



Provider Resources, Inc. Schedule Input Program

Mission Statement

Provider Resources, Inc., recognizing the complexity of healthcare, is dedicated to supporting the health care community with compliance and integrity issues through education and efficient, innovative processes.

Value Statement

In pursuit of our mission, we must always be mindful of the values each and every one of us must impart as individuals and together are the spirit of Provider Resources, Inc. Our values must be soundly based upon the principals of honesty, sincerity, kindness, goodness, loyalty, patience, understanding...**integrity**.

This document includes data that shall not be disclosed and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose. The data subject to this restriction are contained in all sheets.

PROVIDER RESOURCES . . .instilling *integrity* in healthcare



DESIGNATIONS

8(a) SBD Participant
Woman-owned Small Business
GSA Professional Services OOCORP
EDWOSB
Member: NWBOC
DUNS: 141816889
CAGE: 3PPH8
GSA Contract Number: GS-10F-0141U SAM
Registration Active

NAICS CODES

541611 General Management Consulting Services

CONTACT INFORMATION

Shawn Keough-Hartz
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Erie, PA 16503
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814-456-5524 FAX
skeoughhartz@provider-resources.com
www.provider-resources.com

Capabilities Statement

Provider Resources, Inc. (PRI), located in Erie, Pennsylvania, was established in 2003 with the mission to improve our healthcare system. PRI's President and CEO, Shawn Keough-Hartz continues to lead our growing PRI team with a thorough understanding of the complex and rapidly-changing national healthcare industry. While PRI's corporate office is located in Erie, PA, and its data center is located in Landham, MD, our expert staff is geographically diverse and located across the nation. From its corporate culture of compliance to its mission of providing superior healthcare services by its highly-qualified and experienced staff, PRI has become a recognized leader in the application of innovative and reliable problem-solving approaches for the healthcare industry.

PRI is equally committed to building trust-based partnerships with clients by providing project-specific expertise through standardized processes to support research and review, analysis, materials development, and education. As 98% of PRI's contracts are new work initiated from new agency programs, PRI has determined that consistent and clear communication between the agency program staff and PRI is essential for success in the development of new relationships and programs. PRI project managers work collaboratively with our client's designated contacts in order to obtain a complete and thorough understanding of the client's goals and objectives for each opportunity. Further, PRI routinely participates in multidisciplinary workgroups to discuss and review needs assessment and environmental scanning data; using the data to develop innovative and creative approaches and solutions.

PRI's principle goal is to instill integrity into the healthcare system from both program and clinical perspectives. This is accomplished through the provision of education and oversight services. While some of our clinical staff provide direct patient care, specifically members of our Physician Consortium for Clinical Integrity, the services PRI provides do not require direct patient care. It does, however, require expert clinical and program knowledge.

As our services are provided on a national level, cultural diversity is naturally embraced and acknowledged.

The executive team—drawing inspiration and direction from the CEO's vision—has mobilized its passion and desire to improve healthcare by instilling clinical and fiscal integrity into the system on all levels. As the national healthcare landscape is constantly changing, PRI determined that its services provide a fair and balanced approach to addressing the challenges and opportunities presented by change. Seeking to facilitate and support the healthcare continuum, PRI developed four distinct Service Divisions:

- Policy & Regulatory
- Education & Outreach
- Program Integrity
- Healthcare Quality & Health Disparities

These divisions have developed programs and solutions that benefit the stakeholder community, including beneficiaries, medical providers, and insurance carriers, by working with a variety of governmental programs such as

- Centers for Medicare & Medicaid Services (CMS)
- Agency for Healthcare Research & Quality (AHRQ)
- Health Resources and Services Administration (HRSA)
- Veterans Administrations (VA)
- Office of the Inspector General/United States Postal Service (OIG/USPS)
- Health and Human Services/Office of the Inspector General (HHS/OIG)
- National Institutes of Health (NIH)
- Administration for Children & Families

