

State of Washington Contracts & Procurement Division Department of Enterprise Services P.O. Box 41411 Olympia, WA 98504-1411	<b>CONTRACT AMENDMENT</b>	
	Contract No.:	18222
911 Interpreters, Inc. 444 N Michigan Avenue, Suite 1200 Chicago, IL 60611	Amendment No.:	01
	Effective Date:	September 1, 2024

**FIRST AMENDMENT  
TO  
CONTRACT NO. 18222  
SPOKEN LANGUAGE INTERPRETER SERVICES – IPI, OPI, AND VRI (NON-CBA)**

This First Amendment (“Amendment”) to Contract No. 18222 is made and entered into by and between the State of Washington acting by and through the Department of Enterprise Services, a Washington State governmental agency (“Enterprise Services”) and 911 Interpreters, Inc., a Delaware corporation (“Contractor”) and is dated as of September 1, 2024.

**RECITALS**

- A. Enterprise Services and Contractor (collectively the “Parties”) entered into that certain Contract No. 18222 dated effective as of December 11, 2023 (“Contract”).
- B. The Parties now desire to amend the Contract to revise Section 6.16 (Cancellation/No-show Policy) of the Contract.
- C. The Parties further desire to amend the Contract to include a ‘pay equality provision’ as required by the Washington State Legislature. See [LAWS OF 2023, ch. 475](#), § 919(4).
- D. The Parties further desire to amend the Contract to include a ‘nondiscrimination provision’ as required by the Washington State Legislature. See [LAWS OF 2023, ch. 468](#) [codified at [RCW 39.26.245\(3\)](#) and [RCW 49.60.530](#)].
- E. The amendment set forth herein is within the scope of the Contract.

**AGREEMENT**

**NOW THEREFORE**, in consideration of the mutual covenants and agreements set forth herein, the Parties hereby agree to amend the Contract, as previously amended, as follows:

1. USING THE CONTRACT – PURCHASES. Section 6.16 (Cancellation/No-show Policy) of the Contract is hereby amended by deleting the existing section 6.16 language and replacing it with the following:
  - 6.16. CANCELLATION/NO-SHOW POLICY:
    - (a) For more than 48 business hours (two full calendar days) notice of cancellation, neither part shall be penalized for cancellation.

- (b) For less than 48 hours (two full calendar days) notice of cancelation, if cancelled by Purchaser, Interpreter will be entitled to bill the Hourly Service rate or Minute Service rate for the entire booking, up to a maximum of seven (7) hours. This policy will be in effect for all work done under this contract, unless otherwise specified in a separate agreement between Contractor and Agency, at the Purchasing Agency's discretion.
- (c) For less than 48 hours (two full calendar days) notice of cancelation, if canceled by Contractor/Interpreter, it shall be the responsibility of Contractor/Interpreter to find a replacement Interpreter. If a replacement Interpreter cannot be found, then the Contractor/Interpreter shall be assessed a fee of 1% of their quoted rate.
- (d) If Contractor/Interpreter no-shows an appointment, they will be assessed a fee of 2% of their quoted rate.
- (e) In the case of an Interpreter no-show for an appointment, Contractor shall refrain from selecting the no-show Interpreter on future Interpretation requests under this contract for the next 60 days. It shall be the responsibility of the Contractor to track Interpreter no-shows and keep an updated list of temporary restrictions.

2. PAY EQUALITY. The following provision is added to the end of section 20 (General Provisions) as a new subsection:

20.24 WASHINGTON STATE PAY EQUALITY FOR 'SIMILARLY EMPLOYED' INDIVIDUALS. Contractor represents and warrants that, among Contractor's employees, 'similarly employed' individuals are compensated as equals. For purposes of this provision, employees are similarly employed if the individuals work for the same employer, the performance of the job requires comparable skill, effort, and responsibility, and the jobs are performed under similar working conditions. Job titles alone are not determinative of whether employees are similarly employed. Contractor may allow differentials in compensation for Contractor's workers based in good faith on any of the following: a seniority system; a merit system; a system that measures earnings by quantity or quality of production; a bona fide job-related factor or factors; or a bona fide regional difference in compensation levels. A bona fide job-related factor or factors may include, but is not limited to, education, training, or experience that is: consistent with business necessity; not based on or derived from a gender-based differential; and accounts for the entire differential. A bona fide regional difference in compensation level must be consistent with business necessity; not based on or derived from a gender-based differential; and account for the entire differential. Notwithstanding any provision to the contrary, upon breach of warranty and Contractor's failure to provide satisfactory evidence of compliance within thirty (30) days, Enterprise Services may suspend or terminate this Contract and any Purchaser hereunder similarly may suspend or terminate its use of the Contract and/or any agreement entered into pursuant to this Contract.

