

**General Services Administration  
Federal Supply Service  
Authorized Federal Supply Schedule Price List**

**Mission Oriented Business Integrated Services (MOBIS)  
Federal Supply Schedule Industrial Group 874**

**For more information on ordering from Federal Supply Schedules  
click on the FSS Schedules button at <http://www.gsa.gov/schedules-ordering>**



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**Other than Small Business**

**GSA Contract Number**

**GS-02F-0076Y**

**Pricelist current through Modification PO-001 Dated April 11<sup>th</sup> 2012**

**Contract Period: February 9<sup>th</sup> 2012 through February 8<sup>th</sup> 2017**

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**CUSTOMER INFORMATION**

1. a) Awarded special item numbers: **874-1 & 874-4**  
b) Identification of the lowest priced model number and lowest unit price – **Not Applicable**  
c) Labor categories, experience, functional responsibility and education – **See Below**
2. Maximum Order - **\$1,000,000**
3. Minimum Order - **\$100**
4. Geographic coverage - **48 Contiguous States, Alaska, Hawaii, Puerto Rico and territories.**
5. Point(s) of production - **Same as contractor's address**
6. Discount from list prices or statement of net price - **Net prices are shown below**
7. Quantity discounts - **None**
8. Prompt payment terms - **None**
9. a) Government purchase cards are accepted for all purchases up to the micro-purchase level  
b) Government purchase cards **are not** accepted above the micro-purchase threshold.
10. Foreign items: **Not Applicable**
11. a) Time of delivery: **TBD at Task order Level**  
b) Expedited Delivery: **TBD at Task order Level**  
c) Overnight and 2-day Delivery: **TBD at Task order Level**
12. F.O.B. point - **Destination**
13. a) Ordering Address:  
**20 University Road 7th Floor,  
Cambridge, MA -02138**

- b) Ordering procedures - For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).
14. Payment address:  
**20 University Road 7th Floor,  
Cambridge, MA -02138**
15. Warranty provision - **Not Applicable**
16. Export packing charges - **Not Applicable**
17. Terms and Conditions of Government purchase card acceptance (any thresholds above the micro purchase - **Not Applicable**
18. Terms and conditions of rental, maintenance, and repair - **Not Applicable**
19. Terms and conditions of installation - **Not Applicable**
20. a) Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices - **Not Applicable**  
b) Terms and conditions for any other services - **Not Applicable**
21. List of service and distribution points - **Not Applicable**
22. List of participating dealers - **Not Applicable**
23. Preventive maintenance - **Not Applicable**
24. a) Special attributes such as environmental attributes - **Not Applicable**  
b) If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractors web site or other location. The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/) - **Not Applicable**
25. Data Universal Number System (DUNS) number - **859038937**
26. Contractor is **registered** in Central Contractor Register (CCR) database

**LABOR CATEGORY RATES****SIN 874-1**

SIN	Labor Category	GSA Price Inclusive of IFF				
		Feb 9 <sup>th</sup> 2012 to Feb 8 <sup>th</sup> 2013	Feb 9 <sup>th</sup> 2013 to Feb 8 <sup>th</sup> 2014	Feb 9 <sup>th</sup> 2014 to Feb 8 <sup>th</sup> 2015	Feb 9 <sup>th</sup> 2015 to Feb 8 <sup>th</sup> 2016	Feb 9 <sup>th</sup> 2016 to Feb 8 <sup>th</sup> 2017
874-1	Senior Executive	\$455.61	\$473.84	\$492.79	\$512.50	\$533.00
874-1	Chief Medical Officer	\$335.10	\$348.51	\$362.45	\$376.94	\$392.02
874-1	Senior Vice President	\$278.16	\$289.29	\$300.86	\$312.90	\$325.41
874-1	Vice President 1	\$206.19	\$214.44	\$223.01	\$231.93	\$241.21
874-1	Vice President 2	\$203.31	\$211.45	\$219.90	\$228.70	\$237.85
874-1	Executive Director of Strategic Partners	\$176.42	\$183.48	\$190.82	\$198.45	\$206.39
874-1	Program Director 1	\$156.22	\$162.47	\$168.97	\$175.73	\$182.76
874-1	Program Director 2	\$130.25	\$135.46	\$140.88	\$146.51	\$152.37
874-1	Program Director 3	\$122.64	\$127.54	\$132.64	\$137.95	\$143.47
874-1	Program Manager 1	\$80.36	\$83.57	\$86.92	\$90.39	\$94.01
874-1	Program Manager 2	\$55.82	\$58.05	\$60.37	\$62.79	\$65.30
874-1	Event Planner	\$54.39	\$56.56	\$58.82	\$61.18	\$63.62
874-1	IA Specialist 1	\$483.42	\$502.76	\$522.87	\$543.79	\$565.54
874-1	IA Specialist 2	\$440.30	\$457.91	\$476.23	\$495.28	\$515.09
874-1	IA Specialist 3	\$226.28	\$235.33	\$244.75	\$254.54	\$264.72
874-1	Faculty 1	\$524.57	\$545.55	\$567.37	\$590.07	\$613.67
874-1	Faculty 2	\$257.14	\$267.43	\$278.12	\$289.25	\$300.82
874-1	Faculty 3	\$174.86	\$181.85	\$189.12	\$196.69	\$204.56

