



**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE**



AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

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www.GSAAdvantage.gov.

Prices Shown Herein are Net (discount deducted)

**HUMAN RESOURCES AND EQUAL
EMPLOYMENT OPPORTUNITY (EEO) SERVICES**

SPECIAL ITEM NUMBERS (SINs):

595-21 – Workers’ Compensation Management Services

595-28 – Social Services

FSC Group 738x

CONTRACT NUMBER: GS-02F-0150T

CONTRACT PERIOD: August 30, 2007 – August 29, 2012

Contact/Ordering Information:

Eddie Sinkfield, President

ALPS (American Loss Prevention Services) Services, Inc.

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Cincinnati, Ohio 45215

(513) 671-6300 toll free 800-835-2577

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www.alpsservices.com

BUSINESS SIZE: Service Disabled Veteran Owned Small Business

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.



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COMPANY OVERVIEW



ALPS is offering professional Workers' Compensation Management and Social Services. The federal workers' compensation program is regulated by the Federal Employees Compensation Act (FECA) and administered by the Office of Workers' Compensation Programs (OWCP), U. S. Department of Labor.

Our system takes a Total Partnership Approach to meeting and exceeding quality expectations. It promotes medical and lost time cost control while ensuring quality medical care.

The benefits ALPS brings to the Federal Government workers' compensation program and their employees will be:

- Reduction in the number of lost time claims
- Reduction in the number of injury claims
- Reduction in overall medical cost to treat injured employees
- Improve timeliness of injury reporting
- Reduction in the rate of lost production days
- Reduction in the number of cases involving legal representation
- Increase the number of closed claims
- Timely adjudication of claims
- Having an organization that focuses on quality care with the purpose of safely returning the injured employees back to work
- Professional staff on duty Monday through Friday, 8:00 AM to 5:00 PM EST.
- Ability to receive phone calls 24 hours per day

Since 1992 we have provided workers' compensation management and ancillary services related to occupational health. **This includes twelve years as a state certified Workers' Compensation Managed Care Organization and seven years as a Workers' Compensation Third Party Administrator.** We are well qualified to provide management services to federal employees who sustain work-related injury or disease with adequate and timely benefits for medical care and when necessary, return to work management.

Our key personnel staff consists of a team of highly skilled professionals averaging more than 25 years medical and workers' compensation experience. Our line personnel include Registered Nurse Case Managers and Reviewers, Medical Record & Bill Reviewers, Medical Claims Examiners and Fraud Investigators. Our Physician Advisors represent a wide area of medical disciplines.

With more than seventeen years in the field of workers' compensation, we are also well qualified to perform program advisory functions as well as to provide the training of supervisors. To maintain and enhance their knowledge and skills, annual Continuing Education Units are required of all key and critical line personnel.

Our Workers' Compensation Management Services include the following:



- Manage all aspects of case management including the processing of applicable forms
- Review services to determine each claim's merit under current law and regulation
- Claims follow-up including questions, payments, or the need for additional claimant or medical information
- Perform audits & establish benchmarks
- Nurse case management
- Implementation of treatment standards & guidelines
- Provide guidance on "light duty" assignments
- Review to determine authorization of continuation of pay benefits
- Process leave buy-back claims
- Provide worker's compensation program supervisory training
- Benefits counseling and advisory services for supervisors and employees
- Perform utilization review
- Perform peer review
- Assist in regulatory reporting
- Perform provider profiling
- Set-up independent medical exams
- Perform permanent partial disability analysis
- Vocational rehabilitation management
- Independent Medical Examinations
- Manage an alternative dispute resolution process
- Maintain a confidential record keeping system
- Conduct provider relations & education meetings
- Establish an injury prevention program
- Conduct subrogation (third party liability) investigation
- Process death claims
- Sub-acute/long term facility/alternative care management
- Out-of-country medical & provider management
- Monitor performance requirements
- Create standard & customized reports
- Implement a health-care fraud detection plan
- Conduct satisfaction surveys
- Caregiver services authorization
- Develop and distribute safety & loss prevention materials
- Perform medical bill reviews
- Perform medical bill payment and processing
- Fraud & Abuse Investigation

The above full range of services is offered as a comprehensive package or unbundled to meet your specific needs.

