On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!™, a menu-driven database system. The INTERNET address for GSA Advantage!™ is: http://www.GSAAdvantage.gov.

Schedule for Multiple Award Schedule - MAS
Federal Supply Group: Professional Services

Contract Number: 47QRAA19D006V
Contract Period: April 12, 2019 through April 11, 2024

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov

Contractor: National Institute for Children’s Health Quality, Inc.
308 Congress Street, Fl 5
Boston, MA 02210-1015

Business Size: Other Than Small Business

Telephone: 617-391-2700
FAX Number: 617-391-2743
Web Site: www.nichq.org
E-mail: hbrooks@nichq.org
Contract Administration: Heidi Brooks

Price list current as of Modification # PS-A812 effective May 14, 2020.
CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>541611RC</td>
<td>Integrated Consulting Services</td>
</tr>
<tr>
<td>OLM</td>
<td>OLMRC</td>
<td>Order Level Materials</td>
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</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See Pricing Page 5.

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. See Labor Category Descriptions Page 6.

2. Maximum Order: $1,000,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic & Worldwide

5. Point(s) of production (city, county, and state or foreign country): Same as company address


7. Quantity discounts: None Offered

8. Prompt payment terms: Net 30 days

Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions

9. Foreign items (list items by country of origin): None

10a. Time of Delivery (Contractor insert number of days): Specified on the Task Order

10b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor
10c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

10d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor

11. F.O.B Points(s): Destination

12a. Ordering Address(es): Same as Contractor

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment address (is): Same as Contractor

14. Warranty provision: Contractor’s standard commercial warranty.

15. Export Packing Charges (if applicable): N/A

16. Terms and conditions of rental, maintenance, and repair (if applicable): N/A

17. Terms and conditions of installation (if applicable): N/A

18. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

18a. Terms and conditions for any other services (if applicable): N/A

19. List of service and distribution points (if applicable): N/A

20. List of participating dealers (if applicable): N/A

21. Preventive maintenance (if applicable): N/A

22a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: N/A

22b. Section 508 compliance: N/A

23. Data Universal Numbering System (DUNS) number: 119539497
24. Notification regarding registration in System for Award Management (SAM) database:
Registered.
GSA Awarded Pricing

The rates are inclusive of the Industrial Funding Fee (IFF) of 0.75%.

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<tr>
<th>Labor Category</th>
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<th>04/12/20 – 04/11/21</th>
<th>04/12/21 – 04/11/22</th>
<th>04/12/22 – 04/11/23</th>
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<td>$139.90</td>
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</table>

Service Contract Act: The Service Contract Labor Standards (SCLS) is applicable to this contract as it applies to the entire MAS Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and / or when the contractor adds SCLS labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.
**Labor Category Descriptions**

**Analyst**

**Functional Responsibility:** Work closely with the evaluation project lead, a senior member of the Applied Research and Evaluation Team (Associate Director of Applied Research and Evaluation, or Director of Applied Research and Evaluation) in overseeing Associate Analysts and ensuring project success and team cohesiveness. Represent the Applied Research and Evaluation team on projects in a collaborative and supportive manner. Identifies appropriately brings complex project insights, concerns, and potential solutions in a timely manner to evaluation project lead. Execute applied research/evaluation project activities across all phases of research, including, planning, data collection and management, data analysis, reporting and dissemination. Participate in other activities of the applied research and evaluation team as directed by the senior members of that team.

**Minimum Education:** Master’s

**Minimum Experience:** 2 years

**Communications Manager**

**Functional Responsibility:** Support the daily execution of NICHQ’s customer engagement strategy through NICHQ’s websites, monthly e-newsletter, blog and social media platforms. Develop content (e.g., narrative stories, blog posts, infographics, videos, case studies) for NICHQ’s website, blog, monthly e-newsletter and social channels that provide engaging information about our work, results and knowledge, which ultimately optimize visibility with key audiences and increases customer engagement. Lead the production of NICHQ’s monthly e-newsletter. Continually refresh the content and improve the visual presentation on NICHQ’s website (in collaboration with members of the technology group), ensuring the site always contains accurate, current and engaging content. Contribute to and manage a master calendar to proactively plan and track the production of all content. Work with programs staff to support the execution of communication deliverables (e.g., press releases, e-learning modules, etc.). Support the development and execution of product- and content-specific marketing plans for various project teams. Contribute to writing and editing grant applications and other funding proposals to federal and state agencies and foundations. Serve as member of core team for new business proposal development. Assist in the development of brand marketing materials including sales sheets, e-marketing, brochures, videos, etc. When appropriate, oversee relationships with outside vendors who help with these efforts (e.g., design firms). Other tasks as assigned by supervisor.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years
Digital Solutions Manager

