

**AMENDMENT NO. 1**

**PROFESSIONAL SERVICES CONTACT**  
**between**  
**the VIRGIN ISLANDS HOUSING FINANCE AUTHORITY**  
**and**  
**the CYRACOM INTERNATIONAL, INC.**

**WHEREAS**, on August 21, 2019, the Virgin Islands Housing Finance Authority (“VIHFA”) and Cyracom International, Inc. entered into a professional services contract for language interpretation services (“Agreement”)(Contract No.: 2019-CDBG-DR-004) for the Community Development Block Grant Disaster Recovery (“CDBG-DR”) program; and

**WHEREAS**, VIHFA is the lead agency for administering the CDBG-DR program, and all contracts to be funded under the CDBG-DR program requires the inclusion of both performance deliverables and a penalty for failure to meet those deliverables; and

**WHEREAS**, Paragraph 6, “Payment Process” of this contract did not include the necessary provision regarding an opportunity to cure any performance deficiencies and a liquidated penalty of \$75.00 for failure to cure the performance deficiency, similar to the Language Translation Contract with Cyracom International (Contract No.: 2019-CDBG-DR-002).

**NOW THEREFORE**, in consideration of the mutual covenants herein contained, and intending to be legally bound by this Agreement, the parties hereto do covenant and agree as follows:

**Paragraph 6.** Paragraph 6 is amended by adding the following provision:

As Video Remote Interpretation (VRI) is the mode that the contracted interpretation vendor will be using to provide interpretation services, if connection to a live agent interpreter for a specified language within 10 minutes of the placed call to the vendor is not answered, or their system is unavailable, excluding planned outages, scheduled maintenance, and unavoidable events, a \$25.00 penalty shall be assessed. However the total value of penalties in a given month shall not exceed 3% of the total revenue for that month.


**Section 2.** All other requirement and provisions of Agreement between the VIHFA and Cyracom International, Inc. (Contract No.: 2019-CDBG-DR-004), dated the 30<sup>th</sup> of May 2019, shall remain in full force and effect.

**WITNESSES:**

  
Signature

Vicky Tartlinger  
Print Name (1)

**CyraCom International, Inc.**

  
James Kent

Reviewed for Legal Sufficiency:

  
Denise Rhymmer, Esq.

Dated: 26<sup>th</sup> day of November, 2019

**VIRGIN ISLANDS HOUSING  
FINANCE AUTHORITY**

**WITNESSES:**

  
Signature

Daniel Richardson  
Print Name (1)

  
Daryl Griffith  
Executive Director