Our Social Services program provides essential individual support services. They can be independent or directly related to workers' compensation. It consists of a full range of human resources employee assistance and related social services including, but not limited to:

- Vocational/ Rehabilitation
- Physical/Occupational Therapy & Outpatient Services
- Employee Assistance Program
- Veterans Readjustment
- E-Therapy
- Job Placement

In addition, we offer advice, training, and counseling in self-improvement, health and wellness training, stress management, family situations and substance abuse. Social services may be short and long term, bundled or unbundled.



Our workers compensation program will ensure federal workers received quality medical care in the most appropriate setting that facilitates a safe return to work. Our social services program will assist the federal employee and their dependents with the necessary support services to increase their well-being and reintegration back into the community.



LABOR CATEGORY DESCRIPTIONS

SIN 595-21 – Workers' Compensation Management Services

Project Manager- Have a certification in project management and/or possesses 10 or more years disability management and consultant experience. A Masters Degree and/or Ph.D. is a requirement of the PM. This position reports to the GSA designated contract officer. The primary responsibilities of the PM will include the following:

- Represent the needs of GSA and stakeholders
- Define the business requirements
- Manage and integrate GSA expectations
- Manages the project launch
- Oversees systems planning and analysis
- Documents the functional specification
- Identifies and procures necessary resources
- Supervises the master schedule
- Coordinate teams and departments
- Report project status

The Project Manager will apply the knowledge, skills, tools and techniques to project activities to meet project requirements. The PM will accomplish these goals through the application and integration of the project management process for initiating, planning, executing, monitoring, controlling, and closing.

Operations Manager- Licensed Registered Nurse, a CCM (Certified Case Manager) designation is desirable, with a minimum of 10 years clinical and 10 years vocational medicine experience. The OM will report to the Project Manager and will have the following responsibilities:

- Implement an employer/employee communication, education & training program
- Implement a medical provider communication, education & training program
- Perform provider profiling and credentialing
- Conduct quarterly meetings to review all open active lost times claims, premium trends, claims cost trends, and related matters
- Conducts monthly meetings or more frequently as determined by GSA.
- Attend hearing and appeals on an as needed basis
- Monitors compliance in confidentiality and respect for the claimants rights and quality of treatment
- Coordinates all sub-contracted activity while reviewing quality of supplies and services
- Consults with others to verify appropriate operation standards and practical function of the day-to-day work processes
- Ensures GSA employee's and management have confidence in the overall process allowing the preservation of the employee's dignity and the restoration of healthy productive function



- Documents and reports results to all parties concerned at established intervals and acts as liaison between designated GSA officials, project staff and upper management
- Perceives the entire scope of the project, prepares overviews, timelines, coordinates planning meetings, progress updates, documents processes and identifies risks/possible outcomes

The Operations Manager will manage the daily project tasks and administrative matters and act as liaison with the designated contact person. The OM will coordinate, direct, and supervise the conduct of work plan activities and tasks; and manage the resource requirements, and work schedules.

Quality Assurance Coordinator- Licensed Registered Nurse, a CCM (Certified Case Manager) designation, with a minimum of 10 years clinical and 10 years vocational medicine experience. The QAC will report to the OM and have the following responsibilities:

- Organize files, collect data and perform claim audit on all open cases
- Create plan to reduce the number of lost time claims
- Implement a plan to visit various locations to educate supervisors and managers
- Create educational materials for employees/organize labor, supervisors, and medical providers
- Clearly identify the overall workplace atmosphere and culture
- Identify medical providers that appear to be abusing the system
- Schedule educational meetings with all medical providers
- Plan, estimate, manage, monitor & control The Return To Work Program to ensure the program is being accomplished on time, within budget and in accordance with specifications and regulations
- Ensures quality in all areas of team performance and results with consistent reviews of individual personnel and case management
- Verifies compliance with city, county, state and federal regulations.
- Monitors expense to remain fiscally responsible and within budget
- Resolves any discrepancies or conflicts and adjusts processes as needed to prevent recurrences

Case Manager- Licensed Registered Nurse, a CCM (Certified Case Manager) designation, with a minimum of five (5) years clinical and five (5) years vocational medicine experience. The Case Manager will report to the Quality Assurance Coordinator and will have the following responsibilities:

- Providing guidance on return to work assignments and all aspects of case management
- Coordinate and monitor medical and rehabilitation services



- Develop RTW plan and case coordination activities among employees, managers/supervisors, labor union representatives, human resource personnel, treating physicians, and on-site therapists
- Secure job analysis information for examining physicians to understand the type of work the employee is able to perform
- Communicates the Return To Work process and maintain contact with the injured employee, medical provider and federal representative
- Make recommendations on vocational rehabilitation
- Coordinate independent medical examinations
- Assist in creation and distribution of transitional work materials
- Assist in training and seminars

