

## Agreement for AMN Language Services Interpreting

AMN Healthcare Language Services, Inc. (AMN Language Services) is in the business of providing on-demand video remote interpreting (VRI) for American Sign Language (ASL) and selected spoken languages, as well as over-the-phone interpreting (OPI) for selected languages with live language interpreters. The VRI services and OPI services (collectively, the “Services”) are provided by AMN Language Services through the use of AMN Language Services’ on-demand interpreter software. The term of this agreement is ~~two years from the last signature date with one year automatic renewals~~<sup>\*</sup>. On the date of the renewal, the Fees may be increase by the prior twelve-month CPI-U average plus 1 percent. The Customer ~~agrees to the AMN Language Services terms and conditions, available upon request~~<sup>\*\*</sup>, and the pricing below.

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## AMN Language Services Video & Audio (VRI & OPI) Fees

Service Type	Spanish (VRI)	Other Languages (VRI)	American Sign Language	Certified Deaf Interpreter (CDI) <sup>3</sup>	Audio (OPI)
Price Per Minute <sup>1,2</sup>	\$1.59	\$1.65	\$2.95	\$5.95	\$1.59

### Additional Terms Applicable to AMN Video & Audio (VRI & OPI):

1. Billing commences when the call is answered by the interpreter and ends when the first of the interpreter or the Member end user disconnects from the call. There is a minimum monthly invoice amount of \$50 per location, each invoice will reflect the minimum amount or the actual number of minutes, whichever is greater.
2. Member facility will be invoiced for VRI and OPI Services in accordance with the rates set forth above.
3. CDI- Certified Deaf Interpreting Team. An ASL Interpreter and CDI work together to ensure optimal communication.
4. The price for the following rare languages is \$3.50 per minute: Ixil, Achi, Trique, and Popti. Rare language calls less than 60 minutes in duration will be charged for 60 minutes of call time. Rare language calls 60 minutes or greater in duration will be billed in accordance with Paragraph 1 above. Rare language calls must be scheduled in advance and are subject to interpreter availability.

<sup>\*</sup>one year with an effective date of July 1, 2024, with one year renewals upon mutual agreement in writing.

<sup>\*\*</sup>and AMN Language Services agree to the terms and conditions of that agreement between the parties dated January 23, 2022

AMN Video Implementation & Training Applicable to All Members	
Description	Price
<p>Account implementation, system setup/configuration, and training include:</p> <ol style="list-style-type: none"> <li>1. Setup, configuration, and distribution of Technology Services necessary for AMN to provide the Virtual Interpretation Services, phone numbers and languages buttons on the AMN software Member.</li> <li>2. Function as resource for Member's IT department to support the correct configuration of Member's network for the AMN Technology Services necessary for AMN to provide the Virtual Interpretation Services.</li> <li>3. Setup of standard call detail record and monthly invoice to enable analysis of Call Detail.</li> <li>4. Setup of additional information fields agreed upon between AMN and Member to be gathered by Interpreter/CSR (if required) and attached to the call detail record.</li> <li>5. Function as resource for Member's IT department to support the installation of AMN Technology Services necessary for AMN to provide the Virtual Interpretation Services on PC, Mac, iPad, iPhone and Android smartphones and tablets.</li> <li>6. Customization of AMN's standard interpreting and medical staff-training program for the applicable Technology Services with Member logo and information.</li> <li>7. One-time AMN-led training of Member staff interpreters and medical staff on use of the applicable Technology Services.</li> </ol>	<p>\$5,000 per location (This fee can be waived for clients.)</p> <p>Travel and Expenses billed separately</p> <p>Member will be invoiced \$150.00 per hour for implementation and training services provided by AMN beyond the scope of those set forth in this table.</p>

AMN Stand and Accessories for Purchase		
Item	Description	Purchase Price
AMN Premium Stand for 10.2 iPad	Rolling adjustable stand with secure tablet holder and external speaker for iPad 10.2	\$1,080.00
AMN Premium Stand for 10.9	Rolling adjustable stand with secure tablet holder and external speaker for iPad 10.9	\$1,080.00
AMN Premium Stand for Surface Pro	Rolling adjustable stand with secure tablet holder and external speaker for Surface Pro	\$1,154.00
AMN Premium Stand for 12.9 iPad	Rolling adjustable stand with secure tablet holder for iPad 12.9	\$1,080.00

