Address</b> 67.170.181.141	<b>Signed At</b> 12/18/2020 17:12 EST
	<b>Device</b> Safari via Mac	
	<b>Typed Signature</b> 	
	<b>Signature Reference ID</b> 67C109C5	

AUDITS

TIMESTAMP	AUDIT
12/18/2020 15:59 EST	Margaret Young (maggie.young@protocallservices.com) created document 'james_madison_renewal_amendment_2020_12_18.pdf' on Chrome via Windows from 69.30.32.180.
12/18/2020 15:59 EST	Phil Evans (phil.evans@protocallservices.com) was emailed a link to sign.
12/18/2020 17:12 EST	Phil Evans (phil.evans@protocallservices.com) viewed the document on Safari via Mac from 67.170.181.141.
12/18/2020 17:12 EST	Phil Evans (phil.evans@protocallservices.com) authenticated via email on Safari via Mac from 67.170.181.141.
12/18/2020 17:12 EST	Phil Evans (phil.evans@protocallservices.com) signed the document on Safari via Mac from 67.170.181.141.