



Effective July 1, 2023 through June 30, 2026

## Products and Services Available

This category includes language translation (document translation and document typesetting) and interpretations services (in-person, telephone and video conferencing).

## How to Operationalize These Agreements

- A Participating Member Designation Form (PMDF) or electronic price activation (PA) is required at Tier 2 or higher with GLOBO, LSA, Propio and ULG.
- A PMDF/PA is required at **all tiers** with AMN and Language Line.
- A member agreement is required with AMN and Language Line. Existing AMN customers must sign a new member agreement.
- A member agreement may be required with GLOBO, LSA, Propio and ULG.

## Aggregation Opportunities

Aggregation is allowed for multi-facility systems, group purchasing organizations (GPOs) and established networks of facilities with all suppliers.

## Class of Trade

- Agreements with GLOBO, Language Line, LSA, Propio and ULG are available to acute care, non-acute healthcare, non-healthcare, including business and industry, retail pharmacies and durable medical equipment suppliers.
- AMN's agreement is available to acute and non-acute healthcare facilities.

## Other Key Value and Terms

- Pricing is firm for the term of the agreement with AMN, GLOBO, Language Line, Propio and ULG.
- LSA's pricing is firm for 12 months; then prices may increase annually to address changes due to regulatory and/or compliance requirements, not to exceed Premier contracted rates.
- Financial analysis reveals:
  - AMN's new agreement pricing offers flat pricing to 65.0% savings compared to its expiring agreement.
  - GLOBO's new agreement pricing offers between a 13.2% increase to 34.5% savings compared to its expiring agreement.
  - Language Line's new agreement pricing is flat compared to its expiring agreement.
  - LSA's new agreement pricing offers flat pricing to 39.8% savings compared to its expiring agreement.
  - Propio's new agreement pricing offers between a 10.0% increase to 30.6% savings compared to its expiring agreement.
  - ULG's new agreement pricing is flat compared to its expiring agreement.
  - Propio is the overall low-cost supplier for over-the-phone interpretation according to pricing scenarios.
  - LSA is the overall low-cost supplier for video remote interpretation according to pricing scenarios.
  - ULG is the overall low-cost supplier for written translation according to pricing scenarios.
- GLOBO offers a 6% conversion rebate as a value-add; see Exhibit I for details.
- Propio offers a 50% rebate on services for the first 30 days as a value-add; see Exhibit I for details.
- ULG offers a 3% conversion rebate as a value-add; see Exhibit I for details.
- Each supplier has provided key performance indicators; see each supplier's Exhibit K for details.
- Propio and ULG offer a 2% early payment discount.
- Available direct: AMN, GLOBO, Language Line, LSA, Propio, ULG

Contracted Suppliers		
Supplier	New Contract	Expiring Contract
AMN <sup>®</sup> Healthcare	PP-SV-393	PP-SV-269*
GLOBO	PP-SV-394	PP-SV-270
LanguageLine Solutions <sup>®</sup>	PP-SV-392	PP-SV-318
Language Services	PP-SV-395	PP-SV-271
propio	PP-SV-391	PP-SV-272
UNITED LANGUAGE GROUP	PP-SV-396	PP-SV-273

GLOBO and LSA are minority-owned business enterprises (MBEs). Propio is a small business enterprise (SBE).

\*AMN [acquired](#) Stratus in 2020.

The current agreement with CulturaLink (SD-SV-008) expires June 30, 2023.

For committed program information, visit the [Performance Groups Portal](#) or [portfolio books page](#) in the Supply Chain News community.



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## Supplier Contact Information

- AMN Healthcare Language Services Inc.: Amanda Walrath, 630.723.4347, [amanda.walrath@amnhealthcare.com](mailto:amanda.walrath@amnhealthcare.com)
- GLOBO Language Solutions LLC: Edward Regan, 856.217.2710, [ed@helloglobo.com](mailto:ed@helloglobo.com)
- Language Line Services Inc.: Brian Cea, 800.752.6096, [brian.cea@languageline.com](mailto:brian.cea@languageline.com)
- Language Services Associates (LSA) Inc.: Jerry Lotierzo, 215.323.6411, [lsavendor@lsaweb.com](mailto:lsavendor@lsaweb.com)
- Propio LS LLC: Lisa Stokesbury, 937.401.1471, [lstokesbury@propio-ls.com](mailto:lstokesbury@propio-ls.com)
- United Language Group (ULG) Inc.: Miranda Schlichter, 712.720.2717, [miranda.herz@ulgroup.com](mailto:miranda.herz@ulgroup.com)

**Note:** Supplier contact information is current as of April 1, 2023. For up-to-date contact information, see the supplier's detail tab in Supply Chain Advisor.

## Full Launch Content and Additional Resources Available in Supply Chain Advisor

- Executive summary: A high-level PDF overview intended for supply chain and C-suite executives. This document includes agreement highlights, purchasing considerations and information on Premier resources.
- Value analysis toolkit: A PDF document that includes detailed category information, product/service offering, purchasing considerations, pricing tiers, financial analysis, market highlights and terms and conditions.

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