**Functional Responsibility:** Work directly with organizational and project leaders to identify, evaluate, implement, and maintain NICHQ’s web-based platforms, products, and services. Complete other technology implementation projects as assigned by supervisor. Lead the creation of new digital solutions. Serve as the team lead/project manager in web development projects with external developers. Direct and provide technology support around data and technology systems to the organization and external users.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

Director of Marketing and Communication

**Functional Responsibility:** Develop annual strategies for the department and translate the strategies into action items for execution by and with direct reports and other NICHQ staff. The department’s primary focus areas include: Brand Management/Marketing: Project a compelling and consistent brand identity. Content Marketing: Create and disseminate content that boosts NICHQ’s brand, generates revenue, and inspires actions that advance our mission. Customer Knowledge: Develop a deep understanding of our customers and their needs to move them to higher levels of engagement. Engagement: Activate NICHQ’s customer base (existing and potential) as disseminators/brand ambassadors. Technology: Work closely with Sr. Digital Solutions Manager to develop solutions that support the customer experience. Create and oversee communications programs that effectively promote the organization, its mission and services. Oversee external communication efforts, ensuring the consistency of messages across platforms (e.g., e-newsletter, website, social media, press, etc.) and adherence to the NICHQ brand standards. Lead the development of and creation (when appropriate) of products and messages (e.g., writing or editing content, crafting project-specific communication deliverables, proposal development, etc.). Work strategically with other departments to maximize communication and outreach efforts to increase web traffic, strategic partnerships and new business. Serve as a consultant to the organization’s executive team. Manage department staff, budgets and staff assignments to ensure alignment with strategic plan.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 7 years
**Executive Consultant**

**Functional Responsibility:** Offer significant industry and professional experience based on prior clinical or executive leadership roles. Track record of creating breakthrough learning and improvement results within customer organizations. Form deep relationships with senior executives within customer organizations, focused on strategic aims and project results. Assigned to a client provide strategic guidance to project teams and external strategic partners. Provide senior level guidance and thought leadership including subject matter expertise.

**Minimum Education:** Bachelor’s + MD or Clinical Qualification

**Minimum Experience:** 15 years

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**Grants and Contract Director**

**Functional Responsibility:** Work with PI, Project Managers, and outside collaborators to establish and adhere to timelines and responsibilities for smooth and on-time submissions. Oversee the creation and execution of consultant agreements and subcontracts. Establish and maintain regular communication with funding agency officers, including attendance at any required grantee meetings and creating/maintaining accounts with any online portals the funder requires. Ensure timely execution and submission of contracts, subcontracts, budgets, financial reports, and final closeout reports. Support PI and staff in the fiscal management of their projects. Regularly monitor budget activity and ensure that funds are spent down in a timely manner. Communicate regularly with PIs/Project Managers on spending, and troubleshoot issues related to under- or over-spending. Oversee the preparation and submission of requests for budget amendment, carry-over, or no-cost extension.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 7 years

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**Principal Consultant**

**Functional Responsibility:** Provide strategic insight based on deep industry experience to assist clients in identifying quality improvement aims and mobilizing organizational resources to improve. Form deep relationships with senior executives within customer organizations, focused on strategic aims and project results. Assist senior organizational leaders to engage their governing boards in the active pursuit of system improvement. Understand the policy and regulatory challenges faced by health executives and brings insight to how best to succeed given the regulatory environment. Assist senior organizational leaders to identify and engage with key stakeholders and allies within their community. Develop strategic partnerships, innovate new models of care, and develop and spread new definitions of patient safety. Regarded as a thought and opinion leader in the industry.

**Minimum Education:** Bachelor’s + MD or Clinical Qualification
Minimum Experience: 20 years

**Project Director**

**Functional Responsibility:** Understand and shape the client’s strategy for change and improvement. Assist senior leadership teams in mobilizing around ambitious system improvement goals. Help articulate a portfolio of mutually supportive activities that will result in meaningful and sustainable performance improvement including: Innovation-focused initiatives; Results-focused improvement initiatives; and Capability-building strategies to enhance staff skills and readiness to improve. Assist with problem-solving and mid-course corrections when necessary. Brings competence in improvement methods and the science of improvement to the work, and coaches client leaders to master and apply these methods.

