



**AMENDMENT No. 1
TO CONTRACT FOR
Interpretation and Translation Services**

This Amendment No. 1 (this “Amendment”) to the Contract Number MA20078 dated October 07, 2019, is made and entered into as of November 11, 2019 (“Effective Date”), by and between Interpreters Unlimited (“Contractor”), and the Iowa Department of Administrative Services (the “Agency”).

NOW, THEREFORE, the parties herein acknowledge and agree as follows:

1. The following shall be added to Section 2:

2.3 Performance-Based Criteria

2.3.3 If an interpreter is late to a meeting, a disincentive of \$1 per minute late will be applied to that specific invoice. Disincentive will be assessed after mutual acceptance that cause of tardiness is due to interpreter fault

2.5 Conference Calls

2.5.1 Conference call capabilities will be available 24 hours a day, 7 days a weeks, 365 days a year.

2.5.2 The telephone system will be able to handle 3-way calls, conference calls and group sessions.

2.5.3 End users will be able to select a language with the assistance of dispatchers, a voice recognition tool or a customizable touch-tone menu of languages.

2.6 Face-to-Face

2.6.1 Face-to-face interpreters will be available 24 hours a day, 7 days a weeks, 365 days a year.

2.6.2 Interpreters will be scheduled through the IU Match Portal provided by Interpreters Unlimited.

2.6.3 Punctuality will be strictly enforced by Interpreters Unlimited.

2.6.4 IU Match will provide 72/48/24 hour interpreter status notifications.

2. The following is added to Section 3.1:

Service	Price per hour	Minimum Charge	Additional Fees	After-Hours Charge
Face-to Face	\$95.00	2 Hours	24-hour cancellation fee in the amount of the minimum or time booked, whichever is greater.	\$95.00
Conference Call	\$75.00	No Minimum	N/A	\$75.00

3. Except as set forth in this Amendment No. 1, the Contract shall remain unchanged and in full force and effect.

IN WITNESS WHEREOF, the parties have caused this Amendment No. 1 to be executed by their respective duly authorized representatives as of the date set forth above.

Interpreters Unlimited

Iowa Department of Administrative Services

By: _____

By: _____

Name: Shamus Sayed

Name: _____

Title: Vice President

Title: _____

Dated: 11/18/2019

Dated: _____