Claims Specialist- Will have a minimum Associate Degree in Business Administration, Insurance, Medical or other related field. Have a working knowledge in medical terminology and computer technology. Must have strong verbal and written communication skills and a minimum of 5 years claims experience. The Claims Specialist will report to the Case Manager and will have the following responsibilities:

- Gathers initial medical documentation related to the injury
- Obtains return to work dates
- Create file and enter data into system
- Maintain daily log of file status
- Receive new reports
- Transfers the file to the appropriate case manager
- Create reports, charts and graphs
- Assist Case Manager
- Assist in the creation and distribution of transitional work materials
- Conduct training and seminars for staff, employees,
- Conduct Patient satisfaction surveys
- Other tasks as assigned

Administrative Assistance Support (I, 11 & III): General office skills related to mission oriented services, familiar with computer technology, good communication and organization skills. Minimum Associate Degree in Business Administration or related field, and a minimum of two years administrative work experience. Responsibilities include the following:

- Set-up new files
- Store and maintain data
- Perform daily system backup
- Ordering supplies
- Perform clerical and data entry



- Organization and printing reports
- Other tasks as assigned

All administrative support members will have proficiency in one or more of the following Microsoft Office products such as Windows, Word, Excel, Access and PowerPoint.

LABOR CATEGORY DESCRIPTIONS

SIN 595-28 – Social Services

Project Manager- Have a certification in project management and/or possesses 10 or more years disability management and consultant experience. A Masters Degree and/or Ph.D. is a requirement of the PM. This position reports to the GSA designated contract officer. The primary responsibilities of the PM will include the following:

- Represent the needs of GSA and stakeholders
- Define the business requirements
- Manage and integrate GSA expectations
- Manages the project launch
- Oversees systems planning and analysis
- Documents the functional specification
- Identifies and procures necessary resources
- Supervises the master schedule
- Coordinate teams and departments
- Report project status

The Project Manager will apply the knowledge, skills, tools and techniques to project activities to meet project requirements. The PM will accomplish these goals through the application and integration of the project management process for initiating, planning, executing, monitoring, controlling, and closing.

Certified Counselor - A Master's Degree in Social Work (MSW), licensure, five years clinical experience and knowledge of federal and private insurance policies are the minimum requirements. The counselor must have a desire to help improve people's lives. The counselor responsibilities include:

- Assist in developing a plan of care for our clients
- Help clients deal with problems such as unemployment, inadequate housing and disability
- Provide psychosocial support
- Liaison with community health and employment agencies
- Plan supportive services for return to the community



The counselor will support the Case Manager, Psychologist, other counselors and clinical staff to improve the lives of our clients.

Psychologist - A doctoral degree with board licensure, specialty board certification, knowledge of federal and private insurance policies and five years clinical experience are required. The Psychologist will apply their knowledge to a wide range of endeavors, including health and human services, management, education and law. The Psychologist will report to the Case Manager and responsibilities will include:

- Provide training
- Conduct research and surveys
- Design organizational systems
- Treat patients with spinal cord injuries, chronic pain, stroke, arthritis, neurological conditions or illness
- Interview patients and give diagnostic tests
- Support staff and clients

The Psychologist will provide care to clients, provide research data and analysis and provide support and leadership for staff and clients.

Physical Therapists – A Master’s Degree from an accredited physical therapy program and State license are required. The therapist will have a minimum of five years clinical experience including planning and assessing patient care. The therapist will report to the Case Manager and will have the following responsibilities:

- Provide services that help restore function, improve mobility, relieve pain, and prevent or limit permanent physical disabilities of patients suffering from injuries or disease.
- Restore, maintain, and promote overall fitness and health.
- Examine patients’ medical histories and then test and measure the patients’ strength, range of motion, balance and coordination, posture, muscle performance, respiration, and motor function.
- Develop plans describing a treatment strategy and its anticipated outcome.
- As treatment continues, physical therapists document the patient’s progress, conduct periodic examinations, and modify treatments when necessary.
- Physical therapists often consult and practice with a variety of other professionals, such as physicians, dentists, nurses, educators, social workers, occupational therapists, speech-language pathologists, and audiologists.

The Physical Therapist develops a plan of care and with the approval of the provider of record, implements the plan. The goal will be to return the patient to as close to the pre-injury condition as possible.

