

**CONTRACT RENEWAL LETTER**

**Date:** January 02, 2024  
**Contract #:** UCPJMU5756  
**Service:** Telephonic Behavioral Health Services  
**Renewal Period:** 4/2/2024 to 4/1/2025  
**Renewal #:** 4 of 9 One-Yr  
**Issued By:** James Madison University  
Shanna Devers, Buyer Senior  
Ph: 540-568-3131  
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:** Phil Evans  
PHIL EVANS  
Name (print)  
CEO 1/5/2024  
Title Date Signed

**James Madison University**

**By:** Shanna Devers  
Shanna Devers,  
Name (print)  
Buyer Senior 1/3/2024  
Title Date Signed



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**Contractor:** ProtoCall Services, Inc.

**Renewal Period:** 4/2/2024 to 4/1/2025

**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.