**Minimum Education:** Master’s

Minimum Experience: 7 years

**Project Manager**

**Functional Responsibility:** Manage and design program timelines and activities, including meetings, teleconferences, and web seminars. With faculty and other project staff, design and revise content offerings and supporting materials. Ensure project deliverables are met by project team and are consistent with NICHQ’s quality standards. Establish and manage project budget and provide reports to NICHQ management. Act as key liaison/communication link between project team (directors, faculty, improvement advisors, NICHQ staff), NICHQ Management, and customers. Develop and foster relationships with main points of contact and team members at member hospitals/health systems and proactively manage these relationships. Act as “steward of improvement:” use established processes and communicate improvement ideas to all relevant parties. Use quality improvement tools to continuously improve all processes. Manage faculty contracting when appropriate.

**Minimum Education:** Master’s

Minimum Experience: 3 years

**Project Specialist**

**Functional Responsibility:** Coordinate program timelines and activities, including meetings, teleconferences, web seminars with faculty and other project staff, design and revise content offerings, and supporting materials. Ensure project deliverables are met by project team and are consistent with NICHQ’s quality standards. Establish and coordinate project budget and provide reports to NICHQ management. Act as key liaison/communication link between project team (directors, faculty, improvement advisors, NICHQ staff), NICHQ Management, and customers. Foster relationships with main points of contact and team members at member hospitals/health systems and proactively manage these relationships. Schedule and assist all Project Team progress meetings, pulling in specialists (Registration, Finance, IT, etc.) as necessary.
Minimum Education: Bachelor’s
Minimum Experience: 2 years

Senior Analyst

Functional Responsibility: Work closely with the evaluation project lead, a senior member of the Applied Research and Evaluation Team (Associate Director of Applied Research and Evaluation, or Director of Applied Research and Evaluation) in overseeing Associate Analysts and ensuring project success and team cohesiveness. Represent the Applied Research and Evaluation team on projects in a collaborative and supportive manner. Identifies appropriately brings complex project insights, concerns, and potential solutions in a timely manner to evaluation project lead. Execute applied research/ evaluation project activities across all phases of research, including, planning, data collection and management, data analysis, reporting and dissemination. Participate in other activities of the applied research and evaluation team as directed by the senior members of that team.

Minimum Education: Master’s
Minimum Experience: 4 years

Senior Project Manager

Functional Responsibility: Manage projects of complex size and scope. Clarify, drive, and manage project scope and high-level deliverables and ensure any changes are documented, communicated and approved by project leadership. Bring solutions to issues (meeting deadlines, client engagement, team issues) to Associate Project Director and/or Project Director and implement. Share accountability for driving and achieving project results with project leadership. Ensure roles and responsibilities on project are clearly delineated. Supervise and/or mentor Project Coordinators, Project Specialists, and/or Project Managers. Manage project-specific contracting with consultants, faculty, and organizational subcontractors, as appropriate. Manage project budgets and reporting. Contribute to cross project sharing, learning, and consistent integration of organizational support functions. Work independently, capable of making independent decisions. Possess advanced insight and skills in client management, proposal development, and budgeting. Exhibit strong understanding of NICHQ project goals, aims, methods, products, and tools. Demonstrate strong understanding of quality improvement methods and the Breakthrough Series model.

Minimum Education: Master’s
Minimum Experience: 5 years
Senior Project Director

**Functional Responsibility:** Design and oversee large-scale results-oriented improvement initiatives in such areas as patient safety, population health, value-based care, person-centered care, care quality and reliability, and system-level quality strategies. Create value by forming a long term strategic relationship with senior level and day-to-day leaders within the organization, beyond the day-to-day project activity. Bring technical and change management expertise to the successful accomplishment of large-scale improvement. Provide access to NICHQ thought leaders in various disciplines. Arrange connection with NICHQ faculties and other industry respected experts. Develop and test innovative designs in patient care. Develop strategies for dissemination of results and system-wide scale-up.

**Minimum Education:** Master’s

**Minimum Experience:** 10 years

**Experience & Degree Substitution Equivalencies**
Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Min Edu</th>
<th>Min Exp</th>
<th>Ph.D.</th>
<th>Master’s</th>
<th>Bachelor’s</th>
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