Occupational Therapist - A master’s degree or higher in occupational therapy with licensure, five years clinical experience and knowledge of federal and private insurance



policies. The therapist must have strong interpersonal skills and a desire to improve our client's lives. The therapist will report to the Case Manager and responsibilities include:

- Assessment of the client to recommend a plan of care
- Use treatments to develop, recover, or maintain the daily living and work skills
- Helps clients to improve their basic motor functions and reasoning abilities to compensate for permanent loss of function
- Use computer programs to help clients improve decision-making, abstract-reasoning, problem-solving, and perceptual skills, as well as memory, sequencing, and coordination
- Demonstrate the use of adaptive equipment, including wheelchairs, orthosis, eating aids, and dressing aids
- Design or build special equipment needed at home or at work, including computer-aided adaptive equipment
- Teach clients how to use the equipment to improve communication and control various situations in their environment

The Occupational Therapist will assess the client make recommendations of a plan of care and implement the plan as ordered by the physician.

Physical Medicine and Rehabilitation Physician – A MD or Doctor of Osteopathy (OD) degree with Master's degree in Public Health (MPH), Public Administration (MPA), with an unrestricted license are required. Requirements also include: five years experience in a clinical setting, board certified in physical medicine and rehabilitation (PM&R), knowledge of public and private health care financing mechanisms and delivery systems. Physicians will have applicable certificates/training according to requirement for specialties (i.e. BLS, ACLS, PALS, NRP, etc.).

The Physician will report to the Case Manager and responsibilities will include:

- Provides clinical oversight in the areas of PM&R patient care.
- Assess clients and develop plans of care for clients.
- Maintains ongoing contact with physician opinion leaders at institutions to follow the progress of new clinical development in the areas of PM&R.
- Assists in the development of coalitions/collaborative to promote improvement in health care quality.
- Provides guidance, leadership and support to staff and clients

The PM&R Physician will provide direct patient care through assessments and provide oversight, leadership and guidance for our staff and customers.

Psychiatrist – A MD or Doctor of Osteopathy (OD) and an unrestricted license are required. Other requirements include: five years experience in a clinical setting, board certified in psychiatry and knowledge of federal and private insurance policies. The Psychiatrist reports to the Case Manager and responsibilities include:



- Examine patients, obtain medical histories, and order, perform, and interpret diagnostic tests
- Assess and develop a plan of care for our patients
- Assess and treat mental illnesses through a combination of psychotherapy, psychoanalysis, hospitalization, and medication
- Support and advise staff and customers in the treatment of our patients
- Remain current in the methods of treatment of patients

Vocational Rehabilitation Counselor - A master's degree and license or certification and five years experience are required. Requirements also include knowledge of federal and private insurance policies. The Vocational Rehabilitation Counselor will report to the Case Manager and responsibilities include:

- Explore and evaluate the client's education, training, work history, interests, skills, and personality traits
- Work with individuals to develop their job-search skills and assist clients in locating and applying for jobs
- Provide support to people experiencing job loss, job stress, or other career transition issues.
- Counsel people with disabilities resulting from birth defects, illness or disease, accidents, or other causes
- Confer with physicians, psychologists, occupational therapists, and employers to determine the capabilities and skills of the individual

Case Manager- Licensed Registered Nurse, a CCM (Certified Case Manager) designation, with a minimum of five (5) years clinical and five (5) years vocational medicine experience. The Case Manager will report to the Quality Assurance Coordinator and will have the following responsibilities:

- Providing guidance on return to work assignments and all aspects of case management
- Coordinate and monitor medical and rehabilitation services
- Develop RTW plan and case coordination activities among employees, managers/supervisors, labor union representatives, human resource personnel, treating physicians, and on-site therapists
- Secure job analysis information for examining physicians to understand the type of work the employee is able to perform
- Communicates the Return To Work process and maintain contact with the injured employee, medical provider and federal representative
- Make recommendations on vocational rehabilitation
- Coordinate independent medical examinations
- Assist in creation and distribution of transitional work materials
- Assist in training and seminars



Administrative Assistance Support (I, 11 & III): General office skills related to mission oriented services, familiar with computer technology, good communication and organization skills. Minimum Associate Degree in Business Administration or related field, and a minimum of two years administrative work experience.

Responsibilities include the following:

- Set-up new files
- Store and maintain data
- Perform daily system backup
- Ordering supplies
- Perform clerical and data entry
- Organization and printing reports
- Other tasks as assigned

All administrative support members will have proficiency in one or more of the following Microsoft Office products such as Windows, Word, Excel, Access and PowerPoint.