GENERAL SERVICES ADMINISTRATION

Federal Acquisition Service
Authorized Federal Supply Schedule Price List

Schedule for - PROFESSIONAL SERVICES

Federal Supply Group: 00CORP Class: R499 Contract Number: GS-10F-0141U

For more information on ordering from Federal Supply Schedules

click on the FSS Schedules button at <http://www.fss.gsa.gov>

Contract Period: February 25, 2013 through February 24, 2018

Contractor: Provider Resources, Inc.
153 E 13th Ste 1400
Erie, PA 16503

Business Size: Small, Disadvantaged, 8(a), Woman-Owned Business

Telephone: (814) 480-8732
Extension: 4111
FAX Number: (814) 456-5524
Web Site: www.provider-resources.com
E-mail: skeoughhartz@provider-resources.com
Contract Administration: Shawn Keough-Hartz

CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers: 874-1 and 874-1RC

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.

Prices shown herein are net (GSA discount deducted).

Labor Category	Year 1
Executive Consultant	\$230.36 / hour
Senior Consultant	\$202.50 / hour
Management Consultant	\$196.08 / hour
Principal Consultant	\$152.00 / hour
Consultant	\$121.50 / hour
Senior Project Support Analyst	\$112.36 / hour
Junior Project Support Analyst	\$91.43 / hour

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.

Senior Consultant - \$202.50

- Applies extensive knowledge of business improvement theories and practices to meet the objectives of the engagement.
- Applies knowledge of industry best practices, business process transformation or change management methods.
- Provides subject matter knowledge to project team members and client contacts.
- Prepares, individually or with others, functional deliverables.
- Transfers functional knowledge to client team members and/or other appropriate client contacts.
- Facilitates and leads technical discussions with senior management and senior level customer staff.
- Provides group facilitation, interviewing, and training.

For MOBIS SINS’ 874-1 and 874-1RC, this labor category will provide consulting expertise.

Education and Experience

Bachelor’s degree or equivalent and a minimum of 10 years of relevant experience. Advanced business or technology-related degree or certification credentials preferred but not required.

Management Consultant - \$196.08

- Provides guidance and direction to staff performing the client contractual engagement.
- Responsible for training development, performance measurement, information management, process modeling and analysis, organizational development, developing systems approaches to integrating solutions and benchmarking.
- Develops and communicates policies, procedures and goals of the organization and that of the clients.
- Recognized as an authority or expert and provides expert advice, assistance, guidance and counseling in support of organization improvement efforts.
- Manages the operations of the project.

For MOBIS SINS’ 874-1 and 874-1RC, this labor category will provide consulting expertise.

Education and Experience

Bachelor’s degree or equivalent and a minimum of 10 years of relevant experience; or master’s degree and 8 years of relevant experience.

Principal Consultant - \$152.00

- Responsible for business and technical execution of complex projects.
- Recognized as an authority or technical expert and provides technical expert advice, assistance, guidance and counseling in support of organization improvement efforts to facilitate project/client goals and deliverables.
- Experience in analysis of business or functional issues and / or training or certification in analysis of functional issues.
- Designs and proposes alternate functional / business solutions and provides business process perspectives.
- Experience analyzing proposed system modifications and identifying and designing alternate functional/business solutions.
- Provides guidance and direction to project team and / or client's work team and senior level management in directing project activities.
- Responsible for training development, performance measurement, benchmarking, information management, process modeling and analysis, and organizational development for team members and clients.
- Facilitates and leads technical discussions with senior management and senior level customer staff.
- Provides group facilitation, interviewing, and training.

For MOBIS SINS' 874-1 and 874-1RC, this labor category will provide consulting expertise.

Education and Experience

Bachelor's degree or equivalent and a minimum of 8 years of relevant experience; or master's degree and 6 years of relevant experience.

Consultant - \$121.50

- Applies knowledge of business improvement theories and practices to meet the objectives of the engagement.
- Applies knowledge of industry best practices, business process transformation or change management methods.
- Provides subject matter knowledge to project team members and client contacts.
- Prepares, individually or with others, functional deliverables.

For MOBIS SINS' 874-1 and 874-1RC, this labor category will provide consulting expertise.