3. NONDISCRIMINATION. The following provision is added to the end of section 20 (General Provisions) as a new subsection:

20.25 NONDISCRIMINATION.

- (a) Nondiscrimination Requirement. During the term of this Contract, beginning as of the effective date of this Amendment, Contractor, including any subcontractor, shall not discriminate on the bases enumerated at RCW 49.60.530(3). In addition, Contractor, including any subcontractor, shall give written notice of this nondiscrimination requirement to any labor organizations with which Contractor, or subcontractor, has a collective bargaining or other agreement.
- (b) Obligation to Cooperate. Contractor, including any subcontractor, shall cooperate and comply with any Washington state agency investigation regarding any allegation that Contractor, including any subcontractor, has engaged in discrimination prohibited by this Contract pursuant to RCW 49.60.530(3).
- (c) Default. Notwithstanding any provision to the contrary, Enterprise Services may suspend Contractor, including any subcontractor, upon notice of a failure to participate and cooperate with any state agency investigation into alleged discrimination prohibited by this Contract, pursuant to RCW 49.60.530(3). Any such suspension will remain in place until Enterprise Services receives notification that Contractor, including any subcontractor, is cooperating with the investigating state agency. In the event Contractor, or subcontractor, is determined to have engaged in discrimination identified at RCW 49.60.530(3), Enterprise Services may terminate this Contract in whole or in part, and Contractor, subcontractor, or both, may be referred for debarment as provided in RCW 39.26.200. Contractor or subcontractor may be given a reasonable time in which to cure this noncompliance, including implementing conditions consistent with any court-ordered injunctive relief or settlement agreement.
- (d) Remedies for Breach. Notwithstanding any provision to the contrary, in the event of Contract termination or suspension for engaging in discrimination, Contractor, subcontractor, or both, shall be liable for contract damages as authorized by law including, but not limited to, any cost difference between the original Contract and the replacement or cover contract and all administrative costs directly related to the replacement contract, which damages are distinct from any penalties imposed under Chapter 49.60, RCW. Enterprise Services and/or Purchasers shall have the right to deduct from any monies due to Contractor or subcontractor, or that thereafter become due, an amount for

damages Contractor or subcontractor will owe Enterprise Services and/or Purchasers for default under this provision.

4. NO CHANGE OTHER THAN AMENDMENT. Except as amended herein, the Contract is unaffected and remains in full force and effect.
5. INTEGRATED AGREEMENT; MODIFICATION. This Amendment constitutes the entire agreement and understanding of the Parties with respect to the subject matter and supersedes all prior negotiations and representations. In the event of any conflict between this Amendment and the Contract or any earlier amendment, this Amendment shall control and govern. This Amendment may not be modified except in writing signed by the Parties.
6. AUTHORITY. Each party to this Amendment, and each individual signing on behalf of each party, hereby represents and warrants to the other that it has full power and authority to enter into this Amendment and that its execution, delivery, and performance of this Amendment has been fully authorized and approved, and that no further approvals or consents are required to bind such party.
7. ELECTRONIC SIGNATURES. An electronic signature or electronic record of this Amendment or any other ancillary agreement shall be deemed to have the same legal effect as delivery of an original executed copy of this Amendment or such other ancillary agreement for all purposes.
8. COUNTERPARTS. This Amendment may be executed in one or more counterparts, each of which shall be deemed an original, and all of which counterparts together shall constitute the same instrument which may be sufficiently evidenced by one counterpart. Execution of this Amendment at different times and places by the parties shall not affect the validity thereof so long as all the parties hereto execute a counterpart of this Amendment.

EXECUTED AND EFFECTIVE as of the day and date first above written.

