



CONTRACT RENEWAL LETTER

Date: January 12, 2026
Contract #: UCPJMU5756
Service: Telephonic Behavioral Health Services
Renewal Period: 4/2/2026 to 4/1/2027
Renewal #: 6 of 9 One-Yr
Issued By: James Madison University
 Shanna Devers, Lead Commodity Contract Officer 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
FCC8459BD61E4D3...
 Phil Evans

Name (print)

phil.evans@protocallservices.com 1/13/2026

Title

Date Signed

James Madison University

By: Shanna Devers
 Shanna Devers, CUPO

Name (print)

Lead Commodity Contract Officer

Title

1/12/2026
Date Signed



Renewal #6

Contract #: UCPJMU5756

Contractor: ProtoCall Services, Inc.

Renewal Period: 4/2/2026 to 4/1/2027

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.