Education Requirement

Bachelor's degree or equivalent and a minimum of 5 years of relevant experience. Specialized certifications and / or licenses preferred.

Senior Project Support Analyst - \$112.36

- Possesses knowledge of or experience in industry specific best practices.
- Under general direction formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of business transformation processes and systems and industry requirements.
- Analyzes business and user needs, organizational resources, products and services, and operational and management processes.
- Performs analysis, development and review of program administrative operating procedures.
- May produce and document requirements and findings.
- Provides administrative support in preparing management plans, reports and deliverables.
- May give guidance and direction to support staff.

For MOBIS SINS' 874-1 and 874-1RC, this labor category will provide consulting expertise.

Education Requirement

Associate degree or equivalent and 2 years of relevant experience. Specialized certifications and/or licenses preferred.

Junior Project Support Analyst - \$91.43

- Possesses knowledge of or experience in industry specific best practices.
- Under supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of business transformation processes and systems and industry requirements.
- Analyzes business and user needs, organizational resources, products and services, and operational and management processes.
- Assists in performing analysis, development and review of program administrative operating procedures.
- May produce and document requirements and findings.
- Provides administrative support in preparing management plans, reports and deliverables.

For MOBIS SINS' 874-1 and 874-1RC, this labor category will provide consulting expertise.

Education Requirement

High School Diploma and 2 years of relevant experience; Specialized certifications and/or licenses preferred.

2. **Maximum Order:** \$1,000,000.00
3. **Minimum Order:** \$100.00
4. **Geographic Coverage (delivery Area):** Domestic and Overseas
5. **Point(s) of production (city, county, and state or foreign country):** Same as company address
6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted).
7. **Quantity discounts:** None Offered
8. **Prompt payment terms:** Net 30 days
- 9a. **Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes
- 9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:**
10. **Foreign items (list items by country of origin):** None
- 11a. **Time of Delivery (Contractor insert number of days):** Specified on the Task Order
- 11b. **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
- 11c. **Overnight and 2-day delivery.** The Contractor will indicate whether overnight and 2-day delivery is available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor
- 11d. **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 affect a faster delivery: Contact Contractor
12. **F.O.B Points(s):** Destination
- 13a. **Ordering Address(es):** Same as Contractor
- 13b. **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).
14. **Payment address(es):** Same as company address
15. **Warranty provision:** Contractor’s standard commercial warranty
16. **Export Packing Charges (if applicable):** N/A
17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor
18. **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
19. **Terms and conditions of installation (if applicable):** N/A
20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
- 20a. **Terms and conditions for any other services (if applicable):** N/A

21. List of service and distribution points (if applicable): N/A
22. List of participating dealers (if applicable): N/A
23. Preventive maintenance (if applicable): N/A
- 24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: N/A
- 24b. 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. contactor's website or other location.) The EIT standards can be found at: www.Section508.gov/.
25. Data Universal Numbering System (DUNS) number: 141816889
26. Notification regarding registration in Central Contractor Registration (CCR) database: Registered

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire 874: MOBIS Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the Contractor adds SCA labor categories / employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

Attachment 2

Labor Category Descriptions

Executive Consultant - \$230.96

- Recognized as an authority or expert and provides expert advice, assistance, guidance and counseling in support of organization improvement efforts.
- Demonstrates thought leadership.
- Provides guidance to engagement leaders.
- Experienced in managing large scale projects.
- Manages contractual relationship with clients.
- Develops, maintains and extends relationships with clients at top executive levels.
- Authority to dedicate corporate resources to a client project.
- Defines project approach, methods and staffing.
- Uses subject matter expertise to direct client solutions.

For MOBIS SINS' 874-1 and 874-1RC, this labor category will provide consulting expertise.

Education and Experience

Bachelor's degree and a minimum of 15 years of relevant experience; or master's degree and 10 years of relevant experience.