**911 INTERPRETERS, INC.,  
A DELAWARE CORPORATION**

**STATE OF WASHINGTON  
DEPARTMENT OF ENTERPRISE SERVICES**

By: *R. Vujcic*  
Name: Rade Vujcic  
Title: President and CEO  
Date: September 25, 2024

By: *Tim Foitzik*  
Name: Tim Foitzik  
Title: Procurement Supervisor  
Date: 9/24/2024

State of Washington Contracts & Procurement Division Department of Enterprise Services P.O. Box 41411 Olympia, WA 98504-1411	<b>CONTRACT AMENDMENT</b>	
	Contract No.:	18222
911 Interpreters, Inc. dba 911 Interpreters 444 N Michigan Avenue, Suite 1200 Chicago, IL 60611	Amendment No.:	02
	Effective Date:	December 11, 2024

**SECOND AMENDMENT  
TO  
CONTRACT NO. 18222  
SPOKEN LANGUAGE INTERPRETER SERVICES – IPI, OPI, AND VRI (NON-CBA)**

This Second Amendment (“Amendment”) to Contract No. 18222 is made and entered into by and between the State of Washington acting by and through the Department of Enterprise Services, a Washington State governmental agency (“Enterprise Services”) and 911 Interpreters, Inc. dba 911 Interpreters, a Delaware Corporation (“Contractor”) and is dated as of December 11, 2024.

**RECITALS**

- A. Enterprise Services and Contractor (collectively the “Parties”) entered into that certain Contract No. 18222 dated effective as of December 11, 2023 (“Contract”).
- B. The Parties previously amended the Contract as follows:
  - (1) By instrument titled First Amendment to Contract (dated September 1, 2024) to revise Section 6.16 (Cancellation/No-Show Policy) and to include a Pay Equality and Nondiscrimination provision as required by the Washington State Legislature.
- C. The Parties now desire to amend the Contract to execute an Economic Price Adjustment (EPA) and to amend Section 3.3 (Economic Adjustment) of the Contract.
- D. The amendment set forth herein is within the scope of the Contract.

**AGREEMENT**

**NOW THEREFORE**, in consideration of the mutual covenants and agreements set forth herein, the Parties hereby agree to amend the Contract, as previously amended, as follows:

1. **ECONOMIC PRICE ADJUSTMENT.** Pursuant to section 3.3 of the Contract, the pricing for the goods/services is hereby amended by deleting the existing **Exhibit B – Prices** in its entirety and inserting the attached **Exhibit B – Prices** (dated December 11, 2024). These prices include the agreed economic adjustment from Bureau of Labor and Statistics (BLS) index/indices: up to 4.1% PPI series CEU6054199011.

2. ECONOMIC ADJUSTMENT. Section 3.3 of the Contract (Economic Adjustment) is hereby amended by adding the following at the end of the provision:


<b>Series Title</b>	Average weekly earnings of all employees, translation, interpretation, and all other professional, scientific, and technical services, not seasonally adjusted
<b>Series ID</b>	CEU6054199011

3. NO CHANGE OTHER THAN AMENDMENT. Except as amended herein, the Contract is unaffected and remains in full force and effect.
4. INTEGRATED AGREEMENT; MODIFICATION. This Amendment constitutes the entire agreement and understanding of the Parties with respect to the subject matter and supersedes all prior negotiations and representations. In the event of any conflict between this Amendment and the Contract or any earlier amendment, this Amendment shall control and govern. This Amendment may not be modified except in writing signed by the Parties.
5. AUTHORITY. Each party to this Amendment, and each individual signing on behalf of each party, hereby represents and warrants to the other that it has full power and authority to enter into this Amendment and that its execution, delivery, and performance of this Amendment has been fully authorized and approved, and that no further approvals or consents are required to bind such party.
6. ELECTRONIC SIGNATURES. An electronic signature or electronic record of this Amendment or any other ancillary agreement shall be deemed to have the same legal effect as delivery of an original executed copy of this Amendment or such other ancillary agreement for all purposes.
7. COUNTERPARTS. This Amendment may be executed in one or more counterparts, each of which shall be deemed an original, and all of which counterparts together shall constitute the same instrument which may be sufficiently evidenced by one counterpart. Execution of this Amendment at different times and places by the parties shall not affect the validity thereof so long as all the parties hereto execute a counterpart of this Amendment.