**TRAINING SERVICES RATES****SIN 874-4**

SIN	Course Title	Course Length	Minimum Participants	Maximum Participants	GSA Price Per Person Including IFF
874-4	Patient Safety Program (PSO)	7 Days	1	120	8564.23
874-4	Improvement Advisor (IA)	9 Months	1	30	13602.02
874-4	National Forum	4 Days	1	No Limit	1032.75
874-4	Cracking the Code (Flow)	2 Days	1	130	1687.66
874-4	Reengineering the Operating Room (OR)	2 Days	1	180	1687.66
874-4	The Breakthrough Series College (BTS)	3 Days	1	40	4030.23
874-4	Office Practice Summit (OPUS)	3 Days	1	No Limit	765.74

\*Minimum Participants are based on attending one of IHI's Public events and not a separate GSA event.

## LABOR CATEGORY DESCRIPTION SIN 874-1

Labor Category Title	Years Minimum Experience	Functional Responsibilities	Minimum Education
<b>Senior Executive</b>	20 years in related field	<ul style="list-style-type: none"> <li>• Forming deep relationships with customers to ensure a lasting partnership, focused on project results</li> <li>• Senior Executives offer significant industry and professional experience outside of IHI and have created breakthrough learning within customer organizations, and the larger healthcare business</li> <li>• Develop strategic partnerships, innovate new models of care, and develop and spread new definitions of patient safety</li> </ul>	Bachelor's and MHA
<b>Chief Medical Officer</b>	15 years in related field	<ul style="list-style-type: none"> <li>• Offer significant industry and professional experience outside of IHI and have created breakthrough learning within customer organizations, and the larger healthcare business</li> <li>• Made significant contributions to IHI operations and customers. They have a proven track record of getting results</li> <li>• Assigned to a client provide strategic guidance to project teams and external strategic partners</li> <li>• Responsible for IHI's research and development, including new initiatives, programs, and services</li> <li>• Oversees the measurement and assessment function at IHI</li> </ul>	Bachelor's and MD
<b>Senior Vice President</b>	15 years in related field	<ul style="list-style-type: none"> <li>• Offer significant industry and professional experience outside of IHI and have created breakthrough learning within customer organizations, and the larger healthcare business.</li> <li>• Extensive experience as an improvement advisor at the health plan, medical group and hospital level, including primary care practice redesign, population management, guideline development and implementation, patient safety, and medication error prevention.</li> <li>• Oversee IHI Continuum Portfolio, which addresses the patient journey in health and chronic disease care.</li> <li>• Oversees national and international work on IHI's Triple Aim (optimizing health, patient experience and per capita health care costs), transitions in care, and strengthening and redesigning primary care.</li> </ul>	Bachelor's, MD, and FAAFP