For Labor Categories in SIN 595-21 & SIN 595-28 the following substitute education and experience matrix may be applied in both directions:

4 years experience Equals Associate Degree
6 years experience Equals BS Degree
4 years experience + BS Equals Masters Degree
4 years experience + MS Equals Ph.D.

PRICING SCHEDULE

SIN 595-21 – Workers’ Compensation Management Services Hourly Rates

Labor Category	08/30/2009 to 08/29/2010	08/30/2010 to 08/29/2011	08/30/2011 to 08/29/2012
Project Manager	\$ 96.25	\$ 98.64	\$101.20
Operations Manager	\$ 59.95	\$ 61.75	\$ 63.60
Quality Assurance Coordinator	\$ 45.21	\$ 46.57	\$ 48.27
Case Manager	\$ 41.90	\$ 43.37	\$ 44.89
Claims Specialist	\$ 26.59	\$ 27.52	\$ 28.49
Administrative Support I	\$ 26.61	\$ 27.55	\$ 28.52
Administrative Support II	\$ 33.25	\$ 34.42	\$ 35.63
Administrative Support III	\$ 39.91	\$ 41.31	\$ 42.76

Per case cost estimates can be provided on request

SIN 595-28 – Social Services Hourly Rates

Labor Category	08/30/2009 to 08/29/2010	08/30/2010 to 08/29/2011	08/30/2011 to 08/29/2012
Project Manager	\$ 96.25	\$ 98.64	\$101.20
Physician PM & R	\$202.50	\$209.59	\$216.93
Psychiatrist	\$ 174.74	\$ 180.86	\$ 187.19
Psychologist	\$ 101.45	\$ 105.00	\$ 108.68
Occupation Therapist	\$137.26	\$ 142.07	\$ 147.83
Physical Therapist	\$ 138.92	\$ 143.79	\$ 148.83
Voc Rehab Counselor	\$ 42.99	\$ 44.50	\$ 46.06
Certified Counselor	\$ 32.28	\$ 33.41	\$ 34.58
Case Manager	\$ 41.90	\$ 43.37	\$ 44.89
Administrative Support I	\$ 26.61	\$ 27.55	\$ 28.52
Administrative Support II	\$ 33.25	\$ 34.42	\$ 35.63

Per case cost estimates can be provided on request

CUSTOMER INFORMATION



1a. Awarded Special Item Numbers: SIN 595-21- Human Resource General Support/Workers' Compensation; SIN 595-28- Social Services

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.

For pricing refer to GSA Price List Section.

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.

For labor descriptions refer to Labor Category Section.

2. Maximum order: \$1 million

3. Minimum order: None

4. Geographic coverage (delivery area): Global

5. Point(s) of production (city, county, and State or foreign country): Cincinnati, Hamilton, Ohio

6. Discount from list prices or statement of net price: 10%

7. Volume discounts: 2% for orders over \$100,000

8. Prompt payment terms: ½% 20 days

9a. Government purchase cards are accepted at or below the micro-purchase threshold.

9b. Government purchase cards are accepted or not accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin): Not applicable

11a. Time of delivery: As negotiated with ordering agency.

11b. Expedited Delivery: As negotiated with ordering agency.

11c. Overnight and 2-day delivery: Not applicable

11d. Urgent Requirements: As negotiated with ordering agency.

12. F.O.B. point(s): Destination

13a. Ordering address: ALPS SERVICES, INC. 10653 CHESTER RD, CINCINNATI, OH 45215-1205

13b. Ordering procedures: Contact Contractor

14. Payment address: 10653 CHESTER RD, CINCINNATI, OH 45215-1205

15. Warranty provision: ALPS Services, Inc. guarantees the satisfactory completion of all Human Resource General Services /EEO Services and /or Social Services performed under the contract, and shall exercise sufficient diligence to ensure the technical correctness and accuracy of the services performed. The contractor shall perform, at its sole expense, any services which are determined by the government to be deficient, in order to ensure the satisfactory completion of such services.

16. Export packing charges: Not applicable

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).

18. Terms and conditions of rental, maintenance, and repair: Not applicable

19. Terms and conditions of installation: Not applicable

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not applicable

20a. 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

24a. Special attributes such as environmental attributes: Not applicable

24b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and can be found at:

www.Section508.gov/.

Not applicable

25. Data Universal Number System (DUNS) number: 783567274

26. ALPS has a current registration in the Central Contractor Registration (CCR) database.