Senior Consultant - \$202.50

- Applies extensive knowledge of business improvement theories and practices to meet the objectives of the engagement.
- Applies knowledge of industry best practices, business process transformation or change management methods.
- Provides subject matter knowledge to project team members and client contacts.
- Prepares, individually or with others, functional deliverables.
- Transfers functional knowledge to client team members and/or other appropriate client contacts.
- Facilitates and leads technical discussions with senior management and senior level customer staff.
- Provides group facilitation, interviewing, and training.

For MOBIS SINS' 874-1 and 874-1RC, this labor category will provide consulting expertise.

Education and Experience

Bachelor's degree and a minimum of 10 years of relevant experience. Advanced business or technology-related degree or certification credentials preferred but not required.

Management Consultant - \$196.08

- Provides guidance and direction to staff performing the client contractual engagement.
- Responsible for training development, performance measurement, information management, process modeling and analysis, organizational development, developing systems approaches to integrating solutions and benchmarking.
- Develops and communicates policies, procedures and goals of the organization and that of the clients.
- Recognized as an authority or expert and provides expert advice, assistance, guidance and counseling in support of organization improvement efforts.
- Manages the operations of the project.

For MOBIS SINS' 874-1 and 874-1RC, this labor category will provide consulting expertise.

Education and Experience

Bachelor's degree and a minimum of 10 years of relevant experience; or master's degree and 8 years of relevant experience.

Principal Consultant - \$152.00

- Responsible for business and technical execution of complex projects.
- Recognized as an authority or technical expert and provides technical expert advice, assistance, guidance and counseling in support of organization improvement efforts to facilitate project/client goals and deliverables.
- Experience in analysis of business or functional issues and / or training or certification in analysis of functional issues.
- Designs and proposes alternate functional / business solutions and provides business process perspectives.
- Experience analyzing proposed system modifications and identifying and designing alternate functional/business solutions.
- Provides guidance and direction to project team and / or client's work team and senior level management in directing project activities.
- Responsible for training development, performance measurement, benchmarking, information management, process modeling and analysis, and organizational development for team members and clients.
- Facilitates and leads technical discussions with senior management and senior level customer staff.
- Provides group facilitation, interviewing, and training.

For MOBIS SINS' 874-1 and 874-1RC, this labor category will provide consulting expertise.

Education and Experience

Bachelor's degree and a minimum of 8 years of relevant experience; or master's degree and 6 years of relevant experience.

Consultant - \$121.50

- Applies knowledge of business improvement theories and practices to meet the objectives of the engagement.
- Applies knowledge of industry best practices, business process transformation or change management methods.
- Provides subject matter knowledge to project team members and client contacts.
- Prepares, individually or with others, functional deliverables.

For MOBIS SINS' 874-1 and 874-1RC, this labor category will provide consulting expertise.

Education Requirement

Bachelor's degree and a minimum of 5 years of relevant experience. Specialized certifications and / or licenses preferred.

Senior Project Support Analyst - \$112.36

- Possesses knowledge of or experience in industry specific best practices.
- Under general direction formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of business transformation processes and systems and industry requirements.
- Analyzes business and user needs, organizational resources, products and services, and operational and management processes.
- Performs analysis, development and review of program administrative operating procedures.
- May produce and document requirements and findings.
- Provides administrative support in preparing management plans, reports and deliverables.
- May give guidance and direction to support staff.

For MOBIS SINS' 874-1 and 874-1RC, this labor category will provide consulting expertise.

Education Requirement

Associate degree and 2 years of relevant experience. Specialized certifications and/or licenses preferred.

Junior Project Support Analyst - \$91.43

- Possesses knowledge of or experience in industry specific best practices.
- Under supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of business transformation processes and systems and industry requirements.
- Analyzes business and user needs, organizational resources, products and services, and operational and management processes.
- Assists in performing analysis, development and review of program administrative operating procedures.
- May produce and document requirements and findings.
- Provides administrative support in preparing management plans, reports and deliverables.

For MOBIS SINS' 874-1 and 874-1RC, this labor category will provide consulting expertise.

Education Requirement

High School Diploma and 2 years of relevant experience; Specialized certifications and/or licenses preferred.