Labor Category Title	Years Minimum Experience	Functional Responsibilities	Minimum Education
<b>Vice President – Level 1</b>	10 years in related field	<ul style="list-style-type: none"> <li>• Direct Breakthrough Series Collaborative and other improvement programs, including Pursuing Perfection</li> <li>• Create value by forming a long term strategic relationship with the client, beyond the day-to-day project activity</li> <li>• Leads the initiative to improve performance in IHI programs</li> <li>• Provides access to IHI thought leaders in various disciplines. Also arranges connection with IHI faculties and other industry respected experts.</li> <li>• Responsible for developing innovative designs in patient care</li> </ul>	RN and MPH
<b>Vice President – Level 2</b>	7 years in related field	<ul style="list-style-type: none"> <li>• Influence portfolios of innovation-defining project work across a range of portfolios, and lead strategic initiatives to align IHI’s capabilities and capacities with cutting-edge opportunities and client problems.</li> <li>• Create value by forming a long term strategic relationship with the client, beyond the day-to-day project activity</li> <li>• Recommends new strategic initiatives for the client organization</li> <li>• Provides access to IHI thought leaders in various disciplines. Also arranges connection with IHI faculties and other industry respected experts.</li> <li>• Skills include knowledge of process improvement, innovation, and idealized design; coaching clinicians, staff, and senior leaders on process improvement; and managing all aspects of large-scale performance improvement initiatives.</li> </ul>	MS and RN
<b>Executive Director of Strategic Partners</b>	15 years in related field	<ul style="list-style-type: none"> <li>• Influence portfolios of innovation-defining project work across a range of portfolios, and lead strategic initiatives to align IHI’s capabilities and capacities with cutting-edge opportunities and client problems</li> <li>• Create value by forming a long term strategic relationship with the client, beyond the day-to-day project activity</li> <li>• Provides a direct connection to senior management of IHI</li> <li>• Recommends new strategic initiatives for the client organization</li> <li>• Provides access to IHI thought leaders in various disciplines. Also arranges connection with IHI faculties and other industry respected experts</li> <li>• Works in the areas of patient safety, application of reliability principles in health care, preventing surgical complications, and the Idealized Design of Perinatal Care.</li> </ul>	Bachelor’s and RPh

Labor Category Title	Years Minimum Experience	Functional Responsibilities	Minimum Education
<b>Program Director – Level 1</b>	10 years in related field	<ul style="list-style-type: none"> <li>• Lead the project team toward accomplishing project goals</li> <li>• Drive the content and operations of improvement projects</li> <li>• Provide reliable communication with the IHI team and customers, including providing coaching and guidance</li> <li>• Maintain and update content areas on ihi.org</li> <li>• Ensure that content is developed and delivered to maximize customer results</li> <li>• Orient project Faculty and managing their work related to the content area</li> <li>• Serve as an improvement coach for customers</li> <li>• Lead and facilitate conference calls with customers</li> <li>• Facilitate hands-on activities at learning sessions and/or meetings</li> <li>• Review and analyze reports and data</li> <li>• Write and edit articles for internal and external publication with Faculty as assigned</li> <li>• Speak to outside organizations about topics as assigned</li> <li>• Along with the Project Manager, support the project timeline and budgeting goals</li> <li>• Develop ongoing relationship with customer contacts and sponsors</li> <li>• Manage faculty relationships and serve as liaison between faculty and IHI</li> <li>• Identify opportunities for improvement and new content for development</li> </ul>	Bachelor's in Sociology
<b>Program Directors – Level 2</b>	7 years in related field	<ul style="list-style-type: none"> <li>• Lead the project team toward accomplishing project goals</li> <li>• Drive the content and operations of improvement projects</li> <li>• Provide reliable communication with the IHI team and customers, including providing coaching and guidance</li> <li>• Maintain and update content areas on ihi.org</li> <li>• Ensure that content is developed and delivered to maximize customer results</li> <li>• Orient project Faculty and managing their work related to the content area</li> <li>• Serve as an improvement coach for customers</li> <li>• Lead and facilitate conference calls with customers</li> <li>• Facilitate hands-on activities at learning sessions and/or meetings</li> <li>• Review and analyze reports and data</li> <li>• Write and edit articles for internal and external publication with Faculty as assigned</li> <li>• Speak to outside organizations about topics as assigned</li> <li>• Along with the Project Manager, support the project</li> </ul>	Bachelor's and MSW