EXECUTED AND EFFECTIVE as of the day and date first above written.

**911 INTERPRETERS, INC. DBA 911 INTERPRETERS,  
A DELAWARE CORPORATION**

**STATE OF WASHINGTON  
DEPARTMENT OF ENTERPRISE SERVICES**

By:   
 Name: 911 Interpreters  
 Title: Director of Operations  
 Date: 12/19/2024

By:   
 Name: Tim Foitzik  
 Title: Procurement Supervisor  
 Date: 12/18/2024

Exhibit B – Prices for Services

<b>Modality</b>	<b>OPI – Over the Phone Interpretation</b>		
<b>Languages</b>	<i>Spanish*</i>		
<b>Category</b>	<b>Region/s</b>	<b>Price (\$)</b>	<b>Rate</b>
Prescheduled Standard	All	\$0.46	Per Minute
Prescheduled Rush		\$0.46	Per Minute
On Demand		\$0.46	Per Minute
<b>Languages</b>	<i>All Other Languages</i>		
<b>Category</b>	<b>Region/s</b>	<b>Price (\$)</b>	<b>Rate</b>
Prescheduled Standard	All	\$0.55	Per Minute
Prescheduled Rush		\$0.59	Per Minute
On Demand		\$0.59	Per Minute

<b>Modality</b>	<b>VRI – Video Remote Interpretation</b>		
<b>Languages</b>	<i>Spanish*</i>		
<b>Category</b>	<b>Region/s</b>	<b>Price (\$)</b>	<b>Rate</b>
Prescheduled Standard	All	\$0.73	Per Minute
Prescheduled Rush		\$0.83	Per Minute
On Demand		\$0.83	Per Minute
<b>Languages</b>	<i>All Other Languages</i>		
<b>Category</b>	<b>Region/s</b>	<b>Price (\$)</b>	<b>Rate</b>
Prescheduled Standard	All	\$0.83	Per Minute
Prescheduled Rush		\$0.94	Per Minute
On Demand		\$0.94	Per Minute

State of Washington Contracts & Procurement Division Department of Enterprise Services P.O. Box 41411 Olympia, WA 98504-1411	Contract No.:	18222
911 Interpreters, Inc. 444 N Michigan Avenue, Suite 1200 Chicago, IL 60611	Amendment No.:	3
	Effective Date:	December 11, 2025

**THIRD AMENDMENT  
TO  
CONTRACT NO. 18222  
SPOKEN LANGUAGE INTERPRETER SERVICES – IPI, OPI, AND VRI (NON-CBA)**

This Third Amendment (“Amendment”) to Contract No. 18222 is made and entered into by and between the State of Washington acting by and through the Department of Enterprise Services, a Washington State governmental agency (“Enterprise Services”) and 911 Interpreters, Inc, a Foreign Profit Corporation (“Contractor”) and is dated as of December 11, 2025.

**RECITALS**

- A. Enterprise Services and Contractor (collectively the “Parties”) entered into that certain Contract No. 18222 dated effective as of December 11, 2023 (“Contract”).
- B. The Parties previously amended the Contract as follows:
  - (1) By instrument titled First Amendment to Contract (dated September 1, 2024) to revise Section 6.16 Cancellation/No-show Policy of the Contract and to include a Nondiscrimination and Pay Equality provision as required by the Washington State Legislature; and
  - (2) By instrument titled Second Amendment to Contract (dated December 11, 2024) for an Economic Price Adjustment (EPA) and to amend Section 3.3 Economic Adjustment of the contract.
- C. The Parties now desire to amend the Contract to execute an Economic Price Adjustment (EPA).
- D. The amendment set forth herein is within the scope of the Contract.