AMN Tabletop Stand and Accessories for Purchase		
Table Stand for 10.2 with Speaker	Table stand for scenarios with table or similar mounting surfaces	\$289.00
Licenses	Licenses Downloaded	No Charge

# Agreement & Pricing List

iPads for Purchase		
iPad 10.2	Apple 10.2 inch iPad Wi-Fi 32 GB	\$329.00
iPad 10.9	Apple 10.9 inch iPad Wi-Fi 64 GB	\$439.00
iPad Pro 12.9	Apple 12.9 inch iPad Pro Wi-Fi 64 GB	\$1319.00
Microsoft Surface Pro	Microsoft Surface Pro Wi-Fi 32 GB	\$875.00
iPad Mobile Device Management Service	AMN will use mobile device management software to remotely manage all iPads purchased from AMN. This includes updating the iPads with new AMN software as new releases become available.	\$4.00 per device per month (Fee charged only if Member elects to have AMN manage the iPad at the time of iPad purchase)

OPI Telephone Equipment for Purchase		
Dual Handset Phone	Two Handset Phone for Interpreting & Conference Calls	\$94.00
Wireless Phone	Dual Hand Set Cordless	\$59.00

Customer Information		
Customer Name:		
Sales Tax Exempt:    Yes <input type="checkbox"/> No <input type="checkbox"/> (If Yes, the Tax-Exempt Certificate must be included with the order)		
Main Contact:	Phone:	Email:
Billing Contact:	Phone:	Email:
IT Contact:	Phone:	Email:
<u>Shipping Addresses</u>  Note: Include all shipping addresses		<u>Billing Address</u>

**[Signature page follows.]**

## Order Form for Agreement for AMN Language Services Interpreting

AMN Stand and Accessories for Purchase		
Item	Description	Quantity
AMN Premium Stand for 10.2 iPad	Rolling adjustable stand with secure tablet holder and external speaker for iPad 10.2	
AMN Premium Stand for 10.9	Rolling adjustable stand with secure tablet holder and external speaker for iPad 10.9	
AMN Premium Stand for Surface Pro	Rolling adjustable stand with secure tablet holder and external speaker for Surface Pro	
AMN Premium Stand for 12.9 iPad	Rolling adjustable stand with secure tablet holder for iPad 12.9	

AMN Tabletop Stand and Accessories for Purchase		
Item	Description	Quantity
Table Stand for 10.2 with Speaker	Table stand for scenarios with table or similar mounting surfaces	
License	Licenses Downloaded	

iPads for Purchase		
Item	Description	Quantity
iPad 10.2	Apple 10.2 inch iPad Wi-Fi 32 GB	
iPad 10.9	Apple 10.9 inch iPad Wi-Fi 64 GB	
iPad Pro 12.9	Apple 12.9 inch iPad Pro Wi-Fi 64 GB	
Microsoft Surface Pro	Microsoft Surface Pro Wi-Fi 32 GB	
iPad Mobile Device Management Service	AMN will use mobile device management software to remotely manage all iPads purchased from AMN. This includes updating the iPads with new AMN software as new releases become available.	

OPI Telephone Equipment for Purchase		
Item	Description	Quantity
Dual Handset Phone	Two Handset Phone for Interpreting & Conference Calls	
Wireless Phone	Dual Hand Set Cordless	

*[Signature page follows.]*



# Order Form

Please sign and return the entire order form via email to your sales director.

Email: \_\_\_\_\_

\_\_\_\_\_

This instrument has been preaudited in the manner required by the Local Government Budget and Fiscal Control Act.

Accepted by: \_\_\_\_\_

\_\_\_\_\_  
Deputy Finance Officer

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Approved as to Legal Form CAM

**AMN Healthcare Language Services, Inc.**

Accepted by: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_