Labor Category Title	Years Minimum Experience	Functional Responsibilities	Minimum Education
		<p>timeline and budgeting goals</p> <ul style="list-style-type: none"> <li>• Develop ongoing relationship with customer contacts and sponsors</li> <li>• Manage faculty relationships and serve as liaison between faculty and IHI</li> <li>• Identify opportunities for improvement and new content for development</li> </ul>	
<b>Program Directors – Level 3</b>	5 years in related field	<ul style="list-style-type: none"> <li>• Drive the content and operations of improvement projects</li> <li>• Provide reliable communication with the IHI team and customers, including providing coaching and guidance</li> <li>• Maintain and update content areas on ihi.org</li> <li>• Ensure that content is developed and delivered to maximize customer results</li> <li>• Orient project Faculty and managing their work related to the content area</li> <li>• Serve as an improvement coach for customers</li> <li>• Facilitate hands-on activities at learning sessions and/or meetings</li> <li>• Review and analyze reports and data</li> <li>• Write and edit articles for internal and external publication with Faculty as assigned</li> <li>• Speak to outside organizations about topics as assigned</li> <li>• Along with the Project Manager, support the project timeline and budgeting goals</li> <li>• Develop ongoing relationship with customer contacts and sponsors</li> <li>• Identify opportunities for improvement and new content for development</li> </ul>	Bachelor's and MS RN
<b>Program Managers- Level 1</b>	5 years in related field	<ul style="list-style-type: none"> <li>• Manage and design program timelines and activities, including meetings, teleconferences, web seminars</li> <li>• With faculty and other project staff, design and revise content offerings and supporting materials</li> <li>• Ensure project deliverables are met by project team and are consistent with IHI's quality standards</li> <li>• Establish and manage project budget and provide reports to IHI management</li> <li>• Act as key liaison/communication link between project team (directors, faculty, improvement advisors, IHI staff), IHI Management, and customers</li> <li>• Develop and foster relationships with main points of contact and team members at member hospitals/health systems and proactively manage these relationships</li> <li>• Act as "steward of improvement:" use established processes and communicate improvement ideas to all relevant parties. Use quality improvement tools to</li> </ul>	Bachelor's and MEd

Labor Category Title	Years Minimum Experience	Functional Responsibilities	Minimum Education
		<p>continuously improve all processes.</p> <ul style="list-style-type: none"> <li>• Manage faculty contracting when appropriate</li> </ul>	
<b>Program Managers- Level 2</b>	3 years in related field	<ul style="list-style-type: none"> <li>• Manage program timelines and activities, including meetings, teleconferences, web seminars</li> <li>• With faculty and other project staff, design and revise content offerings and supporting materials</li> <li>• Ensure project deliverables are met by project team and are consistent with IHI's quality standards</li> <li>• Establish and manage project budget and provide reports to IHI management</li> <li>• Act as key liaison/communication link between project team (directors, faculty, improvement advisors, IHI staff), IHI Management, and customers</li> <li>• Foster relationships with main points of contact and team members at member hospitals/health systems and proactively manage these relationships</li> <li>• 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.</li> <li>• Schedule and assist all Project Team progress meetings, pulling in specialists (Registration, Finance, IT, etc.) as necessary</li> <li>• Manage faculty contracting when appropriate</li> </ul>	Bachelor's and RN
<b>Event Planner-</b>	3 years	<ul style="list-style-type: none"> <li>• Coordinate meeting set-up including, audio visual, catering, room set.</li> <li>• Negotiate meeting costs and manage individual event budgets.</li> <li>• Work with hotel and vendors to pre-arrange all onsite meeting needs.</li> <li>• Monitor hotel cut off dates and then drop or add rooms as necessary</li> <li>• Arrange for VIP hotel and transportation when requested.</li> <li>• Secure faculty and staff hotel accommodations, ground and air arrangements.</li> <li>• Research resources (e.g., MPI) and new technologies re: meeting and conference planning best practices</li> <li>• Review and approve hotel bill, reconcile with team leader, and negotiate with the hotel to resolve any billing discrepancies</li> <li>• Responsible for IHI's accreditation process</li> </ul>	Bachelor's Degree