**AGREEMENT**

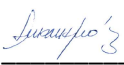
**NOW THEREFORE**, in consideration of the mutual covenants and agreements set forth herein, the Parties hereby agree to amend the Contract, as previously amended, as follows:


1. **ECONOMIC PRICE ADJUSTMENT.** Pursuant to section 3.3 of the Contract, the pricing for the goods/services is hereby amended by deleting the existing **Exhibit B – Prices** in its entirety and inserting the attached **Exhibit B – Prices** (dated December 11, 2025). These prices include the agreed economic adjustment from Bureau of Labor and Statistics (BLS) index: 7.0% PPI series CEU6054190011.
2. **NO CHANGE OTHER THAN AMENDMENT.** Except as amended herein, the Contract is unaffected and remains in full force and effect.
3. **INTEGRATED AGREEMENT; MODIFICATION.** This Amendment constitutes the entire agreement and understanding of the Parties with respect to the subject matter and supersedes all prior negotiations and representations. In the event of any conflict between this Amendment and the Contract or any earlier amendment, this Amendment shall control and govern. This Amendment may not be modified except in writing signed by the Parties.
4. **AUTHORITY.** Each party to this Amendment, and each individual signing on behalf of each party, hereby represents and warrants to the other that it has full power and authority to enter into this Amendment and that its execution, delivery, and performance of this Amendment has been fully authorized and approved, and that no further approvals or consents are required to bind such party.
5. **ELECTRONIC SIGNATURES.** An electronic signature or electronic record of this Amendment or any other ancillary agreement shall be deemed to have the same legal effect as delivery of an original executed copy of this Amendment or such other ancillary agreement for all purposes.
6. **COUNTERPARTS.** This Amendment may be executed in one or more counterparts, each of which shall be deemed an original, and all of which counterparts together shall constitute the same instrument which may be sufficiently evidenced by one counterpart. Execution of this Amendment at different times and places by the parties shall not affect the validity thereof so long as all the parties hereto execute a counterpart of this Amendment.

EXECUTED AND EFFECTIVE as of the day and date first above written.

**911 INTERPRETERS, INC.,  
A FOREIGN PROFIT CORPORATION**

**STATE OF WASHINGTON  
DEPARTMENT OF ENTERPRISE SERVICES**

By:   
 Name: Liliana Montoya  
 Title: Director of Operations  
 Date: 12/15/2025

By:   
 Name: Tim Foitzik  
 Title: Procurement Supervisor  
 Date: 12/15/2025

<b>Modality</b>		<b>OPI – Over the Phone Interpretation</b>		
<b>Languages</b>		<i>Spanish*</i>		
<b>Category</b>		<b>Region/s</b>	<b>Price (\$)</b>	<b>Rate</b>
Prescheduled Standard		All	\$0.49	Per Minute
Prescheduled Rush			\$0.49	Per Minute
On Demand			\$0.49	Per Minute
<b>Languages</b>		<i>All Other Languages</i>		
<b>Category</b>		<b>Region/s</b>	<b>Price (\$)</b>	<b>Rate</b>
Prescheduled Standard		All	\$0.59	Per Minute
Prescheduled Rush			\$0.63	Per Minute
On Demand			\$0.63	Per Minute

<b>Modality</b>		<b>VRI – Video Remote Interpretation</b>		
<b>Languages</b>		<i>Spanish*</i>		
<b>Category</b>		<b>Region/s</b>	<b>Price (\$)</b>	<b>Rate</b>
Prescheduled Standard		All	\$0.78	Per Minute
Prescheduled Rush			\$0.89	Per Minute
On Demand			\$0.89	Per Minute
<b>Languages</b>		<i>All Other Languages</i>		
<b>Category</b>		<b>Region/s</b>	<b>Price (\$)</b>	<b>Rate</b>
Prescheduled Standard		All	\$0.89	Per Minute
Prescheduled Rush			\$1.01	Per Minute
On Demand			\$1.01	Per Minute

State of Washington Contracts & Procurement Division Department of Enterprise Services P.O. Box 41411 Olympia, WA 98504-1411	Contract No.:	18222
911 Interpreters, Inc. 444 N Michigan Avenue, Suite 1200 Chicago, IL 60611	Amendment No.:	4
	Effective Date:	February 20, 2026

**FOURTH AMENDMENT  
TO  
CONTRACT NO. 18222  
SPOKEN LANGUAGE INTERPRETER SERVICES – IPI, OPI, AND VRI (NON-CBA)**

This Fourth Amendment (“Amendment”) to Contract No. 18222 is made and entered into by and between the State of Washington acting by and through the Department of Enterprise Services, a Washington State governmental agency (“Enterprise Services”) and 911 Interpreters Inc., a Foreign Profit Corporation (“Contractor”) and is dated as of February 20, 2026.