Labor Category Title	Years Minimum Experience	Functional Responsibilities	Minimum Education
<b>IA Specialist-Level 1</b>	20 years in related field	<ul style="list-style-type: none"> <li>• Statistician with specific content expert</li> <li>• Past work includes helping integrated systems, hospitals, and medical practices accelerate the improvement of quality and the reduction of costs in clinical and administrative services</li> <li>• Conduct research to uncover customer needs that are not discoverable by traditional focus groups, surveys or questionnaires</li> <li>• Work with customers to implement quality improvement techniques and systems</li> <li>• Participate in design reviews evaluating the work of others on the team. Offer honest and useful critique to provide the client with multiple perspectives on key issues</li> <li>• As practical, work closely with the client and include client in research, synthesis, idea generation and concept presentation</li> </ul>	Bachelor's and PhD Statistician
<b>IA Specialist-Level 2</b>	15 years in related field	<ul style="list-style-type: none"> <li>• Statistician with specific content expertise</li> <li>• Conduct research to uncover customer needs that are not discoverable by traditional focus groups, surveys or questionnaires</li> <li>• Work with customers to implement quality improvement techniques and systems</li> <li>• Lead feedback and review sessions with IHI</li> <li>• Participate in design reviews evaluating the work of others on the team. Offer honest and useful critique to provide the client with multiple perspectives on key issues</li> <li>• As practical, work closely with the client and include client in research, synthesis, idea generation and concept presentation</li> </ul>	Bachelor's and MS Statistician
<b>IA Specialist-Level 3</b>	10 years in related field	<ul style="list-style-type: none"> <li>• Work with customers to implement quality improvement techniques and systems</li> <li>• Lead feedback and review sessions with IHI</li> <li>• Participate in design reviews evaluating the work of others on the team. Offer honest and useful critique to provide the client with multiple perspectives on key issues</li> <li>• As practical, work closely with the client and include client in research, synthesis, idea generation and concept presentation</li> </ul>	Bachelor's and MS Statistician

Labor Category Title	Years Minimum Experience	Functional Responsibilities	Minimum Education
<b>Faculty-Level 1</b>	20 years in related field	<ul style="list-style-type: none"> <li>• Physician with specific content and knowledge expertise</li> <li>• Focus on quality improvement, leadership development, and innovative market design</li> <li>• Oversight of the research and development initiatives</li> <li>• Led the transformation of Medicare's Quality Improvement Organization program from a focus on deficient providers to achieving national improvements in health care systems</li> <li>• Focuses on understanding and preventing re-hospitalization and other adverse results of poor transition planning</li> <li>• Work with customers to define the criteria for a successful solution, focused on results</li> <li>• Use the most current techniques that create insights into customer actions, thoughts and behaviors</li> <li>• Present concepts to illustrate business initiatives and strategies</li> </ul>	Bachelor's and MD degree
<b>Faculty-Level 2</b>	15 years in related field	<ul style="list-style-type: none"> <li>• Specific content and knowledge expertise</li> <li>• Work with customers to define the criteria for a successful solution, focused on results</li> <li>• Use the most current techniques that create insights into customer actions, thoughts and behaviors.</li> <li>• Present concepts to illustrate business initiatives and strategies</li> <li>• Focused on developing methods and assisting organizations in accelerating their rate of improvement, including the spread of new ideas</li> <li>• Lead feedback and review sessions with the IHI</li> <li>• Participate in design reviews evaluating the work of others on the team. Offer honest and useful critique to provide the customers with multiple perspectives on key issues</li> <li>• As practical, work closely with the client and include client in research, synthesis, idea generation and concept presentation</li> <li>• Provide key input to proposals so the client has a clearly defined path forward</li> </ul>	Bachelor's and MD degree

Labor Category Title	Years Minimum Experience	Functional Responsibilities	Minimum Education
<b>Faculty-Level 3</b>	10 years in related field	<ul style="list-style-type: none"><li>• Work with customers to define the criteria for a successful solution, focused on results</li><li>• Use the most current techniques that create insights into customer actions, thoughts and behaviors</li><li>• Present concepts to illustrate business initiatives and strategies</li><li>• Lead feedback and review sessions with the IHI</li><li>• Participate in design reviews evaluating the work of others on the team. Offer honest and useful critique to provide the customers with multiple perspectives on key issues</li><li>• As practical, work closely with the client and include client in research, synthesis, idea generation and concept presentation</li><li>• Provide key input to proposals so the client has a clearly defined path forward</li></ul>	Bachelor's and MD degree