**RECITALS**

- A. Enterprise Services and Contractor (collectively the “Parties”) entered into that certain Contract No. 18222 dated effective as of December 11, 2023. (“Contract”).
- B. The Parties previously amended the Contract as follows:
  - (1) By instrument titled First Amendment to Contract (dated September 1, 2024) to revise Section 6.16 Cancellation/No-show Policy of the Contract and to include a Nondiscrimination and Pay Equality provision as required by the Washington State Legislature; and
  - (2) By instrument titled Second Amendment to Contract (dated December 11, 2024) for an Economic Price Adjustment (EPA) and to amend Section 3.3 Economic Adjustment of the contract; and
  - (3) By instrument titled Third Amendment to Contract (dated December 11, 2025) for an Economic Price Adjustment (EPA) and to amend Section 3.3 Economic Adjustment of the contract.
- C. The Parties now desire to amend the Contract to amend the language of Exhibit A Section 5 Minimum Purchasing Requirements and Payment.
- D. The amendment set forth herein is within the scope of the Contract.

**AGREEMENT**


**NOW THEREFORE**, in consideration of the mutual covenants and agreements set forth herein, the Parties hereby agree to amend the Contract, as previously amended, as follows:

1. EXHIBIT A INCLUDED SERVICES SECTION 5 MINIMUM PURCHASING REQUIREMENTS AND PAYMENT. Section 5 is hereby amended by deleting the existing provision in its entirety and inserting the following in lieu thereof:
  - 5.1 For In-Person Interpretation appointments, Contractor/interpreter will be entitled to a minimum of 2 hours of compensation at their quoted hourly rate regardless of whether the assignment lasts the entire 2 hours.
  - 5.2. When applicable, Contractor shall round up assignment times to the nearest quarter hour for IPI (ex. an assignment lasting 1 hour and 10 minutes is rounded to 1 hour and 15 minutes) and bill based on a pro rata of their hourly rate. For VRI and OPI the Contractor may round up to the nearest quarter hour and bill based on their per minute rates.
  - 5.3. For OPI and VRI Interpretation assignments, Contractor/Interpreter shall be entitled to a minimum of 30 minutes of compensation at their quoted minute rate regardless of whether the assignment lasts the entire 30 minutes.
  - 5.4 When Purchaser elects to end a scheduled appointment (of any type) before the scheduled end time, Contractor is entitled to payment for the scheduled time not the actual time used by Purchaser, provided the interpreter completes the work as requested by Purchaser. If actual time exceeds scheduled time, Contractor is entitled to payment for actual time.
2. NO CHANGE OTHER THAN AMENDMENT. Except as amended herein, the Contract is unaffected and remains in full force and effect.
3. INTEGRATED AGREEMENT; MODIFICATION. This Amendment constitutes the entire agreement and understanding of the Parties with respect to the subject matter and supersedes all prior negotiations and representations. In the event of any conflict between this Amendment and the Contract or any earlier amendment, this Amendment shall control and govern. This Amendment may not be modified except in writing signed by the Parties.
4. AUTHORITY. Each party to this Amendment, and each individual signing on behalf of each party, hereby represents and warrants to the other that it has full power and authority to enter into this Amendment and that its execution, delivery, and performance of this Amendment has been fully authorized and approved, and that no further approvals or consents are required to bind such party.
5. ELECTRONIC SIGNATURES. An electronic signature or electronic record of this Amendment or any other ancillary agreement shall be deemed to have the same legal effect as delivery of an original executed copy of this Amendment or such other ancillary agreement for all purposes.
6. COUNTERPARTS. This Amendment may be executed in one or more counterparts, each of which shall be deemed an original, and all of which counterparts together shall constitute the same instrument which may be sufficiently evidenced by one counterpart. Execution of this Amendment at different times and places by the parties shall not affect the validity thereof so long as all the parties hereto execute a counterpart of this Amendment.

EXECUTED AND EFFECTIVE as of the day and date first above written.

**911 INTERPRETERS INC,  
A FOREIGN PROFIT CORPORATION**

**STATE OF WASHINGTON  
DEPARTMENT OF ENTERPRISE SERVICES**

By:   
Name: Liliana Montoya  
Title: Director of Operations  
Date: 02/20/2026

By:   
Name: Tim Foitzik  
Title: Procurement Supervisor  
Date: 02/19/2026